

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 user's welfare

GENERAL APPROPRIATIONS ACT, FY 2020

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

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 total operated capacity (seats)

51,884,957

7%

2. % increase in the number of operated routes

897

10%

Output Indicator(s)

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

9

7

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

4,535

10%

AIR PASSENGER BILL OF RIGHTS PROGRAM

Outcome Indicator(s)

1. % of matters attended by the Passenger Rights

2,755

100%

Action Officer

2. % change in the number of airline violations

50

5%

Output Indicator(s)

1. % of complaints resolved within the prescribed time

549

70%

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

657

100%