

Raipur airport scores on happy passengers

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RAIPUR: When it comes to customer satisfaction, Chhattisgarh's Swami Vivekananda Airport in Raipur ranks among the top 10 non-metro airports in country under Airports Authority of India (AAI).

However, when it comes to crucial parameters like thoroughness of security inspections and feeling safe and secure, the airport ranks 11th and 13th on the list of 53 airports.

The swank airport terminal building, which was inaugurated in 2012, has been ranked sixth with a score of 4.56 (on a scale of 5), in overall ratings in a survey conducted by a Delhi-based agency. The latest survey, conducted by Development and Research Services Pvt Ltd should in fact be heartening for Raipur residents as the last year's customer satisfaction survey (CSSs) ranked it 23rd in the corresponding period (January-June) in 2013 and 15th in the second half of July-December.

In the survey, the airports have been categorised according to the volume of passenger traffic. While 26 airports fall in the first category of handling less than two lakh passengers annually, eight airports handle between two to four lakh passengers. Five airports handle between four to six lakh passengers, and Raipur falls under this category.

The remaining 12 airports handle traffic of over six lakh people a year.

Significantly, for the highflying business executives, the airport still does not offer much. As per the survey, the airport has no executive lounge and facilities like Wi-Fi still elude customers. In fact, Chhattisgarh unit of Confederation of Indian Industries (CII) has been demanding lounge facilities at the airport and had even suggested for setting up a CII lounge for the convenience of its members.

The proposal is still under consideration.

CSS ranks the city airport at 12th position when it come to courtesy and helpfulness of check-in staff.

The restaurant/eating facilities at the airport also need to be improved as it ranks 14th on the list.

However, on speed of baggage delivery facilities, the airport ranks top most with a score of 4.72. The airport also ranks high for comfort of waiting /gate area and ambience. Interestingly, Bhopal airport is ranked below Raipur's at 10th position in CSS.