

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Agartala - IXA			Agatti - AGX			Agra - AGR		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.32	4.21	0.11	3.23	3.21	0.02	3.80	-	-
2	Availability of parking facilities	4.24	4.12	0.12	2.90	2.82	0.08	3.75	-	-
3	Parking facilities value for money	4.27	4.20	0.07	2.85	2.82	0.03	3.72	-	-
4	Availability of baggage carts / trolleys	4.41	4.30	0.11	3.13	3.10	0.03	3.92	-	-
5	Waiting time in check-in queue / line	4.34	4.27	0.07	3.41	3.38	0.04	4.11	-	-
6	Efficiency of check-in staff	4.36	4.36	0.00	3.11	3.05	0.06	3.86	-	-
7	Courtesy, helpfulness of check-in staff	4.27	4.34	-0.07	3.38	3.36	0.02	3.88	-	-
8	Waiting time at passport / personal ID inspection	-	3.00	-	3.50	3.25	0.25	4.00	-	-
9	Courtesy and helpfulness of inspection staff	-	3.00	-	3.50	3.22	0.28	3.20	-	-
10	Courtesy and helpfulness of Security staff	4.38	4.43	-0.05	3.50	3.47	0.03	4.11	-	-
11	Thoroughness of Security inspection	4.36	4.36	0.00	3.15	3.05	0.10	4.05	-	-
12	Waiting time at Security inspection	4.22	4.35	-0.13	3.17	3.11	0.06	3.87	-	-
13	Feeling of being safe and secure	4.40	4.44	-0.04	3.48	3.43	0.05	4.07	-	-
14	Ease of finding your way through airport	4.46	4.42	0.04	3.39	3.35	0.04	4.22	-	-
15	Flight information screens	4.41	4.32	0.09	2.59	2.53	0.06	3.48	-	-
16	Walking distance inside the terminal	4.38	4.42	-0.04	2.93	2.89	0.04	3.85	-	-
17	Ease of making connections with other flights	4.13	4.43	-0.30	2.95	2.93	0.02	4.21	-	-
18	Courtesy, helpfulness of airport staff	4.56	4.42	0.14	4.02	4.00	0.02	4.30	-	-
19	Restaurant / Eating facilities	4.33	4.29	0.04	2.37	2.28	0.09	2.36	-	-
20	Restaurant facilities value for money	4.33	3.00	1.33	3.63	-	-	3.29	-	-
21	Availability of bank / ATM facilities / money changers	4.30	4.14	0.16	2.70	2.25	0.45	2.55	-	-
22	Shopping facilities	-	2.00	-	3.00	2.94	0.06	2.73	-	-
23	Shopping facilities value for money	4.17	2.33	1.84	2.81	2.67	0.14	2.53	-	-
24	Internet access / Wi-fi	4.12	3.90	0.22	2.00	1.94	0.06	2.06	-	-
25	Business / Executive lounges	-	4.25	-	2.85	-	-	2.26	-	-
26	Availability of washrooms / toilets	4.34	4.26	0.08	3.59	3.57	0.02	4.06	-	-
27	Cleanliness of washrooms / toilets	4.41	4.33	0.08	3.37	3.32	0.05	3.82	-	-
28	Comfort of waiting / gate areas	4.40	4.32	0.08	3.49	3.47	0.02	4.09	-	-
29	Cleanliness of airport terminal	4.47	4.40	0.07	3.09	3.05	0.04	4.25	-	-
30	Ambience of the airport	4.37	4.38	-0.01	3.14	3.08	0.06	4.05	-	-
31	Arrivals passport and visa inspection	-	4.00	-	3.12	2.76	0.36	3.50	-	-
32	Speed of baggage delivery service	4.46	4.38	0.08	2.93	2.91	0.02	4.08	-	-
33	Customs inspection	-	4.00	-	-	2.82	-	4.00	-	-
34	Overall Satisfaction	4.46	4.42	0.04	3.12	3.03	0.09	4.00	-	-

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Allahabad - IXD			Amritsar - ATQ			Aurangabad - IXU		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.02	4.01	0.01	4.64	4.63	0.01	4.27	4.24	0.03
2	Availability of parking facilities	3.59	3.57	0.02	4.62	4.60	0.02	4.24	4.22	0.02
3	Parking facilities value for money	3.49	3.47	0.02	4.63	4.63	0.00	4.14	4.12	0.02
4	Availability of baggage carts / trolleys	3.94	3.92	0.02	4.62	4.61	0.01	4.39	4.37	0.02
5	Waiting time in check-in queue / line	4.30	4.28	0.02	4.51	4.50	0.01	4.25	4.23	0.02
6	Efficiency of check-in staff	4.09	4.05	0.04	4.54	4.53	0.01	4.18	4.19	-0.01
7	Courtesy, helpfulness of check-in staff	4.09	4.08	0.01	4.53	4.52	0.01	4.22	4.20	0.02
8	Waiting time at passport / personal ID inspection	3.99	3.97	0.02	4.59	4.58	0.01	4.17	4.17	0.00
9	Courtesy and helpfulness of inspection staff	4.12	4.12	0.00	4.46	4.46	0.00	4.23	4.22	0.01
10	Courtesy and helpfulness of Security staff	4.20	4.18	0.02	4.53	4.53	0.00	4.27	4.25	0.02
11	Thoroughness of Security inspection	4.27	4.26	0.01	4.55	4.54	0.01	4.19	4.16	0.03
12	Waiting time at Security inspection	4.03	4.03	0.00	4.50	4.49	0.01	4.17	4.18	-0.01
13	Feeling of being safe and secure	4.31	4.28	0.03	4.53	4.49	0.04	4.25	4.23	0.02
14	Ease of finding your way through airport	3.99	3.95	0.04	4.55	-	-	4.38	4.37	0.01
15	Flight information screens	3.65	3.61	0.04	4.50	-	-	4.16	4.17	-0.01
16	Walking distance inside the terminal	3.90	3.89	0.01	4.64	4.63	0.01	4.33	4.32	0.01
17	Ease of making connections with other flights	3.95	3.86	0.09	4.61	4.59	0.02	4.20	4.19	0.01
18	Courtesy, helpfulness of airport staff	4.08	4.07	0.01	4.56	4.54	0.02	4.55	4.53	0.02
19	Restaurant / Eating facilities	3.78	3.76	0.02	4.66	4.64	0.02	4.84	3.83	1.01
20	Restaurant facilities value for money	3.85	3.84	0.01	4.49	4.47	0.02	3.88	3.87	0.01
21	Availability of bank / ATM facilities / money changers	3.34	3.33	0.01	4.67	4.66	0.01	4.15	4.13	0.02
22	Shopping facilities	3.19	3.14	0.05	4.58	4.58	0.00	3.74	3.73	0.01
23	Shopping facilities value for money	3.22	3.19	0.03	4.73	4.73	0.00	3.65	3.63	0.02
24	Internet access / Wi-fi	3.26	3.25	0.01	4.66	4.66	0.00	3.83	3.82	0.01
25	Business / Executive lounges	3.82	3.81	0.01	-	-	-	4.17	4.16	0.01
26	Availability of washrooms / toilets	4.31	4.30	0.01	4.71	4.72	-0.01	4.30	4.28	0.02
27	Cleanliness of washrooms / toilets	3.92	3.89	0.03	4.55	4.55	0.00	4.31	4.29	0.02
28	Comfort of waiting / gate areas	4.18	4.16	0.02	4.50	4.48	0.02	4.38	4.37	0.01
29	Cleanliness of airport terminal	4.34	4.32	0.02	4.43	4.41	0.02	4.41	4.39	0.02
30	Ambience of the airport	4.12	4.11	0.01	4.47	4.42	0.05	4.22	4.19	0.03
31	Arrivals passport and visa inspection	4.08	4.08	0.00	4.70	4.70	0.00	4.36	4.36	0.00
32	Speed of baggage delivery service	4.01	3.99	0.02	4.50	4.49	0.01	4.15	4.13	0.02
33	Customs inspection	3.80	3.80	0.00	4.76	4.69	0.07	4.31	4.30	0.01
34	Overall Satisfaction	4.40	4.36	0.04	4.74	4.71	0.03	4.48	4.43	0.05

