

AIRPORTS AUTHORITY OF INDIA

Press Release

Seven AAI airports chosen for Voice of Customer Recognition 2021 by ACI

New Delhi, 10th February 2022: Seven AAI airports namely Chennai, Kolkata, Goa, Pune, Patna, Bhubaneswar & Chandigarh that participated in ACI-ASQ survey in 2021 have been chosen for Voice of Customer Recognition under ACI World's Voice of the Customer initiative.

Airports Council International has initiated the 'Voice of the Customer' initiative to acknowledge and recognize airports that continued to prioritize their customers and are committed to ensuring their voice was heard, even during the ongoing COVID-19 pandemic.

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). ASQ Awards recognize those airports around the world that deliver the best customer experience in the opinion of their own passengers.

The ASQ programme provides the research tool and management information to better understand passengers' views and what they want from an airport from the products and services standpoint.

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For details please contact:

GM (CC) - 011-24622787

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