

| Sl. NO. | ITEMS | Kolkata Airport | | | | | Chennai Airport | | | | | Jaipur Airport | | | | |
|---------|---|----------------------|-------------------------|-------------------------|------------------------|---|----------------------|-------------------------|-------------------------|------------------------|---|----------------------|-------------------------|-------------------------|------------------------|---|
| | | Qtr-IV(Oct-Dec) 2013 | Qtr-III(July-Sept) 2013 | Qtr-II(April-June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 | Qtr-IV(Oct-Dec) 2013 | Qtr-III(July-Sept) 2013 | Qtr-II(April-June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 | Qtr-IV(Oct-Dec) 2013 | Qtr-III(July-Sept) 2013 | Qtr-II(April-June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 |
| 1 | Ground Transportation To/From Airport | 4.06 | 4.00 | 3.73 | 3.24 | 0.06 | 4.22 | 3.64 | 3.68 | 3.57 | 0.58 | 4.08 | 4.16 | 3.98 | 3.83 | -0.08 |
| 2 | Availability of parking facilities | 4.07 | 3.88 | 3.75 | 3.12 | 0.19 | 3.72 | 3.47 | 3.53 | 3.43 | 0.25 | 4.13 | 4.00 | 3.82 | 3.75 | 0.13 |
| 3 | Parking facilities value for money | 4.00 | 3.88 | 3.62 | 3.04 | 0.12 | 3.94 | 3.51 | 3.43 | 3.35 | 0.43 | 4.03 | 3.83 | 3.69 | 3.46 | 0.20 |
| 4 | Availability of Baggage Carts/trolleys | 4.11 | 3.96 | 3.87 | 3.25 | 0.15 | 3.75 | 3.61 | 3.60 | 3.53 | 0.14 | 4.04 | 3.98 | 3.95 | 3.87 | 0.06 |
| 5 | Waiting time in check-in-queue/line | 4.23 | 4.22 | 3.98 | 3.37 | 0.01 | 4.14 | 3.61 | 3.67 | 3.50 | 0.53 | 4.07 | 4.05 | 4.05 | 3.92 | 0.02 |
| 6 | Efficiency of Check-in-Staff | 4.22 | 4.15 | 4.01 | 3.61 | 0.07 | 3.76 | 3.57 | 3.56 | 3.52 | 0.19 | 4.04 | 3.98 | 4.08 | 3.94 | 0.06 |
| 7 | Courtesy, helpfulness of check-in-staff | 4.31 | 4.14 | 4.06 | 3.68 | 0.17 | 3.97 | 3.62 | 3.51 | 3.56 | 0.35 | 3.99 | 3.95 | 3.98 | 3.99 | 0.04 |
| 8 | Waiting time at Passport/personal ID inspection | 4.11 | 4.21 | 3.89 | 3.58 | -0.10 | 4.09 | 3.58 | 3.65 | 3.60 | 0.51 | 4.17 | 4.16 | 4.01 | 4.06 | 0.01 |
| 9 | Courtesy and helpfulness of inspection staff | 4.05 | 4.13 | 3.86 | 3.54 | -0.08 | 3.70 | 3.47 | 3.42 | 3.45 | 0.23 | 4.13 | 4.07 | 4.00 | 4.07 | 0.06 |
| 10 | Courtesy and helpfulness of security staff | 4.21 | 4.26 | 3.97 | 3.60 | -0.05 | 4.09 | 3.62 | 3.76 | 3.65 | 0.47 | 4.10 | 4.01 | 4.07 | 4.18 | 0.09 |
| 11 | Thoroughness of Security inspection | 4.14 | 4.15 | 3.95 | 3.60 | -0.01 | 3.65 | 3.46 | 3.56 | 3.60 | 0.19 | 4.08 | 3.93 | 4.08 | 4.14 | 0.15 |
| 12 | Waiting time at Security inspection | 4.12 | 4.06 | 3.90 | 3.39 | 0.06 | 3.92 | 3.58 | 3.54 | 3.52 | 0.34 | 4.03 | 3.91 | 3.99 | 3.99 | 0.12 |
| 13 | Feeling of being safe and secure | 4.20 | 4.15 | 4.04 | 3.61 | 0.05 | 3.71 | 3.53 | 3.57 | 3.61 | 0.18 | 4.07 | 4.01 | 4.12 | 4.23 | 0.06 |
