

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:125
ANSWERED ON:21.07.2003
SURVEY AT DELHI AIRPORT
PRABHA RAU;VILAS BABURAO MUTTEMWAR

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether a survey was conducted recently by a private agency at the Delhi Airport to seek the suggestions of the passengers with regard to the improvement required to be made at the airport;
- (b) if so, whether the Airports Authority of India (AAI) had hired this agency;
- (c) if so, whether any survey report prepared by the agency has been submitted to the AAI;
- (d) if so, the details thereof; and
- (e) the main suggestions/complaints pointed out by the passengers in the survey and how far the same are proposed to be incorporated in the future development plans of the airports?

Answer

MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI RAJIV PRATAP RUDY)

(a):- Yes, Sir.

(b):- M/s Development and Research Services, a Delhi based Research Consultant was hired by Airports Authority of India(AAI) to conduct Customer Satisfaction Surveys at Indira Gandhi International Airport, New Delhi.

(c):- The survey report is to be submitted by the Consultant to AAI by the end of August 2003.

(d) & (e):- Do not arise.