

# **Airports Authority of India**

## **Press Release**

### **Customer Satisfaction at AAI Airports - Road Map drawn during the day long deliberations in the Annual Performance Review Meeting taken by Chairman, AAI**

**29<sup>th</sup> April, 2014 – New Delhi.** : Sh. Alok Sinha, IAS, Chairman AAI & Joint Secretary MOCA after taking over as Chairman, AAI in January 2014 took the first Annual Performance Review Meeting of AAI along with all the Board Members and CVO which was attended by all the Regional Executive Directors and Airport Directors of Kolkata & Chennai and HODs from CHQ.

The key emphasis on deliberations had been to draw action plan towards improvement in the standard of customer services at AAI's Airports. It was amply made clear to all that a core team of officers at Corporate Headquarters will regularly monitor the improvements and progress in this regard which will be to meet the parameters of Master Plan so developed by Corporate Headquarters.

Member (OPS) while welcoming all, emphasized on the theme of the one day meeting in his inaugural note. All the members while addressing the participants, apart from laying emphasis on the core functions of their respective areas, emphasized upon the team building and working cohesively towards the corporate strategy of Customer Satisfaction to achieve the target of ASQ of 4.5 and also complimented AAI for getting an average rating of 4.09 which is above world average of 4.07.

Member (Finance) while addressing the gathering, informed that during 2013-14 AAI has increased its revenue figure by about 15% thereby achieving the net profit after tax as Rs.796.36 crores which has registered an increase of 8.3%. While indicating the profit figure, Member (Finance) emphasized that AAI shall continue to endeavor for reduction in its expenditure figure and target to reduce it at least by 20% and indicated various measures through which this can be achieved.

Member (ANS) while addressing the gathering emphasized the need for safe and seamless air traffic services through Indian Airports as well as Indian Air space. He highlighted the importance of AAI in the international arena. He complimented the work done by the AAI employees in this direction which has resulted in series of awards and accolades by the well known organizations including Jane's Awards (second year in succession).

Member (Planning) also emphasized the need for more and more airports in the country particularly, at a time when connectivity is the theme of Civil Aviation for the times to come. He flagged the need for low cost Airports in the country. He also emphasized on eco-friendly measures not only for the purpose of reduction in emissions rather to derive financial gains through savings in energy consumption. While, deliberating this, he dwelled upon various measures which the officers can take at their respective units.

Member (HR) emphasized that Human Resource is the core resource of any Organisation and for deriving synergy, it is very important that effective communication is made between the Unit In-charge, officials of units & CHQ. He informed that in this direction, HR Department, over a period of time, have issued over 250 instructions. Talking on the specifics, he emphasized the marathon task undertaken by the HR Department in a very successful and effective manner i.e. merger of seniority in the post merged seniority and conduct of over 1200 DPCs. He also informed that HR Department has compiled the HR Manual and released the HR Charter which will go a long way in meeting the Corporate needs.

In sync with the aptly decided theme of the Performance Review Meeting i.e. Customer Satisfaction, CVO emphasized that there is no excuse for non-performance in any organization particularly, in AAI which predominantly is a service organization and our end customer i.e. passenger is very sensitive and as such we have to continuously keep working towards the best customer satisfaction ratings and practices.

Chairman, AAI, both during the deliberations as well as in his closing note reiterated the importance of customer services at its airports and further emphasized that AAI shall continuously strive for improvements in ASQ customer satisfaction index which is an international bench mark for customer satisfaction at Airports and desired all to work consistently for achievement of the set goals.

The day long deliberations were followed by a review of the activities of the Sports Control Board and drawing of action plan for the next year in the area of sports by AAI.

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Shri Alok Sinha, IAS, Chairman, AAI & Joint Secretary, MoCA taking the Performance Review Meeting on the theme of Customer Satisfaction at AAI Airports alongwith Board Members, CVO, HODs and REDs/APDs at Rajiv Gandhi Bhawan on 29<sup>th</sup> April, 2014.