

Broad Results of Customer Satisfaction Survey - Round -I (January - June) 2014 on Five points Scale at 53 Airports

SL.No.	Facilities	Agartala	Agatti	Agra	Allahabad	Amritsar	Aurangabad	Bagdogra	Barapani	Bhavnagar	Bhopal	Bhubaneswar	Bhuj	Chandigarh
1	Ground Transportation to / from Airport	4.10	2.06	NA	NA	NA	4.77	4.38	3.80	3.88	4.40	4.66	4.21	4.65
2	Parking Facilities	4.01	2.10	3.90	NA	4.42	4.68	4.62	3.85	4.16	4.54	4.68	4.38	4.69
3	Value for money of parking Facilities	4.05	2.08	3.85	NA	4.27	4.36	4.59	3.90	4.17	4.42	4.65	4.40	4.47
4	Availability of baggage carts/trolleys	4.26	3.25	3.98	3.60	4.46	4.53	4.47	4.02	4.40	4.52	4.67	4.35	4.62
5	Waiting time in check-in queue/line	3.96	2.63	4.01	3.76	4.48	4.35	4.45	3.95	4.20	4.55	4.69	4.43	4.60
6	Efficiency of Check-in Staff	4.12	3.34	4.05	3.69	4.48	4.52	4.56	4.02	4.41	4.47	4.63	4.45	4.66
7	Courtesy & Helpfulness of Check-in staff	4.10	3.40	4.08	3.76	4.43	4.60	4.46	4.04	4.43	4.52	4.66	4.42	4.72
8	Waiting time at passport/personal ID Inspection	4.12	3.65	4.10	3.65	4.50	4.64	4.45	4.02	4.40	4.53	4.65	4.44	4.68
9	Courtesy and Helpfulness of inspection staff	4.10	3.60	4.07	3.75	4.47	4.61	4.50	4.04	4.45	4.58	4.68	4.40	4.76
10	Courtesy and Helpfulness of security staff	4.13	3.65	4.00	3.91	4.37	4.45	4.48	4.00	4.50	4.55	4.58	4.52	4.59
11	Thoroughness of Security inspection	4.16	3.55	4.05	3.83	4.42	4.50	4.52	4.02	4.55	4.50	4.57	4.54	4.68
12	Waiting time at security inspection	4.05	3.60	4.02	3.72	4.41	4.60	4.53	4.05	4.58	4.48	4.59	4.52	4.65
13	Feeling of being safe and secure	4.09	3.63	4.00	3.73	4.39	4.65	4.46	3.90	4.45	4.62	4.66	4.51	4.69
14	Ease of Finding your way through the airport	4.20	2.15	4.05	3.59	4.53	4.55	4.49	4.00	4.41	4.60	4.58	4.41	4.65
15	Flight information screens	4.17	2.10	NA	NA	4.29	4.60	4.48	3.98	NA	4.56	4.70	NA	4.69
16	Walking distance inside the terminal	4.12	2.50	3.90	3.69	4.43	4.45	4.53	3.96	4.50	4.49	4.56	4.35	4.64
17	Ease of making connections with other flights	NA	NA	3.95	3.51	NA	4.65	4.46	4.03	NA	NA	4.77	NA	4.66
18	Courtesy and Helpfulness of airport staff(excluding check-in, passport control and security)	4.24	2.32	3.95	3.75	4.57	4.55	4.48	4.00	4.33	4.60	4.75	4.33	4.70
19	Restaurant / Eating facilities	4.14	2.30	NA	NA	4.43	4.50	4.53	NA	3.87	4.65	4.55	3.95	4.75
20	Value for money of restaurant/eating facilities	4.20	2.20	NA	NA	4.32	4.70	4.47	NA	3.25	4.51	4.65	3.90	4.52
