



S.No.	ITEM	LUCKNOW			CHENNAI			PUNE			SRINAGAR			TRIVANDRUM		
		QII (April-June) 2015	QI (Jan-March) 2015	Difference of rating Qtr.II over Qtr.I	QII (April-June) 2015	QI (Jan-March) 2015	Difference of rating Qtr.II over Qtr.I	QII (April-June) 2015	QI (Jan-March) 2015	Difference of rating Qtr.II over Qtr.I	QII (April-June) 2015	QI (Jan-March) 2015	Difference of rating Qtr.II over Qtr.I	QII (April-June) 2015	QI (Jan-March) 2015	Difference of rating Qtr.II over Qtr.I
1	Ground transportation to/from airport	4.72	4.73	-0.01	3.61	3.81	-0.20	3.93	4.65	-0.72	4.45	4.86	-0.41	4.47	4.22	0.25
2	Parking facilities	4.10	4.47	-0.37	3.18	3.23	-0.05	3.69	4.53	-0.84	4.57	4.72	-0.15	4.43	4.19	0.24
3	VFM of parking facilities	4.19	4.31	-0.12	3.23	3.32	-0.09	3.79	4.33	-0.54	4.50	4.55	-0.05	4.33	4.02	0.31
4	Availability of baggage carts/trolleys	4.41	4.67	-0.26	3.47	3.57	-0.10	4.17	4.54	-0.37	4.37	4.70	-0.33	4.29	4.01	0.28
5	Waiting time in check-in queue/line	4.50	4.72	-0.22	4.00	4.06	-0.06	4.11	4.57	-0.46	4.53	4.73	-0.20	4.31	3.99	0.32
6	Efficiency of check-in staff	4.28	4.64	-0.36	4.17	4.01	0.16	4.11	4.35	-0.24	4.41	4.62	-0.21	4.31	3.93	0.38
7	Courtesy and helpfulness of check-in staff	4.18	4.60	-0.42	4.18	4.07	0.11	4.18	4.40	-0.22	4.44	4.64	-0.20	4.32	3.96	0.36
8	Waiting time at passport/personal ID inspection	4.42	4.75	-0.33	4.11	4.21	-0.10	4.08	4.42	-0.34	4.44	4.67	-0.23	4.27	3.89	0.38
9	Courtesy and helpfulness of inspection staff	4.20	4.65	-0.45	4.20	4.12	0.08	4.12	4.26	-0.14	4.36	4.68	-0.32	4.31	3.87	0.44
10	Courtesy and helpfulness of security staff	4.38	4.75	-0.37	4.27	4.30	-0.03	4.20	4.44	-0.24	4.45	4.78	-0.33	4.29	3.92	0.37
11	Thoroughness of security inspection	4.14	4.62	-0.48	4.21	4.17	0.04	4.11	4.22	-0.11	4.36	4.69	-0.33	4.27	3.92	0.35
12	Waiting time at security inspection	4.13	4.53	-0.40	4.18	4.13	0.05	3.99	4.29	-0.30	4.45	4.64	-0.19	4.26	4.00	0.26
13	Feeling of being safe and secure	4.16	4.65	-0.49	4.31	4.25	0.06	4.13	4.33	-0.20	4.39	4.71	-0.32	4.29	3.96	0.33
14	Ease of finding your way through airport	4.47	4.74	-0.27	4.23	4.34	-0.11	4.05	4.53	-0.48	4.51	4.73	-0.22	4.31	4.04	0.27
15	Flight information screens	4.21	4.62	-0.41	4.08	4.18	-0.10	4.07	4.28	-0.21	4.40	4.64	-0.24	4.30	3.96	0.34
16	Walking distance inside the terminal	4.15	4.67	-0.52	4.25	4.25	0.00	3.97	4.32	-0.35	4.39	4.59	-0.20	4.32	4.04	0.28
17	Ease of making connections with other flights	-	4.75	-	3.60	3.74	-0.14	3.95	4.25	-0.30	3.67	4.44	-0.77	4.20	4.08	0.12
18	Courtesy and helpfulness of airport staff	4.56	4.81	-0.25	4.18	4.24	-0.06	3.97	4.60	-0.63	4.51	4.81	-0.30	4.31	4.09	0.22
19	Restaurant/Eating facilities	3.98	4.46	-0.48	4.44	4.24	0.20	3.60	4.36	-0.76	4.39	4.42	-0.03	4.27	4.02	0.25
20	VFM of restaurant/eating facilities	3.82	4.37	-0.55	4.32	4.18	0.14	3.50	4.08	-0.58	4.27	4.38	-0.11	4.27	4.02	0.25
21	Availability of bank/ATM facilities/money changers	4.70	4.83	-0.13	4.05	3.78	0.27	3.64	4.31	-0.67	4.43	4.85	-0.42	4.54	4.42	0.12
22	Shopping facilities	3.99	4.40	-0.41	3.77	3.34	0.43	3.42	4.37	-0.95	4.34	4.67	-0.33	4.48	4.29	0.19
23	VFM of shopping facilities	3.92	4.23	-0.31	3.84	3.48	0.36	3.37	4.02	-0.65	4.51	4.47	0.04	4.34	4.21	0.13
24	Internet access/Wi-Fi	4.18	4.55	-0.37	2.99	3.38	-0.39	3.20	3.92	-0.72	4.19	3.02	1.17	4.63	4.15	0.48
25	Business/Executive lounges	4.21	4.55	-0.34	4.33	3.95	0.38	3.45	4.32	-0.87	4.60	4.74	-0.14	4.63	4.40	0.23
26	Availability of washrooms/toilets	4.52	4.86	-0.34	3.96	4.05	-0.09	3.58	4.54	-0.96	4.67	4.68	-0.01	4.52	4.53	-0.01
27	Cleanliness of washrooms/toilets	4.39	4.68	-0.29	3.84	4.43	-0.59	3.58	4.45	-0.87	4.58	4.63	-0.05	4.51	4.42	0.09
28	Comfort of waiting/gate areas	4.30	4.65	-0.35	3.92	3.86	0.06	3.55	4.37	-0.82	4.44	4.57	-0.13	4.50	4.43	0.07
29	Cleanliness of airport terminal	4.55	4.88	-0.33	4.14	4.55	-0.41	4.00	4.67	-0.67	4.60	4.79	-0.19	4.57	4.38	0.19
30	Ambience of the airport	4.32	4.83	-0.51	4.25	4.20	0.05	3.94	4.42	-0.48	4.42	4.65	-0.23	4.53	4.45	0.08
31	Passport/ID inspection	4.45	4.82	-0.37	4.22	4.09	0.13	3.83	4.49	-0.66	4.31	4.88	-0.57	4.58	4.80	-0.22
32	Speed of baggage delivery	3.91	4.62	-0.71	3.92	3.88	0.04	3.75	4.27	-0.52	4.17	4.79	-0.62	4.42	4.50	-0.08
33	Customs inspection	3.75	4.28	-0.53	4.04	4.04	0.00	3.73	4.19	-0.46	4.39	4.63	-0.24	4.37	4.60	-0.23
	Overall Satisfaction	4.36	4.70	-0.34	4.46	4.42	0.04	4.02	4.53	-0.51	4.38	4.75	-0.37	4.49	4.51	-0.02
	World Average	4.13	4.14	-0.01	4.13	4.14	-0.01	4.13	4.14	-0.01	4.13	4.14	-0.01	4.13	4.14	-0.01