

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Raipur - RPR			Trichy - TRZ			Udaipur - UDR		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.83	4.89	-0.06	4.61	4.56	0.05	4.71	4.89	-0.18
2	Availability of parking facilities	4.76	4.89	-0.13	4.54	4.51	0.03	4.65	4.86	-0.21
3	Parking facilities value for money	4.65	4.84	-0.19	4.55	4.50	0.05	4.56	4.75	-0.18
4	Availability of baggage carts / trolleys	4.67	4.83	-0.15	4.60	4.56	0.04	4.61	4.89	-0.29
5	Waiting time in check-in queue / line	4.80	4.86	-0.06	4.65	4.61	0.05	4.72	4.90	-0.18
6	Efficiency of check-in staff	4.72	4.87	-0.15	4.54	4.51	0.04	4.74	4.79	-0.05
7	Courtesy, helpfulness of check-in staff	4.62	4.91	-0.29	4.65	4.63	0.02	4.70	4.88	-0.19
8	Waiting time at passport / personal ID inspection	-	-	-	4.52	4.54	-0.02	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	4.44	4.45	-0.01	-	-	-
10	Courtesy and helpfulness of Security staff	4.87	4.81	0.06	4.63	4.59	0.04	4.77	4.87	-0.10
11	Thoroughness of Security inspection	4.72	4.80	-0.08	4.62	4.57	0.05	4.74	4.80	-0.06
12	Waiting time at Security inspection	4.65	4.79	-0.14	4.66	4.64	0.03	4.68	4.77	-0.09
13	Feeling of being safe and secure	4.72	4.81	-0.09	4.67	4.64	0.02	4.76	4.83	-0.07
14	Ease of finding your way through airport	4.79	4.87	-0.08	4.65	4.62	0.03	4.82	4.92	-0.10
15	Flight information screens	4.57	4.85	-0.28	4.60	4.56	0.03	4.83	4.78	0.05
16	Walking distance inside the terminal	4.59	4.76	-0.17	4.65	4.65	0.00	4.71	4.83	-0.12
17	Ease of making connections with other flights	4.75	4.85	-0.10	4.66	4.64	0.02	-	4.70	-
18	Courtesy, helpfulness of airport staff	4.80	4.78	0.02	4.66	4.63	0.02	4.79	4.88	-0.09
19	Restaurant / Eating facilities	4.55	4.74	-0.19	4.49	4.44	0.05	4.60	4.80	-0.20
20	Restaurant facilities value for money	4.45	4.73	-0.28	4.50	4.45	0.04	4.67	4.79	-0.12
21	Availability of bank / ATM facilities / money changers	4.81	4.78	0.03	4.59	4.59	0.00	4.81	4.89	-0.08
22	Shopping facilities	4.12	4.72	-0.60	4.43	4.39	0.04	4.61	4.74	-0.14
23	Shopping facilities value for money	4.32	4.74	-0.42	4.48	4.44	0.04	4.56	4.78	-0.22
24	Internet access / Wi-fi	4.43	4.80	-0.36	4.39	4.34	0.05	4.45	4.65	-0.20
25	Business / Executive lounges	4.48	4.84	-0.36	4.54	4.48	0.06	-	4.79	-
26	Availability of washrooms / toilets	4.76	4.78	-0.02	4.53	4.50	0.03	4.74	4.84	-0.09
27	Cleanliness of washrooms / toilets	4.73	4.77	-0.04	4.53	4.47	0.06	4.81	4.76	0.05
28	Comfort of waiting / gate areas	4.71	4.76	-0.05	4.58	4.56	0.02	4.79	4.82	-0.03
29	Cleanliness of airport terminal	4.86	4.86	0.00	4.48	4.45	0.03	4.88	4.94	-0.07
30	Ambience of the airport	4.80	4.91	-0.11	4.45	4.41	0.04	4.83	4.91	-0.08
31	Arrivals passport and visa inspection	-	-	-	4.43	4.43	0.00	-	-	-
32	Speed of baggage delivery service	4.41	4.87	-0.46	4.38	4.39	-0.01	4.82	4.81	0.01
33	Customs inspection	-	-	-	4.52	4.52	0.00	-	-	-
34	Overall Satisfaction	4.86	4.88	-0.02	4.82	4.78	0.04	4.80	4.83	-0.03

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Vadodara - BDQ			Gaya - GAY			Dehradun - DED		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.82	4.81	0.01	4.64	4.63	0.01	4.71	4.75	-0.03
2	Availability of parking facilities	4.77	4.72	0.05	4.59	4.58	0.00	4.58	4.67	-0.08
3	Parking facilities value for money	4.73	4.69	0.04	4.36	4.36	0.00	4.61	4.63	-0.02
4	Availability of baggage carts / trolleys	4.81	4.68	0.14	4.50	4.48	0.01	4.70	4.65	0.05
5	Waiting time in check-in queue / line	4.76	4.74	0.01	4.42	4.40	0.02	4.65	4.71	-0.06
6	Efficiency of check-in staff	4.64	4.71	-0.07	4.31	4.31	0.00	4.56	4.67	-0.11
7	Courtesy, helpfulness of check-in staff	4.86	4.79	0.07	4.37	4.31	0.06	4.58	4.62	-0.05
8	Waiting time at passport / personal ID inspection	-	-	-	4.39	4.40	-0.01	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	4.38	4.39	-0.01	-	-	-
10	Courtesy and helpfulness of Security staff	4.78	4.87	-0.10	4.45	4.45	0.00	4.70	4.78	-0.08
11	Thoroughness of Security inspection	4.65	4.71	-0.06	4.52	4.52	0.00	4.66	4.64	0.02
12	Waiting time at Security inspection	4.79	4.72	0.06	4.51	4.51	0.00	4.68	4.52	0.16
13	Feeling of being safe and secure	4.78	4.75	0.02	4.53	4.53	0.00	4.73	4.62	0.10
14	Ease of finding your way through airport	4.80	4.87	-0.07	4.53	4.53	0.00	4.67	4.77	-0.11
15	Flight information screens	4.72	4.70	0.02	4.64	4.65	-0.01	4.63	4.67	-0.03
16	Walking distance inside the terminal	4.80	4.69	0.11	4.57	4.58	-0.01	4.71	4.63	0.08
17	Ease of making connections with other flights	4.62	4.73	-0.11	4.37	4.37	0.00	-	4.67	-
18	Courtesy, helpfulness of airport staff	4.78	4.89	-0.11	4.32	4.32	0.00	4.66	4.80	-0.14
19	Restaurant / Eating facilities	4.83	4.74	0.08	4.32	4.33	-0.01	4.50	4.57	-0.07
20	Restaurant facilities value for money	4.75	4.58	0.18	4.16	4.17	0.00	4.47	4.52	-0.04
21	Availability of bank / ATM facilities / money changers	4.57	3.91	0.66	4.23	4.25	-0.02	4.73	4.77	-0.05
22	Shopping facilities	4.81	4.71	0.10	4.11	4.09	0.02	4.51	4.56	-0.05
23	Shopping facilities value for money	4.70	4.67	0.03	3.94	3.95	0.00	4.48	4.50	-0.02
24	Internet access / Wi-fi	4.79	4.50	0.29	4.50	4.51	-0.01	0.00	4.00	-4.00
25	Business / Executive lounges	-	-	-	4.23	4.68	-0.44	4.64	4.67	-0.03
26	Availability of washrooms / toilets	4.81	4.88	-0.07	4.80	4.80	0.00	4.67	4.72	-0.06
27	Cleanliness of washrooms / toilets	4.75	4.80	-0.05	4.73	4.73	0.00	4.61	4.70	-0.09
28	Comfort of waiting / gate areas	4.79	4.81	-0.02	4.58	4.58	0.00	4.65	4.66	-0.02
29	Cleanliness of airport terminal	4.77	4.81	-0.05	4.75	4.75	0.00	4.72	4.84	-0.11
30	Ambience of the airport	4.86	4.73	0.14	4.70	4.71	0.00	4.64	4.67	-0.03
31	Arrivals passport and visa inspection	-	-	-	4.52	4.41	0.11	-	-	-
32	Speed of baggage delivery service	4.74	4.75	-0.01	4.44	4.50	-0.06	4.70	4.76	-0.05
33	Customs inspection	-	-	-	4.24	4.36	-0.12	-	-	-
34	Overall Satisfaction	4.78	4.76	0.02	4.75	4.72	0.03	4.74	4.80	-0.06