21	Availability of bank/ATM Facilities/Money Changers	4.08	NA	NA	NA	4.35	4.51	4.38	NA	NA	4.46	4.68	NA	4.65
22	Shopping Facilities	NA	NA	3.85	NA	4.37	4.47	4.49	NA	NA	4.60	4.52	3.76	4.60
23	Value for money of shopping Facilities	NA	NA	3.70	NA	4.34	4.62	4.49	NA	NA	4.40	4.48	3.95	4.45
24	Internet Access/ Wi-Fi	NA	NA	NA	NA	4.43	4.57	NA	NA	NA	NA	4.66	NA	NA
25	Business/ Executive Lounges	NA	NA	3.75	NA	NA	NA	NA	4.02	NA	NA	NA	NA	NA
26	Availability of washrooms/Toilets	4.13	2.05	3.85	3.55	4.49	4.45	4.52	3.95	3.92	4.65	4.78	4.30	4.72
27	Cleanliness of washrooms / Toilets	4.15	2.10	3.90	3.27	4.38	4.52	4.50	3.98	3.90	4.57	4.72	4.33	4.60
28	Comfort of waiting / gate area	4.16	2.18	3.80	3.34	4.45	4.45	4.49	3.90	4.00	4.48	4.76	4.31	4.55
29	Cleanliness of airport terminal	4.26	3.05	4.07	3.47	4.51	4.35	4.66	3.95	4.05	4.56	4.75	4.27	4.70
30	Ambience of the airport	4.21	3.08	4.03	3.49	4.45	4.58	4.51	3.98	3.92	4.55	4.70	4.24	4.68
31	Arrivals Personal Id/passport and visa inspection	NA	NA	NA	NA	4.47	NA	4.45	NA	NA	NA	NA	NA	NA
32	Speed of baggage delivery	4.14	3.04	3.95	3.02	4.29	4.60	4.28	4.01	4.17	4.37	4.45	4.16	4.69
33	Customs inspection	NA	NA	NA	NA	4.45	NA	4.39	NA	NA	NA	NA	NA	NA
	Overall Satisfaction With the Airport	4.13	2.78	3.95	3.60	4.42	4.55	4.49	3.97	4.20	4.53	4.65	4.30	4.65

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SL.No.	Facilities	Coimbatore	Dehradun	Dibrugarh	Dimapur	Gaya	Hubli	Imphal	Indore	Jabalpur	Jammu	Jamnagar	Jodhpur	Jorhat	Kangra (gaggal)
1	Ground Transportation to / from Airport	4.45	4.65	NA	2.09	3.85	4.37	NA	4.52	3.88	NA	4.11	4.68	NA	4.36
2	Parking Facilities	4.49	4.53	3.92	3.72	4.02	4.35	3.21	4.63	3.80	4.05	4.16	4.59	3.07	4.32
3	Value for money of parking Facilities	4.51	4.30	3.81	3.56	3.88	4.31	3.01	4.34	3.75	3.95	4.13	4.68	3.09	4.16
4	Availability of baggage carts/trolleys	4.36	4.53	3.82	3.48	3.82	4.37	3.45	4.49	3.78	4.04	4.09	4.67	3.70	4.27
5	Waiting time in check-in queue/line	4.42	4.66	3.72	3.51	3.91	4.31	3.48	4.55	3.80	4.07	4.02	4.69	3.29	4.35
6	Efficiency of Check-in Staff	4.55	4.64	3.75	3.55	3.96	4.43	3.58	4.50	3.75	4.03	4.08	4.68	3.93	4.32
7	Courtesy & Helpfulness of Check-in staff	4.54	4.67	3.65	3.83	3.92	4.41	3.57	4.39	3.82	4.05	4.10	4.65	3.91	4.30
8	Waiting time at passport/personal ID inspection	4.44	4.68	3.70	3.73	3.96	4.35	3.27	4.50	3.95	4.10	4.25	4.72	3.80	4.43
9	Courtesy and Helpfulness of inspection staff	4.47	4.64	3.75	3.55	3.98	4.45	3.35	4.55	3.92	4.12	4.12	4.75	3.12	4.47
