

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4780
ANSWERED ON:22.12.2014
SERVICE STANDARDS AT AIRPORTS
Dhotre Shri Sanjay Shamrao;Mahtab Shri Bhartruhari

Will the Minister of CIVIL AVIATION be pleased to state:

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

(b) : Airport-wise details regarding the complaints for Airports Authority of India (AAI) airports are enclosed as Annexure-IA, IB, IC & ID. Improvement in standards of hygiene/service is a continuous process. AAI is making all efforts to improve the standard of service/hygiene at its airports and sensitizing its employees to be more courteous towards the passengers.

(c) : Under the Mission Swachh Bharat AAI has put in a mechanism of forming a committee at its airports that will institute a system of internal checks of cleanliness standards.

(d) & (e): Airport Service Quality (ASQ) Survey is carried out by Airport Council International on quarterly basis at 11 AAI airports has improved from 4.14 in Quarter-I (Jan-Mar, 2014), 4.24 in Quarter-II (April-June, 2014) and 4.32 in Quarter-III (July-Sept, 2014) on 5 point scale against World Average of 4.04, 4.06 and 4.07 respectively. Kolkata airport improved its ASQ score from 4.42 (41st rank) in Quarter-II to 4.66 (27th rank) in Quarter-III and was top amongst the AAI airports. Kolkata airport also received ASQ Award in best improvement category in Asia Pacific Region by ACI for the year 2013. 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 Ministry of Civil Aviation, the weighted average score of CSI has improved from 4.16 in Round-I (Jan-June 2014) to 4.23 in Round-II (July-Dee. 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.