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Madurai - IXM			Jodhpur - JDH			Port Blair - IXZ		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.57	4.56	0.01	4.54	4.71	-0.16	4.53	4.50	0.04
2	Availability of parking facilities	4.48	4.45	0.03	4.36	4.60	-0.24	4.68	4.66	0.02
3	Parking facilities value for money	4.46	4.43	0.03	4.48	4.58	-0.10	4.67	4.64	0.02
4	Availability of baggage carts / trolleys	4.60	4.56	0.03	4.59	4.81	-0.22	4.71	4.69	0.03
5	Waiting time in check-in queue / line	4.63	4.61	0.02	4.52	4.70	-0.18	4.41	4.38	0.03
6	Efficiency of check-in staff	4.54	4.51	0.03	4.56	4.77	-0.21	4.34	4.34	0.00
7	Courtesy, helpfulness of check-in staff	4.64	4.63	0.01	4.61	4.80	-0.19	4.45	4.42	0.03
8	Waiting time at passport / personal ID inspection	4.57	4.54	0.02	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	4.50	4.45	0.05	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.65	4.59	0.05	4.61	4.85	-0.24	4.60	4.58	0.02
11	Thoroughness of Security inspection	4.62	4.57	0.04	4.59	4.77	-0.19	4.49	4.49	0.01
12	Waiting time at Security inspection	4.67	4.64	0.03	4.55	4.77	-0.22	4.41	4.40	0.01
13	Feeling of being safe and secure	4.66	4.64	0.02	4.69	4.85	-0.16	4.60	4.58	0.02
14	Ease of finding your way through airport	4.66	4.62	0.04	4.54	4.74	-0.20	4.56	4.54	0.02
15	Flight information screens	4.61	4.56	0.05	4.50	4.74	-0.24	4.45	4.45	0.00
16	Walking distance inside the terminal	4.65	4.65	0.00	4.52	4.80	-0.28	4.55	4.55	-0.01
17	Ease of making connections with other flights	4.67	4.64	0.02	-	-	-	-	-	-
18	Courtesy, helpfulness of airport staff	4.67	4.63	0.04	4.61	4.83	-0.22	4.54	4.53	0.01
19	Restaurant / Eating facilities	4.52	4.44	0.08	4.35	4.41	-0.06	4.23	4.19	0.03
20	Restaurant facilities value for money	4.50	4.45	0.04	4.39	4.43	-0.04	4.20	4.17	0.03
21	Availability of bank / ATM facilities / money changers	4.61	4.59	0.02	-	-	-	4.52	4.52	0.00
22	Shopping facilities	4.46	4.39	0.07	4.21	-	-	4.32	4.29	0.03
23	Shopping facilities value for money	4.49	4.44	0.04	4.35	-	-	4.23	4.20	0.02
24	Internet access / Wi-fi	4.41	4.34	0.07	-	-	-	-	-	-
25	Business / Executive lounges	4.53	4.48	0.06	-	-	-	-	-	-
26	Availability of washrooms / toilets	4.55	4.50	0.05	4.44	4.69	-0.26	4.62	4.62	0.00
27	Cleanliness of washrooms / toilets	4.55	4.47	0.09	4.57	4.76	-0.19	4.67	4.65	0.02
28	Comfort of waiting / gate areas	4.61	4.56	0.05	4.60	4.73	-0.13	4.61	4.61	0.00
29	Cleanliness of airport terminal	4.50	4.45	0.06	4.68	4.79	-0.12	4.69	4.67	0.03
30	Ambience of the airport	4.48	4.41	0.07	4.60	4.76	-0.16	4.66	4.63	0.03
31	Arrivals passport and visa inspection	4.33	4.35	-0.02	-	-	-	-	-	-
32	Speed of baggage delivery service	4.33	4.32	0.00	4.51	4.33	0.18	4.36	4.37	-0.01
33	Customs inspection	4.38	4.43	-0.04	-	-	-	-	-	-
34	Overall Satisfaction	4.72	4.69	0.03	4.70	4.76	-0.06	4.69	4.67	0.03

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Jammu - IXJ			Kullu (Bhuntar) - KUU			Aurangabad - IXU		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R-II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R-II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R-II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.37	4.41	-0.05	4.45	4.41	0.05	4.54	4.58	-0.04
2	Availability of parking facilities	4.04	4.40	-0.36	4.54	4.38	0.16	4.31	4.27	0.04
3	Parking facilities value for money	3.94	4.37	-0.43	4.40	4.51	-0.11	4.26	4.39	-0.12
4	Availability of baggage carts / trolleys	4.43	4.32	0.11	4.48	4.26	0.22	4.40	4.35	0.05
5	Waiting time in check-in queue / line	4.44	4.45	-0.01	4.66	4.25	0.41	4.53	4.63	-0.11
6	Efficiency of check-in staff	4.36	4.44	-0.08	4.67	4.35	0.32	4.43	4.44	-0.01
7	Courtesy, helpfulness of check-in staff	4.49	4.49	0.00	4.57	4.46	0.11	4.51	4.48	0.04
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.53	4.40	0.13	4.56	4.58	-0.03	4.64	4.68	-0.04
11	Thoroughness of Security inspection	4.32	4.35	-0.02	4.69	4.54	0.15	4.53	4.46	0.07
12	Waiting time at Security inspection	4.16	4.33	-0.17	4.53	4.48	0.05	4.41	4.50	-0.09
13	Feeling of being safe and secure	4.39	4.41	-0.01	4.65	4.54	0.12	4.53	4.51	0.02
14	Ease of finding your way through airport	4.46	4.59	-0.14	4.57	4.45	0.12	4.62	4.70	-0.07
15	Flight information screens	4.46	4.43	0.03	4.43	4.15	0.28	4.44	4.36	0.08
16	Walking distance inside the terminal	4.30	4.49	-0.20	4.57	4.47	0.10	4.40	4.51	-0.11
17	Ease of making connections with other flights	4.41	4.48	-0.06	-	-	-	4.25	-	-
18	Courtesy, helpfulness of airport staff	4.48	4.49	-0.01	4.46	4.38	0.07	4.52	4.60	-0.08
19	Restaurant / Eating facilities	4.08	4.34	-0.25	4.24	4.32	-0.08	4.20	4.27	-0.07
20	Restaurant facilities value for money	3.81	4.34	-0.53	4.31	4.15	0.17	4.17	4.07	0.10
21	Availability of bank / ATM facilities / money changers	4.39	4.49	-0.10	-	-	-	4.28	3.91	0.36
22	Shopping facilities	4.00	4.29	-0.29	4.11	4.06	0.05	3.57	4.07	-0.50
23	Shopping facilities value for money	3.94	4.34	-0.40	4.26	4.32	-0.06	3.72	4.16	-0.44
24	Internet access / Wi-fi	4.31	-	-	4.43	4.33	0.10	4.32	4.20	0.12
25	Business / Executive lounges	-	-	-	-	-	-	3.64	3.43	0.21
26	Availability of washrooms / toilets	4.55	4.52	0.03	4.42	4.38	0.04	4.62	4.48	0.14
27	Cleanliness of washrooms / toilets	4.55	4.43	0.12	4.48	4.40	0.08	4.64	4.41	0.23
28	Comfort of waiting / gate areas	4.56	4.45	0.11	4.29	4.12	0.17	4.49	4.37	0.12
29	Cleanliness of airport terminal	4.64	4.55	0.09	4.58	4.45	0.12	4.54	4.81	-0.26
30	Ambience of the airport	4.63	4.33	0.30	4.53	4.40	0.13	4.56	4.25	0.32
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.27	4.48	-0.21	4.48	4.40	0.08	4.53	4.42	0.11
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.65	4.60	0.05	4.64	4.63	0.01	4.64	4.65	-0.01