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Bagdogra - IXB			Barapani (Shillong) - SHL			Belgaum - IXG		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.33	4.33	0.00	4.09	3.98	0.11	3.69	3.49	0.20
2	Availability of parking facilities	4.17	3.86	0.31	3.84	4.10	-0.26	3.37	3.40	-0.03
3	Parking facilities value for money	4.22	4.13	0.09	3.97	3.94	0.03	3.66	3.39	0.27
4	Availability of baggage carts / trolleys	4.34	4.14	0.20	4.10	4.29	-0.19	4.24	3.64	0.60
5	Waiting time in check-in queue / line	4.31	4.21	0.10	4.33	4.32	0.01	3.78	3.75	0.03
6	Efficiency of check-in staff	4.26	4.21	0.05	4.19	4.27	-0.08	3.71	3.69	0.02
7	Courtesy, helpfulness of check-in staff	4.38	4.34	0.04	4.32	4.30	0.02	3.73	3.68	0.05
8	Waiting time at passport / personal ID inspection	4.40	4.40	0.00	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	4.50	4.40	0.10	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.15	4.21	-0.06	4.47	4.41	0.06	3.84	3.87	-0.03
11	Thoroughness of Security inspection	4.07	4.28	-0.21	4.40	4.38	0.03	3.88	3.86	0.02
12	Waiting time at Security inspection	4.11	4.31	-0.20	4.42	4.28	0.14	3.75	3.78	-0.03
13	Feeling of being safe and secure	4.20	4.37	-0.17	4.48	4.52	-0.04	3.70	3.64	0.06
14	Ease of finding your way through airport	4.48	4.32	0.16	4.38	4.25	0.13	3.91	3.86	0.05
15	Flight information screens	4.26	4.00	0.26	4.32	4.16	0.16	3.17	3.53	-0.36
16	Walking distance inside the terminal	4.47	4.22	0.25	4.53	4.40	0.13	3.40	3.36	0.04
17	Ease of making connections with other flights	4.45	4.30	0.15	4.00	-	-	3.33	3.26	0.07
18	Courtesy, helpfulness of airport staff	4.44	4.38	0.06	4.33	4.34	-0.01	3.86	3.82	0.04
19	Restaurant / Eating facilities	4.31	4.25	0.06	-	3.88	-	3.49	3.48	0.01
20	Restaurant facilities value for money	4.34	4.17	0.17	-	4.01	-	3.57	3.53	0.04
21	Availability of bank / ATM facilities / money changers	4.40	4.00	0.40	-	-	-	2.26	2.22	0.04
22	Shopping facilities	4.36	4.25	0.11	-	-	-	2.22	2.20	0.02
23	Shopping facilities value for money	4.24	4.15	0.09	-	-	-	2.24	2.18	0.06
24	Internet access / Wi-fi	3.61	3.24	0.37	-	-	-	2.42	2.39	0.03
25	Business / Executive lounges	4.35	4.15	0.20	4.23	-	-	2.74	2.81	-0.07
26	Availability of washrooms / toilets	4.30	4.17	0.13	4.15	4.40	-0.25	3.27	3.24	0.03
27	Cleanliness of washrooms / toilets	4.30	4.01	0.29	4.26	4.37	-0.11	3.35	3.30	0.05
28	Comfort of waiting / gate areas	4.34	4.12	0.22	4.26	4.22	0.04	3.58	3.56	0.02
29	Cleanliness of airport terminal	4.35	4.22	0.13	4.47	4.54	-0.07	3.66	3.43	0.23
30	Ambience of the airport	4.34	4.17	0.17	4.34	4.29	0.05	3.32	3.29	0.03
31	Arrivals passport and visa inspection	4.25	4.20	0.05	-	-	-	3.85	3.33	0.52
32	Speed of baggage delivery service	4.25	4.29	-0.04	4.06	4.15	-0.09	3.38	3.30	0.08
33	Customs inspection	4.80	4.80	0.00	-	-	-	3.99	3.51	0.48
34	Overall Satisfaction	4.42	4.35	0.07	4.32	4.32	0.00	3.75	3.74	0.01

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Bhatinda - BUP			Bhavnagar - BHU			Bhopal - BHO		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	-	-	-	4.18	4.17	0.01	4.46	4.41	0.05
2	Availability of parking facilities	3.87	-	-	4.15	4.13	0.02	4.35	4.32	0.03
3	Parking facilities value for money	3.12	-	-	4.00	4.00	0.00	4.33	4.29	0.04
4	Availability of baggage carts / trolleys	3.73	-	-	4.06	4.04	0.02	4.48	4.52	-0.04
5	Waiting time in check-in queue / line	3.44	-	-	4.27	4.25	0.02	4.55	4.54	0.01
6	Efficiency of check-in staff	3.50	-	-	4.23	4.21	0.02	4.52	4.49	0.03
7	Courtesy, helpfulness of check-in staff	3.25	-	-	4.14	4.12	0.02	4.47	4.40	0.07
8	Waiting time at passport / personal ID inspection	-	-	-	4.30	4.30	0.00	4.54	4.54	0.00
9	Courtesy and helpfulness of inspection staff	-	-	-	4.03	4.03	0.00	4.50	4.54	-0.04
10	Courtesy and helpfulness of Security staff	3.74	-	-	4.35	4.33	0.02	4.61	4.56	0.05
11	Thoroughness of Security inspection	3.65	-	-	4.16	4.15	0.01	4.53	4.47	0.06
12	Waiting time at Security inspection	3.67	-	-	4.12	4.11	0.01	4.40	4.38	0.02
13	Feeling of being safe and secure	3.65	-	-	4.04	4.03	0.01	4.62	4.59	0.03
14	Ease of finding your way through airport	3.94	-	-	4.36	4.35	0.01	4.62	4.58	0.04
15	Flight information screens	-	-	-	4.17	4.15	0.02	4.56	4.51	0.05
16	Walking distance inside the terminal	3.48	-	-	4.15	4.13	0.02	4.54	4.48	0.06
17	Ease of making connections with other flights	-	-	-	4.12	4.01	0.11	4.60	4.57	0.03
18	Courtesy, helpfulness of airport staff	-	-	-	4.43	4.42	0.01	4.57	4.55	0.02
19	Restaurant / Eating facilities	-	-	-	4.17	4.18	-0.01	4.47	4.45	0.02
20	Restaurant facilities value for money	-	-	-	4.10	4.12	-0.02	4.42	4.41	0.01
21	Availability of bank / ATM facilities / money changers	-	-	-	4.45	4.46	-0.01	4.54	4.52	0.02
22	Shopping facilities	-	-	-	4.42	4.43	-0.01	4.46	4.44	0.02
23	Shopping facilities value for money	-	-	-	4.47	4.46	0.01	4.55	4.54	0.01
24	Internet access / Wi-fi	-	-	-	4.03	4.00	0.03	4.64	4.62	0.02
25	Business / Executive lounges	-	-	-	3.90	3.85	0.05	4.29	3.86	0.43
26	Availability of washrooms / toilets	3.85	-	-	4.07	4.06	0.01	4.33	4.30	0.03
27	Cleanliness of washrooms / toilets	3.12	-	-	4.22	4.20	0.02	4.33	4.26	0.07
28	Comfort of waiting / gate areas	3.89	-	-	4.18	4.17	0.01	4.40	4.34	0.06
29	Cleanliness of airport terminal	3.69	-	-	4.30	4.29	0.01	4.21	4.18	0.03
30	Ambience of the airport	3.28	-	-	4.06	4.05	0.01	4.15	4.12	0.03
31	Arrivals passport and visa inspection	-	-	-	4.40	4.40	0.00	4.34	4.30	0.04
32	Speed of baggage delivery service	3.39	-	-	4.14	4.12	0.02	4.38	4.36	0.02
33	Customs inspection	-	-	-	4.24	4.24	0.00	4.49	4.41	0.08
34	Overall Satisfaction	3.67	-	-	4.17	4.17	0.00	4.12	4.04	0.08

