

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

<u>ORGANIZATIONAL OUTCOMES (00s) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2024 TARGETS</u>
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 Indicators		
1. % increase in the total operated capacity (seats)	51,884,957	7%
2. % increase in the number of operated routes	897	5%
Output Indicators		
1. No. of air agreements/negotiations initiated or acted upon within a year	9	4
2. % change of application for operating permits acted upon within the prescribed time	4,535	10%

GENERAL APPROPRIATIONS ACT, FY 2024

AIR PASSENGER BILL OF RIGHTS PROGRAM**Outcome Indicators**

1. % of matters attended by the Passenger Rights Action Officer	2,755	100%
2. % change in the number of airline violations	50	5%

Output Indicators

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%