

Airports Authority of India

Press Release

AAI Airports felicitated with ACI ASQ Awards 2020

New Delhi, 24th September 2021: Shri Sanjeev Kumar, Chairman AAI felicitated the ASQ award winning airports namely Amritsar, Chandigarh, Varanasi, Kolkata & Pune on their achievement which reiterates the commitment of AAI to ensure that the passengers are accorded world class service at AAI airports.

Airports Authority of India's continuous thrust on enhanced passenger convenience and superlative services has been yielding results year after year. Airports Council International (ACI) had announced winners of annual Airport Service Quality (ASQ) awards for the year 2020 on 01st March 2021 and gave away the awards during Customer Experience Global Summit held on 08th September 2021 at Montreal for the "Best Airport identified by Size and Region" as well as airports with "Best Hygiene Measures by Region".

Five AAI airports including Chandigarh had won a total of six awards for the Best Airports in the category of "2 to 5 million passengers per year in Asia-Pacific" and new category of "Best Hygiene Measures by Region" in 2020 as follows:-

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	

An award ceremony was organised at AAI's Corporate Headquarters on 24th September 2021 and Chairman AAI presented the awards to winning airports. These awards were received by Board Members on behalf of winning airports

with respective Airport Directors and Regional Executive Directors connected via video conferencing.

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.

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