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Bhuj - BHJ			Dehradun - DED			Dibrugarh - DIB		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.03	4.01	0.02	4.69	4.65	0.04	4.06	3.96	0.10
2	Availability of parking facilities	4.18	4.16	0.02	4.79	4.78	0.01	3.77	4.05	-0.28
3	Parking facilities value for money	4.09	4.07	0.02	4.60	4.80	-0.20	3.69	3.94	-0.25
4	Availability of baggage carts / trolleys	4.15	4.13	0.02	4.69	4.81	-0.12	4.00	4.04	-0.04
5	Waiting time in check-in queue / line	4.17	4.16	0.01	4.65	4.77	-0.12	4.14	4.06	0.08
6	Efficiency of check-in staff	4.09	4.06	0.03	4.59	4.70	-0.11	4.03	3.98	0.05
7	Courtesy, helpfulness of check-in staff	4.15	4.12	0.03	4.67	4.76	-0.09	4.16	4.00	0.16
8	Waiting time at passport / personal ID inspection	4.14	4.14	0.00	4.68	4.73	-0.05	4.23	4.09	0.14
9	Courtesy and helpfulness of inspection staff	4.09	4.09	0.00	4.57	4.65	-0.08	4.12	4.01	0.11
10	Courtesy and helpfulness of Security staff	4.18	4.17	0.01	4.67	4.67	0.00	4.24	4.05	0.19
11	Thoroughness of Security inspection	4.11	4.09	0.02	4.61	4.65	-0.04	4.08	3.96	0.12
12	Waiting time at Security inspection	4.15	4.13	0.02	4.62	4.62	0.00	4.09	3.87	0.22
13	Feeling of being safe and secure	4.16	4.14	0.02	4.63	4.67	-0.04	4.20	3.92	0.28
14	Ease of finding your way through airport	4.21	4.20	0.01	4.74	4.76	-0.02	4.24	3.99	0.25
15	Flight information screens	3.81	3.79	0.02	4.58	4.32	0.26	3.82	3.98	-0.16
16	Walking distance inside the terminal	4.15	4.13	0.02	4.70	4.73	-0.03	4.12	3.95	0.17
17	Ease of making connections with other flights	4.17	4.15	0.02	4.65	4.35	0.30	4.04	3.96	0.08
18	Courtesy, helpfulness of airport staff	4.27	4.25	0.02	4.87	4.77	0.10	3.81	4.12	-0.31
19	Restaurant / Eating facilities	3.71	3.69	0.02	4.55	4.67	-0.12	3.96	3.78	0.18
20	Restaurant facilities value for money	3.72	3.70	0.02	4.49	4.52	-0.03	3.95	3.97	-0.02
21	Availability of bank / ATM facilities / money changers	4.30	4.28	0.02	4.60	4.63	-0.03	3.80	3.40	0.40
22	Shopping facilities	3.94	3.92	0.02	4.46	4.63	-0.17	3.92	3.80	0.12
23	Shopping facilities value for money	3.92	3.89	0.03	4.43	4.48	-0.05	3.82	3.74	0.08
24	Internet access / Wi-fi	3.71	3.69	0.02	4.58	4.07	0.51	3.74	3.96	-0.22
25	Business / Executive lounges	4.45	4.41	0.04	4.66	4.72	-0.06	3.37	3.85	-0.48
26	Availability of washrooms / toilets	4.23	4.20	0.03	4.71	4.68	0.03	3.87	4.05	-0.18
27	Cleanliness of washrooms / toilets	3.75	3.72	0.03	4.73	4.72	0.01	4.02	4.04	-0.02
28	Comfort of waiting / gate areas	3.74	3.73	0.01	4.66	4.68	-0.02	4.00	3.99	0.01
29	Cleanliness of airport terminal	4.32	4.31	0.01	4.79	4.79	0.00	4.25	4.18	0.07
30	Ambience of the airport	4.29	4.27	0.02	4.66	4.70	-0.04	3.99	4.09	-0.10
31	Arrivals passport and visa inspection	3.00	3.00	0.00	4.30	4.40	-0.10	-	4.15	-
32	Speed of baggage delivery service	4.02	4.00	0.02	4.78	4.77	0.01	3.91	3.99	-0.08
33	Customs inspection	-	-	-	4.00	4.10	-0.10	-	4.08	-
34	Overall Satisfaction	4.33	4.30	0.03	4.73	4.71	0.02	4.07	3.85	0.22

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Dimapur - DMU			Gaya - GAY			Gorakhpur - GOP		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	3.82	3.79	0.03	4.41	4.40	0.01	3.58	3.49	0.09
2	Availability of parking facilities	3.77	3.74	0.03	4.44	4.42	0.02	3.30	3.39	-0.09
3	Parking facilities value for money	3.77	3.76	0.01	4.44	4.41	0.03	3.42	3.31	0.11
4	Availability of baggage carts / trolleys	3.85	3.82	0.03	4.53	4.54	-0.01	3.44	3.05	0.39
5	Waiting time in check-in queue / line	3.86	3.89	-0.03	4.46	4.50	-0.04	3.17	3.54	-0.37
6	Efficiency of check-in staff	3.78	3.77	0.01	4.47	4.44	0.03	3.74	3.69	0.05
7	Courtesy, helpfulness of check-in staff	4.07	4.05	0.02	4.57	4.54	0.03	3.77	3.68	0.09
8	Waiting time at passport / personal ID inspection	4.31	3.91	0.40	4.53	4.55	-0.02	4.62	3.58	1.04
9	Courtesy and helpfulness of inspection staff	4.19	4.03	0.16	4.49	4.50	-0.01	4.64	3.58	1.06
10	Courtesy and helpfulness of Security staff	3.97	3.96	0.01	4.54	4.53	0.01	3.77	3.90	-0.13
11	Thoroughness of Security inspection	4.10	4.09	0.01	4.51	4.49	0.02	3.87	3.88	-0.01
12	Waiting time at Security inspection	4.01	3.92	0.09	4.47	4.45	0.02	3.82	3.94	-0.12
13	Feeling of being safe and secure	4.07	4.04	0.03	4.46	4.47	-0.01	3.81	3.86	-0.05
14	Ease of finding your way through airport	3.84	3.82	0.02	4.41	4.39	0.02	3.66	3.42	0.24
15	Flight information screens	2.00	-	-	4.30	4.29	0.01	2.52	2.29	0.23
16	Walking distance inside the terminal	3.64	3.59	0.05	4.36	4.35	0.01	3.87	2.75	1.12
17	Ease of making connections with other flights	3.53	3.51	0.02	4.26	4.23	0.03	3.33	2.94	0.39
18	Courtesy, helpfulness of airport staff	3.75	3.71	0.04	4.45	4.44	0.01	3.54	3.52	0.02
19	Restaurant / Eating facilities	3.40	3.42	-0.02	4.04	4.00	0.04	2.42	2.76	-0.34
20	Restaurant facilities value for money	3.30	3.27	0.03	4.13	4.12	0.01	2.44	2.76	-0.32
21	Availability of bank / ATM facilities / money changers	3.96	-	-	4.08	4.06	0.02	2.71	2.97	-0.26
22	Shopping facilities	4.00	-	-	4.16	4.12	0.04	2.71	2.74	-0.03
23	Shopping facilities value for money	4.00	-	-	4.19	4.16	0.03	2.71	2.89	-0.18
24	Internet access / Wi-fi	3.40	3.11	0.29	4.14	4.12	0.02	2.39	2.98	-0.59
25	Business / Executive lounges	-	3.33	-	4.26	4.26	0.00	2.81	2.77	0.04
26	Availability of washrooms / toilets	3.76	3.78	-0.02	4.47	4.50	-0.03	4.04	3.20	0.84
27	Cleanliness of washrooms / toilets	3.70	3.68	0.02	4.44	4.41	0.03	3.55	3.21	0.34
28	Comfort of waiting / gate areas	3.74	3.71	0.03	4.53	4.50	0.03	3.54	3.24	0.30
29	Cleanliness of airport terminal	3.95	3.93	0.02	4.46	4.44	0.02	3.24	3.52	-0.28
30	Ambience of the airport	3.87	3.83	0.04	4.50	4.47	0.03	3.65	3.37	0.28
31	Arrivals passport and visa inspection	-	-	-	4.47	4.45	0.02	3.86	3.64	0.22
32	Speed of baggage delivery service	3.76	3.71	0.05	4.43	4.42	0.01	3.80	3.55	0.25
33	Customs inspection	-	-	-	4.30	4.28	0.02	3.78	3.50	0.28
34	Overall Satisfaction	3.81	3.75	0.06	4.55	4.53	0.02	3.67	3.57	0.10

