

## Airports Authority of India

### PRESS RELEASE

#### **AAI Airports felicitated with ACI ASQ Awards 2019**

**New Delhi, 09<sup>th</sup> October, 20:** Shri Arvind Singh, Chairman, AAI felicitated four AAI airports namely Lucknow, Trivandrum, Chandigarh & Mangaluru that won 10 ASQ awards in four different categories announced by ACI earlier in March 2020. An award ceremony was organised at AAI's Corporate Headquarters on 08<sup>th</sup> October, 20 and Chairman AAI presented the awards to winning airports. These awards were received by Board Members on behalf of winning airports with respective Airport Directors and Regional Executive Directors connected via video conferencing. The ASQ award ceremony was scheduled to take place in September, 20 in Poland, but due to COVID-19, ACI requested to hold a virtual award ceremony.

Airports Authority of India's continuous thrust on enhanced passenger convenience and superlative services has been yielding results year after year. In continuation to the glorious tradition of providing excellent services to its customers and passion for providing world-class airports by AAI, Four AAI airports Chandigarh, Mangaluru, Trivandrum and Lucknow were adjudged the best in the world in ASQ awards for the year 2019. These airports won 10 awards in four categories.

#### **1. Best Airport by size and Region:**

S.No.	Airport	Category
i.	Chandigarh	2-5 million passengers per year in Asia-Pacific Region
ii.	Mangaluru	
iii.	Trivandrum	
iv.	Lucknow	5-15 million passengers per year in Asia-Pacific Region

#### **2. Best Airport by Environment and Ambience by size:**

S.No.	Airport	Category
i.	Chandigarh	2-5 million passengers per year in Asia-Pacific Region
ii.	Lucknow	5-15 million passengers per year in Asia-Pacific Region

#### **3. Best Customer Service by size:**

S.No.	Airport	Category
i.	Chandigarh	2-5 million passengers per year in Asia-Pacific Region
ii.	Lucknow	5-15 million passengers per year in Asia-Pacific Region

#### **4. Best Infrastructure and Facilitation by size:**

S.No.	Airport	Category
i.	Chandigarh	2-5 million passengers per year in Asia-Pacific Region
ii.	Lucknow	5-15 million passengers per year in Asia-Pacific Region

Airport Service Quality (ASQ) survey is the world-renowned and internationally established global benchmarking programme measuring passengers' satisfaction, whilst they travel through an airport, conducted by the Airports Council International (ACI), (a global non-profit organization of Airport Operators). ASQ Awards recognize those airports

around the world that deliver the best customer experience in the opinion of their own passengers.

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Chairman AAI presenting ACI ASQ Awards 2019 to Board Members on behalf of winning airports namely Chandigarh, Mangaluru, Trivandrum and Lucknow



