

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
STARRED QUESTION NO. : 227
TO BE ANSWERED ON THE 10th August 2026
AIRPORT SERVICE QUALITY RANKING

227. SHRI ANIL KUMAR YADAV MANDADI

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

- (a) the details of the airports operated by Airport Authority of India (AAI) across the country;
- (b) the details of the Airport Service Quality Ranking of airports operated by Airport Authority of India (AAI) across the country; and
- (c) the details of the steps taken by Government to improve the airport Service Quality Ranking of the airports operated by Airport Authority of India (AAI)?

ANSWER

Minister of CIVIL AVIATION (Shri Kinjarapu Rammohan Naidu)

(a) to (c): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (C) IN RESPECT OF RAJYA SABHA STARRED QUESTION NO. 227 FOR REPLY ON 10.08.2026 REGARDING AIRPORT SERVICE QUALITY RANKING ASKED BY SHRI ANIL KUMAR YADAV MANDADI

(a): At present, 113 airports across the country are being operated by the Airports Authority of India (AAI) and its subsidiaries.

(b): AAI conducts Airport Service Quality (ASQ) surveys at its major airports. The ASQ rankings and ratings of these airports during the year 2025 are given at Annexure.

(c): AAI continuously undertakes measures to improve the ASQ rankings of its airports. These measures include enhancement of passenger services in line with international standards through the adoption of modern technologies such as DigiYatra, e-gates, In-line Baggage Screening System (ILBS), Common Use Terminal Equipment (CUTE), Common Use Self-Service (CUSS) kiosks for check-in, Automatic Tray Retrieval System (ATRS) at security checkpoints, and other technological upgrades aimed at improving passenger convenience and operational efficiency.

Annexure

ASQ Rating and Ranking of the airports operated by AAI

S.No	Airport	2025	
		Rating	Global Rank
1	Pune	4.94	57
2	Goa	4.93	59
3	Indore	4.92	61
4	Varanasi	4.91	62
5	Kolkata	4.90	64
6	Chennai	4.90	65
7	Dehradun	4.88	70
8	Raipur	4.86	72
9	Trichy	4.85	73
10	Bhubaneswar	4.85	74
11	Amritsar	4.82	76
12	Patna	4.79	80
13	Coimbatore	4.77	82
14	Calicut	4.73	83
15	Srinagar	4.70	88
16	Port Blair	4.64	94