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Gwalior - GWL			Hubli - HBX			Imphal - IMF		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	3.56	3.55	0.01	4.18	4.17	0.01	3.95	3.93	0.02
2	Availability of parking facilities	3.88	3.86	0.02	4.17	4.14	0.03	3.98	3.96	0.02
3	Parking facilities value for money	3.73	3.70	0.03	4.30	4.23	0.07	3.92	3.91	0.01
4	Availability of baggage carts / trolleys	3.93	3.91	0.02	4.16	4.14	0.02	3.96	3.95	0.01
5	Waiting time in check-in queue / line	3.72	3.70	0.02	4.44	4.43	0.01	4.05	4.03	0.02
6	Efficiency of check-in staff	3.75	3.73	0.02	4.21	4.16	0.05	3.97	3.94	0.03
7	Courtesy, helpfulness of check-in staff	3.82	3.80	0.02	4.38	4.40	-0.02	4.04	4.03	0.01
8	Waiting time at passport / personal ID inspection	4.59	3.33	1.26	-	-	-	4.90	4.04	0.86
9	Courtesy and helpfulness of inspection staff	4.76	3.73	1.03	-	-	-	4.02	3.98	0.04
10	Courtesy and helpfulness of Security staff	3.88	3.86	0.02	4.34	4.41	-0.07	4.04	4.02	0.02
11	Thoroughness of Security inspection	3.72	3.70	0.02	4.18	4.13	0.05	3.98	3.96	0.02
12	Waiting time at Security inspection	3.71	3.70	0.01	4.37	4.43	-0.06	3.93	3.91	0.02
13	Feeling of being safe and secure	3.63	3.60	0.03	4.20	4.21	-0.01	3.99	3.98	0.01
14	Ease of finding your way through airport	3.53	3.52	0.01	4.12	4.11	0.01	4.08	4.06	0.02
15	Flight information screens	3.61	3.59	0.02	3.99	3.98	0.01	3.00	2.87	0.13
16	Walking distance inside the terminal	3.83	3.80	0.03	4.42	4.49	-0.07	3.93	3.92	0.01
17	Ease of making connections with other flights	3.32	3.30	0.02	4.16	4.15	0.01	3.97	3.96	0.01
18	Courtesy, helpfulness of airport staff	3.83	3.80	0.03	4.27	4.23	0.04	4.17	4.15	0.02
19	Restaurant / Eating facilities	3.38	3.36	0.02	4.32	4.35	-0.03	3.63	3.61	0.02
20	Restaurant facilities value for money	3.48	3.45	0.03	4.21	4.18	0.03	3.05	3.88	-0.83
21	Availability of bank / ATM facilities / money changers	3.29	3.27	0.02	3.80	3.79	0.01	3.50	2.47	1.03
22	Shopping facilities	3.25	3.25	0.00	3.76	3.75	0.01	3.45	3.40	0.05
23	Shopping facilities value for money	3.46	3.42	0.04	3.75	3.77	-0.02	3.42	3.41	0.01
24	Internet access / Wi-fi	3.43	3.41	0.02	3.85	3.80	0.05	3.53	3.51	0.02
25	Business / Executive lounges	3.33	3.31	0.02	3.81	3.78	0.03	3.95	3.92	0.03
26	Availability of washrooms / toilets	3.47	3.45	0.02	4.62	4.61	0.01	4.08	4.06	0.02
27	Cleanliness of washrooms / toilets	3.52	3.50	0.02	4.44	4.41	0.03	4.00	3.99	0.01
28	Comfort of waiting / gate areas	3.71	3.69	0.02	4.55	4.54	0.01	3.97	3.95	0.02
29	Cleanliness of airport terminal	3.37	3.36	0.01	4.30	4.28	0.02	3.96	3.94	0.02
30	Ambience of the airport	3.52	3.50	0.02	4.25	4.20	0.05	3.96	3.94	0.02
31	Arrivals passport and visa inspection	4.42	3.78	0.64	-	-	-	-	4.08	-
32	Speed of baggage delivery service	3.73	3.71	0.02	4.19	4.17	0.02	3.95	3.93	0.02
33	Customs inspection	4.38	3.71	0.67	-	-	-	-	3.96	-
34	Overall Satisfaction	3.73	3.67	0.06	4.40	4.31	0.09	3.83	3.80	0.03

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Jabalpur - JLR			Jammu - IXJ			Jamnagar - JGA		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	3.81	3.41	0.40	4.33	4.40	-0.07	3.95	3.91	0.04
2	Availability of parking facilities	3.63	3.73	-0.10	4.22	4.19	0.03	3.90	3.88	0.02
3	Parking facilities value for money	3.57	3.50	0.07	4.18	4.15	0.03	4.01	3.99	0.02
4	Availability of baggage carts / trolleys	3.71	3.49	0.22	4.10	4.08	0.02	4.03	4.01	0.02
5	Waiting time in check-in queue / line	3.51	3.64	-0.13	4.14	4.12	0.02	3.91	3.89	0.02
6	Efficiency of check-in staff	3.68	3.69	-0.01	4.05	4.01	0.04	3.89	3.87	0.02
7	Courtesy, helpfulness of check-in staff	3.56	3.52	0.04	3.97	3.95	0.02	3.91	3.88	0.03
8	Waiting time at passport / personal ID inspection	3.99	3.64	0.35	4.35	4.10	0.25	3.98	3.98	0.00
9	Courtesy and helpfulness of inspection staff	3.94	3.69	0.25	4.15	4.15	0.00	3.95	3.95	0.00
10	Courtesy and helpfulness of Security staff	3.97	3.66	0.31	4.21	4.17	0.04	4.03	4.01	0.02
11	Thoroughness of Security inspection	3.95	3.73	0.22	4.11	4.07	0.04	3.92	3.99	-0.07
12	Waiting time at Security inspection	3.95	3.57	0.38	4.05	4.04	0.01	3.97	3.95	0.02
13	Feeling of being safe and secure	3.85	3.62	0.23	4.01	3.97	0.04	3.95	3.93	0.02
14	Ease of finding your way through airport	3.70	3.64	0.06	4.16	4.13	0.03	4.12	4.10	0.02
15	Flight information screens	3.89	3.70	0.19	4.39	4.37	0.02	3.80	3.78	0.02
16	Walking distance inside the terminal	3.61	3.54	0.07	4.33	4.31	0.02	3.96	3.95	0.01
17	Ease of making connections with other flights	3.76	3.57	0.19	4.05	4.02	0.03	4.02	4.00	0.02
18	Courtesy, helpfulness of airport staff	3.61	3.45	0.16	4.08	4.05	0.03	4.16	4.14	0.02
19	Restaurant / Eating facilities	3.09	3.24	-0.15	4.30	4.27	0.03	3.14	3.13	0.01
20	Restaurant facilities value for money	3.10	3.12	-0.02	4.26	4.24	0.02	3.12	3.10	0.02
21	Availability of bank / ATM facilities / money changers	3.32	3.63	-0.31	4.59	4.50	0.09	3.77	3.75	0.02
22	Shopping facilities	3.84	3.47	0.37	4.45	4.40	0.05	3.37	3.35	0.02
23	Shopping facilities value for money	3.79	3.65	0.14	4.17	4.24	-0.07	3.64	3.63	0.01
24	Internet access / Wi-fi	4.03	3.80	0.23	4.18	4.12	0.06	4.13	4.11	0.02
25	Business / Executive lounges	3.51	3.62	-0.11	4.00	3.94	0.06	3.09	3.08	0.01
26	Availability of washrooms / toilets	3.95	3.65	0.30	4.27	4.22	0.05	4.13	4.11	0.02
27	Cleanliness of washrooms / toilets	3.91	3.71	0.20	4.22	4.24	-0.02	4.15	4.13	0.02
28	Comfort of waiting / gate areas	3.80	3.61	0.19	4.26	4.23	0.03	4.14	4.12	0.02
29	Cleanliness of airport terminal	4.19	3.96	0.23	4.37	4.34	0.03	4.20	4.18	0.02
30	Ambience of the airport	4.17	3.88	0.29	4.18	4.16	0.02	4.19	4.17	0.02
31	Arrivals passport and visa inspection	4.01	3.96	0.05	4.41	4.67	-0.26	3.39	3.39	0.00
32	Speed of baggage delivery service	3.99	3.86	0.13	4.21	4.23	-0.02	4.10	4.08	0.02
33	Customs inspection	3.70	3.90	-0.20	3.65	4.31	-0.66	3.10	3.10	0.00
34	Overall Satisfaction	3.78	3.65	0.13	4.36	4.33	0.03	4.28	4.25	0.03