10	Courtesy and Helpfulness of security staff	4.43	4.51	3.85	3.50	3.97	4.38	3.50	4.45	3.90	4.06	4.14	4.76	3.75	4.40
11	Thoroughness of Security inspection	4.49	4.54	3.95	3.40	4.03	4.46	3.67	4.35	3.82	4.10	4.24	4.78	3.80	4.42
12	Waiting time at security inspection	4.45	4.57	3.82	3.66	3.89	4.49	3.65	4.60	3.85	4.09	4.43	4.68	3.90	4.33
13	Feeling of being safe and secure	4.43	4.54	4.12	3.80	3.95	4.45	3.81	4.65	3.88	4.05	4.47	4.70	3.68	4.31
14	Ease of Finding your way through the airport	4.55	4.58	3.81	3.69	3.80	4.39	3.68	4.50	3.92	4.07	4.16	4.73	3.48	4.40
15	Flight information screens	4.43	NA	3.98	NA	3.87	NA	NA	4.55	NA	4.09	NA	4.75	NA	NA
16	Walking distance inside the terminal	4.62	4.47	3.76	3.58	3.78	4.37	3.53	4.58	3.93	4.02	4.38	4.65	3.58	4.35
17	Ease of making connections with other flights	4.44	4.50	3.69	NA	NA	4.31	3.33	4.68	NA	4.08	NA	4.73	3.27	NA
18	Courtesy and Helpfulness of airport staff(excluding check-in, passport control and security)	4.64	4.52	3.79	3.69	3.87	4.20	3.68	4.65	3.95	4.10	4.03	4.78	3.69	4.40
19	Restaurant / Eating facilities	4.47	4.35	3.63	3.26	NA	4.17	NA	4.53	3.98	4.06	3.95	4.75	2.78	NA
20	Value for money of restaurant/eating facilities	4.39	4.25	3.55	3.20	NA	4.10	NA	4.35	3.87	4.00	3.90	4.65	2.55	NA
21	Availability of bank/ATM Facilities/Money Changers	4.58	4.48	NA	NA	3.77	NA	NA	4.65	NA	4.05	NA	4.70	NA	NA
22	Shopping Facilities	4.55	4.52	3.77	NA	NA	3.75	NA	4.58	NA	4.07	NA	4.75	NA	NA
23	Value for money of shopping Facilities	4.41	4.20	3.32	NA	NA	3.86	NA	4.33	NA	4.02	NA	4.65	NA	NA
24	Internet Access/ Wi-Fi	4.33	NA	3.68	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
25	Business/ Executive Lounges	NA	4.63	3.81	NA	NA	NA	3.14	NA	NA	NA	NA	NA	NA	NA
26	Availability of washrooms/Toilets	4.75	4.65	3.80	2.96	4.12	4.38	3.13	4.65	3.95	4.03	3.91	4.74	2.53	4.39
27	Cleanliness of washrooms / Toilets	4.66	4.51	3.63	3.23	3.98	4.49	3.05	4.52	3.88	4.07	3.90	4.70	2.47	4.35
28	Comfort of waiting / gate area	4.75	4.52	3.87	3.44	4.05	4.44	3.45	4.45	3.85	4.02	3.92	4.73	3.11	4.45
29	Cleanliness of airport terminal	4.75	4.55	3.80	3.51	3.84	4.46	3.51	4.74	3.75	4.06	4.07	4.75	3.23	4.35
30	Ambience of the airport	4.75	4.52	3.77	3.35	3.92	4.40	3.35	4.55	3.72	4.03	4.01	4.72	3.07	4.37
31	Arrivals Personal Id /passport and visa inspection	4.25	NA	NA	NA	3.75	NA	NA	NA	NA	NA	NA	NA	NA	NA
32	Speed of baggage delivery	4.36	4.51	3.23	3.06	3.86	4.25	3.31	4.70	3.80	4.05	4.03	4.65	3.12	4.30
