

## 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

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2025 TARGETS
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)	136,707,037	7%
2. % increase in the number of operated routes	699	5%
Output Indicators		
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%