

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****2023 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)	51,884,957	4%
2. % increase in the number of operated routes	897	5%

Output Indicator(s)

1. No. of air agreements / negotiations initiated or acted upon within a year	9	1
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 Action Officer	2,755	100%
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%