33	Customs inspection	4.06	NA	NA	NA	3.78	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Overall Satisfaction With the Airport	4.51	4.52	3.75	3.43	3.91	4.32	3.42	4.54	3.85	4.05	4.11	4.71	3.33	4.35

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SL.No.	Facilities	Khajuraho	Bhuntar (kullu)	Leh	Madurai	Mangalore	Mysore	Patna	Poducherry	Porbandar	Port blair	Raipur	Rajahmundry	Rajkot
1	Ground Transportation to / from Airport	4.02	4.02	4.05	4.36	4.32	4.09	3.86	3.65	4.20	4.67	4.56	3.85	4.14
2	Parking Facilities	3.96	4.07	3.95	4.48	4.21	4.04	3.97	3.90	4.16	4.54	4.50	3.89	4.04
3	Value for money of parking Facilities	3.99	3.94	3.87	4.35	4.15	4.02	3.90	NA	4.19	4.45	4.51	3.87	4.02
4	Availability of baggage carts/trolleys	4.01	4.18	3.78	4.69	4.33	4.07	3.97	3.95	4.34	4.63	4.53	4.08	4.05
5	Waiting time in check-in queue/line	3.92	4.07	3.93	4.68	4.36	4.03	4.02	4.02	4.21	4.52	4.59	3.89	4.24
6	Efficiency of Check-in Staff	4.05	4.18	4.06	4.66	4.33	4.06	3.88	3.95	4.37	4.60	4.52	3.95	4.12
7	Courtesy & Helpfulness of Check-in staff	4.01	4.13	4.02	4.51	4.42	4.07	4.06	3.98	4.25	4.65	4.50	4.02	4.15
8	Waiting time at passport/personal ID inspection	4.05	4.19	4.07	4.55	4.48	4.14	4.12	4.01	4.29	4.60	4.55	4.09	4.20
9	Courtesy and Helpfulness of inspection staff	4.08	4.25	4.05	4.44	4.54	4.10	4.15	4.04	4.27	4.55	4.58	4.04	4.15
10	Courtesy and Helpfulness of security staff	4.00	4.11	3.82	4.62	4.24	4.16	4.18	3.98	4.39	4.50	4.51	4.12	4.10
11	Thoroughness of Security inspection	4.06	4.01	3.83	4.60	4.28	4.08	3.94	3.85	4.45	4.57	4.53	4.25	4.17
12	Waiting time at security inspection	3.98	4.20	3.83	4.56	4.31	4.05	3.88	3.89	4.48	4.60	4.56	4.17	4.06
13	Feeling of being safe and secure	4.06	4.12	3.85	4.65	4.38	4.12	3.97	3.95	4.62	4.65	4.54	4.19	4.30
14	Ease of Finding your way through the airport	4.07	4.13	3.91	4.58	4.44	4.17	3.83	3.92	4.35	4.62	4.58	4.05	4.22
15	Flight information screens	3.85	NA	NA	4.49	4.40	4.15	3.89	NA	NA	4.58	4.49	4.02	3.68
16	Walking distance inside the terminal	3.91	4.00	3.93	4.60	4.32	4.08	3.80	3.98	4.40	4.68	4.48	4.05	4.07
17	Ease of making connections with other flights	NA	NA	NA	4.58	4.45	NA	4.10	NA	NA	NA	4.52	NA	NA
18	Courtesy and Helpfulness of airport staff(excluding check-in, passport control and security)	4.03	4.14	3.95	4.64	4.38	4.05	4.18	4.02	4.59	4.57	4.60	4.20	4.07
19	Restaurant / Eating facilities	3.95	NA	3.83	4.53	4.32	3.27	3.95	NA	4.28	4.46	4.45	3.90	3.81