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Khajuraho - HJR			Surat - STV			Kangra - DHM		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.23	4.53	-0.30	4.64	4.46	0.18	4.39	4.55	-0.15
2	Availability of parking facilities	4.41	4.49	-0.08	4.53	4.50	0.03	4.44	4.43	0.01
3	Parking facilities value for money	4.47	4.57	-0.10	4.30	4.25	0.05	4.37	4.39	-0.01
4	Availability of baggage carts / trolleys	4.20	4.36	-0.15	4.57	4.48	0.09	4.46	4.52	-0.06
5	Waiting time in check-in queue / line	4.06	4.53	-0.47	4.49	4.61	-0.11	4.38	4.43	-0.06
6	Efficiency of check-in staff	4.25	4.54	-0.29	4.34	4.54	-0.20	4.53	4.41	0.12
7	Courtesy, helpfulness of check-in staff	4.31	4.57	-0.26	4.48	4.46	0.02	4.48	4.40	0.08
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.40	4.73	-0.33	4.49	4.57	-0.08	4.62	4.49	0.13
11	Thoroughness of Security inspection	4.42	4.60	-0.18	4.55	4.53	0.02	4.52	4.56	-0.04
12	Waiting time at Security inspection	4.50	4.62	-0.12	4.40	4.49	-0.09	4.49	4.58	-0.08
13	Feeling of being safe and secure	4.48	4.64	-0.17	4.55	4.52	0.03	4.57	4.46	0.12
14	Ease of finding your way through airport	4.53	4.74	-0.22	4.50	4.64	-0.14	4.55	4.74	-0.19
15	Flight information screens	4.60	4.65	-0.05	4.47	4.55	-0.08	-	4.36	-
16	Walking distance inside the terminal	4.53	4.73	-0.20	4.50	4.51	0.00	4.58	4.43	0.15
17	Ease of making connections with other flights	-	4.70	-	4.36	-	-	-	-	-
18	Courtesy, helpfulness of airport staff	4.49	4.88	-0.39	4.49	4.46	0.03	4.56	4.68	-0.11
19	Restaurant / Eating facilities	4.05	4.80	-0.75	4.39	4.32	0.07	4.23	4.33	-0.10
20	Restaurant facilities value for money	4.14	4.79	-0.65	4.31	4.24	0.07	4.16	4.25	-0.09
21	Availability of bank / ATM facilities / money changers	-	4.89	-	4.27	3.91	0.36	4.57	4.59	-0.02
22	Shopping facilities	4.37	4.74	-0.37	4.44	4.25	0.18	4.30	4.25	0.06
23	Shopping facilities value for money	4.53	4.78	-0.24	4.42	4.19	0.23	4.26	4.10	0.15
24	Internet access / Wi-fi	4.18	4.65	-0.47	4.38	4.36	0.02	3.41	-	-
25	Business / Executive lounges	-	4.79	-	-	3.43	-	4.41	4.50	-0.09
26	Availability of washrooms / toilets	4.42	4.28	0.14	4.58	4.60	-0.02	4.52	4.60	-0.08
27	Cleanliness of washrooms / toilets	4.54	4.26	0.28	4.45	4.57	-0.12	4.60	4.67	-0.07
28	Comfort of waiting / gate areas	4.41	4.27	0.14	4.59	4.54	0.05	4.55	4.66	-0.11
29	Cleanliness of airport terminal	4.44	4.38	0.07	4.55	4.52	0.03	4.62	4.66	-0.04
30	Ambience of the airport	4.38	4.35	0.03	4.49	4.47	0.02	4.46	4.36	0.10
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.51	-	-	4.57	4.55	0.02	4.48	4.42	0.06
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.62	4.60	0.01	4.58	4.55	0.03	4.55	4.57	-0.01

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Belgaum - IXG			Agartala - IXA			Hubli - HBX		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.39	4.35	0.04	4.52	4.43	0.09	4.40	4.24	0.16
2	Availability of parking facilities	4.37	4.34	0.04	4.49	4.22	0.26	4.38	4.25	0.13
3	Parking facilities value for money	4.42	4.38	0.04	4.34	4.33	0.01	4.42	4.26	0.16
4	Availability of baggage carts / trolleys	4.54	4.51	0.02	4.50	4.43	0.07	4.53	4.44	0.10
5	Waiting time in check-in queue / line	4.59	4.58	0.01	4.51	4.39	0.12	4.59	4.48	0.11
6	Efficiency of check-in staff	4.45	4.43	0.03	4.50	4.35	0.15	4.49	4.40	0.09
7	Courtesy, helpfulness of check-in staff	4.43	4.40	0.04	4.40	4.36	0.04	4.43	4.34	0.09
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.48	4.45	0.02	4.60	4.44	0.16	4.60	4.51	0.09
11	Thoroughness of Security inspection	4.57	4.55	0.02	4.56	4.35	0.22	4.65	4.56	0.09
12	Waiting time at Security inspection	4.51	4.49	0.02	4.36	4.28	0.08	4.54	4.45	0.10
13	Feeling of being safe and secure	4.46	4.42	0.03	4.51	4.44	0.08	4.56	4.42	0.14
14	Ease of finding your way through airport	4.53	4.51	0.02	4.64	4.46	0.18	4.68	4.57	0.10
15	Flight information screens	4.45	4.42	0.03	4.57	4.38	0.19	4.57	4.48	0.09
16	Walking distance inside the terminal	4.46	4.43	0.03	4.45	4.40	0.05	4.51	4.36	0.15
17	Ease of making connections with other flights	4.35	-	-	-	-	-	4.44	4.29	0.15
18	Courtesy, helpfulness of airport staff	4.53	4.50	0.03	4.63	4.46	0.17	4.62	4.54	0.07
19	Restaurant / Eating facilities	4.45	4.41	0.03	4.34	4.30	0.04	4.55	4.42	0.14
20	Restaurant facilities value for money	4.40	4.41	-0.01	4.23	4.34	-0.11	4.38	4.46	-0.08
21	Availability of bank / ATM facilities / money changers	4.03	3.97	0.06	4.55	4.34	0.22	4.03	3.85	0.18
22	Shopping facilities	4.24	4.24	0.00	4.14	4.09	0.05	4.16	3.91	0.25
23	Shopping facilities value for money	4.24	4.24	0.00	3.95	4.09	-0.14	4.15	3.89	0.26
24	Internet access / Wi-fi	4.06	4.01	0.06	4.02	3.86	0.16	4.09	3.90	0.19
25	Business / Executive lounges	4.44	-	-	-	-	-	4.62	4.42	0.20
26	Availability of washrooms / toilets	4.45	4.41	0.03	4.51	4.42	0.09	4.67	4.57	0.10
27	Cleanliness of washrooms / toilets	4.44	4.41	0.03	4.46	4.40	0.06	4.66	4.57	0.09
28	Comfort of waiting / gate areas	4.51	4.49	0.02	4.37	4.38	-0.01	4.55	4.48	0.08
29	Cleanliness of airport terminal	4.48	4.48	0.00	4.68	4.43	0.24	4.59	4.46	0.13
30	Ambience of the airport	4.50	4.50	0.00	4.41	4.39	0.03	4.55	4.42	0.13
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.46	4.45	0.01	4.35	4.19	0.15	4.54	4.48	0.07
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.53	4.50	0.03	4.52	4.50	0.02	4.52	4.46	0.07



## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Vijayawada - VGA			Bhopal - BHO			Tirupati - TIR		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.13	4.20	-0.07	4.38	4.26	0.13	3.96	4.55	-0.60
2	Availability of parking facilities	4.24	4.19	0.05	4.26	4.21	0.05	4.04	4.47	-0.43
3	Parking facilities value for money	4.07	4.11	-0.04	4.18	4.12	0.06	3.86	4.46	-0.60
4	Availability of baggage carts / trolleys	4.23	4.30	-0.06	4.52	4.22	0.30	4.11	4.54	-0.42
5	Waiting time in check-in queue / line	4.39	4.54	-0.15	4.62	4.34	0.29	4.14	4.55	-0.41
6	Efficiency of check-in staff	4.47	4.53	-0.06	4.52	4.36	0.16	4.34	4.50	-0.16
7	Courtesy, helpfulness of check-in staff	4.39	4.56	-0.16	4.59	4.53	0.06	4.45	4.52	-0.07
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.41	4.55	-0.15	4.63	4.30	0.33	4.45	4.44	0.00
11	Thoroughness of Security inspection	4.42	4.49	-0.07	4.62	4.28	0.34	4.23	4.30	-0.07
12	Waiting time at Security inspection	4.39	4.01	0.37	4.60	4.11	0.49	4.36	4.30	0.06
13	Feeling of being safe and secure	4.41	4.56	-0.15	4.67	4.34	0.34	4.28	4.32	-0.05
14	Ease of finding your way through airport	4.46	4.51	-0.06	4.60	4.41	0.19	4.25	4.29	-0.05
15	Flight information screens	4.32	4.35	-0.03	4.51	4.40	0.11	4.26	4.14	0.11
16	Walking distance inside the terminal	4.38	4.44	-0.06	4.59	4.44	0.15	4.23	4.25	-0.02
17	Ease of making connections with other flights	4.35	4.31	0.04	4.50	4.31	0.19	4.02	-	-
18	Courtesy, helpfulness of airport staff	4.48	4.62	-0.14	4.67	4.65	0.02	4.40	4.56	-0.16
19	Restaurant / Eating facilities	4.07	4.25	-0.18	3.96	4.58	-0.62	4.15	4.32	-0.17
20	Restaurant facilities value for money	3.89	4.20	-0.31	3.80	4.57	-0.77	4.02	4.45	-0.43
21	Availability of bank / ATM facilities / money changers	4.22	4.44	-0.23	4.37	4.60	-0.24	4.34	4.57	-0.23
22	Shopping facilities	3.79	4.01	-0.22	3.64	4.35	-0.71	4.40	4.47	-0.07
23	Shopping facilities value for money	3.74	4.13	-0.38	3.68	4.38	-0.70	4.08	4.45	-0.38
24	Internet access / Wi-fi	3.91	4.22	-0.31	4.35	4.66	-0.30	4.12	4.39	-0.27
25	Business / Executive lounges	3.74	-	-	-	4.23	-	3.44	4.57	-1.13
26	Availability of washrooms / toilets	4.47	4.57	-0.11	4.63	4.69	-0.07	4.50	4.54	-0.04
27	Cleanliness of washrooms / toilets	4.43	4.49	-0.06	4.72	4.69	0.03	4.38	4.56	-0.18
28	Comfort of waiting / gate areas	4.46	4.51	-0.05	4.65	4.62	0.03	4.42	4.56	-0.14
29	Cleanliness of airport terminal	4.54	4.56	-0.03	4.49	4.36	0.12	4.51	4.56	-0.05
30	Ambience of the airport	4.43	4.36	0.08	4.40	4.29	0.11	4.54	4.60	-0.06
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.40	4.34	0.05	4.46	4.37	0.09	4.30	4.66	-0.36
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.52	4.44	0.08	4.50	4.31	0.18	4.48	4.43	0.05

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Rajkot - RAJ			Jamnagar - JGA			Barapani (Shillong) - SHL		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.46	4.27	0.19	4.18	4.04	0.15	-	4.05	-
2	Availability of parking facilities	4.32	3.76	0.56	4.23	4.03	0.20	4.51	3.94	0.57
3	Parking facilities value for money	4.30	3.75	0.55	4.14	4.12	0.02	4.40	4.03	0.36
4	Availability of baggage carts / trolleys	4.35	4.03	0.32	4.04	4.10	-0.05	4.42	4.22	0.21
5	Waiting time in check-in queue / line	4.39	4.14	0.24	4.19	4.13	0.05	4.44	4.39	0.05
6	Efficiency of check-in staff	4.43	3.82	0.61	4.16	4.18	-0.03	4.45	4.28	0.16
7	Courtesy, helpfulness of check-in staff	4.41	3.64	0.77	4.30	4.22	0.09	4.49	4.44	0.05
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.29	3.99	0.30	4.16	4.19	-0.03	4.52	4.51	0.01
11	Thoroughness of Security inspection	4.48	4.28	0.20	4.19	4.25	-0.05	4.45	4.24	0.21
12	Waiting time at Security inspection	4.42	3.99	0.43	4.31	4.27	0.04	4.44	4.45	-0.02
13	Feeling of being safe and secure	4.46	4.01	0.45	4.28	4.20	0.08	4.37	4.48	-0.11
14	Ease of finding your way through airport	4.42	4.16	0.25	4.07	4.09	-0.02	4.44	4.38	0.06
15	Flight information screens	4.43	3.58	0.85	4.10	3.96	0.14	4.38	4.23	0.16
16	Walking distance inside the terminal	4.39	4.12	0.27	4.19	3.92	0.28	4.54	4.43	0.10
17	Ease of making connections with other flights	4.38	-	-	3.98	3.88	0.10	3.63	-	-
18	Courtesy, helpfulness of airport staff	4.03	4.08	-0.05	4.18	4.10	0.08	4.45	4.42	0.04
19	Restaurant / Eating facilities	4.44	3.84	0.60	3.95	3.73	0.23	3.54	4.04	-0.50
20	Restaurant facilities value for money	4.37	3.80	0.56	4.04	3.73	0.31	3.69	4.29	-0.60
21	Availability of bank / ATM facilities / money changers	4.47	3.91	0.55	-	-	-	-	-	-
22	Shopping facilities	4.46	3.92	0.53	-	-	-	-	-	-
23	Shopping facilities value for money	4.42	3.71	0.72	-	-	-	-	-	-
24	Internet access / Wi-fi	4.34	3.99	0.35	4.19	4.30	-0.11	-	-	-
25	Business / Executive lounges	-	-	-	-	3.43	-	-	-	-
26	Availability of washrooms / toilets	4.56	4.34	0.21	4.28	4.21	0.07	4.47	4.29	0.18
27	Cleanliness of washrooms / toilets	4.59	4.33	0.25	4.30	4.20	0.10	4.50	4.36	0.15
28	Comfort of waiting / gate areas	4.52	4.44	0.08	4.39	4.17	0.22	4.45	4.39	0.06
29	Cleanliness of airport terminal	4.48	3.56	0.92	4.34	4.17	0.17	4.56	4.52	0.04
30	Ambience of the airport	4.34	3.39	0.95	4.43	4.40	0.03	4.52	4.41	0.11
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.47	4.37	0.09	4.28	4.20	0.08	4.12	4.05	0.07
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.48	4.45	0.03	4.45	4.46	-0.01	4.44	4.42	0.02



## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Bhuj - BHJ			Rajahmundry - RJA			Tuticorin - TCR		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.37	4.17	0.20	4.03	4.30	-0.27	4.33	4.24	0.09
2	Availability of parking facilities	4.31	4.16	0.15	4.17	4.23	-0.06	4.38	4.35	0.03
3	Parking facilities value for money	4.22	4.11	0.11	4.02	4.17	-0.15	4.39	4.34	0.04
4	Availability of baggage carts / trolleys	4.15	4.21	-0.06	4.24	4.31	-0.07	4.44	4.41	0.03
5	Waiting time in check-in queue / line	4.24	4.18	0.05	4.38	4.42	-0.04	4.43	4.37	0.06
6	Efficiency of check-in staff	4.46	4.22	0.24	4.30	4.33	-0.03	4.48	4.43	0.04
7	Courtesy, helpfulness of check-in staff	4.37	4.26	0.11	4.31	4.42	-0.11	4.46	4.40	0.06
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.17	4.35	-0.17	4.31	4.61	-0.30	4.53	4.53	0.00
11	Thoroughness of Security inspection	4.16	4.27	-0.11	4.30	4.56	-0.26	4.46	4.41	0.05
12	Waiting time at Security inspection	4.32	4.28	0.04	4.40	4.50	-0.10	4.49	4.48	0.01
13	Feeling of being safe and secure	4.25	4.32	-0.07	4.41	4.55	-0.14	4.53	4.49	0.04
14	Ease of finding your way through airport	4.39	4.28	0.11	4.03	4.59	-0.56	4.46	4.40	0.06
15	Flight information screens	4.35	4.21	0.13	4.08	4.44	-0.36	4.44	4.38	0.07
16	Walking distance inside the terminal	4.27	4.25	0.02	4.15	4.57	-0.42	4.46	4.39	0.07
17	Ease of making connections with other flights	4.15	4.22	-0.07	3.67	3.92	-0.25	4.42	-	-
18	Courtesy, helpfulness of airport staff	4.43	4.25	0.17	4.08	4.53	-0.45	4.54	4.47	0.07
19	Restaurant / Eating facilities	4.27	4.10	0.17	3.38	4.08	-0.70	4.32	4.27	0.05
20	Restaurant facilities value for money	4.25	4.18	0.07	3.47	4.18	-0.71	4.27	4.20	0.07
21	Availability of bank / ATM facilities / money changers	4.29	4.30	-0.02	1.98	-	-	4.22	4.08	0.14
22	Shopping facilities	4.14	4.09	0.05	3.14	4.31	-1.17	4.09	3.96	0.13
23	Shopping facilities value for money	4.18	4.11	0.07	3.32	4.40	-1.07	4.07	3.93	0.14
24	Internet access / Wi-fi	4.19	4.15	0.03	4.06	4.38	-0.33	4.25	4.19	0.06
25	Business / Executive lounges	4.42	4.55	-0.13	3.23	-	-	-	-	-
26	Availability of washrooms / toilets	4.47	4.56	-0.09	4.15	4.71	-0.56	4.34	4.28	0.06
27	Cleanliness of washrooms / toilets	4.49	4.56	-0.06	4.17	4.66	-0.49	4.38	4.32	0.06
28	Comfort of waiting / gate areas	4.54	4.57	-0.03	4.25	4.70	-0.45	4.36	4.28	0.08
29	Cleanliness of airport terminal	4.44	4.18	0.26	4.32	4.42	-0.10	4.33	4.27	0.06
30	Ambience of the airport	4.49	4.35	0.13	4.16	4.32	-0.16	4.30	4.25	0.05
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.24	4.06	0.18	4.35	4.39	-0.03	4.19	4.19	0.00
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.44	4.39	0.05	4.40	4.38	0.03	4.40	4.33	0.08

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Silchar - IXS			Ranchi - IXR			Bhavnagar - BHU		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.31	4.33	-0.02	4.41	3.96	0.45	-	4.16	-
2	Availability of parking facilities	4.25	3.93	0.32	4.22	3.79	0.42	4.21	4.15	0.06
3	Parking facilities value for money	4.06	4.15	-0.09	4.04	3.67	0.36	4.01	4.07	-0.06
4	Availability of baggage carts / trolleys	4.20	4.30	-0.09	4.27	4.04	0.23	4.15	4.13	0.02
5	Waiting time in check-in queue / line	4.46	4.28	0.18	4.43	4.19	0.24	4.27	4.33	-0.07
6	Efficiency of check-in staff	4.47	4.19	0.29	4.35	4.21	0.14	4.31	4.26	0.05
7	Courtesy, helpfulness of check-in staff	4.17	4.40	-0.23	4.30	4.23	0.07	4.11	4.24	-0.14
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.53	4.45	0.08	4.42	4.28	0.14	4.21	4.26	-0.05
11	Thoroughness of Security inspection	4.72	4.37	0.35	4.39	4.23	0.16	4.31	4.21	0.10
12	Waiting time at Security inspection	4.24	4.36	-0.12	4.31	4.19	0.12	4.28	4.27	0.01
13	Feeling of being safe and secure	4.40	4.45	-0.05	4.45	4.27	0.18	4.38	4.35	0.03
14	Ease of finding your way through airport	4.55	4.35	0.20	4.56	4.25	0.31	4.30	4.24	0.05
15	Flight information screens	4.49	4.22	0.27	4.36	4.10	0.26	4.14	4.15	-0.01
16	Walking distance inside the terminal	4.20	4.43	-0.23	4.37	4.19	0.18	4.10	4.14	-0.04
17	Ease of making connections with other flights	-	-	-	4.59	4.70	-0.11	-	4.14	-
18	Courtesy, helpfulness of airport staff	4.60	4.31	0.29	4.61	4.88	-0.27	4.18	4.23	-0.05
19	Restaurant / Eating facilities	3.95	-	-	4.29	4.80	-0.51	4.02	3.72	0.29
20	Restaurant facilities value for money	3.80	-	-	4.33	4.79	-0.46	3.98	3.86	0.12
21	Availability of bank / ATM facilities / money changers	4.55	4.24	0.31	4.50	4.89	-0.39	-	-	-
22	Shopping facilities	-	3.52	-	4.11	4.74	-0.63	-	-	-
23	Shopping facilities value for money	-	3.64	-	4.15	4.78	-0.63	-	-	-
24	Internet access / Wi-fi	-	-	-	4.17	4.65	-0.48	3.14	3.19	-0.06
25	Business / Executive lounges	-	-	-	-	-	-	-	-	-
26	Availability of washrooms / toilets	4.45	4.16	0.29	4.39	4.09	0.30	4.23	4.09	0.14
27	Cleanliness of washrooms / toilets	4.45	4.34	0.11	4.28	4.09	0.19	4.08	4.07	0.01
28	Comfort of waiting / gate areas	4.07	4.16	-0.09	4.28	4.14	0.14	4.01	4.06	-0.05
29	Cleanliness of airport terminal	4.55	4.37	0.18	4.46	4.37	0.09	4.09	4.07	0.02
30	Ambience of the airport	4.09	4.15	-0.06	4.39	4.24	0.15	4.37	4.30	0.07
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.19	3.98	0.21	4.20	4.40	-0.20	4.22	4.20	0.01
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.40	4.39	0.01	4.40	4.31	0.08	4.30	4.26	0.04

