

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1148
ANSWERED ON:02.03.2015
SERVICE STANDARDS AT AIRPORTS
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the details of the complaints received by the Government from the air passengers regarding poor service standards/hygiene/negligence of duties at various airports of the country during the last three years and the current year, airport-wise along with the action taken thereon;
- (b) whether the Government has conducted inspections in this regard and if so, the details and the findings thereof along with the mechanism put in place to monitor standards of service at airports;
- (c) whether such deficiencies in services have also been reported in the Airport Quality Service Survey and Customer Satisfaction Index Survey; and
- (d) if so, the details thereof along with the corrective steps taken by the Government in this regard?!

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr Mahesh Sharma)

(a) & (b): Airport-wise details regarding the complaints for Airports Authority of India (AAI) airports are at Annexure-IA, IB & IC. Improvement in standards of services and hygiene at airports is a continuous process and AAI and other airport operators have taken necessary steps to improve the performance standards at the airports. Airport Service Quality Survey and Customer Satisfaction Index survey are carried out at airports to assess the service quality for further improvement. Further, under the Mission Swachh Bharat, AAI has put in a mechanism of forming a committee at the airports for instituting a system of internal checks of cleanliness standards. There is also an inbuilt stipulation to the Joint Venture airports operators under Operation, Management and Development Agreement (OMDA) to maintain complaint register (physical/electronic) to take appropriate action on the complaints within 30 days. Besides, Airports Economic Regulatory Authority (AERA) monitors the performance standards against the services provided at the major airports of the country.

(c) & (d) : Airport Service Quality (ASQ) Survey is carried out by Airports Council International on quarterly basis at 11 AAI airports. Weighted average score of ASQ of 11 airports has continuously improved from 4.14 in Quarter-I (Jan-Mar 2014) to 4.35 in Quarter-IV (Oct-Dec 2014) on 5 point scale against World Average of 4.04 and 4.11 respectively. Kolkata and Jaipur airport improved its ASQ score to 30th and 31st ranks respectively. Kolkata airport was top most amongst the AAI airports. Ahmedabad airport has been ranked 5th in ASQ rating in 2-5 million passenger capacity airports in the world. Kolkata airport has been declared best improved airport in Asia Pacific region by Airport Council International for two consecutive years i.e.2013 and 2014. Customer Satisfaction Index (CSI) Survey is carried out six monthly at 53 AAI airports by an independent agency engaged by AAI as per MOU with MOCA. The weighted average score of CSI has improved from 4.16 in Round-I (Jan-June 2014) to 4.23 in Round-II (July-Dec.2014) on 5 point scale. In ASQ/CSI Surveys, parameters are rated on the scale of 1 to 5. Wherever the scores are low, airports are advised to improve upon the standards.