20	Value for money of restaurant/eating facilities	3.70	NA	3.98	4.25	4.34	3.18	3.93	NA	4.10	4.30	4.55	3.55	3.55
21	Availability of bank/ATM Facilities/Money Changers	3.86	NA	3.80	4.55	4.52	NA	3.91	NA	NA	4.36	4.50	NA	NA
22	Shopping Facilities	3.95	3.48	NA	4.45	4.47	NA	NA	NA	NA	4.24	4.53	NA	3.95
23	Value for money of shopping Facilities	3.60	3.47	NA	4.35	4.36	NA	NA	NA	NA	4.18	4.49	NA	3.78
24	Internet Access/ Wi-Fi	NA	NA	NA	4.58	NA	NA	NA	NA	4.34	NA	NA	NA	NA
25	Business/ Executive Lounges	NA	NA	NA	4.67	NA	NA	NA	NA	NA	NA	NA	NA	NA
26	Availability of washrooms/Toilets	4.03	4.65	3.98	4.70	4.34	4.24	3.95	3.90	4.49	4.45	4.70	4.25	4.00
27	Cleanliness of washrooms / Toilets	3.97	4.70	3.82	4.50	4.29	4.18	3.75	3.76	4.51	4.33	4.59	4.15	3.97
28	Comfort of waiting / gate area	3.83	4.49	3.96	4.60	4.41	4.14	3.90	3.78	4.45	4.58	4.69	4.20	4.01
29	Cleanliness of airport terminal	3.85	4.69	4.15	4.65	4.45	4.16	3.94	3.91	4.61	4.55	4.74	4.25	3.87
30	Ambience of the airport	3.90	4.56	4.12	4.60	4.59	4.18	3.87	3.95	4.60	4.47	4.73	4.24	3.92
31	Arrivals Personal Id /passport and visa inspection	NA	NA	NA	4.60	4.59	NA	NA	NA	NA	NA	NA	NA	NA
32	Speed of baggage delivery	4.02	3.80	4.17	4.40	4.52	3.74	3.86	3.98	4.53	4.61	4.72	3.92	4.02
33	Customs inspection	NA	NA	NA	4.52	4.55	NA	NA	NA	NA	NA	NA	NA	NA
	Overall Satisfaction With the Airport	3.95	4.15	3.95	4.55	4.38	4.02	3.95	3.92	4.38	4.52	4.56	4.05	4.02

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SL.No.	Facilities	Ranchi	Silchar	Surat	Tirupati	Trichy	Tuticorin	Udaipur	Vadodara	Varanasi	Vijayawada	Visakhapatnam	Gorakhpur	Kandla
1	Ground Transportation to / from Airport	NA	3.55	4.50	4.36	4.62	3.98	4.57	4.32	4.52	3.77	4.39	NA	NA
2	Parking Facilities	3.83	3.48	4.45	4.45	4.71	3.61	4.47	4.25	4.58	3.67	4.43	NA	NA
3	Value for money of parking Facilities	3.74	3.57	4.14	4.41	4.57	3.54	4.52	4.15	4.50	3.80	4.55	NA	NA
4	Availability of baggage carts/trolleys	4.05	3.95	4.42	4.49	4.75	3.86	4.64	4.33	4.49	3.65	4.51	NA	NA
5	Waiting time in check-in queue/line	4.13	3.66	4.40	4.70	4.74	4.40	4.55	4.31	4.53	3.76	4.35	NA	NA
6	Efficiency of Check-in Staff	4.17	3.79	4.44	4.50	4.84	4.09	4.49	4.43	4.50	3.72	4.38	NA	NA
7	Courtesy & Helpfulness of Check-in staff	4.22	3.99	4.47	4.14	4.73	3.92	4.61	4.33	4.45	3.75	4.46	NA	NA
8	Waiting time at passport/personal ID inspection	4.26	3.87	4.52	4.48	4.63	4.10	4.65	4.34	4.64	3.98	4.40	NA	NA
9	Courtesy and Helpfulness of inspection staff	4.18	3.97	4.54	4.56	4.71	4.03	4.63	4.44	4.57	3.90	4.45	NA	NA
