

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 (OOs) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2026 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)	74,896,540	7%
2. % increase in the number of operated routes	748	5%
Output Indicators		
1. No. of air agreements/negotiations initiated or acted upon within a year	4	4
2. % change of application for operating permits acted upon within the prescribed time	6,583	8%

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

1. % of matters attended by the Passenger Rights Action Officer	9,057	100%
2. % change in the number of airline violations	136	5%

Output Indicators

1. % of complaints resolved within the prescribed time	931	70%
2. % of air passenger rights related complaints acted upon within the prescribed time	1,083	100%