

B. CIVIL AERONAUTICS BOARD

STRATEGIC OBJECTIVES

SECTOR OUTCOME

Infrastructure development accelerated and operations sustained

ORGANIZATIONAL OUTCOME

Improve services by adopting policies and encouraging growth through progressive liberalization, fair competition and promotion of users welfare

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

BASELINE

2018 TARGETS

Improve services by adopting policies and encouraging growth through progressive liberalization, fair competition and promotion of users welfare

AIR TRANSPORT DEVELOPMENT AND REGULATORY PROGRAM

Outcome Indicator(s)

1. % increase in the total operated capacity (seats)	66,048,185	12%
2. % increase in the number of operated routes (routes operated by scheduled carriers)	167	7%

Output Indicator(s)

1. No. of air agreements / negotiations initiated or acted upon within a year	1	7
2. % change of application for operating permits acted upon within the prescribed time	5%	5%

AIR PASSENGER BILL OF RIGHTS PROGRAM

Outcome Indicator(s)

1. % of matters attended by the passenger rights assistance officer	N / A	5%
2. % change in the number of airline violations	225	5%

Output Indicator(s)

1. % of complaints resolved within the prescribed time	5%	5%
2. % of air passenger rights related complaints acted upon within the prescribed time	5%	5%