

## 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>2025 TARGETS</u>
Improved services by adopting policies and encouraging growth through progressive liberalization, fair competition and promotion of users welfare		
<b>AIR TRANSPORT DEVELOPMENT AND REGULATORY PROGRAM</b>		
<b>Outcome Indicators</b>		
1. % increase in the total operated capacity (seats)	136,707,037	7%
2. % increase in the number of operated routes	699	5%
<b>Output Indicators</b>		
1. No. of air agreements/negotiations initiated or acted upon within a year	2	4
2. % change of application for operating permits acted upon within the prescribed time	11,718	10%

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

1. % of matters attended by the Passenger Rights Action Officer	8,046	100%
2. % change in the number of airline violations	260	5%

**Output Indicators**

1. % of complaints resolved within the prescribed time	2,041	70%
2. % of air passenger rights related complaints acted upon within the prescribed time	3,246	100%