| 14 | Ease of finding your way through airport | 4.18 | 4.10 | 3.83 | 3.42 | 0.08 | 4.10 | 3.53 | 3.71 | 3.56 | 0.57 | 4.05 | 4.03 | 4.13 | 4.02 | 0.02 |
| 15 | Flight information screens | 4.01 | 3.93 | 3.63 | 3.08 | 0.08 | 3.77 | 3.22 | 3.53 | 3.38 | 0.55 | 4.06 | 3.96 | 4.00 | 3.91 | 0.10 |
| 16 | Walking distance inside the terminal | 3.99 | 3.92 | 3.67 | 3.47 | 0.07 | 3.88 | 3.46 | 3.46 | 3.58 | 0.42 | 4.10 | 3.94 | 4.10 | 4.06 | 0.16 |
| 17 | Ease of making connections with other flights | 4.04 | 3.97 | 3.72 | 3.30 | 0.07 | 0.00 | 3.42 | 2.49 | 3.69 | -3.42 | 4.25 | 3.92 | 3.81 | 4.06 | 0.33 |
| 18 | Courtesy, helpfulness of airport staff | 4.18 | 4.14 | 3.90 | 3.42 | 0.04 | 4.15 | 3.57 | 3.69 | 3.69 | 0.58 | 4.10 | 4.06 | 4.05 | 4.10 | 0.04 |
| 19 | Restaurant/Eating facilities | 3.65 | 3.59 | 3.06 | 2.61 | 0.06 | 3.70 | 3.38 | 3.36 | 3.18 | 0.32 | 3.91 | 3.75 | 3.56 | 3.12 | 0.16 |
| 20 | Restaurant facilities value for money | 3.60 | 3.46 | 3.03 | 2.59 | 0.14 | 3.84 | 3.48 | 3.32 | 3.08 | 0.36 | 3.87 | 3.66 | 3.52 | 3.05 | 0.21 |
| 21 | Availability of bank /ATM facilities/money changers | 3.97 | 3.90 | 3.29 | 2.99 | 0.07 | 4.17 | 3.70 | 3.77 | 3.58 | 0.47 | 4.09 | 3.98 | 3.79 | 3.20 | 0.11 |
| 22 | Shopping facilities | 3.48 | 3.48 | 2.80 | 2.46 | 0.00 | 3.75 | 3.59 | 3.50 | 3.29 | 0.16 | 3.92 | 3.63 | 3.44 | 2.83 | 0.29 |
| 23 | Shopping facilities value for money | 3.61 | 3.53 | 2.92 | 2.40 | 0.08 | 3.80 | 3.59 | 3.39 | 3.21 | 0.21 | 3.88 | 3.54 | 3.30 | 2.97 | 0.34 |
| 24 | Internet access/wi-fi | 3.44 | 3.42 | 3.02 | 2.07 | 0.02 | 4.15 | 3.30 | 3.73 | 3.46 | 0.85 | 3.69 | 3.37 | 3.28 | 2.77 | 0.32 |
| 25 | Business/Executive lounges | 4.09 | 3.94 | 3.42 | 2.48 | 0.15 | 4.22 | 3.62 | 3.96 | 3.51 | 0.60 | 3.94 | 3.38 | 3.63 | 3.40 | 0.56 |
| 26 | Availability of washrooms/toilets | 3.96 | 3.93 | 3.56 | 2.73 | 0.03 | 4.09 | 3.81 | 3.85 | 3.50 | 0.28 | 3.93 | 3.95 | 3.92 | 3.64 | -0.02 |
| 27 | Cleanliness of washrooms/toilets | 3.85 | 3.87 | 3.51 | 2.40 | -0.02 | 4.07 | 3.74 | 3.77 | 3.37 | 0.33 | 3.90 | 3.88 | 3.86 | 3.49 | 0.02 |
| 28 | Comfort of waiting/gate areas | 4.05 | 4.03 | 3.82 | 2.86 | 0.02 | 3.72 | 3.70 | 3.67 | 3.44 | 0.02 | 4.05 | 3.95 | 3.94 | 3.75 | 0.10 |
| 29 | Cleanliness of airport terminal | 4.22 | 4.19 | 4.00 | 2.69 | 0.03 | 4.25 | 3.93 | 3.97 | 3.58 | 0.32 | 4.05 | 4.07 | 4.05 | 4.06 | -0.02 |
| 30 | Ambience of the airport | 4.14 | 4.15 | 4.07 | 2.72 | -0.01 | 3.99 | 3.86 | 3.80 | 3.37 | 0.13 | 4.01 | 3.94 | 3.96 | 3.92 | 0.07 |
| 31 | Arrivals passport and visa inspection | 4.17 | 4.23 | 3.83 | 3.60 | -0.06 | 4.22 | 3.82 | 3.70 | 3.70 | 0.40 | 3.88 | 3.96 | 4.05 | 3.90 | -0.08 |
| 32 | Speed of baggage delivery service | 3.83 | 3.85 | 3.47 | 3.29 | -0.02 | 3.65 | 3.55 | 3.52 | 3.38 | 0.10 | 4.12 | 4.03 | 4.01 | 3.79 | 0.09 |
