

GVK Kempegowda International Airport, Bengaluru recognized as the 'Best Regional Airport in Central Asia' by SKYTRAX 2015

March 12th, 2015, Bengaluru

Bangalore International Airport Limited (BIAL) today announced that the Kempegowda International Airport, Bengaluru (KIAB) has been awarded the prestigious '**Best Regional Airport in Central Asia**' by **SKYTRAX World Airport Awards 2015** held in Paris on March 11th. The SKYTRAX World Airport Awards is the largest passenger satisfaction survey and the most prestigious among all the surveys measuring airport service excellence and quality. The World Airport Awards are based on 13.02 million customer nominations across 112 nationalities of air travelers and included 550 airports worldwide. Regional Airports refers to the airports operating short international and domestic flights, rather than having a vast intercontinental network.

"This recognition is solely based on passenger feedback and we feel honoured. On behalf of KIAB I thank everyone who voted for us," said **Mr. G V Sanjay Reddy, Managing Director, BIAL**, "receiving this iconic industry award is backed with the efforts of multiple partners at the airport who strive each and every day to provide a seamless experience to our passengers. This is a reflection of their passion and collaboration. It is indeed heartening that the results are being seen and felt by our passengers across the globe who have rated us to win this award" he concluded.

Bengaluru has seen a significant increase in passenger traffic and growth due to the high-yield business traffic market and the inherent value proposition in catering to the business travelers and VFR (visiting friends and relatives) market. Additionally, BIAL has made consistent efforts to offer passengers seamless inter-regional and intra-regional connectivity and introduce services that improve accessibility to other regions from the airport. In an effort to give impetus to intra-regional connectivity the airport in collaboration with KSRTC introduced 'Flybus' in 2013 to connect passengers to Mysuru from the airport. Further, carriers like SpiceJet, IndiGo, Jet Airways, Air India and Air Costa have rapidly expanded in terms of new routes and frequencies offering the region with good connectivity. The tier-II cities of the region are also well-connected by regional Jet/ATRs from KIAB.

"Kempegowda International Airport has once again risen in the global ranking table and to be named the Best Regional Airport in Central Asia and India is a fantastic achievement. The definition of Regional airport within the award results is an airport that primarily serves regional international and domestic routes, and whilst some have a small number of long haul destinations, their main role is from a regional perspective. This is a most competitive survey section, and the improvements made at Kempegowda International Airport are testament to their achievement this year," said **Mr. Edward Plaisted, CEO, Skytrax**.



From l-r: Mr. Bhaskar Bodapati, Sr. Director Finance & Support Service, BIAL, Mr. Hari Marar, President, Airport Operations, BIAL with the award at the SKYTRAX World Airports Awards 2015, Paris

This award further establishes the airport's position as the emerging 'Gateway to South India'. KIAB has been recognized previously as the Best Airport in India by Skytrax in 2011. That year, the airport earned a special mention for being among the three airports nominated for the best improvement in one year in global rankings.

The World Airport Awards™ is an independent, annual assessment of airports based on a survey of travelers and airline customers across 39 key performance indicators that reflects the service quality at the airport, evaluating the end-to-end traveler experience from check-in, arrivals, transfers, shopping, security and immigration through to departure at the gate.

Established in 1999, the SKYTRAX awards are held in high-esteem for the clarity of process and rigorously applied rules of total independence. The results are based on unsolicited customer survey responses and there is no form of subscription or membership required for an airport to be included.

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