Customer Satisfaction Index of 54 Airports for Round-II (July-December) 2016 vis-a-vis Round-I (January-June) 2016

(on five point scale)

Rank	Airport Name	Customer Satisfaction Index		Difference between and Round-II (2016) and Round-I (2016)	Difference between Round-II and MOU targets
		Round-II (Jul-Dec) 2016	Round-I (Jan- June) 2016		
1	Chandigarh	4.86	4.85	0.01	0.36
2	Raipur	4.82	4.79	0.03	0.32
3	Udaipur	4.72	4.71	0.01	0.22
4	Mangalore	4.72	4.56	0.16	0.22
5	Amritsar	4.71	4.70	0.01	0.21
6	Dehradun	4.71	4.70	0.01	0.21
7	Trichy	4.68	4.66	0.02	0.18
8	Coimbatore	4.67	4.62	0.05	0.17
9	Jodhpur	4.67	4.66	0.01	0.17
10	Varanasi	4.66	4.66	0.00	0.16
11	Bhubaneswar	4.65	4.64	0.01	0.15
12	Kullu (Bhuntar)	4.54	4.53	0.01	0.04
13	Gaya	4.53	4.52	0.01	0.03
14	Madurai	4.51	4.46	0.05	0.01
15	Khajuraho	4.48	4.47	0.01	-0.02
16	Kangra	4.46	4.45	0.01	-0.04
17	Vadodara	4.43	4.41	0.02	-0.07
18	Aurangabad	4.43	4.44	-0.01	-0.07
19	Agartala	4.42	4.40	0.02	-0.08
20	Port Blair	4.41	4.34	0.07	-0.09
21	Visahakapatnam	4.40	4.39	0.01	-0.10
22	Allahabad	4.36	4.35	0.01	-0.14
23	Bagdogra	4.35	4.37	-0.02	-0.15
24	Surat	4.34	4.32	0.02	-0.16
25	Indore	4.34	4.32	0.02	-0.16
26	Jammu	4.33	4.31	0.02	-0.17
27	Barapani	4.32	4.19	0.13	-0.18
28	Hubli	4.31	4.29	0.02	-0.19
29	Bhuj	4.30	4.29	0.01	-0.20
30	Silchar	4.30	4.27	0.03	-0.20
31	Jamnagar	4.25	4.23	0.02	-0.25
32	Rajkot	4.24	4.22	0.02	-0.26
33	Tuticorin	4.19	4.15	0.04	-0.31
34	Bhavnagar	4.17	4.16	0.01	-0.33
35	Ranchi	4.16	4.15	0.01	-0.34
36	Rajahmundry	4.16	4.14	0.02	-0.34
37	Tirupati	4.14	4.12	0.02	-0.36
38	Patna	4.09	4.07	0.02	-0.41
39	Bhopal	4.04	4.03	0.01	-0.46
40	Vijayawada	4.03	4.01	0.02	-0.47
41	Pant Nagar	3.95	NA	-	-0.55
42	Dibrugarh	3.85	3.67	0.18	-0.65
43	Imphal	3.80	3.62	0.18	-0.70
44	Jorhat	3.77	3.58	0.19	-0.73
45	Dimapur	3.75	3.64	0.11	-0.75
46	Belgaum	3.74	3.67	0.07	-0.76
47	Gwalior	3.67	NA	-	-0.83
48	Jabalpur	3.65	3.38	0.27	-0.85
49	Lilabari	3.63	NA	-	-0.87
50	Leh	3.57	3.56	0.01	-0.93
51	Gorakhpur	3.57	3.55	0.02	-0.93
52	Agatti	3.03	2.80	0.23	-1.47
53	Porbandar	NA	4.33	-	-
54	Agra	NA	3.78	-	-
	AVERAGE	**4.25**	**4.23**	**0.02**	**-**

MOU targets set for excellent rating for the year 2016-17 is 4.50 on five point scale.

NA- No flight oerations