| 33 | Customs inspection | 4.15 | 4.10 | 3.76 | 3.49 | 0.05 | 4.01 | 3.61 | 3.52 | 3.50 | 0.40 | 4.09 | 3.87 | 3.95 | 3.73 | 0.22 |
| | Overall Satisfaction with Airport | 4.11 | 4.05 | 3.84 | 3.01 | 0.06 | 4.16 | 3.93 | 3.86 | 3.80 | 0.23 | 4.03 | 3.97 | 3.94 | 3.91 | 0.06 |
| | World Average | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 |

| Sl. NO. | ITEMS | Goa Airport | | | | | Calicut Airport | | | | | Guwahati Airport | | | | |
|---------|---|----------------------|--------------------------|-------------------------|------------------------|---|----------------------|-------------------------|-------------------------|------------------------|---|----------------------|-------------------------|-------------------------|------------------------|---|
| | | Qtr-IV(Oct-Dec) 2013 | Qtr-III (July-Sept) 2013 | Qtr-II(April-June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 | Qtr-IV(Oct-Dec) 2013 | Qtr-III(July-Sept) 2013 | Qtr-II(April-June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 | Qtr-IV(Oct-Dec) 2013 | Qtr-III(July-Sept) 2013 | Qtr-II(April-June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 |
| 1 | Ground Transportation To/From Airport | 3.72 | 3.71 | 4.28 | 4.26 | 0.01 | 3.85 | 3.67 | 3.49 | 3.87 | 0.18 | 4.12 | 4.10 | 4.16 | 3.86 | 0.02 |
| 2 | Availability of parking facilities | 3.38 | 3.35 | 3.91 | 3.79 | 0.03 | 3.69 | 3.50 | 3.25 | 3.75 | 0.19 | 3.97 | 3.85 | 4.09 | 3.78 | 0.12 |
| 3 | Parking facilities value for money | 3.36 | 3.34 | 3.88 | 3.81 | 0.02 | 3.62 | 3.40 | 3.28 | 3.89 | 0.22 | 3.96 | 3.84 | 3.92 | 3.69 | 0.12 |
| 4 | Availability of Baggage Carts/rolleys | 3.90 | 3.78 | 3.89 | 3.83 | 0.12 | 3.85 | 3.74 | 3.64 | 4.00 | 0.11 | 3.97 | 3.97 | 4.00 | 3.91 | 0.00 |
| 5 | Waiting time in check-in-queue/line | 3.75 | 3.80 | 4.17 | 4.05 | -0.05 | 3.60 | 3.45 | 3.50 | 3.83 | 0.15 | 4.02 | 4.03 | 4.13 | 4.02 | -0.01 |
| 6 | Efficiency of Check-in-Staff | 3.94 | 3.83 | 4.16 | 3.98 | 0.11 | 3.81 | 3.53 | 3.49 | 4.01 | 0.28 | 3.92 | 3.96 | 4.05 | 4.05 | -0.04 |
| 7 | Courtesy, helpfulness of check-in-staff | 3.88 | 3.83 | 4.16 | 3.90 | 0.05 | 3.82 | 3.57 | 3.48 | 4.10 | 0.25 | 3.98 | 4.06 | 4.07 | 3.94 | -0.08 |
| 8 | Waiting time at Passport/personal ID inspection | 3.98 | 3.95 | 4.16 | 4.14 | 0.03 | 3.56 | 3.59 | 3.59 | 3.98 | -0.03 | 4.10 | 4.10 | 4.07 | 4.06 | 0.00 |
| 9 | Courtesy and helpfulness of inspection staff | 3.95 | 3.93 | 4.08 | 3.90 | 0.02 | 3.84 | 3.67 | 3.54 | 4.03 | 0.17 | 3.99 | 3.99 | 3.93 | 4.04 | 0.00 |
| 10 | Courtesy and helpfulness of security staff | 3.94 | 3.94 | 4.12 | 4.10 | 0.00 | 3.89 | 3.73 | 3.65 | 4.21 | 0.16 | 3.99 | 4.03 | 4.08 | 4.01 | -0.04 |
| 11 | Thoroughness of Security inspection | 3.82 | 3.91 | 4.06 | 3.95 | -0.09 | 3.86 | 3.60 | 3.50 | 3.94 | 0.26 | 3.87 | 3.90 | 3.97 | 4.05 | -0.03 |