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Leh - IXL			Allahabad - IXD			Gorakhpur - GOP		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.13	4.03	0.10	-	-	-	-	3.76	-
2	Availability of parking facilities	4.02	3.91	0.10	-	-	-	-	-	-
3	Parking facilities value for money	4.06	3.83	0.23	-	-	-	NA	-	-
4	Availability of baggage carts / trolleys	4.07	4.09	-0.02	4.21	4.16	0.04	4.14	3.66	0.48
5	Waiting time in check-in queue / line	3.98	4.21	-0.23	3.82	3.97	-0.14	4.11	4.02	0.09
6	Efficiency of check-in staff	4.12	4.09	0.03	4.33	4.12	0.21	4.01	4.06	-0.05
7	Courtesy, helpfulness of check-in staff	4.28	4.24	0.04	4.20	4.14	0.06	4.18	4.04	0.14
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.40	4.31	0.09	4.28	4.46	-0.19	4.12	4.01	0.11
11	Thoroughness of Security inspection	4.35	4.19	0.16	4.13	4.45	-0.32	4.04	3.98	0.06
12	Waiting time at Security inspection	4.15	4.14	0.01	4.27	4.16	0.11	4.06	3.97	0.09
13	Feeling of being safe and secure	4.39	4.22	0.17	4.23	4.42	-0.19	4.11	3.92	0.19
14	Ease of finding your way through airport	4.19	4.30	-0.11	4.14	3.91	0.23	4.20	3.94	0.26
15	Flight information screens	-	-	-	-	3.72	-	4.01	-	-
16	Walking distance inside the terminal	4.24	4.34	-0.10	4.17	3.82	0.35	4.16	3.99	0.17
17	Ease of making connections with other flights	4.17	-	-	-	3.89	-	-	3.95	-
18	Courtesy, helpfulness of airport staff	4.29	4.11	0.19	4.16	4.27	-0.11	4.03	3.83	0.20
19	Restaurant / Eating facilities	3.91	4.07	-0.16	3.17	-	-	3.37	2.94	0.43
20	Restaurant facilities value for money	3.87	4.14	-0.27	3.15	-	-	3.11	2.98	0.14
21	Availability of bank / ATM facilities / money changers	3.99	-	-	-	-	-	-	-	-
22	Shopping facilities	-	-	-	-	-	-	-	-	-
23	Shopping facilities value for money	-	-	-	-	-	-	-	-	-
24	Internet access / Wi-fi	3.37	-	-	-	-	-	-	-	-
25	Business / Executive lounges	-	-	-	-	3.86	-	-	-	-
26	Availability of washrooms / toilets	4.03	4.04	-0.01	4.11	4.04	0.06	4.25	4.03	0.22
27	Cleanliness of washrooms / toilets	3.94	4.11	-0.17	4.00	3.89	0.12	4.14	3.95	0.19
28	Comfort of waiting / gate areas	4.14	4.17	-0.03	4.08	3.97	0.10	4.07	3.84	0.23
29	Cleanliness of airport terminal	4.21	4.28	-0.06	4.33	4.44	-0.11	4.22	4.06	0.16
30	Ambience of the airport	4.15	4.09	0.06	4.25	3.92	0.33	4.08	4.01	0.07
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.19	4.07	0.12	4.23	3.99	0.24	4.14	3.95	0.19
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.30	4.17	0.13	4.25	4.42	-0.17	4.21	4.01	0.20

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Dibrugarh - DIB			Jabalpur - JLR			Kanpur KNU		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R-I 2018 Over R-IV 2017	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R-II 2018 Over R-I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R-II 2018 Over R-I 2018
1	Ground transportation to / from the airport	4.33	4.03	0.30	4.09	4.02	0.07	3.56	-	-
2	Availability of parking facilities	4.28	3.85	0.42	4.05	3.94	0.11	3.47	-	-
3	Parking facilities value for money	4.19	3.83	0.36	3.75	3.79	-0.04	3.35	-	-
4	Availability of baggage carts / trolleys	4.32	4.09	0.24	4.06	4.02	0.03	3.85	-	-
5	Waiting time in check-in queue / line	4.34	4.21	0.13	4.14	4.06	0.08	4.16	-	-
6	Efficiency of check-in staff	4.23	4.09	0.14	4.02	4.05	-0.03	4.36	-	-
7	Courtesy, helpfulness of check-in staff	4.35	4.24	0.11	4.07	4.19	-0.12	4.28	-	-
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.41	4.31	0.10	4.11	4.20	-0.09	4.32	-	-
11	Thoroughness of Security inspection	4.42	4.14	0.28	4.28	4.29	-0.01	4.36	-	-
12	Waiting time at Security inspection	4.37	4.14	0.23	4.24	4.19	0.05	4.12	-	-
13	Feeling of being safe and secure	4.42	4.22	0.20	4.26	4.21	0.05	4.36	-	-
14	Ease of finding your way through airport	4.38	4.30	0.07	4.01	4.07	-0.05	3.76	-	-
15	Flight information screens	4.26	3.89	0.37	3.78	-	-	3.79	-	-
16	Walking distance inside the terminal	4.31	4.34	-0.03	4.14	4.06	0.08	3.64	-	-
17	Ease of making connections with other flights	-	-	-	3.61	-	-	-	-	-
18	Courtesy, helpfulness of airport staff	4.27	3.91	0.36	4.08	4.04	0.04	4.24	-	-
19	Restaurant / Eating facilities	4.17	3.83	0.35	3.52	3.06	0.47	3.44	-	-
20	Restaurant facilities value for money	3.88	3.89	-0.01	3.07	3.08	-0.01	3.50	-	-
21	Availability of bank / ATM facilities / money changers	4.14	3.96	0.18	3.77	-	-	-	-	-
22	Shopping facilities	3.99	-	-	-	-	-	-	-	-
23	Shopping facilities value for money	3.87	-	-	-	-	-	-	-	-
24	Internet access / Wi-fi	-	-	-	-	-	-	2.13	-	-
25	Business / Executive lounges	-	-	-	-	-	-	-	-	-
26	Availability of washrooms / toilets	4.32	3.91	0.41	3.80	3.64	0.16	3.91	-	-
27	Cleanliness of washrooms / toilets	4.28	4.11	0.16	3.86	3.74	0.12	3.25	-	-
28	Comfort of waiting / gate areas	4.10	4.12	-0.02	4.04	3.92	0.13	3.00	-	-
29	Cleanliness of airport terminal	4.40	4.28	0.12	4.14	4.04	0.10	4.24	-	-
30	Ambience of the airport	4.13	4.09	0.04	4.09	3.88	0.21	3.79	-	-
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.23	3.90	0.33	4.26	4.04	0.22	3.92	-	-
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.21	4.17	0.04	4.17	4.03	0.14	4.17	-	-

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Jorhat - JRH			Agra - AGR			Pant Nagar - PGH		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.08	4.05	0.03	4.03	3.78	0.25	4.29	4.21	0.08
2	Availability of parking facilities	3.91	3.96	-0.05	3.76	3.73	0.03	4.12	4.13	-0.01
3	Parking facilities value for money	3.89	3.97	-0.08	3.81	3.73	0.08	3.89	3.95	-0.06
4	Availability of baggage carts / trolleys	4.11	4.03	0.09	4.13	3.98	0.15	4.04	4.07	-0.03
5	Waiting time in check-in queue / line	4.37	4.18	0.19	4.00	4.15	-0.15	4.24	4.10	0.14
6	Efficiency of check-in staff	4.30	4.11	0.19	3.88	3.82	0.05	4.20	4.14	0.06
7	Courtesy, helpfulness of check-in staff	4.22	4.09	0.13	3.95	3.82	0.13	4.10	4.07	0.03
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.28	4.38	-0.10	4.05	4.14	-0.09	4.04	3.99	0.04
11	Thoroughness of Security inspection	4.42	4.19	0.22	4.08	4.05	0.02	3.96	3.91	0.05
12	Waiting time at Security inspection	4.36	4.31	0.05	4.28	4.23	0.04	4.04	3.89	0.14
13	Feeling of being safe and secure	4.45	4.29	0.16	4.21	4.18	0.03	4.06	3.90	0.17
14	Ease of finding your way through airport	4.41	4.18	0.23	4.33	4.10	0.23	4.00	3.94	0.06
15	Flight information screens	4.13	4.04	0.09	3.98	3.79	0.18	3.97	3.95	0.02
16	Walking distance inside the terminal	4.26	4.11	0.15	4.23	3.63	0.60	4.09	4.03	0.05
17	Ease of making connections with other flights	-	-	-	3.25	3.15	0.10	-	-	-
18	Courtesy, helpfulness of airport staff	4.33	4.22	0.11	4.33	4.18	0.16	4.25	4.17	0.08
19	Restaurant / Eating facilities	4.06	3.60	0.46	3.21	3.31	-0.10	3.55	3.93	-0.38
20	Restaurant facilities value for money	3.92	3.83	0.09	2.70	2.64	0.06	3.53	-	-
21	Availability of bank / ATM facilities / money changers	-	-	-	-	-	-	-	-	-
22	Shopping facilities	-	-	-	3.22	3.05	0.16	3.65	4.17	-0.51
23	Shopping facilities value for money	-	-	-	3.27	3.31	-0.03	3.46	4.12	-0.67
24	Internet access / Wi-fi	-	-	-	3.96	2.77	1.20	2.69	-	-
25	Business / Executive lounges	-	-	-	-	-	-	3.76	-	-
26	Availability of washrooms / toilets	4.09	3.97	0.12	4.13	4.08	0.05	4.03	3.71	0.32
27	Cleanliness of washrooms / toilets	4.14	4.10	0.05	4.08	3.70	0.38	4.04	3.72	0.32
28	Comfort of waiting / gate areas	4.15	4.03	0.12	4.00	4.03	-0.03	3.94	3.87	0.07
29	Cleanliness of airport terminal	4.26	4.09	0.17	4.28	4.35	-0.07	4.10	3.88	0.22
30	Ambience of the airport	4.16	4.07	0.09	4.15	4.10	0.05	4.09	3.97	0.13
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.29	4.16	0.13	4.14	4.03	0.11	4.05	4.00	0.05
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.16	4.07	0.09	4.15	4.10	0.05	4.14	4.05	0.09

