

Ref: GHIAL/AERA/2010/  
Date: 17<sup>th</sup> March 2010

The Secretary  
Airports Economic Regulatory Authority of India  
Rajiv Gandhi Bhawan,  
New Delhi-110 003

Dear Sir,

Sub: Monitoring the Performance Standards  
Ref: D.O. Ltr No. AERA/10015/Website/2009/484 dtd 08<sup>th</sup> Feb 2010.

As per Concession Agreement between MOCA and GHIAL signed on 20<sup>th</sup> December 2004, the performance standards and its monitoring is being undertaken in accordance with Articles 9.1 and 9.2. In this regard, we have engaged the services of an independent market research company for a neutral assessment of performance standards.

In this connection, reproduced below are the relevant articles of the concession agreement and their compliance status for your kind perusal :

Article 9.2.1:

- ***Throughout the term of this agreement the airport's performance shall be monitored by passenger surveys.***

Although it was incumbent upon GHIAL to have conducted passenger satisfaction survey with effect from the second quarter of 2010, GHIAL proactively enrolled itself in ACI – ASQ Passenger Satisfaction Benchmarking Program as early as the third quarter of 2008.

- ***The criteria used to measure the airport's performance shall be the IATA Global Airport monitoring service standards set out in Schedule 9, Para 2 (copy enclosed as Annexure-1) or such criteria as may be mutually agreed upon from time to time.***

It will be pertinent to mention that during the years 2004 and 2005, IATA Global Airport Monitoring Program was replaced by ACI-IATA AETRA Passenger Satisfaction Survey Program which has ultimately been replaced with the existing ACI – ASQ Passenger Satisfaction Survey Program (copy enclosed as Annexure-2).

Article 9.2.2:

- ***GHIAL shall participate in IATA surveys and shall ensure that a survey is conducted each year in accordance with IATA's requirements to determine the Airport's performance.***

GHIAL has since been participating in the ACI – ASQ Passenger Satisfaction Survey programmes. In the year 2009, RGIA was ranked World's Best Airport in its category of airports handling 5- 15 mppa and ranked 5<sup>th</sup> Worldwide in all categories.

- ***The first such survey shall be conducted during the third year after Airport opening.***

Status has been indicated in first part of article 9.2.1, as above.

Article 9.2.3:

- ***If three consecutive surveys show that the airport is consistently rated as lower than IATA rating of three and a half (3.5) for the service standards under GHIAL's direct control, GHIAL will produce an action plan in order to improve the Airport's performance which must be implemented within one year.***

Noted for compliance.

It is pertinent to mention that, as per the ACI – ASQ Passenger Satisfaction Survey Program, a minimum of 350 pax per quarter have to be surveyed. However, we have opted to survey 550 pax per quarter. The Survey questionnaire consisting of 34 parameters and is identical at all participating airports across the world. Passengers give a rating on a scale of 1- 5 on each parameter. At GHIAL we monitor the ratings carefully and take corrective action wherever the ratings are comparatively lower. A brief on ACI – ASQ Passenger Satisfaction Survey Program is enclosed as Annexure-3.

Also enclosed with this communication are details indicating the scores obtained for each of 34 service standards for the calendar year 2009 in respect of Rajiv Gandhi International Airport which was commissioned on 23<sup>rd</sup> March 2008 (enclosed Annexure-4).

Thanking you,

Yours truly,  
For GMR Hyderabad International Airport Ltd,

  

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P Sripathy  
Chief Executive Officer

Encl: as stated