

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

STARRED QUESTION NO:98  
ANSWERED ON:08.12.2003  
CUSTOMER SATISFACTION AT AIRPORTS  
M.H. AMBAREESH

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether a study conducted recently at the behest of the Airports Authority of India, has revealed that the customer satisfaction level at Delhi and Mumbai Airports, is much below the international standard;
- (b) if so, the reasons therefor;
- (c) the steps taken during the past three years to improve the facilities at these airports; and
- (d) the steps proposed to be taken by the Government to further improve the services at these airports to bring them at par with international standard?

**Answer**

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

(a), (b), (c) & (d) A Statement is laid on the Table of the Sabha.

Statement in reply to parts (a), (b), (c) & (d) of the Lok Sabha Starred Question No.98 for answer on 8.12.2003 regarding Customer Satisfaction at Airports.

(a) & (b) As per the study commissioned by Airports Authority of India, the Customer Satisfaction Index for Mumbai and Delhi Airports on the basis of 13 common parameters with IATA Global Monitoring Survey are 3.7 and 3.5 as against world average of IATA Global Monitoring Survey of 3.7. However, as per IATA Global Monitoring Survey on the basis of 18 parameters, Mumbai and Delhi airports are rated at 2.3 and 2.6 respectively.

(c) During the last three years, several steps like provision of CAT-III A landing system, Expansion of Arrival Hall at Terminal-II, Snack Bar on the city side flyover, Restaurant in East Wing, Additional space for queuing up in check-in-area, additional Aircraft parking stands, New Flight Information Displayboards, magazine vending machines, Cyber Cafe at Terminal-1A and premium car parking area at Terminal-II have been provided at IGI Airport, New Delhi.

During the last three years, several steps like provision of Plasma Flight Information Display Boards, Canopy on city-side, expansion of departure concourse, provision of snack bar counters / coffee shops, internet phone for credit card holders, installation of ATM machines, extended security hold area with three new aero-bridges commissioned at Terminal-1A, provision of new X-ray machines and Door Frame Metal Detectors (DFMDs) in all the terminals, commissioning of Cyber cafe in departure level of Terminal-2C have also been taken at Mumbai Airport. Besides, several other airport facilities in the form of airport improvement initiatives have also been taken up since July 2002.

(d) In August 2003 an Airport Upkeep Initiative has been launched in respect of 24 identified airports. Several schemes for short term improvement at Delhi and Mumbai airports are at hand to improve the ambience of the airports and to improve passenger facilities. Besides, Government has also decided to restructure airports of Delhi and Mumbai through Joint Venture Route with Private Participation to make them World Class airports, in a time-bound manner.