

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha
UNSTARRED QUESTION NO. : 1995
(TO BE ANSWERED ON THE 31st July 2025)
AIRPORTS SERVICE QUALITY RANKING

1995. SHRI CHAMALA KIRAN KUMAR REDDY

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the performance of airports including private airports in the Airport Service Quality (ASQ) rankings conducted by Airports Council International (ACI) in the country till date;**
- (b) the manner in which these rankings compare with other privately operated and Airports Authority of India (AAI) operated airports; and**
- (c) whether the Government has set any service benchmarks for private airport operators and if so, the details thereof?**

ANSWER

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

(a) & (b): The score and ranking obtained by airports operated by Airports Authority of India (AAI) and partners under Public Private Partnership (PPP) in the Airport Service Quality (ASQ) conducted by Airports Council International (ACI) in their respective categories during 2024 in the country is attached as Annexure.;

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The performance of AAI airports with airports under PPP is compared based on the average score achieved in the calendar year. During 2024, on the 5 point scale, the average score obtained by AAI airports was 4.81 and private operated airports achieved score of 4.96.;

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(c): As per Nation Civil Aviation Policy, 2016, AAI is required to maintain an ASQ rating of 4.5 or more across all airports which

have a throughput above 1.5 Million Passengers Per Annum (MPPA) and ASQ rating of 4.0 or more for the rest. Further, PPP airports including AAI's airports under PPP are required to comply with Key Performance Indicators (KPIs)/Service Quality Requirements as per their respective Contractual Agreements.

Statement referred in part (a) & (b) of reply of Lok Sabha Unstarred Question No. 1995 for answer on 31.07.2025

AIRPORTS SERVICE QUALITY (ASQ) RATING by (ACI) AND RANK OF AAI AND PPP AIRPORTS FOR 2024			
S.No	Name of the Airport	2024	
		Rating on 5 point scale	WORLD RANK
AAI AIRPORTS			
1	Amritsar	4.68	85
2	Bhubaneswar	4.88	67
3	Calicut	4.82	76
4	Chennai	4.91	63
5	Coimbatore	4.75	81
6	Goa	4.92	62
7	Indore	4.82	78
8	Kolkata	4.88	68
9	Patna	4.74	82
10	Pune	4.85	74
11	Raipur	4.83	75
12	Srinagar	4.33	146
13	Trichy	4.89	64
14	Varanasi	4.89	66
15	Chandigarh*	5.00	36
	Average of AAI Airports	4.81	
PPP AIRPORTS			
1	Bangalore	4.97	53
2	Cochin	5.00	31
3	Delhi	5.00	1
4	Hyderabad	5.00	1
5	Mumbai	5.00	1
6	Ahmedabad	4.98	52
7	Lucknow	4.99	42
8	Mangalore	4.96	58
9	Guwahati	4.88	69
10	Jaipur	4.98	51
11	Trivandrum	4.82	77
12	Goa (Mopa)	4.93	60
13	Kannur	5.00	32
	Average of PPP airports	4.96	

*Chandigarh airport is operated by CHIAL which is AAI's subsidiary.
