

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2609
(To be answered on the 1st December 2016)

STUDY ON PERFORMANCE OF AIRPORTS

2609. ADV. NARENDRA KESHAV SAWAIKAR

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether a study conducted by NITI Aayog have found that privatized airports have recorded higher performance with regard to customer satisfaction in comparison to the airports being operated solely by the Airports Authority of India (AAI);
- (b) if so, the details of the study report conducted by NITI Aayog;
- (c) whether the Government has examined the report with a view to find out the areas where airports operated by AAI lag behind than those operated by private sector; and
- (d) if so, the details thereof and action proposed by the Government to improve the performance of AAI particularly with regard to customer satisfaction?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) : As informed by NITI Aayog, no such study have been conducted. However, in the PM's review of infrastructure, NITI Aayog made a presentation, which showed that the average Airport Service Quality (ASQ) rating index of top 11 Airport Authority of India (AAI) airports was 4.53 in 2015-16 on a scale of 5 against the best in case rating of 4.88 achieved by an airport in the private sector.

(b) to (d): Do not arise in view of (a) above.
