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PRESS RELEASE

Raipur Airport ranked first in Customer Satisfaction Index survey

New Delhi, 14th July, 2017: AAI's continuous efforts to improve the services and passenger facilities at its airports have placed it amongst the best service provider in the world. The latest feather in the cap is Raipur `s Swami Vivekananda Airport which is again ranked first in Customer Satisfaction among 49 airports in the country. Raipur Airport achieved 4.84 score in a five point scale index in latest CSI survey conducted by an independent agency for the period of Jan- June 2017 followed by Udaipur, Amritsar and Dehradun airports which have scored 4.75, 4.74 and 4.73 respectively.

Customer Satisfaction is one of the key performance objectives of AAI which is evaluated through Customer Satisfaction Survey conducted by an independent agency commissioned by AAI. The survey covers wide range of parameters like transportation, parking, passenger facilities and cleanliness etc. The integrated terminal building of Raipur was inaugurated in 2012. High level maintenance of infrastructure and passenger facilities, the green ambience, state-of-the-art technology and courteous staff ensuring passenger delight has resulted in Raipur getting this recognition for the third consecutive time in past two years.

Issued by Public Relations Department
For details please contact: GM (PR),
9811521881, 011-24622787
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Pic.: Swami Vivekananda Airport, Raipur