| 12 | Waiting time at Security inspection | 3.80 | 3.73 | 3.87 | 3.82 | 0.07 | 3.75 | 3.55 | 3.56 | 3.82 | 0.20 | 3.93 | 3.97 | 3.89 | 3.92 | -0.04 |
| 13 | Feeling of being safe and secure | 3.92 | 3.82 | 4.01 | 3.04 | 0.10 | 3.95 | 3.60 | 3.66 | 4.04 | 0.35 | 3.96 | 4.05 | 3.95 | 4.06 | -0.09 |
| 14 | Ease of finding your way through airport | 3.87 | 3.85 | 4.24 | 4.13 | 0.02 | 3.74 | 3.62 | 3.70 | 3.96 | 0.12 | 4.04 | 4.00 | 4.00 | 4.04 | 0.04 |
| 15 | Flight information screens | 3.52 | 3.54 | 4.00 | 3.86 | -0.02 | 3.68 | 3.68 | 3.61 | 4.17 | 0.00 | 3.83 | 3.90 | 3.69 | 3.66 | -0.07 |
| 16 | Walking distance inside the terminal | 3.95 | 3.87 | 4.14 | 3.85 | 0.08 | 3.72 | 3.67 | 3.49 | 3.90 | 0.05 | 3.91 | 3.98 | 3.84 | 3.93 | -0.07 |
| 17 | Ease of making connections with other flights | 3.85 | 3.77 | 4.00 | 3.52 | 0.08 | 3.73 | 3.74 | 3.55 | 3.81 | -0.01 | 3.81 | 4.01 | 3.71 | 3.79 | -0.20 |
| 18 | Courtesy, helpfulness of airport staff | 3.98 | 3.85 | 4.23 | 4.11 | 0.13 | 3.83 | 3.72 | 3.56 | 4.24 | 0.11 | 4.02 | 4.03 | 4.03 | 3.96 | -0.01 |
| 19 | Restaurant/Eating facilities | 3.24 | 3.20 | 3.78 | 3.66 | 0.04 | 3.53 | 3.36 | 3.26 | 3.66 | 0.17 | 3.80 | 3.77 | 3.69 | 3.67 | 0.03 |
| 20 | Restaurant facilities value for money | 3.19 | 3.04 | 3.66 | 3.59 | 0.15 | 3.58 | 3.26 | 3.13 | 3.51 | 0.32 | 3.90 | 3.76 | 3.60 | 3.53 | 0.14 |
| 21 | Availability of bank /ATM facilities/money changers | 3.64 | 3.50 | 4.31 | 4.26 | 0.14 | 3.69 | 3.60 | 3.47 | 4.01 | 0.09 | 4.14 | 3.95 | 3.69 | 3.46 | 0.19 |
| 22 | Shopping facilities | 3.08 | 3.00 | 3.84 | 3.62 | 0.08 | 3.52 | 3.40 | 3.44 | 3.46 | 0.12 | 3.93 | 3.57 | 3.23 | 3.08 | 0.36 |
| 23 | Shopping facilities value for money | 3.06 | 3.11 | 3.87 | 3.77 | -0.05 | 3.45 | 3.36 | 3.26 | 3.41 | 0.09 | 3.87 | 3.55 | 3.27 | 3.08 | 0.32 |
| 24 | Internet access/wi-fi | 3.11 | 3.19 | 4.06 | 3.78 | -0.08 | 3.40 | 3.27 | 2.86 | 3.55 | 0.13 | 3.32 | 3.40 | 2.92 | 2.51 | -0.08 |
| 25 | Business/Executive lounges | 3.60 | 3.44 | 4.14 | 3.87 | 0.16 | 3.76 | 3.69 | 3.06 | 3.85 | 0.07 | 3.87 | 3.64 | 3.54 | 3.34 | 0.23 |
| 26 | Availability of washrooms/toilets | 3.27 | 3.26 | 3.79 | 3.57 | 0.01 | 3.81 | 3.70 | 3.49 | 3.73 | 0.11 | 3.91 | 3.77 | 3.88 | 3.60 | 0.14 |
| 27 | Cleanliness of washrooms/toilets | 3.08 | 3.05 | 3.65 | 3.42 | 0.03 | 3.76 | 3.65 | 3.40 | 3.71 | 0.11 | 3.79 | 3.73 | 3.76 | 3.52 | 0.06 |
| 28 | Comfort of waiting/gate areas | 3.39 | 3.37 | 3.84 | 3.57 | 0.02 | 3.75 | 3.54 | 3.36 | 3.72 | 0.21 | 3.88 | 3.88 | 3.99 | 3.85 | 0.00 |
| 29 | Cleanliness of airport terminal | 3.49 | 3.47 | 3.95 | 3.83 | 0.02 | 3.92 | 3.80 | 3.62 | 4.10 | 0.12 | 3.99 | 4.00 | 3.97 | 3.98 | -0.01 |
| 30 | Ambience of the airport | 3.37 | 3.27 | 3.78 | 3.62 | 0.10 | 3.80 | 3.55 | 3.43 | 3.88 | 0.25 | 3.96 | 3.94 | 4.03 | 3.98 | 0.02 |