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Shimla - SLV			Lilabari - IXI			Dimapur - DMU		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.00	3.89	0.11	-	4.04	-	4.03	3.83	0.20
2	Availability of parking facilities	3.90	4.30	-0.40	4.49	3.88	0.61	4.11	3.81	0.30
3	Parking facilities value for money	3.85	4.19	-0.34	4.41	3.90	0.51	4.08	3.73	0.35
4	Availability of baggage carts / trolleys	4.10	4.04	0.06	4.05	3.93	0.12	4.13	3.92	0.20
5	Waiting time in check-in queue / line	4.34	4.09	0.26	4.13	4.09	0.04	4.07	3.98	0.09
6	Efficiency of check-in staff	4.65	4.00	0.65	4.00	4.08	-0.08	4.13	3.98	0.15
7	Courtesy, helpfulness of check-in staff	4.59	4.18	0.42	4.27	4.23	0.04	4.11	4.05	0.06
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.75	4.02	0.73	4.15	4.13	0.02	4.26	4.12	0.15
11	Thoroughness of Security inspection	4.64	4.30	0.34	4.09	4.14	-0.05	4.16	4.06	0.10
12	Waiting time at Security inspection	4.56	4.15	0.40	4.17	4.13	0.04	4.12	4.01	0.11
13	Feeling of being safe and secure	4.72	4.21	0.51	4.07	4.15	-0.08	4.22	4.11	0.12
14	Ease of finding your way through airport	4.17	4.16	0.02	4.21	4.07	0.13	4.01	3.96	0.05
15	Flight information screens	4.39	4.12	0.27	3.92	-	-	4.19	4.03	0.16
16	Walking distance inside the terminal	4.50	4.17	0.33	4.18	4.09	0.09	3.99	3.87	0.12
17	Ease of making connections with other flights	4.10	-	-	-	-	-	-	-	-
18	Courtesy, helpfulness of airport staff	4.28	4.18	0.10	4.18	4.10	0.08	3.96	3.88	0.08
19	Restaurant / Eating facilities	3.48	4.22	-0.73	-	3.63	-	4.07	3.58	0.49
20	Restaurant facilities value for money	3.67	4.19	-0.53	-	-	-	3.90	3.59	0.31
21	Availability of bank / ATM facilities / money changers	3.43	-	-	-	-	-	4.08	3.91	0.16
22	Shopping facilities	-	-	-	-	-	-	-	3.27	-
23	Shopping facilities value for money	-	-	-	-	-	-	-	3.34	-
24	Internet access / Wi-fi	3.00	-	-	-	-	-	-	3.30	-
25	Business / Executive lounges	3.69	4.11	-0.43	-	-	-	-	3.43	-
26	Availability of washrooms / toilets	4.21	4.35	-0.13	4.10	3.76	0.35	4.02	3.78	0.24
27	Cleanliness of washrooms / toilets	4.34	4.18	0.17	4.19	3.81	0.38	4.12	3.79	0.32
28	Comfort of waiting / gate areas	4.18	4.17	0.01	4.09	3.70	0.39	4.09	3.81	0.28
29	Cleanliness of airport terminal	4.44	4.30	0.14	4.29	3.82	0.48	4.11	3.99	0.12
30	Ambience of the airport	4.60	4.27	0.33	4.19	3.68	0.52	4.08	3.87	0.21
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.38	4.09	0.29	4.16	3.95	0.22	4.22	4.18	0.04
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.11	4.15	-0.04	4.05	4.03	0.02	4.05	3.90	0.15



## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Imphal - IMF			Bhatinda - BUP			Cuddapah - CDP		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	4.08	3.91	0.16	3.74	3.09	0.65	3.39	3.30	0.09
2	Availability of parking facilities	4.05	3.76	0.29	4.03	3.80	0.23	3.41	3.50	-0.10
3	Parking facilities value for money	3.97	3.60	0.37	3.81	3.12	0.70	3.21	3.46	-0.25
4	Availability of baggage carts / trolleys	4.33	3.91	0.41	4.02	3.85	0.17	3.51	3.50	0.01
5	Waiting time in check-in queue / line	4.20	4.12	0.08	4.13	3.48	0.64	4.21	3.93	0.28
6	Efficiency of check-in staff	4.28	4.15	0.13	4.02	3.42	0.60	4.19	4.08	0.10
7	Courtesy, helpfulness of check-in staff	4.23	4.14	0.08	3.97	3.53	0.43	4.19	4.02	0.17
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.27	4.16	0.12	3.79	3.86	-0.07	4.24	4.04	0.20
11	Thoroughness of Security inspection	4.38	4.11	0.27	4.03	3.85	0.18	4.22	4.17	0.05
12	Waiting time at Security inspection	4.14	4.04	0.11	4.21	3.71	0.50	4.14	4.20	-0.07
13	Feeling of being safe and secure	4.24	4.18	0.05	3.93	3.77	0.16	4.18	4.16	0.02
14	Ease of finding your way through airport	4.38	4.22	0.17	4.14	4.08	0.06	3.84	3.56	0.28
15	Flight information screens	4.37	4.07	0.29	4.19	3.91	0.29	2.41	-	-
16	Walking distance inside the terminal	4.23	4.16	0.08	4.38	3.60	0.79	3.86	3.49	0.36
17	Ease of making connections with other flights	-	4.31	-	4.24	3.98	0.26	3.37	-	-
18	Courtesy, helpfulness of airport staff	4.44	4.18	0.25	3.95	3.97	-0.02	3.95	3.54	0.42
19	Restaurant / Eating facilities	3.95	3.63	0.32	3.20	2.96	0.25	-	-	-
20	Restaurant facilities value for money	3.85	3.29	0.57	3.40	2.96	0.44	-	-	-
21	Availability of bank / ATM facilities / money changers	4.24	3.44	0.80	-	-	-	-	-	-
22	Shopping facilities	3.62	3.22	0.40	-	-	-	-	-	-
23	Shopping facilities value for money	3.55	3.35	0.20	-	-	-	-	-	-
24	Internet access / Wi-fi	3.97	-	-	-	-	-	-	-	-
25	Business / Executive lounges	-	3.75	-	-	-	-	-	-	-
26	Availability of washrooms / toilets	4.16	4.10	0.06	3.93	3.88	0.05	3.58	4.02	-0.44
27	Cleanliness of washrooms / toilets	4.21	4.05	0.17	4.30	4.00	0.30	3.36	3.78	-0.42
28	Comfort of waiting / gate areas	4.00	3.94	0.06	4.32	4.03	0.29	3.62	3.88	-0.26
29	Cleanliness of airport terminal	4.14	4.10	0.04	4.09	3.83	0.26	3.97	3.25	0.72
30	Ambience of the airport	4.10	3.96	0.14	3.91	3.44	0.47	3.50	3.37	0.13
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.06	3.86	0.20	4.02	3.72	0.30	3.79	4.12	-0.33
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.01	3.96	0.05	3.98	3.76	0.22	3.92	3.90	0.02