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Jodhpur - JDH			Jorhat - JRH			Kangra - DHM		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.70	4.74	-0.04	4.13	3.50	0.63	4.45	4.43	0.02
2	Availability of parking facilities	4.67	4.77	-0.10	4.10	3.98	0.12	4.50	4.47	0.03
3	Parking facilities value for money	4.72	4.72	0.00	3.98	3.96	0.02	4.41	4.37	0.04
4	Availability of baggage carts / trolleys	4.71	4.81	-0.10	4.03	3.93	0.10	4.36	4.21	0.15
5	Waiting time in check-in queue / line	4.72	4.78	-0.06	4.12	4.04	0.08	4.34	4.28	0.06
6	Efficiency of check-in staff	4.71	4.73	-0.02	4.08	3.91	0.17	4.28	4.26	0.02
7	Courtesy, helpfulness of check-in staff	4.66	4.74	-0.08	4.01	4.01	0.00	4.31	4.20	0.11
8	Waiting time at passport / personal ID inspection	4.68	4.72	-0.04	4.16	3.96	0.20	4.37	4.34	0.03
9	Courtesy and helpfulness of inspection staff	4.65	4.80	-0.15	4.14	3.95	0.19	4.30	4.26	0.04
10	Courtesy and helpfulness of Security staff	4.72	4.78	-0.06	4.30	3.93	0.37	4.42	4.37	0.05
11	Thoroughness of Security inspection	4.69	4.72	-0.03	4.21	3.90	0.31	4.47	4.40	0.07
12	Waiting time at Security inspection	4.68	4.68	0.00	4.20	3.84	0.36	4.37	4.29	0.08
13	Feeling of being safe and secure	4.64	4.75	-0.11	4.25	3.85	0.40	4.30	4.22	0.08
14	Ease of finding your way through airport	4.67	4.69	-0.02	4.16	3.97	0.19	4.55	4.48	0.07
15	Flight information screens	4.70	4.72	-0.02	4.13	3.71	0.42	4.51	4.44	0.07
16	Walking distance inside the terminal	4.68	4.74	-0.06	3.99	3.98	0.01	4.28	4.23	0.05
17	Ease of making connections with other flights	4.67	4.70	-0.03	3.98	4.00	-0.02	4.23	4.10	0.13
18	Courtesy, helpfulness of airport staff	4.74	4.80	-0.06	4.16	3.85	0.31	4.75	4.70	0.05
19	Restaurant / Eating facilities	4.73	4.65	0.08	3.81	3.78	0.03	4.39	4.36	0.03
20	Restaurant facilities value for money	4.75	4.72	0.03	3.84	3.81	0.03	4.34	4.29	0.05
21	Availability of bank / ATM facilities / money changers	4.67	4.64	0.03	4.00	-	-	4.67	4.66	0.01
22	Shopping facilities	4.76	4.72	0.04	-	-	-	4.54	4.51	0.03
23	Shopping facilities value for money	4.77	4.79	-0.02	-	-	-	4.45	4.41	0.04
24	Internet access / Wi-fi	4.78	4.75	0.03	-	2.60	-	4.42	4.38	0.04
25	Business / Executive lounges	4.76	4.74	0.02	4.09	2.80	1.29	4.22	4.14	0.08
26	Availability of washrooms / toilets	4.78	4.70	0.08	4.01	4.08	-0.07	4.57	4.54	0.03
27	Cleanliness of washrooms / toilets	4.80	4.71	0.09	4.03	3.90	0.13	4.63	4.61	0.02
28	Comfort of waiting / gate areas	4.77	4.74	0.03	4.03	4.00	0.03	4.53	4.48	0.05
29	Cleanliness of airport terminal	4.74	4.75	-0.01	4.12	4.04	0.08	4.59	4.55	0.04
30	Ambience of the airport	4.73	4.72	0.01	4.02	4.01	0.01	4.24	4.20	0.04
31	Arrivals passport and visa inspection	-	4.68	-	4.36	4.05	0.31	4.65	4.60	0.05
32	Speed of baggage delivery service	4.72	4.70	0.02	4.13	3.98	0.15	4.34	4.30	0.04
33	Customs inspection	-	4.63	-	-	3.95	-	4.33	4.33	0.00
34	Overall Satisfaction	4.70	4.67	0.03	4.00	3.77	0.23	4.49	4.46	0.03

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Kanpur - KNU			Khajuraho - HJR			Kullu (Bhuntar) - KUU		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	3.64	-	-	4.39	4.37	0.02	4.15	4.13	0.02
2	Availability of parking facilities	3.33	-	-	4.43	4.41	0.02	4.35	4.31	0.04
3	Parking facilities value for money	3.55	-	-	4.34	4.33	0.01	4.49	4.46	0.03
4	Availability of baggage carts / trolleys	3.41	-	-	4.23	4.21	0.02	4.23	4.22	0.01
5	Waiting time in check-in queue / line	3.95	-	-	4.47	4.55	-0.08	4.15	4.14	0.01
6	Efficiency of check-in staff	3.85	-	-	4.38	4.36	0.02	4.24	4.21	0.03
7	Courtesy, helpfulness of check-in staff	3.79	-	-	4.35	4.33	0.02	4.37	4.35	0.02
8	Waiting time at passport / personal ID inspection	3.98	-	-	4.42	4.58	-0.16	4.35	4.12	0.23
9	Courtesy and helpfulness of inspection staff	3.91	-	-	4.48	4.25	0.23	4.40	4.17	0.23
10	Courtesy and helpfulness of Security staff	3.88	-	-	4.67	4.65	0.02	4.51	4.50	0.01
11	Thoroughness of Security inspection	3.79	-	-	4.47	4.45	0.02	4.45	4.44	0.01
12	Waiting time at Security inspection	3.82	-	-	4.55	4.52	0.03	4.56	4.54	0.02
13	Feeling of being safe and secure	3.98	-	-	4.55	4.53	0.02	4.45	4.44	0.01
14	Ease of finding your way through airport	3.71	-	-	4.63	4.62	0.01	4.35	4.32	0.03
15	Flight information screens	3.49	-	-	4.36	4.34	0.02	4.34	4.33	0.01
16	Walking distance inside the terminal	3.68	-	-	4.55	4.52	0.03	4.43	4.40	0.03
17	Ease of making connections with other flights	3.52	-	-	4.52	4.50	0.02	4.14	4.13	0.01
18	Courtesy, helpfulness of airport staff	3.77	-	-	4.75	4.74	0.01	4.33	4.32	0.01
19	Restaurant / Eating facilities	3.89	-	-	4.41	4.40	0.01	4.21	4.20	0.01
20	Restaurant facilities value for money	3.41	-	-	4.35	4.32	0.03	3.95	3.90	0.05
21	Availability of bank / ATM facilities / money changers	2.32	-	-	4.73	4.72	0.01	4.35	4.33	0.02
22	Shopping facilities	2.09	-	-	4.63	4.61	0.02	3.95	3.92	0.03
23	Shopping facilities value for money	2.34	-	-	4.56	4.54	0.02	4.21	4.19	0.02
24	Internet access / Wi-fi	1.91	-	-	4.37	4.35	0.02	4.16	4.14	0.02
25	Business / Executive lounges	3.15	-	-	4.47	4.45	0.02	3.98	3.95	0.03
26	Availability of washrooms / toilets	3.62	-	-	4.34	4.33	0.01	4.22	4.20	0.02
27	Cleanliness of washrooms / toilets	3.85	-	-	4.51	4.49	0.02	4.26	4.25	0.01
28	Comfort of waiting / gate areas	3.71	-	-	4.36	4.33	0.03	3.98	3.94	0.04
29	Cleanliness of airport terminal	3.90	-	-	4.52	4.49	0.03	4.35	4.32	0.03
30	Ambience of the airport	3.80	-	-	4.28	4.26	0.02	4.30	4.29	0.01
31	Arrivals passport and visa inspection	3.88	-	-	4.11	4.65	-0.54	4.50	4.07	0.43
32	Speed of baggage delivery service	3.68	-	-	4.45	4.43	0.02	4.25	4.22	0.03
33	Customs inspection	3.83	-	-	4.14	4.37	-0.23	4.40	4.17	0.23
34	Overall Satisfaction	4.03	-	-	4.51	4.48	0.03	4.56	4.54	0.02

