

Customer Satisfaction Index of 49 Airports for Round-III (January-June) 2017 vis-a-vis Round-II (July-December) 2016

(on five point scale)

Rank	Airport Name	Customer Satisfaction Index		Difference between and Round-III (2017) and Round-II (2016)	Difference between Round-III and MOU target of 4.5
		Round-III (Jan-Jun) 2017	Round-II (Jul-Dec) 2016		
1	Raipur	4.84	4.82	0.02	0.34
2	Udaipur	4.75	4.72	0.03	0.25
3	Amritsar	4.74	4.71	0.03	0.24
4	Dehradun	4.73	4.71	0.02	0.23
6	Jodhpur	4.70	4.67	0.03	0.20
5	Trichy	4.70	4.68	0.02	0.20
7	Varanasi	4.69	4.66	0.03	0.19
8	Madurai	4.60	4.51	0.09	0.10
9	Kullu (Bhuntar)	4.56	4.54	0.02	0.06
10	Gaya	4.55	4.53	0.02	0.05
11	Khajuraho	4.51	4.48	0.03	0.01
12	Port Blair	4.50	4.41	0.09	0.00
13	Kangra	4.49	4.46	0.03	-0.01
14	Aurangabad	4.48	4.43	0.05	-0.02
15	Agartala	4.46	4.42	0.04	-0.04
16	Vadodara	4.45	4.43	0.02	-0.05
17	Bagdogra	4.42	4.35	0.07	-0.08
18	Allahabad	4.40	4.36	0.04	-0.10
19	Hubli	4.40	4.31	0.09	-0.10
20	Surat	4.37	4.34	0.03	-0.13
21	Jammu	4.36	4.33	0.03	-0.14
22	Bhuj	4.33	4.30	0.03	-0.17
23	Silchar	4.33	4.30	0.03	-0.17
24	Barapani	4.32	4.32	0.00	-0.18
25	Rajkot	4.29	4.24	0.05	-0.21
26	Jamnagar	4.28	4.25	0.03	-0.22
27	Tuticorin	4.25	4.19	0.06	-0.25
28	Rajahmundry	4.21	4.16	0.05	-0.29
29	Ranchi	4.20	4.16	0.04	-0.30
30	Tirupati	4.18	4.14	0.04	-0.32
31	Bhavnagar	4.17	4.17	0.00	-0.33
32	Leh	4.16	3.57	0.59	-0.34
33	Bhopal	4.12	4.04	0.08	-0.38
34	Vijayawada	4.10	4.03	0.07	-0.40
35	Dibrugarh	4.07	3.85	0.22	-0.43
36	Tezpur	4.05	N/A	-	-0.45
37	Kanpur	4.03	N/A	-	-0.47
38	Agra	4.00	N/A	-	-0.50
39	Jorhat	4.00	3.77	0.23	-0.50
40	Pant Nagar	3.98	3.95	0.03	-0.52
41	Lilabari	3.90	3.63	0.27	-0.60
42	Imphal	3.83	3.80	0.03	-0.67
43	Dimapur	3.81	3.75	0.06	-0.69
44	Jabalpur	3.78	3.65	0.13	-0.72
45	Belgaum	3.75	3.74	0.01	-0.75
46	Gwalior	3.73	3.67	0.06	-0.77
47	Bhatinda	3.67	N/A	-	-0.83
48	Gorakhpur	3.67	3.57	0.10	-0.83
49	Agatti	3.12	3.03	0.09	-1.38
50	Bhubaneswar	*	4.65	-	-
51	Chandigarh	*	4.86	-	-
52	Coimbatore	*	4.67	-	-
53	Indore	*	4.34	-	-
54	Manglore	*	4.72	-	-
55	Patna	*	4.09	-	-
56	Visahakapatnam	*	4.40	-	-
AVERAGE		4.25	4.25	0.00	-

* - These airports ACI-ASQ survey is carried out wef Jan' 2017

N/A - The CSS was not carried out at these airports.

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