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Bikaner - BKB			Agatti - AGX			Gwalior - GWL		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	3.95	3.50	0.45	3.77	3.63	0.15	3.81	3.73	0.08
2	Availability of parking facilities	3.96	3.64	0.32	3.80	3.63	0.17	3.46	3.48	-0.02
3	Parking facilities value for money	3.95	3.68	0.27	3.90	3.72	0.18	3.21	3.25	-0.04
4	Availability of baggage carts / trolleys	4.08	3.72	0.36	3.88	3.76	0.12	3.36	3.10	0.26
5	Waiting time in check-in queue / line	4.13	3.60	0.53	4.06	4.02	0.04	3.76	3.80	-0.04
6	Efficiency of check-in staff	4.04	3.56	0.48	3.71	3.60	0.11	3.81	3.58	0.24
7	Courtesy, helpfulness of check-in staff	3.92	3.48	0.44	3.75	3.64	0.11	3.79	3.56	0.23
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.04	3.92	0.12	4.06	3.95	0.11	4.00	3.84	0.16
11	Thoroughness of Security inspection	4.00	3.48	0.52	3.93	3.88	0.06	3.93	3.46	0.48
12	Waiting time at Security inspection	4.12	3.64	0.48	3.74	3.70	0.04	3.78	3.30	0.48
13	Feeling of being safe and secure	4.16	3.96	0.20	3.92	3.80	0.12	3.88	3.43	0.44
14	Ease of finding your way through airport	3.84	3.80	0.04	4.08	3.94	0.14	3.66	3.69	-0.03
15	Flight information screens	-	-	-	3.64	3.55	0.10	3.32	-	-
16	Walking distance inside the terminal	3.96	3.48	0.48	3.77	3.71	0.06	3.34	3.31	0.03
17	Ease of making connections with other flights	-	-	-	3.92	3.72	0.20	3.43	-	-
18	Courtesy, helpfulness of airport staff	3.92	3.29	0.63	4.23	4.10	0.13	3.81	3.84	-0.04
19	Restaurant / Eating facilities	3.84	3.81	0.03	3.66	3.46	0.20	3.28	3.39	-0.11
20	Restaurant facilities value for money	3.88	3.57	0.30	4.20	3.87	0.33	3.39	3.29	0.10
21	Availability of bank / ATM facilities / money changers	-	-	-	3.42	3.13	0.29	-	-	-
22	Shopping facilities	-	-	-	3.48	3.18	0.30	-	-	-
23	Shopping facilities value for money	-	-	-	3.46	3.16	0.30	-	-	-
24	Internet access / Wi-fi	-	-	-	-	-	-	3.07	3.36	-0.29
25	Business / Executive lounges	3.86	-	-	4.42	3.88	0.54	-	-	-
26	Availability of washrooms / toilets	3.96	3.85	0.11	3.84	3.72	0.12	3.84	3.76	0.08
27	Cleanliness of washrooms / toilets	4.04	3.65	0.39	3.79	3.64	0.15	3.51	3.56	-0.06
28	Comfort of waiting / gate areas	3.92	3.70	0.22	3.86	3.78	0.08	3.48	3.51	-0.03
29	Cleanliness of airport terminal	3.96	3.92	0.04	3.85	3.73	0.12	3.89	3.79	0.09
30	Ambience of the airport	3.88	4.04	-0.16	3.82	3.70	0.13	3.74	3.35	0.39
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	3.87	3.82	0.05	4.28	4.02	0.26	3.82	3.43	0.39
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	3.84	3.72	0.12	3.84	3.75	0.09	3.83	3.80	0.04

## PARAMETERWISE RESULT FOR CUSTOMER SATISFACTION SURVEY FOR ROUND-II (JUL-DEC) 2018 OVER ROUND I (JAN-JUN) 2018

S. No	Parameters	Porbandar - PBD			Diu - DIU			Ludhiana - LUH		
		Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018	Round-II (Jul-Dec) 2018	Round-I (Jan-June) 2018	Difference of Rating R- II 2018 Over R- I 2018
1	Ground transportation to / from the airport	3.73	3.86	-0.13	3.86	3.53	0.33	3.22	3.54	-0.32
2	Availability of parking facilities	3.79	3.94	-0.14	3.93	-	-	3.48	3.86	-0.38
3	Parking facilities value for money	3.77	3.72	0.05	3.78	-	-	3.46	3.79	-0.33
4	Availability of baggage carts / trolleys	3.80	3.71	0.09	3.86	3.57	0.29	3.79	3.68	0.11
5	Waiting time in check-in queue / line	3.95	3.55	0.40	4.25	4.16	0.09	3.86	3.45	0.41
6	Efficiency of check-in staff	3.78	3.61	0.17	4.13	4.23	-0.10	3.90	3.62	0.28
7	Courtesy, helpfulness of check-in staff	3.85	3.47	0.38	4.22	4.20	0.02	4.20	3.57	0.63
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	3.97	3.41	0.56	4.22	4.18	0.03	3.90	3.83	0.07
11	Thoroughness of Security inspection	3.81	3.56	0.25	4.15	4.20	-0.06	3.77	3.83	-0.07
12	Waiting time at Security inspection	3.78	3.41	0.37	4.24	4.15	0.09	3.70	3.67	0.03
13	Feeling of being safe and secure	3.83	3.53	0.31	4.28	4.20	0.08	4.00	3.77	0.23
14	Ease of finding your way through airport	4.01	3.41	0.60	4.30	4.14	0.16	3.80	3.80	0.00
15	Flight information screens	3.82	-	-	4.09	-	-	3.40	3.67	-0.27
16	Walking distance inside the terminal	3.83	3.52	0.31	3.90	3.78	0.12	3.73	3.93	-0.20
17	Ease of making connections with other flights	-	-	-	3.66	3.31	0.35	3.44	-	-
18	Courtesy, helpfulness of airport staff	4.09	3.54	0.55	4.21	4.28	-0.08	3.62	3.97	-0.35
19	Restaurant / Eating facilities	3.75	3.23	0.51	-	-	-	3.44	3.68	-0.23
20	Restaurant facilities value for money	3.69	3.17	0.52	-	-	-	3.91	3.85	0.06
21	Availability of bank / ATM facilities / money changers	-	3.91	-	-	-	-	-	-	-
22	Shopping facilities	-	-	-	-	-	-	-	-	-
23	Shopping facilities value for money	-	-	-	-	-	-	-	-	-
24	Internet access / Wi-fi	3.56	2.31	1.26	3.60	2.11	1.49	-	-	-
25	Business / Executive lounges	3.55	3.43	0.12	3.81	-	-	-	-	-
26	Availability of washrooms / toilets	3.64	3.37	0.26	3.77	3.41	0.36	3.48	3.86	-0.38
27	Cleanliness of washrooms / toilets	3.57	3.47	0.10	3.98	3.37	0.62	3.96	3.86	0.10
28	Comfort of waiting / gate areas	3.74	3.55	0.18	4.00	3.55	0.45	3.83	3.90	-0.06
29	Cleanliness of airport terminal	3.92	3.78	0.15	4.04	3.56	0.49	3.87	3.80	0.07
30	Ambience of the airport	3.77	3.74	0.03	3.96	3.98	-0.03	3.72	3.76	-0.03
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	3.92	3.88	0.04	4.17	4.05	0.12	3.86	3.83	0.03
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	3.82	3.83	-0.01	3.80	3.71	0.09	3.67	3.57	0.10