

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:4399  
ANSWERED ON:22.12.2005  
CUSTOMER SERVICE AT DELHI AND MUMBAI AIRPORTS  
Adhalrao Patil Shri Shivaji

**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 facts thereof; and
- (c) 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 (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION ( SHRI PRAFUL PATEL )

(a)&(b) Airports Authority of India (AAI) has conducted a survey through the International Air Transport Association (IATA) and Airport International Council (ACI) for ascertaining Customer Satisfaction Level of Mumbai and Delhi airports and benchmarking them against the best airports of the Middle East/Asia Pacific. For July - September (2005) quarter, the survey has rated Mumbai airport as 2.99 (for international operations) and 3.22 (for domestic operations) and Delhi airport 2.78 (for international operations) and 3.01 (for domestic operations) on a five point scale.

(c) Actions are at final stages for modernisation/ restructuring of Delhi and Mumbai airports through Joint Venture route to make them world class airports with world class management.