

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:79

ANSWERED ON:02.02.2017

Quality of Services at Airports

Adhikari,Shri,Dibyendu;Selvam Shri V. Panneer

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether except few metro airports, the services provided in other airports are below the global standard and the airport connectivity with the districts is extremely limited, if so, the details thereof;
- (b) whether the Government has initiated any steps to improve services at various airports and bring them at par with international standards and also provide air connectivity within the radius of 200 Kms and if so, the details thereof;
- (c) whether Delhi airport has been awarded any Airports Services Quality Award recently and if so, the details thereof;
- (d) whether in comparison to private airlines, national carrier, Air India continues to suffer losses, if so, the details thereof;
- (e) the details of comparison between the Air India and private airlines in terms of fleet size, staff strength, services offered, revenues earned and connectivity provided therein; and
- (f) the action proposal of the Government to overcome the challenges faced by the civil aviation sector in the country?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a) & (b) : Airport Service Quality Survey and Customer Satisfaction Index survey are carried out at airports to assess the service quality for further improvement. 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. 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. ;

The Airport Service Quality (ASQ) score for airports of Airports Authority of India (AAI) is 4.55, which is higher than the global average score of 4.15 for the year 2016. Customer Satisfaction Index (CSI) survey is carried out at 53 airports of Airports Authority of India (AAI) by an independent agency and the weighted average score of CSI has improved from 4.23 to 4.25 (on a 5 point scale) in July-December, 2016. ;

Various measures such as realignment of infrastructure to reduce the dwell time at entry gates, check-in and security check, formulation of policies for engaging master concessionaires in F&B and retail, standardization of signage at the airports for smooth flow of passengers in terminal, strengthening of tender condition of cleaning contracts, maintenance of better cleaning standards at airports, etc. have been implemented to improve services at airports. ;

Presently, scheduled flights are operating at 78 airports/civil enclaves in the country. In order to enhance air connectivity, GoI has released National Civil Aviation Policy, 2016 which inter-alia incorporates Regional Connectivity Scheme intended to enhance regional connectivity through fiscal support and infrastructure development.;

(c): Yes, Madam. Indira Gandhi International Airport, Delhi has been conferred three prestigious awards on account of continuous improvement in service level, viz ;

(i) 1st Rank - Best Airport by Size (25-40 million passenger per year) received for 2 consecutive years (2014 & 2015). ;

(ii) 1st Rank - Best Airport Size and Region - Asia Pacific (2-40 million passenger per year) for the year 2015.;

(iii) 2nd Rank-Best Airport by Region - Asia Pacific (over 2 million passengers per year) for the year 2015.;

IGI Airport is the first Indian Airport to be ranked No.1 in the World in ACI-ASQ ranking in its category of 25-40 mppa. IGI Airport has won this award for 2 consecutive years (i.e. 2014-2015).;

(d): Air India has posted an operating profit of Rs.105 crores in the FY 2015-16. The details of profit/loss of Air India and its subsidiaries along with private carriers is at Annexure-I;

(e): The details of comparison between Air India and private airlines in terms of fleet size, staff strength, services offered, total operating revenue are at Annexure-II.

(f): NCAP 2016 broadly addresses to emancipate the challenges faced by the civil aviation sector in the country by envisaging establishment of an integrated eco-system which would promote tourism, increase employment and lead to a balanced regional growth.