| 31 | Arrivals passport and visa inspection | 3.64 | 3.84 | 3.79 | 3.80 | -0.20 | 4.04 | 3.81 | 3.64 | 3.88 | 0.23 | 4.17 | 4.18 | 4.12 | 3.85 | -0.01 |
| 32 | Speed of baggage delivery service | 3.48 | 3.54 | 3.54 | 3.56 | -0.06 | 3.71 | 3.52 | 3.39 | 3.88 | 0.19 | 3.88 | 3.78 | 3.84 | 3.86 | 0.10 |
| 33 | Customs inspection | 3.68 | 3.68 | 3.71 | 3.66 | 0.00 | 3.93 | 3.56 | 3.45 | 3.95 | 0.37 | 4.08 | 3.94 | 3.97 | 3.93 | 0.14 |
| | Overall Satisfaction with Airport | 3.98 | 4.03 | 4.00 | 4.02 | -0.05 | 3.88 | 3.75 | 3.74 | 3.69 | 0.13 | 4.03 | 4.11 | 4.11 | 4.10 | -0.08 |
| | World Average | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 |

| Sl. NO. | ITEMS | Ahmedabad Airport | | | | | Trivandrum Airport | | | | | Pune Airport | | | | |
|---------|---|----------------------|--------------------|-------------------------|------------------------|---|----------------------|--------------------|-------------------------|------------------------|---|----------------------|--------------------|-------------------------|------------------------|---|
| | | Qtr-IV(Oct-Dec) 2013 | Qtr-III(July 2013) | Qtr-II(April June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 | Qtr-IV(Oct-Dec) 2013 | Qtr-III(July 2013) | Qtr-II(April June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 | Qtr-IV(Oct-Dec) 2013 | Qtr-III(July 2013) | Qtr-II(April June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 |
| 1 | Ground Transportation To/From Airport | 4.12 | 4.13 | 4.23 | 4.03 | -0.01 | 4.19 | 4.08 | 4.02 | 3.86 | 0.11 | 4.03 | 4.03 | 4.24 | 3.98 | 0.00 |
| 2 | Availability of parking facilities | 4.44 | 4.15 | 4.24 | 3.95 | 0.29 | 3.92 | 4.04 | 4.00 | 3.82 | -0.12 | 4.01 | 3.84 | 3.80 | 3.73 | 0.17 |
| 3 | Parking facilities value for money | 4.29 | 3.97 | 4.18 | 3.75 | 0.32 | 3.82 | 3.90 | 3.67 | 3.55 | -0.08 | 3.91 | 3.86 | 3.90 | 3.77 | 0.05 |
| 4 | Availability of Baggage Carts/rolleys | 4.25 | 4.04 | 4.20 | 4.21 | 0.21 | 3.83 | 3.99 | 3.81 | 3.99 | -0.16 | 4.11 | 4.04 | 4.14 | 4.07 | 0.07 |
| 5 | Waiting time in check-in-queue/line | 4.36 | 4.23 | 4.19 | 3.97 | 0.13 | 3.94 | 3.99 | 3.73 | 3.67 | -0.05 | 4.24 | 4.29 | 4.14 | 4.09 | -0.05 |
| 6 | Efficiency of Check-in-Staff | 4.3 | 4.14 | 4.17 | 3.90 | 0.16 | 3.89 | 3.97 | 3.98 | 4.11 | -0.08 | 4.08 | 4.16 | 4.01 | 3.92 | -0.08 |
| 7 | Courtesy, helpfulness of check-in-staff | 4.32 | 4.17 | 4.15 | 4.03 | 0.15 | 3.85 | 4.00 | 3.87 | 4.13 | -0.15 | 4.14 | 4.16 | 4.07 | 4.02 | -0.02 |
| 8 | Waiting time at Passport/personal ID inspection | 4.37 | 4.29 | 4.21 | 3.96 | 0.08 | 4.04 | 4.02 | 3.84 | 3.77 | 0.02 | 4.35 | 4.32 | 4.25 | 4.18 | 0.03 |
| 9 | Courtesy and helpfulness of inspection staff | 4.23 | 4.18 | 4.06 | 3.88 | 0.05 | 3.86 | 3.96 | 3.83 | 3.98 | -0.10 | 4.17 | 4.15 | 3.99 | 4.00 | 0.02 |
