

AIRPORTS AUTHORITY OF INDIA

Press Release

ACI-ASQ awards presented to Four AAI Airports at ACI's Global Summit & Awards

New Delhi, 09th September, 2019: Airports Authority of India's continuous thrust on enhanced passenger convenience and superlative services has been yielding results year after year. Four AAI airports viz. Ahmedabad, Bhubaneswar, Chandigarh and Indore won nine ACI ASQ Awards (in total) for the year 2018 in different categories. Shri I. N. Murthy, Member (Operations), AAI along with his team consisting of Shri G. Chandramouli, RED (Western Region); Shri S.P. Yadav, RED (Eastern Region); Shri Manoj Gangal, Airport Director, SVPI Ahmedabad Airport; Shri S.C. Hota, Airport Director, BPI Airport, Bhubaneswar; Shri Suneel Dutt, Airport Director, Chandigarh International Airport and Ms. Aryama Sanyal, DABH, Indore Airport received the ACI-ASQ Awards at ACI's Global Summit & Awards held recently in Bali, Indonesia.

On this proud moment, Member (Operations) congratulated all the APDs for their stupendous achievement and wished many more laurels for AAI in near future. He also urged more AAI airports to compete and win at ACI-ASQ Awards in their respective categories in future.

In the year 2018, ACI-ASQ survey was carried out at around 346 airports across North America, Latin America and Caribbean, Europe, Middle East and Asia. The ASQ survey results are monitored by AERA, NITI Aayog and MoCA.

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

1. Best Airport by size and Region:

Bhubaneswar, Chandigarh and Indore Airports	2-5 million passengers per year in Asia-Pacific
--	--

2. Best Airport by Environment and Ambience by size:

Chandigarh	2-5 million passengers per year
Ahmedabad Airport	5-15 million passengers per year

3. Best Customer Service by size:

Indore Airport	2-5 million passengers per year
Ahmedabad Airport	5-15 million passengers per year

4. Best Infrastructure and Facilitation by size:

Indore Airport	2-5 million passengers per year
Ahmedabad Airport	5-15 million passengers per year

Airport Service Quality (ASQ) survey is the world-renowned and internationally established global benchmarking programme measuring passengers' satisfaction, whilst they travel through an airport, conducted by the Airports Council International (ACI), (a global non-profit organization of Airport Operators). ASQ Awards recognize those airports around the world that deliver the best customer experience in the opinion of their own passengers.

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.

Issued by Corporate Communications Directorate

For details please contact GM © at:

9811521881, 011-24622787

Press Release No. **25/ 2019-20**



(from Left to Right); Shri Suneel Dutt, Airport Director, Chandigarh International Airport, Shri G. Chandramouli, RED (WR), Shri Manoj Gangal, APD, Ahmedabad Airport, Shri I. N. Murthy, Member (Operations), AAI; ACI official; Smt. Aryama Sanyal, APD, Indore Airport; Shri S.C.Hota, Airport Director, Bhubaneswar and Shri S.P.Yadav, RED (ER) during ACI's Global Summit & Awards held in Bali, Indonesia.