

AIRPORTS AUTHORITY OF INDIA

Press Release

ACI-ASQ Awards 2020: Five AAI Airports adjudged among the best in the world

New Delhi, 1st March, 2021: After witnessing an unprecedented year marred by the Covid-19 pandemic that impacted the world economy and hampered global air travel, the Airports Council International (ACI) World today announced Airport Service Quality (ASQ) Awards for 2020.

Airports Authority of India is proud to state that due to its unwavering thrust on enhanced passenger convenience and unmatched world-class airport services, five of its airports have been adjudged as among the best airports in the world. The ACI-ASQ Awards highlights the world's best airports as judged by their respective customers. Five AAI Airports: Amritsar, Chandigarh, Kolkata, Pune and Varanasi have been declared as the best in the world in ACI-ASQ Awards for 2020. These airports won six awards in two different categories.

The Covid-19 pandemic had a dramatic impact on global passenger traffic in 2020 as well as changing customer perceptions and expectations of the airport experience. Despite the challenges posed by the pandemic, airports managed to collect ASQ surveys from their customers throughout the year and 108 awards have been won by 89 individual airports around the world for the year 2020. Based on new hygiene related questions added to the survey questionnaire, ACI introduced a new award - 'Best Hygiene Measures by Region' – of which there have been 33 inaugural winners. This award provided airports with a reliable method of gauging customer response to new health measures and recognizes airports' success in responding to the intense focus on hygiene in the wake of highly contagious Covid-19 infection. The new category also complements ACI's Airport Health Accreditation programme, launched last year, which has resulted in more than 240 airports being accredited already.

Based on the results of ASQ survey, awards won by AAI airports are detailed below:

1. Best Airport by Size and Region:

S. No.	Airport	Category
i.	Amritsar Airport	2 to 5 million passengers per year in Asia-Pacific
ii.	Chandigarh Airport	
iii.	Varanasi Airport	

2. Best Hygiene Measures by Region (Asia-Pacific)

S. No.	Airport	Category
i.	Chandigarh Airport	Best Hygiene Measures by Region (Asia-Pacific)
ii.	Kolkata Airport	
iii.	Pune Airport	

Airport Service Quality (ASQ) Survey is the world-renowned and internationally established global benchmarking programme measuring passengers' satisfaction across 34 key performance indicators, whilst they travel through an airport, conducted by the Airports Council International (ACI), a global non-profit organization of Airport Operators.

Since its creation in 2006, the ASQ Departures programme has become the world's leading airport passenger satisfaction benchmark with close to 400 airports participating, across 95 countries. ASQ Awards recognize those airports around the world that deliver the best customer experience in the opinion of their own passengers. More than half of the world's travellers pass through an ASQ airport. ACI adapted the rigorous quality control process for the ASQ awards programme to ensure the benchmarking and findings from the ASQ surveys remained of the highest quality during the COVID-19 pandemic.

Airports Council International (ACI) is the only global trade representative of the world's airports. Established in 1991, ACI represents airports interests with Governments and international organizations such as ICAO, develops standards, policies and recommended practices for airports, and provides information and training opportunities to raise standards around the world.

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Airports Authority of India
For details please contact GM (CC) at:
9811521881, 011-24622787
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