

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:657

ANSWERED ON:11.11.2010

DELHI AND MUMBAI AIRPORTS

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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has carried out any survey regarding customer satisfaction level at Delhi and Mumbai airports;
- (b) if so, whether the customer satisfaction level at Delhi and Mumbai airports is much below the international standard;
- (c) if so, the reasons therefor;
- (d) the steps taken during to last three years to improve the facilities at these airports; and
- (e) the steps proposed to be taken by the Government to further improve the services at these airports to bring them at par with international standards?

Answer

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

(a), (b) & (c): Government of India has not carried out any survey regarding customer satisfaction level at Delhi and Mumbai airports. However, as per the provisions of Operation, Management and Development Agreement (OMDA) entered into with the Joint Venture Companies for Delhi and Mumbai airport by Airports Authority of India (AAI), the JVCs are required to achieve a rating of 3.75 or greater out of a scale of 1 to 5 the IATA/ACI passenger survey and maintains the same throughout the Term. As per the Airport Council International (ACI), which rates airports worldwide on a quarterly basis, through passenger surveys relating to passenger experience at airports, the Airport Service Quality (ASQ) rating at these airports is 4.16 and 4.10 for the quarter ended September, 2010 at IGI Airport, New Delhi and CSI Airport, Mumbai respectively.

(d) & (e): After taking over of IGI Airport, New Delhi and CSI Airport, Mumbai, the JVCs have upgraded the facilities related to passengers at land side and air side such as at IGI Airport, New Delhi following has been provided -operationalisation of new Terminal-3 comprising 98 immigration counters for international passengers, 78 aerobridges, common check in concourse with 168 check in counters, 34 million passengers handling capacity per annum covering both international and domestic passengers, construction of Terminal 1D, etc. At CSI Airport, Mumbai following has been provided - refurbishment of international and domestic terminals, commissioned the new terminal 1C, a state of the art domestic terminal seamlessly connecting terminals 1A & 1B with 6 aerobridges, etc.