

AIRPORTS AUTHORITY OF INDIA

Press Release

ACI-ASQ Survey: Jaipur and Srinagar Airports rated Best Airports in the World in 2-5 million Passenger category

New Delhi, 18th October 2017: Airports Authority of India's continuous thrust on enhanced passenger convenience and superlative services has been yielding results year after year.

Jaipur and Srinagar Airport got First and Second rank respectively in the category of 2-5 million passengers. Dr. Guruprasad Mohapatra, Chairman, Airports Authority of India along with his team consisting of Mr. I.N. Murthy, Member (Operations); Mr. J.S. Balhara, Airport Director, Jaipur Airport and Mr. Sharad Kumar, Airport Director, Srinagar Airport received the ACI-ASQ Award at a glittering function held in Mauritius on 17th October 2017. On this proud moment, Chairman congratulated both the APDs for their stupendous achievement and wished many more laurels for AAI in near future. He also challenged more AAI airports to compete and win at ACI-ASQ Awards in their respective categories in future.

During the event, Chairman, AAI said, "I am very happy to be a part of the award receiving ceremony with Member (Ops.) along with the deserving winners: APD, Jaipur and APD, Srinagar. I wish more AAI airports to come into this category so that I come next year to cheer several APDs. I urge other AAI airports to please take up my challenge. Big cheers for Jaipur and Srinagar."

"It was an exciting and proud moment when AAI received the Best Airport Awards for Jaipur and Srinagar in the ACI Award function at Mauritius and I personally request all our APDs to take up the challenge put up by our Hon'ble Chairman to achieve the Best Airport Award in ASQ Ratings in their respective categories for next year's awards of ACI.

May the spirit of achieving excellence prevail with healthy competition across all Airports of AAI,” said Member (Ops), AAI during the award ceremony in Mauritius.

This is for the second consecutive time that Jaipur Airport has been rated the Best Airport in the World in the traffic volume of 2 to 5 million passengers per year. Jaipur was ranked as the Best Airport in the World catering to a traffic volume of 2 to 5 million passengers per year in 2016 also.

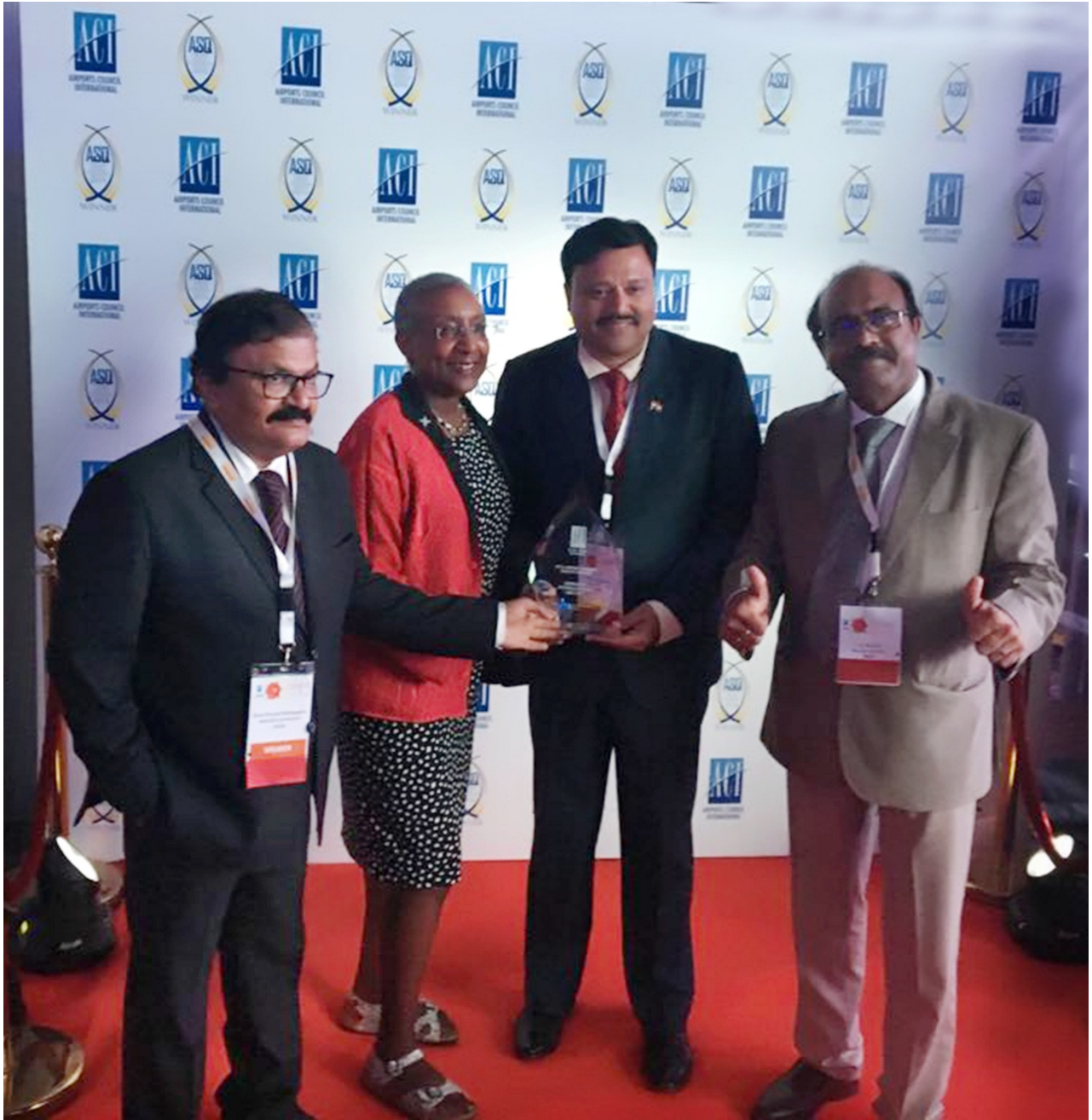
The Airport Service Quality (ASQ) Awards are the aviation industry's most prestigious accolades. The awards recognize the airports which have achieved the highest passenger satisfaction ratings in the ASQ Survey - the world's benchmark measure of airport excellence. It is the only worldwide programme to survey passengers at the airports on their day of travel. Every year, the programme delivers some 600,000 individual surveys in 41 languages in 84 countries. It measures passengers' views on 34 key performance indicators, including airport access, check-in, security screening, restrooms, stores and restaurants. Each airport uses the exact same survey, creating an industry database that allows airports to compare themselves to other airports around the world. The ASQ Programme also has a feature that facilitates sharing of best practices among airport operators.

Issued by Public Relations Directorate

For details please contact GM (PR) at:

9811521881, 011-24622787

Press Release No. **42/2017-18**



(from Left to Right) Dr. Guruprasad Mohapatra, Chairman, AAI with ACI official presenting the award to Mr. Sharad Kumar, APD, Srinagar Airport accompanied by Mr. I.N. Murthy, Member (Operations), AAI



(from Left to Right) Dr. Guruprasad Mohapatra, Chairman, AAI with ACI official receiving the award of Best Airport along with Mr. J.S. Balhara, APD, Jaipur Airport accompanied by Mr. I.N. Murthy, Member (Operations), AAI