

## **B. CIVIL AERONAUTICS BOARD**

### **STRATEGIC OBJECTIVES**

#### **SECTOR OUTCOME**

Infrastructure development accelerated and operations sustained

#### **ORGANIZATIONAL OUTCOME**

Improved 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****2019 TARGETS**

Improved 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 number of seats offered

68,166,610

3%

2. % increase in the number of operated routes

227

7%

## Output Indicator(s)

1. No. of air agreements / negotiations initiated or acted upon within a year

7

7

2. % change of application for operating permits acted upon within the prescribed time

3,590

5%

**AIR PASSENGER BILL OF RIGHTS PROGRAM**

## Outcome Indicator(s)

1. % of matters attended by the Passenger Rights

100%

100%

## Action Officer

2. % change in the number of airline violations

32

5%

## Output Indicator(s)

1. % of complaints resolved within the prescribed time

65%

70%

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

100%

100%