| 10 | Courtesy and helpfulness of security staff | 4.31 | 4.22 | 4.22 | 4.02 | 0.09 | 3.96 | 4.04 | 3.97 | 4.00 | -0.08 | 4.27 | 4.28 | 4.23 | 4.18 | -0.01 |
| 11 | Thoroughness of Security inspection | 4.25 | 4.15 | 4.16 | 3.96 | 0.10 | 3.79 | 3.93 | 3.79 | 3.93 | -0.14 | 4.11 | 4.15 | 4.03 | 4.04 | -0.04 |
| 12 | Waiting time at Security inspection | 4.26 | 4.17 | 4.07 | 3.90 | 0.09 | 3.84 | 3.81 | 3.87 | 3.71 | 0.03 | 4.14 | 4.11 | 4.02 | 3.97 | 0.03 |
| 13 | Feeling of being safe and secure | 4.25 | 4.27 | 4.26 | 4.13 | -0.02 | 3.90 | 4.02 | 3.87 | 4.02 | -0.12 | 4.18 | 4.19 | 4.17 | 4.10 | -0.01 |
| 14 | Ease of finding your way through airport | 4.27 | 4.21 | 4.24 | 3.97 | 0.06 | 4.03 | 4.03 | 3.87 | 3.89 | 0.00 | 4.27 | 4.20 | 4.21 | 4.13 | 0.07 |
| 15 | Flight information screens | 3.97 | 3.87 | 3.96 | 3.79 | 0.10 | 3.79 | 3.91 | 3.85 | 4.11 | -0.12 | 3.97 | 3.98 | 3.91 | 3.86 | -0.01 |
| 16 | Walking distance inside the terminal | 4.2 | 4.08 | 4.08 | 4.05 | 0.12 | 3.80 | 3.82 | 3.79 | 3.74 | -0.02 | 4.12 | 4.12 | 4.03 | 4.07 | 0.00 |
| 17 | Ease of making connections with other flights | 4.16 | 3.98 | 3.97 | 3.75 | 0.18 | 3.68 | 4.08 | 3.75 | 3.76 | -0.40 | 4.05 | 3.90 | 3.79 | 4.00 | 0.15 |
| 18 | Courtesy, helpfulness of airport staff | 4.27 | 4.20 | 4.29 | 4.14 | 0.07 | 4.06 | 4.08 | 4.00 | 4.16 | -0.02 | 4.21 | 4.19 | 4.23 | 4.17 | 0.02 |
| 19 | Restaurant/Eating facilities | 4.01 | 3.82 | 3.97 | 3.72 | 0.19 | 3.84 | 3.60 | 3.89 | 3.59 | 0.24 | 3.71 | 3.62 | 3.81 | 3.46 | 0.09 |
| 20 | Restaurant facilities value for money | 3.96 | 3.70 | 3.84 | 3.56 | 0.26 | 3.77 | 3.60 | 3.71 | 3.34 | 0.17 | 3.67 | 3.62 | 3.57 | 3.35 | 0.05 |
| 21 | Availability of bank /ATM facilities/money changers | 3.53 | 3.51 | 3.69 | 3.32 | 0.02 | 4.22 | 3.99 | 4.00 | 3.96 | 0.23 | 3.54 | 3.55 | 3.72 | 3.68 | -0.01 |
| 22 | Shopping facilities | 3.89 | 3.66 | 3.98 | 3.42 | 0.23 | 3.82 | 3.94 | 3.90 | 3.70 | -0.12 | 3.47 | 3.41 | 3.54 | 3.49 | 0.06 |
| 23 | Shopping facilities value for money | 3.93 | 3.61 | 3.90 | 3.44 | 0.32 | 3.73 | 3.81 | 3.68 | 3.53 | -0.08 | 3.48 | 3.53 | 3.43 | 3.41 | -0.05 |
| 24 | Internet access/wi-fi | 2.16 | 2.51 | 2.61 | 3.45 | -0.35 | 3.69 | 3.81 | 3.63 | 3.79 | -0.12 | 2.98 | 3.05 | 3.14 | 3.22 | -0.07 |
| 25 | Business/Executive lounges | 2.94 | 2.89 | 3.54 | 3.59 | 0.05 | 3.85 | 4.04 | 3.88 | 4.11 | -0.19 | 2.93 | 3.23 | 3.14 | 3.35 | -0.30 |
| 26 | Availability of washrooms/toilets | 4.28 | 3.93 | 4.27 | 4.09 | 0.35 | 3.95 | 4.02 | 3.84 | 4.05 | -0.07 | 4.06 | 4.01 | 4.10 | 4.04 | 0.05 |
| 27 | Cleanliness of washrooms/toilets | 4.51 | 4.13 | 4.05 | 3.87 | 0.38 | 3.86 | 3.84 | 3.94 | 4.12 | 0.02 | 4.10 | 3.95 | 3.92 | 3.76 | 0.15 |