10	Courtesy and Helpfulness of security staff	4.30	4.05	4.40	4.51	4.74	4.16	4.60	4.51	4.55	3.88	4.44	NA	NA
11	Thoroughness of Security inspection	4.33	3.96	4.20	4.48	4.79	3.92	4.66	4.53	4.52	3.93	4.40	NA	NA
12	Waiting time at security inspection	4.32	3.98	4.30	4.25	4.77	3.89	4.69	4.43	4.47	3.81	4.44	NA	NA
13	Feeling of being safe and secure	4.32	4.02	4.35	4.32	4.68	3.92	4.68	4.50	4.50	3.84	4.43	NA	NA
14	Ease of Finding your way through the airport	4.25	3.86	4.50	4.57	4.79	4.11	4.70	4.30	4.64	3.43	4.27	NA	NA
15	Flight information screens	4.01	NA	4.30	NA	4.83	NA	4.67	4.45	4.40	NA	4.14	NA	NA
16	Walking distance inside the terminal	4.22	3.74	4.44	4.53	4.65	3.96	4.65	4.25	4.57	3.46	4.35	NA	NA
17	Ease of making connections with other flights	NA	3.86	4.58	NA	4.69	NA	4.68	4.41	4.48	NA	4.48	NA	NA
18	Courtesy and Helpfulness of airport staff(excluding check-in, passport control and security)	4.16	3.78	4.67	4.71	4.79	4.07	4.66	4.43	4.49	3.90	4.43	NA	NA
19	Restaurant / Eating facilities	3.86	NA	4.37	4.25	4.65	3.98	4.65	4.26	4.51	NA	4.13	NA	NA
20	Value for money of restaurant/eating facilities	3.72	NA	4.17	4.18	4.39	3.47	4.57	4.20	4.29	NA	4.10	NA	NA
21	Availability of bank/ATM Facilities/Money Changers	3.79	NA	4.20	4.28	4.66	NA	4.52	4.31	4.62	NA	4.65	NA	NA
22	Shopping Facilities	3.74	3.43	NA	4.17	4.68	NA	4.65	4.30	4.47	NA	4.35	NA	NA
23	Value for money of shopping Facilities	3.49	3.37	NA	4.24	4.44	NA	4.45	4.23	4.34	NA	4.29	NA	NA
24	Internet Access/ Wi-Fi	NA	NA	4.30	NA	4.75	NA	NA	4.48	NA	NA	NA	NA	NA
25	Business/ Executive Lounges	NA	3.71	NA	NA	NA	NA	NA	4.44	4.63	NA	NA	NA	NA
26	Availability of washrooms/Toilets	4.08	3.76	4.47	4.85	4.71	3.94	4.68	4.38	4.43	3.87	4.60	NA	NA
27	Cleanliness of washrooms / Toilets	3.95	3.87	4.12	4.56	4.68	3.71	4.45	4.45	4.37	3.77	4.57	NA	NA
28	Comfort of waiting / gate area	4.06	3.94	4.24	4.29	4.73	3.86	4.49	4.17	4.48	3.93	4.55	NA	NA
29	Cleanliness of airport terminal	4.26	3.81	4.47	4.41	4.81	4.16	4.63	4.41	4.62	3.88	4.52	NA	NA
30	Ambience of the airport	4.10	3.90	4.19	4.16	4.75	3.89	4.65	4.24	4.54	3.87	4.55	NA	NA
31	Arrivals Personal Id /passport and visa inspection	NA	NA	NA	NA	4.65	NA	NA	NA	4.55	NA	4.39	NA	NA
32	Speed of baggage delivery	4.23	3.79	4.31	3.91	4.52	3.81	4.44	4.12	4.43	3.68	4.22	NA	NA
33	Customs inspection	NA	NA	NA	NA	4.55	NA	NA	NA	4.23	NA	4.36	NA	NA
	Overall Satisfaction With the Airport	4.07	3.79	4.37	4.40	4.69	3.93	4.60	4.34	4.50	3.78	4.41	NA	NA