

**Customer Satisfaction Index of 53 Airports for Round-II(July-December) 2014  
Vis-a -Vis Round-I(January-June) 2014**

(on five point scale)

Sr. No.	Airport	Customer Satisfaction Index		Targets set by AAI for excellent rating(New TB -4.50 and Old TB-4.25)	Difference between Round-II(2014) and Round-I(2014)	Difference between Round-II and targets
		Round-II(July-Dec) 2014	Round-I(Jan-June) 2014			
1	Raipur	4.75	4.56	4.50	0.19	0.25
2	Chandigarh	4.72	4.65	4.50	0.07	0.22
3	Coimbatore	4.72	4.51	4.50	0.21	0.22
4	Trichy	4.70	4.69	4.50	0.01	0.20
5	Bhubaneswar	4.70	4.65	4.25	0.05	0.45
6	Dehradun	4.68	4.52	4.50	0.16	0.18
7	Udaipur	4.65	4.60	4.50	0.05	0.15
8	Mangalore	4.65	4.38	4.50	0.27	0.15
9	Varanasi	4.62	4.50	4.50	0.12	0.12
10	Bhopal	4.58	4.53	4.50	0.05	0.08
11	Jodhpur	4.55	4.71	4.25	-0.16	0.30
12	Indore	4.55	4.54	4.50	0.01	0.05
13	Porbandar	4.55	4.38	4.50	0.17	0.05
14	Bagdogra	4.53	4.49	4.25	0.04	0.28
15	Madurai	4.50	4.55	4.50	-0.05	0.00
16	Amritsar	4.48	4.42	4.50	0.06	-0.02
17	Surat	4.47	4.37	4.50	0.10	-0.03
18	Vadodara	4.47	4.34	4.25	0.13	0.22
19	Aurangabad	4.45	4.55	4.50	-0.10	-0.05
20	Visakhapatnam	4.45	4.41	4.50	0.04	-0.05
21	Kullu	4.45	4.15	4.50	0.30	-0.05
22	Port Blair	4.42	4.52	4.25	-0.10	0.17
23	Kangra	4.40	4.35	4.50	0.05	-0.10
24	Hubli	4.38	4.32	4.25	0.06	0.13
25	Tirupati	4.35	4.40	4.25	-0.05	0.10
26	Jamnagar	4.34	4.11	4.25	0.23	0.09
27	Bhuj	4.32	4.30	4.50	0.02	-0.18
28	Bhavnagar	4.30	4.20	4.25	0.10	0.05
29	Rajkot	4.25	4.02	4.25	0.23	0.00
	<b>Average</b>	<b>4.23</b>	<b>4.16</b>		<b>0.07</b>	
30	Gaya	4.16	3.91	4.50	0.25	-0.34
31	Ranchi	4.15	4.07	4.50	0.08	-0.35
32	Khajuraho	4.13	3.95	4.25	0.18	-0.12
33	Agartala	4.05	4.13	4.25	-0.08	-0.20
34	Silchar	4.05	3.79	4.25	0.26	-0.20
35	Patna	4.03	3.95	4.25	0.08	-0.22
36	Rajahmundry	4.02	4.05	4.50	-0.03	-0.48
37	Jammu	4.02	4.05	4.25	-0.03	-0.23
38	Tuticorin	4.02	3.87	4.25	0.15	-0.23
39	Agra	3.90	3.95	4.25	-0.05	-0.35
40	Barapani	3.88	3.97	4.50	-0.09	-0.62
41	Vijayawada	3.86	3.78	4.25	0.08	-0.39
42	Leh	3.85	3.95	4.25	-0.10	-0.40
43	Gorakhpur **	3.85	NA **	4.25	N.A.	-0.40
44	Jabalpur	3.83	3.85	4.25	-0.02	-0.42
45	Dibrugarh	3.80	3.75	4.50	0.05	-0.70
46	Dimapur	3.65	3.43	4.25	0.22	-0.60
47	Imphal	3.55	3.42	4.25	0.13	-0.70
48	Jorhat	3.50	3.33	4.25	0.17	-0.75
49	Allahabad	3.49	3.60	4.25	-0.11	-0.76
50	Agatti	2.66	2.78	4.25	-0.12	-1.59
51	Mysore *	NA	4.02	4.50	N.A.	N.A.
52	Puducherry*	NA	3.92	4.50	N.A.	N.A.
53	Kandla *	NA	NA **	4.25	N.A.	N.A.

\* No schedule flight was operated at Mysore, Puducherry and Kandla airports during Round-II

\*\* No schedule flight was operated at Kandla and Gorakhpur airport during Round-I the year 2013-15.

MOU targets set for excellent rating for the year 2014-15 is 4.20 on five point scale