| 28 | Comfort of waiting/gate areas | 4.02 | 3.87 | 4.07 | 4.03 | 0.15 | 3.81 | 4.00 | 3.83 | 3.83 | -0.19 | 3.91 | 3.98 | 3.97 | 3.94 | -0.07 |
| 29 | Cleanliness of airport terminal | 4.52 | 4.35 | 4.23 | 4.20 | 0.17 | 4.02 | 4.14 | 4.05 | 4.25 | -0.12 | 4.18 | 4.14 | 4.10 | 4.11 | 0.04 |
| 30 | Ambience of the airport | 4.04 | 3.89 | 4.08 | 4.01 | 0.15 | 3.87 | 4.06 | 3.96 | 4.04 | -0.19 | 3.89 | 3.94 | 3.91 | 3.98 | -0.05 |
| 31 | Arrivals passport and visa inspection | 4.09 | 3.97 | 4.19 | 3.95 | 0.12 | 4.17 | 4.17 | 4.10 | 3.90 | 0.00 | 4.10 | 4.03 | 4.11 | 4.13 | 0.07 |
| 32 | Speed of baggage delivery service | 4.11 | 3.86 | 3.94 | 3.79 | 0.25 | 3.90 | 4.07 | 3.91 | 3.76 | -0.17 | 3.87 | 3.84 | 3.83 | 3.87 | 0.03 |
| 33 | Customs inspection | 4.07 | 3.94 | 4.00 | 3.65 | 0.13 | 3.98 | 4.09 | 3.71 | 3.84 | -0.11 | 4.00 | 3.91 | 3.94 | 3.97 | 0.09 |
| | Overall Satisfaction with Airport | 4.19 | 4.12 | 4.13 | 4.07 | 0.07 | 4.16 | 4.12 | 4.06 | 3.97 | 0.04 | 4.08 | 4.06 | 4.06 | 4.03 | 0.02 |
| | World Average | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 |

| Sl. NO. | ITEMS | Lucknow Airport | | | | | Srinagar Airport | | | | |
|---------|---|----------------------|-------------------------|-------------------------|------------------------|---|----------------------|-------------------------|-------------------------|------------------------|---|
| | | Qtr-IV(Oct-Dec) 2013 | Qtr-III(July-Sept) 2013 | Qtr-II(April-June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 | Qtr-IV(Oct-Dec) 2013 | Qtr-III(July-Sept) 2013 | Qtr-II(April-June) 2013 | Qtr-I (Jan-March) 2013 | Difference in rating of Qtr-IV(Oct-Dec) 2013 over Qtr-III(July-Sept) 2013 |
| 1 | Ground Transportation To/From Airport | 4.27 | 4.09 | 4.45 | 4.05 | 0.18 | 4.44 | 4.40 | 4.25 | 4.20 | 0.04 |
| 2 | Availability of parking facilities | 3.78 | 3.84 | 4.00 | 3.95 | -0.06 | 4.06 | 3.89 | 3.72 | 3.71 | 0.17 |
| 3 | Parking facilities value for money | 3.66 | 3.74 | 3.95 | 3.78 | -0.08 | 3.82 | 3.74 | 3.78 | 3.94 | 0.08 |
| 4 | Availability of Baggage Carts/trolleys | 4.26 | 4.20 | 4.23 | 4.09 | 0.06 | 3.94 | 3.58 | 3.65 | 3.89 | 0.36 |
| 5 | Waiting time in check-in-queue/line | 4.30 | 4.26 | 4.33 | 4.20 | 0.04 | 4.40 | 4.23 | 4.11 | 4.12 | 0.17 |
| 6 | Efficiency of Check-in-Staff | 4.33 | 4.22 | 4.13 | 4.23 | 0.11 | 3.90 | 3.77 | 3.78 | 3.86 | 0.13 |
| 7 | Courtesy, helpfulness of check-in-staff | 4.34 | 4.31 | 4.20 | 4.26 | 0.03 | 3.80 | 3.73 | 3.62 | 3.95 | 0.07 |
| 8 | Waiting time at Passport/personal ID inspection | 4.26 | 4.06 | 4.26 | 4.14 | 0.20 | 4.17 | - | 3.88 | 3.94 | - |
| 9 | Courtesy and helpfulness of inspection staff | 4.14 | 3.93 | 4.00 | 4.06 | 0.21 | 4.13 | 3.64 | 3.60 | 3.99 | 0.49 |
| 10 | Courtesy and helpfulness of security staff | 4.62 | 4.42 | 4.47 | 4.36 | 0.20 | 4.58 | 4.36 | 4.24 | 4.20 | 0.22 |