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Leh - IXL			Lilabari - IXI			Madurai - IXM		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.03	3.79	0.24	4.03	4.00	0.03	4.37	4.36	0.01
2	Availability of parking facilities	3.92	3.63	0.29	3.64	3.61	0.03	4.33	4.31	0.02
3	Parking facilities value for money	4.06	3.55	0.51	3.62	3.61	0.01	4.35	4.31	0.04
4	Availability of baggage carts / trolleys	4.13	3.80	0.33	3.65	3.64	0.01	4.43	4.40	0.03
5	Waiting time in check-in queue / line	4.07	3.65	0.42	4.10	4.08	0.02	4.51	4.48	0.03
6	Efficiency of check-in staff	4.13	3.72	0.41	4.07	4.06	0.01	4.45	4.42	0.03
7	Courtesy, helpfulness of check-in staff	4.18	3.80	0.38	4.06	4.04	0.02	4.48	4.46	0.02
8	Waiting time at passport / personal ID inspection	4.36	3.66	0.70	-	-	-	4.52	4.55	-0.03
9	Courtesy and helpfulness of inspection staff	4.16	3.72	0.44	-	-	-	4.44	4.47	-0.03
10	Courtesy and helpfulness of Security staff	4.29	3.95	0.34	4.06	4.05	0.01	4.53	4.49	0.04
11	Thoroughness of Security inspection	4.11	3.68	0.43	4.00	3.99	0.01	4.52	4.45	0.07
12	Waiting time at Security inspection	4.21	3.64	0.57	3.97	3.94	0.03	4.56	4.50	0.06
13	Feeling of being safe and secure	4.17	3.99	0.18	3.96	3.95	0.01	4.50	4.47	0.03
14	Ease of finding your way through airport	4.23	3.99	0.24	3.97	3.95	0.02	4.52	4.48	0.04
15	Flight information screens	3.51	3.59	-0.08	-	-	-	4.47	4.40	0.07
16	Walking distance inside the terminal	4.25	3.81	0.44	3.95	3.93	0.02	4.54	4.48	0.06
17	Ease of making connections with other flights	3.98	4.00	-0.02	-	-	-	4.57	4.47	0.10
18	Courtesy, helpfulness of airport staff	4.37	4.01	0.36	3.88	3.87	0.01	4.55	4.52	0.03
19	Restaurant / Eating facilities	3.92	3.44	0.48	-	-	-	4.42	4.34	0.08
20	Restaurant facilities value for money	3.96	3.46	0.50	-	-	-	4.37	4.36	0.01
21	Availability of bank / ATM facilities / money changers	4.35	3.61	0.74	-	-	-	4.54	4.46	0.08
22	Shopping facilities	3.59	3.53	0.06	-	-	-	4.17	4.24	-0.07
23	Shopping facilities value for money	3.53	3.36	0.17	-	-	-	4.25	4.30	-0.05
24	Internet access / Wi-fi	3.25	3.00	0.25	-	-	-	4.22	4.22	0.00
25	Business / Executive lounges	3.51	3.31	0.20	3.54	-	-	4.22	4.34	-0.12
26	Availability of washrooms / toilets	4.03	3.59	0.44	3.40	3.51	-0.11	4.37	4.38	-0.01
27	Cleanliness of washrooms / toilets	3.93	3.42	0.51	3.56	3.36	0.20	4.38	4.36	0.02
28	Comfort of waiting / gate areas	4.08	3.64	0.44	3.30	3.53	-0.23	4.42	4.43	-0.01
29	Cleanliness of airport terminal	4.26	3.77	0.49	3.54	3.53	0.02	4.42	4.37	0.05
30	Ambience of the airport	4.04	3.64	0.40	3.41	3.42	-0.01	4.38	4.35	0.03
31	Arrivals passport and visa inspection	4.03	3.78	0.25	-	-	-	4.52	4.50	0.02
32	Speed of baggage delivery service	4.24	3.64	0.60	3.81	3.77	0.04	4.33	4.30	0.03
33	Customs inspection	3.91	3.94	-0.03	-	-	-	4.52	4.54	-0.02
34	Overall Satisfaction	4.16	3.57	0.59	3.90	3.63	0.28	4.60	4.51	0.09

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Pant Nagar - PGH			Port Blair - IXZ			Raipur - RPR		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.11	4.09	0.02	4.38	4.19	0.19	4.79	4.78	0.01
2	Availability of parking facilities	4.05	4.03	0.02	4.33	4.33	0.00	4.80	4.78	0.02
3	Parking facilities value for money	3.91	3.89	0.02	4.28	4.30	-0.02	4.76	4.74	0.02
4	Availability of baggage carts / trolleys	4.00	3.98	0.02	4.39	4.34	0.05	4.84	4.82	0.02
5	Waiting time in check-in queue / line	4.04	4.03	0.01	4.24	4.20	0.04	4.78	4.77	0.01
6	Efficiency of check-in staff	4.06	4.03	0.03	4.27	4.15	0.12	4.81	4.80	0.01
7	Courtesy, helpfulness of check-in staff	4.02	4.00	0.02	4.34	4.23	0.11	4.83	4.82	0.01
8	Waiting time at passport / personal ID inspection	4.11	3.91	0.20	-	-	-	4.87	4.84	0.03
9	Courtesy and helpfulness of inspection staff	4.17	4.04	0.13	-	-	-	4.79	4.84	-0.05
10	Courtesy and helpfulness of Security staff	3.90	3.88	0.02	4.55	4.53	0.02	4.84	4.82	0.02
11	Thoroughness of Security inspection	3.88	3.87	0.01	4.48	4.42	0.06	4.85	4.84	0.01
12	Waiting time at Security inspection	3.86	3.84	0.02	4.40	4.31	0.09	4.80	4.82	-0.02
13	Feeling of being safe and secure	3.85	3.82	0.03	4.49	4.45	0.04	4.85	4.84	0.01
14	Ease of finding your way through airport	3.82	3.78	0.04	4.40	4.31	0.09	4.85	4.83	0.02
15	Flight information screens	3.81	3.78	0.03	4.15	4.22	-0.07	4.76	4.74	0.02
16	Walking distance inside the terminal	3.95	3.94	0.01	4.36	4.33	0.03	4.82	4.80	0.02
17	Ease of making connections with other flights	3.91	3.88	0.03	-	-	-	4.83	4.80	0.03
18	Courtesy, helpfulness of airport staff	4.20	4.18	0.02	4.42	4.39	0.03	4.84	4.83	0.01
19	Restaurant / Eating facilities	4.03	4.00	0.03	4.08	3.94	0.14	4.76	4.74	0.02
20	Restaurant facilities value for money	3.92	3.90	0.02	4.00	3.88	0.12	4.73	4.71	0.02
21	Availability of bank / ATM facilities / money changers	4.00	3.81	0.19	4.32	4.23	0.09	4.66	4.64	0.02
22	Shopping facilities	3.75	3.72	0.03	4.15	4.04	0.11	4.62	4.61	0.01
23	Shopping facilities value for money	3.57	3.59	-0.02	4.09	3.97	0.12	4.63	4.61	0.02
24	Internet access / Wi-fi	3.54	3.46	0.08	4.16	-	-	4.69	4.68	0.01
25	Business / Executive lounges	3.71	3.69	0.02	-	-	-	4.70	4.79	-0.09
26	Availability of washrooms / toilets	3.63	3.60	0.03	4.44	4.32	0.12	4.84	4.82	0.02
27	Cleanliness of washrooms / toilets	3.62	3.61	0.01	4.45	4.36	0.09	4.74	4.73	0.01
28	Comfort of waiting / gate areas	3.75	3.74	0.01	4.41	4.36	0.05	4.83	4.82	0.01
29	Cleanliness of airport terminal	3.81	3.79	0.02	4.43	4.35	0.08	4.91	4.89	0.02
30	Ambience of the airport	3.93	3.91	0.02	4.42	4.34	0.08	4.93	4.88	0.05
31	Arrivals passport and visa inspection	-	4.24	-	-	4.32	-	4.78	4.82	-0.04
32	Speed of baggage delivery service	3.92	3.91	0.01	4.24	4.19	0.05	4.80	4.78	0.02
33	Customs inspection	-	4.03	-	-	-	-	4.80	4.71	0.09
34	Overall Satisfaction	3.98	3.95	0.03	4.50	4.41	0.09	4.84	4.82	0.02

