

Customer Satisfaction Index of 53 Airports for Round-I (January-June) 2016 vis-a vis Round-IV(July-December) 2015

(on five point scale)

Rank in round-I 2016	Airport Name	Customer Satisfaction Score		Difference between and Round-I (2016) and Round-IV (2015)	Difference between Round-IV and MOU targets
		Round-I (Jan- June) 2016	Round-IV (July-Dec) 2015		
1	Chandigarh	4.85	4.83	0.02	0.65
2	Raipur	4.79	4.86	-0.07	0.59
3	Udaipur	4.71	4.80	-0.09	0.51
4	Dehradun	4.70	4.71	-0.01	0.5
5	Amritsar	4.70	4.68	0.02	0.5
6	Trichy	4.66	4.73	-0.07	0.46
7	Jodhpur	4.66	4.74	-0.08	0.46
8	Varanasi	4.66	4.73	-0.07	0.46
9	Bhubaneswar	4.64	4.79	-0.15	0.44
10	Coimbatore	4.62	4.74	-0.12	0.42
11	Manglore	4.56	4.75	-0.19	0.36
12	Kullu (Bhuntar)	4.53	4.60	-0.07	0.33
13	Gaya	4.52	4.52	0.00	0.32
14	Khajuraho	4.47	4.57	-0.10	0.27
15	Madurai	4.46	4.65	-0.19	0.26
16	Kangra	4.45	4.52	-0.07	0.25
17	Aurangabad	4.44	4.50	-0.06	0.24
18	Vadodara	4.41	4.45	-0.04	0.21
19	Agartala	4.40	4.45	-0.05	0.2
20	Visahakapatnam	4.39	4.59	-0.20	0.19
21	Bagdogra	4.37	4.37	0.00	0.17
22	Allahabad	4.35	3.88	0.47	0.15
23	Port Blair	4.34	4.34	0.00	0.14
24	Porbandar	4.33	4.38	-0.05	0.13
25	Indore	4.32	4.21	0.11	0.12
26	Surat	4.32	4.37	-0.05	0.12
27	Jammu	4.31	4.30	0.01	0.11
28	Bhuj	4.29	4.32	-0.03	0.09
29	Hubli	4.29	4.43	-0.14	0.09
30	Silchar	4.27	4.26	0.01	0.07
31	Jamnagar	4.23	4.04	0.19	0.03
32	Rajkot	4.22	4.27	-0.05	0.02
33	Barapani	4.19	4.12	0.07	-0.01
34	Bhavnagar	4.16	4.15	0.01	-0.04
35	Ranchi	4.15	4.19	-0.04	-0.05
36	Tuticorin	4.15	4.14	0.01	-0.05
37	Rajahmundry	4.14	4.16	-0.02	-0.06
38	Tirupati	4.12	4.09	0.03	-0.08
39	Patna	4.07	4.05	0.02	-0.13
40	Bhopal	4.03	4.02	0.01	-0.17
41	Vijayawada	4.01	4.03	-0.02	-0.19
42	Agra	3.78	NA*	-	-0.42
43	Belgaum	3.67	NA*	-	-0.53
44	Dibrugarh	3.67	3.65	0.02	-0.53
45	Dimapur	3.64	3.70	-0.06	-0.56
46	Imphal	3.62	3.66	-0.04	-0.58
47	Jorhat	3.58	3.61	-0.03	-0.62
48	Leh	3.56	3.59	-0.03	-0.64
49	Gorakhpur	3.55	NA*	-	-0.65
50	Jabalpur	3.38	3.70	-0.32	-0.82
51	Agatti	2.80	2.85	-0.05	-1.4
52	Lengpui**	-	-	-	-
53	Diu@	-	-	-	-
AVERAGE		4.23	4.29	-0.06	

* No schedule flight was operated at Agra, Gorakhpur, Kandla and Mysore airport during Round-IV

** Survey not carried out at Lengpui airport as it is not an AAI airport but state government airport.

@ Survey carried out at Diu airport but result has not been published as it is not an AAI airport but state government airport.

MOU targets set for excellent rating for the year 2015-16 is 4.20 on five point scale