| 11 | Thoroughness of Security inspection | 4.58 | 4.39 | 4.30 | 4.33 | 0.19 | 3.97 | 3.86 | 3.81 | 3.89 | 0.11 |
| 12 | Waiting time at Security inspection | 4.50 | 4.34 | 4.25 | 4.16 | 0.16 | 3.98 | 3.74 | 3.83 | 4.08 | 0.24 |
| 13 | Feeling of being safe and secure | 4.58 | 4.43 | 4.37 | 4.47 | 0.15 | 3.89 | 3.58 | 3.70 | 4.01 | 0.31 |
| 14 | Ease of finding your way through airport | 4.37 | 4.21 | 4.42 | 4.31 | 0.16 | 4.40 | 4.24 | 4.13 | 4.18 | 0.16 |
| 15 | Flight information screens | 4.03 | 3.98 | 4.09 | 4.01 | 0.05 | 4.00 | 3.81 | 3.81 | 3.83 | 0.19 |
| 16 | Walking distance inside the terminal | 4.24 | 4.25 | 4.27 | 4.22 | -0.01 | 3.97 | 3.85 | 3.89 | 4.08 | 0.12 |
| 17 | Ease of making connections with other flights | 4.33 | 4.00 | 4.21 | 4.18 | 0.33 | 3.93 | 3.75 | 3.87 | 4.12 | 0.18 |
| 18 | Courtesy, helpfulness of airports staff | 4.50 | 4.31 | 4.35 | 4.30 | 0.19 | 4.42 | 4.25 | 4.19 | 4.24 | 0.17 |
| 19 | Restaurant/Eating facilities | 3.87 | 3.57 | 3.77 | 3.72 | 0.30 | 3.93 | 3.78 | 3.80 | 3.81 | 0.15 |
| 20 | Restaurant facilities value for money | 3.73 | 3.49 | 3.68 | 3.56 | 0.24 | 3.88 | 3.78 | 3.80 | 3.90 | 0.10 |
| 21 | Availability of bank /ATM facilities/money changers | 3.90 | 3.51 | 4.18 | 3.47 | 0.39 | 4.47 | 4.34 | 4.26 | 4.12 | 0.13 |
| 22 | Shopping facilities | 3.60 | 3.06 | 3.61 | 2.82 | 0.54 | 4.07 | 3.90 | 3.88 | 3.71 | 0.17 |
| 23 | Shopping facilities value for money | 3.27 | 3.05 | 3.47 | 2.71 | 0.22 | 3.85 | 3.79 | 3.83 | 3.74 | 0.06 |
| 24 | Internet access/wi-fi | 1.54 | 1.58 | 2.16 | 2.62 | -0.04 | 3.68 | 3.56 | 3.87 | 3.61 | 0.12 |
| 25 | Business/Executive lounges | 1.60 | 2.34 | 2.93 | 3.19 | -0.74 | 3.62 | 3.69 | 4.24 | 3.93 | -0.07 |
| 26 | Availability of washrooms/toilets | 4.33 | 4.17 | 4.46 | 4.25 | 0.16 | 4.48 | 4.18 | 4.03 | 3.96 | 0.30 |
| 27 | Cleanliness of washrooms/toilets | 4.27 | 3.95 | 4.17 | 4.12 | 0.32 | 3.98 | 3.74 | 3.82 | 3.97 | 0.24 |
| 28 | Comfort of waiting/gate areas | 4.35 | 4.26 | 4.20 | 4.32 | 0.09 | 4.01 | 3.79 | 3.80 | 3.93 | 0.22 |
| 29 | Cleanliness of airport terminal | 4.52 | 4.37 | 4.47 | 4.37 | 0.15 | 4.45 | 4.30 | 4.27 | 4.28 | 0.15 |
| 30 | Ambience of the airport | 4.47 | 4.23 | 4.25 | 4.28 | 0.24 | 4.08 | 3.92 | 3.95 | 3.94 | 0.16 |
| 31 | Arrivals passport and visa inspection | 4.70 | 4.30 | 4.34 | 4.05 | 0.40 | 2.80 | 3.83 | 3.74 | 4.01 | -1.03 |
| 32 | Speed of baggage delivery service | 4.32 | 3.92 | 3.94 | 3.93 | 0.40 | 4.12 | 4.22 | 4.06 | 3.77 | -0.10 |
| 33 | Customs inspection | 4.33 | 3.98 | 3.97 | 3.96 | 0.35 | 4.31 | 4.24 | 4.33 | 4.12 | 0.07 |
| | Overall Satisfaction with Airport | 4.16 | 4.18 | 4.11 | 4.07 | -0.02 | 4.16 | 4.11 | 4.11 | 4.09 | 0.05 |
| | World Average | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 | 4.07 | 4.06 | 4.05 | 4.04 | 0.01 |