

AIRPORTS AUTHORITY OF INDIA

PRESS RELEASE

AAI's Airports awarded for improved Airport Service Quality (ASQ)

New Delhi, 5th May, 2015 -Kolkata Airport has been declared “Best improved airport” for the year 2013 and 2014 consecutively in Asia Pacific by Airports Council International (ACI), the professional association of world’s airports. Airport Service Quality (ASQ) is conducted at 11 major AAI managed airports in India. In ASQ survey passenger views on 34 key service indicators are taken at more than 300 airports worldwide and accordingly best airports are declared in different categories.

Apart from Kolkata Airport, Ahmedabad Airport has achieved 5th place globally in two to five million passenger category. “Best Improved Airport” award to Kolkata Airport was received by Shri RK Srivastava, Chairman, Airports Authority of India recently in a glittering ceremony in Jordan during the ACI Asia-Pacific Regional Assembly, Conference and Exhibition.

After receiving the award Chairman, AAI complemented the AAI team and said “we feel honoured that our efforts and achievements in customer services at airports have been recognized by the ACI and AAI team will continue to work towards excellence in customer satisfaction in the years to come”.

As per ASQ surveys conducted by ACI, global ranking of other major airports of AAI has also improved significantly in last one year salient being Kolkata, Jaipur, Ahmedabad and Trivandrum with ranking during the year 2014 being 30, 31, 56 and 68 as compared to ranking over the year 2013 being 184,136, 87 and 105 respectively.

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Shri R K Srivastava, IAS, Chairman, Airports Authority of India receiving the ASQ Award in a glittering ceremony held at Jordan.