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Rajahmundry - RJA			Rajkot - RAJ			Ranchi - IXR		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.07	4.06	0.01	4.18	4.15	0.03	4.09	3.91	0.18
2	Availability of parking facilities	3.93	3.92	0.01	3.30	3.26	0.04	4.02	3.88	0.14
3	Parking facilities value for money	3.84	3.98	-0.14	3.31	3.27	0.04	4.13	3.79	0.34
4	Availability of baggage carts / trolleys	4.21	4.28	-0.07	3.93	3.91	0.02	4.20	3.97	0.23
5	Waiting time in check-in queue / line	4.27	4.24	0.03	4.08	4.06	0.02	4.04	4.00	0.04
6	Efficiency of check-in staff	4.17	4.15	0.02	3.80	3.79	0.01	3.99	3.96	0.03
7	Courtesy, helpfulness of check-in staff	4.32	4.29	0.03	3.99	3.97	0.02	4.06	3.97	0.09
8	Waiting time at passport / personal ID inspection	4.25	4.19	0.06	4.16	4.16	0.00	-	4.05	-
9	Courtesy and helpfulness of inspection staff	4.23	4.17	0.06	3.91	3.91	0.00	-	4.08	-
10	Courtesy and helpfulness of Security staff	4.25	4.22	0.03	4.25	4.23	0.02	4.15	4.05	0.10
11	Thoroughness of Security inspection	4.13	4.10	0.03	4.11	4.09	0.02	4.12	3.96	0.16
12	Waiting time at Security inspection	4.18	4.16	0.02	4.15	4.13	0.02	4.10	3.98	0.12
13	Feeling of being safe and secure	4.33	4.30	0.03	4.21	4.18	0.03	4.26	4.00	0.26
14	Ease of finding your way through airport	4.14	4.10	0.04	4.16	4.18	-0.02	4.26	4.18	0.08
15	Flight information screens	3.86	3.88	-0.02	3.72	3.75	-0.03	4.11	4.09	0.02
16	Walking distance inside the terminal	4.18	4.17	0.01	4.03	4.04	-0.01	4.34	4.25	0.09
17	Ease of making connections with other flights	4.02	4.01	0.01	4.06	4.03	0.03	-	4.10	-
18	Courtesy, helpfulness of airport staff	4.35	4.31	0.04	4.30	4.24	0.06	4.33	4.28	0.05
19	Restaurant / Eating facilities	3.65	3.63	0.02	3.87	3.84	0.03	4.06	4.04	0.02
20	Restaurant facilities value for money	3.56	3.55	0.01	3.89	3.87	0.02	4.18	4.19	-0.01
21	Availability of bank / ATM facilities / money changers	2.57	3.81	-1.24	3.75	3.74	0.01	4.29	4.15	0.14
22	Shopping facilities	3.29	3.55	-0.26	3.89	3.87	0.02	4.10	3.97	0.13
23	Shopping facilities value for money	3.52	3.54	-0.02	3.87	3.85	0.02	4.02	3.93	0.09
24	Internet access / Wi-fi	3.79	3.75	0.04	3.79	3.77	0.02	4.08	3.76	0.32
25	Business / Executive lounges	3.66	3.77	-0.11	4.43	4.42	0.01	4.14	4.10	0.04
26	Availability of washrooms / toilets	4.25	4.23	0.02	4.36	4.35	0.01	4.22	4.22	0.00
27	Cleanliness of washrooms / toilets	4.22	4.19	0.03	4.26	4.23	0.03	4.21	4.18	0.03
28	Comfort of waiting / gate areas	4.28	4.27	0.01	4.25	4.22	0.03	4.31	4.19	0.12
29	Cleanliness of airport terminal	4.33	4.28	0.05	4.26	4.24	0.02	4.42	4.31	0.11
30	Ambience of the airport	4.26	4.25	0.01	4.21	4.19	0.02	4.35	4.18	0.17
31	Arrivals passport and visa inspection	4.09	4.23	-0.14	3.32	3.32	0.00	-	4.27	-
32	Speed of baggage delivery service	4.10	4.07	0.03	4.31	4.29	0.02	4.17	4.16	0.01
33	Customs inspection	3.94	3.93	0.01	4.05	4.05	0.00	-	4.05	-
34	Overall Satisfaction	4.21	4.16	0.05	4.29	4.24	0.05	4.20	4.16	0.04

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Silchar - IXS			Surat - STV			Tezpur - TEZ		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.26	4.10	0.16	4.53	4.51	0.02	3.65	-	-
2	Availability of parking facilities	3.90	3.93	-0.03	4.36	4.34	0.02	4.11	-	-
3	Parking facilities value for money	4.20	4.04	0.16	4.43	4.40	0.03	3.94	-	-
4	Availability of baggage carts / trolleys	4.26	4.23	0.03	4.46	4.44	0.02	4.16	-	-
5	Waiting time in check-in queue / line	4.28	4.24	0.04	4.67	4.64	0.03	4.24	-	-
6	Efficiency of check-in staff	4.11	4.39	-0.28	4.38	4.35	0.03	4.24	-	-
7	Courtesy, helpfulness of check-in staff	4.28	4.35	-0.07	4.53	4.51	0.02	4.41	-	-
8	Waiting time at passport / personal ID inspection	4.20	4.00	0.20	4.28	4.58	-0.30	-	-	-
9	Courtesy and helpfulness of inspection staff	4.00	4.00	0.00	4.35	4.35	0.00	4.43	-	-
10	Courtesy and helpfulness of Security staff	4.41	4.26	0.15	4.57	4.54	0.03	4.46	-	-
11	Thoroughness of Security inspection	4.35	4.27	0.08	4.35	4.36	-0.01	4.43	-	-
12	Waiting time at Security inspection	4.37	4.30	0.07	4.49	4.47	0.02	4.41	-	-
13	Feeling of being safe and secure	4.42	4.41	0.01	4.35	4.31	0.04	4.35	-	-
14	Ease of finding your way through airport	4.39	4.35	0.04	4.62	4.60	0.02	4.19	-	-
15	Flight information screens	4.00	-	-	4.27	4.25	0.02	-	-	-
16	Walking distance inside the terminal	4.23	4.34	-0.11	4.51	4.49	0.02	4.19	-	-
17	Ease of making connections with other flights	3.86	-	-	4.12	4.10	0.02	4.02	-	-
18	Courtesy, helpfulness of airport staff	4.27	4.23	0.04	4.58	4.55	0.03	4.43	-	-
19	Restaurant / Eating facilities	-	-	-	4.15	4.11	0.04	3.44	-	-
20	Restaurant facilities value for money	-	-	-	4.24	4.20	0.04	3.52	-	-
21	Availability of bank / ATM facilities / money changers	-	3.38	-	4.39	4.37	0.02	1.00	-	-
22	Shopping facilities	3.93	-	-	4.17	4.14	0.03	-	-	-
23	Shopping facilities value for money	3.76	-	-	4.22	4.19	0.03	-	-	-
24	Internet access / Wi-fi	3.66	3.43	0.23	4.61	4.59	0.02	-	-	-
25	Business / Executive lounges	4.11	3.77	0.34	4.75	4.74	0.01	4.11	-	-
26	Availability of washrooms / toilets	4.34	4.14	0.20	4.58	4.55	0.03	4.19	-	-
27	Cleanliness of washrooms / toilets	4.47	4.35	0.12	4.35	4.32	0.03	4.23	-	-
28	Comfort of waiting / gate areas	4.14	4.11	0.03	4.54	4.51	0.03	4.14	-	-
29	Cleanliness of airport terminal	4.45	4.31	0.14	4.56	4.54	0.02	4.33	-	-
30	Ambience of the airport	4.06	4.09	-0.03	4.49	4.47	0.02	3.83	-	-
31	Arrivals passport and visa inspection	-	-	-	4.00	4.00	0.00	-	-	-
32	Speed of baggage delivery service	4.10	4.00	0.10	4.55	4.52	0.03	4.13	-	-
33	Customs inspection	-	-	-	4.00	4.00	0.00	-	-	-
34	Overall Satisfaction	4.33	4.30	0.03	4.37	4.34	0.03	4.05	-	-

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Tirupati - TIR			Trichy - TRZ			Tuticorin - TCR		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.27	4.25	0.02	4.59	4.58	0.01	4.03	3.95	0.08
2	Availability of parking facilities	4.38	4.30	0.08	4.51	4.51	0.00	4.25	4.29	-0.04
3	Parking facilities value for money	4.26	4.25	0.01	4.50	4.50	0.00	4.13	4.11	0.02
4	Availability of baggage carts / trolleys	4.22	4.18	0.04	4.51	4.50	0.01	4.28	4.24	0.04
5	Waiting time in check-in queue / line	4.21	4.18	0.03	4.49	4.49	0.00	4.25	4.22	0.03
6	Efficiency of check-in staff	4.11	4.10	0.01	4.56	4.55	0.01	4.32	4.30	0.02
7	Courtesy, helpfulness of check-in staff	4.19	4.15	0.04	4.53	4.53	0.00	4.27	4.24	0.03
8	Waiting time at passport / personal ID inspection	4.48	4.17	0.31	4.52	4.53	-0.01	-	-	-
9	Courtesy and helpfulness of inspection staff	4.53	4.13	0.40	4.53	4.52	0.01	-	-	-
10	Courtesy and helpfulness of Security staff	4.43	4.39	0.04	4.52	4.51	0.01	4.50	4.47	0.03
11	Thoroughness of Security inspection	4.33	4.28	0.05	4.55	4.55	0.00	4.32	4.27	0.05
12	Waiting time at Security inspection	4.42	4.40	0.02	4.50	4.50	0.00	4.41	4.36	0.05
13	Feeling of being safe and secure	4.45	4.41	0.04	4.57	4.56	0.01	4.35	4.32	0.03
14	Ease of finding your way through airport	4.33	4.27	0.06	4.64	4.64	0.00	4.34	4.31	0.03
15	Flight information screens	3.73	3.70	0.03	4.59	4.58	0.01	4.28	4.26	0.02
16	Walking distance inside the terminal	4.32	4.30	0.02	4.58	4.57	0.01	4.23	4.19	0.04
17	Ease of making connections with other flights	4.04	4.00	0.04	4.56	4.56	0.00	4.15	4.12	0.03
18	Courtesy, helpfulness of airport staff	4.23	4.20	0.03	4.41	4.40	0.01	4.40	4.34	0.06
19	Restaurant / Eating facilities	4.07	4.04	0.03	4.34	4.33	0.01	4.15	4.10	0.05
20	Restaurant facilities value for money	4.10	4.07	0.03	4.33	4.33	0.00	4.08	4.04	0.04
21	Availability of bank / ATM facilities / money changers	4.32	4.28	0.04	4.35	4.35	0.00	3.97	3.76	0.21
22	Shopping facilities	4.04	4.01	0.03	4.32	4.31	0.01	3.68	3.66	0.02
23	Shopping facilities value for money	4.11	4.07	0.04	4.33	4.32	0.01	3.64	3.57	0.07
24	Internet access / Wi-fi	4.24	4.20	0.04	4.32	4.29	0.03	3.97	3.94	0.03
25	Business / Executive lounges	4.02	3.99	0.03	4.44	4.42	0.02	3.88	3.85	0.03
26	Availability of washrooms / toilets	4.20	4.18	0.02	4.31	4.29	0.02	4.08	4.06	0.02
27	Cleanliness of washrooms / toilets	4.26	4.23	0.03	4.27	4.27	0.00	4.21	4.15	0.06
28	Comfort of waiting / gate areas	4.28	4.24	0.04	4.33	4.32	0.01	4.12	4.09	0.03
29	Cleanliness of airport terminal	4.29	4.27	0.02	4.38	4.36	0.02	4.09	4.05	0.04
30	Ambience of the airport	4.31	4.28	0.03	4.40	4.39	0.01	4.07	4.05	0.02
31	Arrivals passport and visa inspection	4.35	-	-	4.42	4.40	0.02	-	3.85	-
32	Speed of baggage delivery service	4.36	4.40	-0.04	4.36	4.33	0.03	4.12	4.09	0.03
33	Customs inspection	3.88	-	-	4.38	4.37	0.01	-	3.76	-
34	Overall Satisfaction	4.18	4.14	0.04	4.70	4.68	0.02	4.25	4.19	0.06

