

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. : 2583**  
TO BE ANSWERED ON THE 16th March 2026

**INDEPENDENT AUDIT OF AIRPORT OPERATIONS AND SERVICE  
QUALITY STANDARDS IN ODISHA**

2583. SHRI NIRANJAN BISHI

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

(a) whether Government has conducted any independent audit of airport operations and service quality standards in the State of Odisha; and

(b) if so, the details thereof?

**ANSWER**

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

(a) to (b): The Directorate General of Civil Aviation (DGCA) conducts inspections under the Annual Surveillance Plan to ensure continued compliance with the requirements specified in Civil Aviation Requirement (CAR) Section 4, Series B, Part I. During 2025, surveillance inspections were conducted at airports in Odisha including Bhubaneswar, Jharsuguda, Jeypore, Rourkela and Utkela, covering various operational and safety aspects such as runway, taxiway and apron infrastructure, Aircraft Rescue and Fire Fighting (ARFF) services, aerodrome operations and maintenance, wildlife hazard management, emergency preparedness, Safety Management System (SMS), and Air Traffic Control (ATC), Communication, Navigation and Surveillance (CNS) and Meteorological services.

Further, the Bureau of Civil Aviation Security (BCAS) conducts security audits to ensure compliance with aviation security standards at airports.

Additionally, the Airports Authority of India (AAI) conducts passenger feedback-based surveys to assess service quality at airports. Airport Service Quality (ASQ) surveys are conducted at major airports and Customer Satisfaction Surveys (CSS) are conducted at non-major airports.

For the year 2025, Bhubaneswar Airport recorded a rating of 4.85 under the ASQ survey and Jharsuguda Airport recorded a rating of 4.33 under the CSS survey on a 5-point scale, indicating a high level of passenger satisfaction with airport services and facilities.

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