



AIRPORTS AUTHORITY OF INDIA

PRESS RELEASE

Subject : - Chennai Airport a consistently improving Airport – says the ASQ survey report.

Chennai 22 July, 2014:

The ACI-ASQ Score and rank of Indian Airports for Qtr-II (April – June) 2014 over Qtr.-I (Jan. – March) 2014 has been published from the ASQ report it is seen that Chennai Airport has consistently improved on its facilities towards passengers over the years particularly in 2013 & Qtr. I of 2014.

Chennai Airport has scored 4.30 points in the Qtr.-II of 2014 as compared to 4.10 points in the previous quarter (Quarter-I). **What is more significance in this score is that Chennai Airport rating of 4.30 has earned 2nd position in AAI managed airports.** Also this rating of 4.30 is above the MoU target set-out by Ministry of Civil Aviation which is 4.20.

The reported World Highest rating is 4.98 for Quarter – II (April – June 2014) scored by ICN – Seoul Incheon Airport.

In the rank list also, Chennai Airport has claimed up to 56, as against previous quarter 114th position (copy enclosed).

The above scores are proving that Chennai Airport is improving in passenger perception rating and shall continue to strive to meet the international bench mark.

Airports Council International (ACI) conducts Airport Service Quality (ASQ) Survey, worldwide, among 220-225 International airports on quarterly basis. The survey considers 33 parameters to assess the satisfaction level of passenger, both International and Domestic, on 5 points scale.

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Notes for the Editor :-

The score and rank of Indian airports in ACI-ASQ survey for Qtr II(April-June) 2014 over Qtr-I(Jan-March) 2014

| Name of the airport | Qtr-II (April-June) 2014 | | Qtr-I (January-March) 2014 | | Difference in rating of Qtr-II(2014) over Qtr-I(2014) |
|-------------------------------------|--------------------------|------|----------------------------|------|---|
| | CSI | RANK | CSI | RANK | |
| (1) | (2) | (3) | (4) | (5) | (6) |
| Kolkata | 4.42 | 41 | 4.22 | 72 | 0.20 |
| Chennai | 4.30 | 56 | 4.10 | 114 | 0.20 |
| Trivandrum | 4.28 | 60 | 4.26 | 61 | 0.02 |
| Srinagar | 4.28 | 63 | 4.18 | 86 | 0.10 |
| Ahmedabad | 4.27 | 66 | 4.25 | 63 | 0.02 |
| Lucknow | 4.26 | 70 | 4.22 | 74 | 0.04 |
| Guwahati | 4.26 | 71 | 4.22 | 75 | 0.04 |
| Jaipur | 4.17 | 91 | 4.06 | 127 | 0.11 |
| Goa | 4.15 | 98 | 4.05 | 131 | 0.10 |
| Pune | 4.14 | 104 | 4.10 | 112 | 0.04 |
| Calicut | 4.14 | 102 | 3.86 | 174 | 0.28 |
| World Average | | | 4.14 | | -4.14 |
| World Highest | 4.98* | | 4.97 * | | 0.01 |
| Average of 11 airports | 4.24 | | 4.14 | | |
| *ICN - Seoul Incheon Airport | | | | | |

MOU targets set for excellent rating for the year 2014-15 is 4.20 on five points scale