



# Ranchi's Birsa Munda Airport ranks 2nd in the Country in terms of Customer Satisfaction

## Why in News?

Recently in the customer satisfaction survey conducted by the Airport Authority of India through a private agency on domestic flights between April 2022 and March 2023, Birsa Munda Airport of Ranchi, Jharkhand, ranked second in the country.

## Key Points

- Airport Director of Ranchi K.L. Agarwal was given the award at a function organized by the Airport Authority of India in New Delhi.
- In this regard, Director of Ranchi Airport KL Aggarwal said that the customer satisfaction survey was conducted in 52 airports across the country. In this survey grading is given after observing the public facilities available at the airport and their functioning.
- More than 50 parameters were fixed in this grading, which include airport staff behaviour, cleanliness, shopping facilities, parking facilities etc.

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