

# **SCHEDULE L**

## **USER CHARTER**

### **1 Service with Safety**

It is our aim to provide safety and quality in Airport Management through state-of-the-art infrastructure for total customer satisfaction. This Charter explains our commitments to the users of our Airport and what they can expect from us.

### **2 Contents**

- (a) Introduction
- (b) Our standards for Passenger Service
- (c) Availability of Information
- (d) Passengers who require Assistance
- (e) Buying a Ticket
- (f) Lost Property
- (g) Listening to your views
- (h) Our promised response times

#### **2.1 Introduction**

Customers' Satisfaction is our motto! It is the intention of the management of the Airport to provide quality service to the users of this Airport through its trained manpower and contractors. We aim to provide:

- (a) Safety and security for the users of the Airport
- (b) Clean and hygienic environment
- (c) Reliable and easy to understand information
- (d) Polite, customer friendly and helpful staff
- (e) Enjoyable and reasonable shopping and eating experience
- (f) Availability of essential facilities

#### **2.2 Our standards for Passenger Service**

We will continue to toil hard at improving our performance to provide you with a reliable and comfortable service at our Airport.

##### **2.2.1 Approach to the Airport**

We will undertake all efforts to make your arrival within the Airport area smooth and comfortable. Our traffic plans will be oriented in such a manner that will enable easy entry into and exit from the Airport area. To make your approach comfortable, we will tow away the cars parked unauthorised on the approach road within the Airport area.

##### **2.2.2 Entry to the Terminal Building**

We will ensure that the entry into the Terminal Building is hassle free and when multiple entries are available, information will be suitably indicated at the entrances dedicated to specific airlines.

Entry to the Terminal Building will be non-discriminatory. However, visitors accompanying passengers will have to pay the entry fee as prescribed. The entry of the visitors may be curtailed or suspended at times as per the needs of security.

### **2.2.3 Luggage**

We will ensure the availability of luggage trolleys to all the passengers who need the same. Paid porterage service will also be made available for your convenience.

### **2.2.4 Parking of vehicles**

It will be our endeavour to provide adequate parking space for the parking of various vehicles like car, scooter, bus etc. The usage of parking facilities will be available on payment of prescribed fees, which may vary according to the vehicles and the type of parking used. It is our aim to ensure that you do not spend more than 5 minutes for parking/taking out your vehicle.

### **2.2.5 Length of queue**

Adequate number of check-in counters, x-ray baggage machines, conveyor belts etc. will be provided so that the time spent on queues is kept at a minimum.

### **2.2.6 Facilities**

You are entitled to the free facilities like toilets, clean drinking water, liquid soap, paper glass and childcare room. All other facilities will be available on payment basis. All the essential facilities for eating, drinking and shopping for travellers' need, will be available in a pleasing atmosphere. In order to ensure availability of reasonably priced basic beverages and food items, vending machines would be installed at convenient locations. We will ensure that the vendors price their items as per laws relating to MRP. Vending machines of competing vendors will be provided to ensure competition and choice to the passengers. We will also ensure the cleanliness and hygiene of the Terminal Building so that you spend your time in a related and pleasant manner.

Our target will be to ensure that you do not have to stand in a queue for more than 5 minutes for most of the services and not more than 20 minutes for your luggage / baggage.

### **2.2.7 Seating**

The waiting area for the users will be so planned as to ensure that at least 40% (forty percent) of the Peak Hour capacity are provided comfortable seats.

Adequate lighting will be provided for your comfort and the temperature inside the Terminal Building will be maintained at 25o C, when the outside temperature is below 40o C. In other cases, the difference between the temperature outside the Terminal Building and the temperature inside the Terminal Building will not be less than 15o C. During winter season, the temperature shall not be less than 15o C.

### **2.2.8 Taxis**

We will ensure that taxis are available when you arrive. Maximum waiting time for at least 95% (ninety five percent) of the passengers shall not exceed 5 minutes.

### **2.2.9 Planned / Unplanned Engineering Works**

We will ensure, whenever any modification/repair works are carried out, the area is adequately cordoned off, clear signage is available and normal functioning of the Airport is not affected in anyway.

## **2.3 Availability of information**

**Information is power.**

We will provide timely information regarding the arrival and departure timings of flights.

The information will also be available before you enter the Terminal Building so that you can spend more time with your relatives/friends in case of any delay. We will also provide clear and easy understood universally accepted signages inside the Terminal Building, so that you can avail all the facilities without asking for anybody's help.

However, if you need any help, our trained staff will be there to lend you a helping hand. The accuracy of the flight timings and abnormal delays largely depends on the cooperation by the airlines. We will make all efforts to coordinate with the airlines and update the information immediately on receipt.

## **2.4 Passengers who require assistance**

We are concerned with the needs of differently abled passengers. We are committed to provide:

### **2.4.1 Assistance to Passengers**

Our trained staff will be ready to help you once you bring the requirement to their notice.

### **2.4.2 Washrooms**

We will provide disabled friendly wash rooms which are easy to use.

### **2.4.3 Ramps**

Wherever feasible, ramps will be provided for the wheel chair passengers.

### **2.4.4 First Aid Facilities**

Facilities will be available for meeting any unforeseen medical emergencies and first aid will be provided by qualified professional.

## **2.5 Buying a ticket**

Buying a ticket is very easy and convenient at our Airport. Adequate number of ticketing counters of all major airlines will be provided at the Airport. They will be open to the Users coming by air and proceeding to another destination can also purchase their tickets without going out of the Terminal Building.

## **2.6 Lost Property**

Lost something at airport? You may get it back from the Lost Property Office located in the Terminal Building.

All the lost and found items will be sent to the Lost Property Officer in-charge. You may get in touch with him for recovery of your lost items. He can be reached at his email address viz. nmial lostfound@adani.com

## **2.7 Listening to your views**

Customer is always right. Customer satisfaction is our motto. Continuous improvement is our aim.

Periodic analysis of the User Satisfaction Survey on the different aspects of our service shall be carried out. To record your suggestions/complaints, suggestion books have been made available at various locations. You can also contact us through correspondence or our phone lines or through our website.

## **2.8 Our promised response times**

When you write to us, you should hear from us within seven working days.

- (a) In case it needs a longer time to provide a full reply, we will send you an acknowledgement within 7 (seven) working days and reply within 25 (twenty-five) working days.
- (b) If a full reply cannot be made within 25 working days, we will contact and update you.
- (c) There are several agencies involved in providing the various services at the Airport. Some of the services we have promised above may involve interaction and coordination with these agencies who are primarily responsible for the provision of the service. In this case, we shall make best efforts to address your concerns.

If you are unhappy with our reply, we will make all our efforts to make you satisfied with our response. Kindly let us know. This will help us identify weak spots and continually improve our performance.