

Customer Satisfaction Index of 53 Airports for Round-III(January-June) 2015Vis-a -Vis Round-II(July-December) 2014

(on five points scale)

Sr. No.	Airport	Customer Satisfaction Index		Targets set by AAI for excellent rating(New TB -4.50 and Old TB-4.25)	Difference between Round-III(2015) and Round-II(2014)	Difference between Round-III and targets
		Round-III(Jan-June) 2015	Round-II(July-Dec) 2014			
1	Chandigarh	4.84	4.72	4.50	0.12	0.34
2	Raipur	4.82	4.75	4.50	0.07	0.32
3	Mangalore	4.82	4.65	4.50	0.17	0.32
4	Dehradun	4.79	4.68	4.50	0.11	0.29
5	Udaipur	4.78	4.65	4.50	0.13	0.28
6	Bhubaneswar	4.77	4.70	4.25	0.07	0.52
7	Amritsar	4.71	4.48	4.50	0.23	0.21
8	Madurai	4.69	4.50	4.50	0.19	0.19
9	Coimbatore	4.69	4.72	4.50	-0.03	0.19
10	Kullu	4.68	4.45	4.50	0.23	0.18
11	Khajuraho	4.65	4.13	4.25	0.52	0.40
12	Varanasi	4.65	4.62	4.50	0.03	0.15
13	Trichy	4.63	4.70	4.50	-0.07	0.13
14	Jodhpur	4.61	4.55	4.25	0.06	0.36
15	Kangra	4.59	4.40	4.50	0.19	0.09
16	Aurangabad	4.58	4.45	4.50	0.13	0.08
17	Vadodara	4.55	4.47	4.25	0.08	0.30
18	Porbandar	4.44	4.55	4.50	-0.11	-0.06
19	Gaya	4.43	4.16	4.50	0.27	-0.07
20	Bhuj	4.39	4.32	4.50	0.07	-0.11
21	Agartala	4.34	4.05	4.25	0.29	0.09
22	Bagdogra	4.32	4.53	4.25	-0.21	0.07
23	Surat	4.30	4.47	4.50	-0.17	-0.20
24	Silchar	4.28	4.05	4.25	0.23	0.03
25	Indore	4.27	4.55	4.50	-0.28	-0.23
26	Jammu	4.27	4.02	4.25	0.25	0.02
27	Rajkot	4.24	4.25	4.25	-0.01	-0.01
28	Ranchi	4.23	4.15	4.50	0.08	-0.27
29	Bhavnagar	4.21	4.30	4.25	-0.09	-0.04
30	Visakhapatnam	4.20	4.45	4.50	-0.25	-0.30
	Average	4.17	4.23		-0.06	4.17
31	Jamnagar	4.15	4.34	4.25	-0.19	-0.10
32	Port Blair	4.10	4.42	4.25	-0.32	-0.15
33	Rajahmundry	4.08	4.02	4.50	0.06	-0.42
34	Patna	4.03	4.03	4.25	0.00	-0.22
35	Barapani	3.93	3.88	4.50	0.05	-0.57
36	Jabalpur	3.91	3.83	4.25	0.08	-0.34
37	Tuticorin	3.84	4.02	4.25	-0.18	-0.41
38	Bhopal	3.81	4.58	4.50	-0.77	-0.69
39	Vijayawada	3.79	3.86	4.25	-0.07	-0.46
40	Tirupati	3.74	4.35	4.25	-0.61	-0.51
41	Allahabad	3.64	3.49	4.25	0.15	-0.61
42	Imphal	3.46	3.55	4.25	-0.09	-0.79
43	Dimapur	3.39	3.65	4.25	-0.26	-0.86
44	Leh	3.30	3.85	4.25	-0.55	-0.95
45	Dibrugarh	3.25	3.80	4.50	-0.55	-1.25
46	Jorhat	3.22	3.50	4.25	-0.28	-1.03
47	Agatti	2.37	2.66	4.25	-0.29	-1.88
48	Agra	2.20	3.90	4.25	-1.70	-2.05
49	Gorakhpur	NA **	3.85	4.25	NA	NA
50	Hubli	NA**	4.38	4.25	NA	NA
51	Kandla	NA**	NA *	4.25	NA	NA
52	Mysore	NA **	NA *	4.50	NA	NA
53	Puducherry	NA**	NA *	4.50	NA	NA

* No schedule flight was operated at Kandla, Mysore & Puducherry airports during Round-II

** No schedule flight was operated at Gorakhpur, Hubli, Kandla, Mysore, Puducherry airports during Round-III.

MOU targets set for excellent rating for the year 2014-15 is 4.20 on five points scale