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Udaipur - UDR			Vadodara - BDQ			Varanasi - VNS		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II	Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.84	4.83	0.01	4.47	4.53	-0.06	4.49	4.46	0.03
2	Availability of parking facilities	4.82	4.80	0.02	4.37	4.34	0.03	4.47	4.45	0.02
3	Parking facilities value for money	4.57	4.54	0.03	4.35	4.32	0.03	4.43	4.42	0.01
4	Availability of baggage carts / trolleys	4.82	4.81	0.01	4.38	4.37	0.01	4.51	4.50	0.01
5	Waiting time in check-in queue / line	4.82	4.81	0.01	4.42	4.40	0.02	4.54	4.52	0.02
6	Efficiency of check-in staff	4.64	4.62	0.02	4.40	4.38	0.02	4.53	4.51	0.02
7	Courtesy, helpfulness of check-in staff	4.70	4.68	0.02	4.35	4.31	0.04	4.54	4.53	0.01
8	Waiting time at passport / personal ID inspection	4.89	4.89	0.00	4.36	4.37	-0.01	4.46	4.55	-0.09
9	Courtesy and helpfulness of inspection staff	4.66	4.66	0.00	4.33	4.34	-0.01	4.44	4.45	-0.01
10	Courtesy and helpfulness of Security staff	4.91	4.89	0.02	4.41	4.39	0.02	4.71	4.67	0.04
11	Thoroughness of Security inspection	4.70	4.68	0.02	4.39	4.36	0.03	4.63	4.60	0.03
12	Waiting time at Security inspection	4.65	4.63	0.02	4.40	4.37	0.03	4.59	4.58	0.01
13	Feeling of being safe and secure	4.73	4.72	0.01	4.44	4.41	0.03	4.65	4.63	0.02
14	Ease of finding your way through airport	4.92	4.91	0.01	4.42	4.39	0.03	4.52	4.50	0.02
15	Flight information screens	4.71	4.69	0.02	4.43	4.38	0.05	4.39	4.36	0.03
16	Walking distance inside the terminal	4.72	4.70	0.02	4.39	4.36	0.03	4.41	4.38	0.03
17	Ease of making connections with other flights	4.81	4.81	0.00	4.37	4.34	0.03	4.47	4.46	0.01
18	Courtesy, helpfulness of airport staff	4.93	4.91	0.02	4.44	4.42	0.02	4.64	4.62	0.02
19	Restaurant / Eating facilities	4.54	4.53	0.01	4.43	4.40	0.03	4.51	4.47	0.04
20	Restaurant facilities value for money	4.52	4.51	0.01	4.40	4.39	0.01	4.51	4.50	0.01
21	Availability of bank / ATM facilities / money changers	4.85	4.84	0.01	4.62	4.59	0.03	4.53	4.48	0.05
22	Shopping facilities	4.79	4.78	0.01	4.52	4.47	0.05	4.40	4.38	0.02
23	Shopping facilities value for money	4.73	4.72	0.01	4.35	4.32	0.03	4.38	4.36	0.02
24	Internet access / Wi-fi	4.34	4.31	0.03	4.37	4.34	0.03	4.61	4.59	0.02
25	Business / Executive lounges	4.61	4.59	0.02	4.25	4.23	0.02	4.59	4.57	0.02
26	Availability of washrooms / toilets	4.76	4.75	0.01	4.38	4.35	0.03	4.54	4.53	0.01
27	Cleanliness of washrooms / toilets	4.69	4.68	0.01	4.40	4.39	0.01	4.48	4.46	0.02
28	Comfort of waiting / gate areas	4.65	4.63	0.02	4.32	4.31	0.01	4.55	4.53	0.02
29	Cleanliness of airport terminal	4.95	4.93	0.02	4.53	4.53	0.00	4.55	4.53	0.02
30	Ambience of the airport	4.84	4.83	0.01	4.36	4.33	0.03	4.51	4.49	0.02
31	Arrivals passport and visa inspection	4.67	4.67	0.00	4.50	4.55	-0.05	4.79	4.75	0.04
32	Speed of baggage delivery service	4.73	4.71	0.02	4.39	4.38	0.01	4.60	4.43	0.17
33	Customs inspection	4.58	4.58	0.00	4.37	4.71	-0.34	4.53	4.50	0.03
34	Overall Satisfaction	4.75	4.72	0.03	4.45	4.43	0.02	4.69	4.66	0.03

PARAMETERWISE RESULT FOR CUSTOMAER SATISAFCTION SURVEY FOR ROUND-III (JAN-JUN) 2017 OVER R-II (JUL-DEC) 2016

S. No	Parameters	Vijayawada - VGA		
		Round-III (Jan-June) 2017	Round-II (Jul-Dec) 2016	Difference of Rating R-III over R-II
1	Ground transportation to / from the airport	4.10	4.00	0.10
2	Availability of parking facilities	3.51	3.46	0.05
3	Parking facilities value for money	3.63	3.59	0.04
4	Availability of baggage carts / trolleys	4.04	4.03	0.01
5	Waiting time in check-in queue / line	4.14	4.11	0.03
6	Efficiency of check-in staff	4.04	4.01	0.03
7	Courtesy, helpfulness of check-in staff	4.22	4.20	0.02
8	Waiting time at passport / personal ID inspection	4.58	4.12	0.46
9	Courtesy and helpfulness of inspection staff	4.38	4.16	0.22
10	Courtesy and helpfulness of Security staff	4.20	4.18	0.02
11	Thoroughness of Security inspection	4.08	4.01	0.07
12	Waiting time at Security inspection	4.25	4.22	0.03
13	Feeling of being safe and secure	4.27	4.26	0.01
14	Ease of finding your way through airport	4.20	4.17	0.03
15	Flight information screens	3.41	3.38	0.03
16	Walking distance inside the terminal	4.17	4.13	0.04
17	Ease of making connections with other flights	4.23	4.19	0.04
18	Courtesy, helpfulness of airport staff	4.11	4.08	0.03
19	Restaurant / Eating facilities	3.32	3.30	0.02
20	Restaurant facilities value for money	3.27	3.25	0.02
21	Availability of bank / ATM facilities / money changers	4.32	4.31	0.01
22	Shopping facilities	3.46	3.40	0.06
23	Shopping facilities value for money	3.24	3.22	0.02
24	Internet access / Wi-fi	3.55	3.52	0.03
25	Business / Executive lounges	3.64	3.60	0.04
26	Availability of washrooms / toilets	4.06	4.04	0.02
27	Cleanliness of washrooms / toilets	4.10	4.08	0.02
28	Comfort of waiting / gate areas	4.17	4.15	0.02
29	Cleanliness of airport terminal	4.31	4.28	0.03
30	Ambience of the airport	4.23	4.20	0.03
31	Arrivals passport and visa inspection	4.26	4.47	-0.21
32	Speed of baggage delivery service	3.96	3.94	0.02
33	Customs inspection	2.89	3.95	-1.06
34	Overall Satisfaction	4.10	4.03	0.07