

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1402
ANSWERED ON:16.07.2004
PRIVATE AGENCIES FOR SURVEY OF AIRPORTS
Owaisi Shri Asaduddin

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Airports Authority of India has hired private agencies to conduct surveys on airports in regard to passengers` amenities and complaints;
- (b) if so, the details thereof;
- (c) whether any such survey was conducted in regard to Hyderabad Airport;
- (d) if so, the details thereof;
- (e) if not, the reasons therefor; and
- (f) the time by which such survey is likely to be conducted?

Answer

MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

- (a):- Yes, Sir.
- (b):- M/s. Development and Research Services, New Delhi was hired to conduct Customer Satisfaction Survey and assess the customer satisfaction level at each airport.
- (c):- Yes, Sir.
- (d):- The customer satisfaction level for Hyderabad Airport assessed in January 2004 was 74%.
- (e) & (f):- Do not arise.