

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 (00s) / PERFORMANCE INDICATORS (PIs)****BASELINE****2021 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 total operated capacity (seats)
2. % increase in the number of operated routes

51,884,957
897

7%
10%

Output Indicator(s)

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

9
4,535

7
10%

AIR PASSENGER BILL OF RIGHTS PROGRAM**Outcome Indicator(s)**

1. % of matters attended by the Passenger Rights Action Officer
2. % change in the number of airline violations

2,755
50

100%
5%

Output Indicator(s)

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

549
657

70%
100%