

AIRPORTS AUTHORITY OF INDIA
(Department of Public Relations)

Press Release-

Airports Authority of India's Pune airport achieves the highest Airport Service Quality (ASQ) Rating.

New Delhi, 10th February 2017: Airports Authority of India got report of ACI-ASQ survey for Quarter-IV (October-December) 2016 for 11 airports. The Pune Airport has achieved the highest ACI-ASQ rating of 4.78 and is ranked 29 in the world, followed by Lucknow Airport with ASQ rating of 4.76 ranked 31 during the Qtr-IV. Average ASQ rating for 11 AAI airports during the Quarter-IV is 4.56 which is above the world average of 4.16. The average of 11 AAI airports has increased to 4.56 in this quarter as compared to 4.46 in previous quarter.

The ASQ rating of Ahmedabad, Calicut, Pune, Srinagar and Trivandrum airports has increased in Qtr.-IV of 2016 over Qtr.III of 2016. . ASQ rating of Chennai, Jaipur, Lucknow and Goa airports has registered decline while ASQ ratings of Guwahati and Kolkata airports remained unchanged during the same period.

Airport wise analysis of ASQ parameters has been done. Based on MoU targets, airport wise parameters are grouped in 5 categories accordingly to the rating received. The survey considers 33 parameters to assess the satisfaction level of passenger for both domestic and international terminals.

Airports Service Quality (ASQ) ratings are benchmarks for Airport Services globally. Airports Council International (ACI), the global body of International airports conducts ASQ surveys globally. ASQ surveys are conducted based upon key services parameters and identified services.

Issued by Public Relations Department
For details please contact:
GM(PR), 9811521881, 011-24622787
Press release No. 68/2016-17

Note to editor:

ASQ Rating of 11 AAI airports in ACI-ASQ survey for Qtr-IV (October-December) over Qtr-III (July-September) 2016

(on five point scale)

Name of the airport	Qtr-IV (October-December) 2016		Qtr-III (July-September) 2016		Difference in ASQ rating of Qtr-IV 2016 over Qtr-III 2016
	ASQ RATING	RANK	ASQ RATING	RANK	
Pune	4.78	29	4.70	32	0.08
Lucknow	4.76	31	4.93	15	-0.17
Kolkata	4.73	33	4.73	29	0.00
Ahmedabad	4.66	38	3.70	240	0.96
Trivandrum	4.66	37	4.38	68	0.28
Srinagar	4.59	41	4.26	95	0.33
Chennai	4.57	43	4.62	39	-0.05
Jaipur	4.49	55	4.79	27	-0.30
Guwahati	4.39	66	4.39	67	0.00
Goa	4.30	93	4.40	66	-0.10
Calicut	4.23	115	4.17	126	0.06
Average of 11 airports	4.56		4.46		0.10
World average	4.16		4.15		0.01

MOU Targets set for excellent rating for the year 2016-17 is 4.80 on five points scale.