

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	2022 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 Indicator(s)		
1. % increase in the total operated capacity (seats)	51,884,957	7%
2. % increase in the number of operated routes	897	10%
Output Indicator(s)		
1. No. of air agreements / negotiations initiated or acted upon within a year	9	7
2. % change of application for operating permits acted upon within the prescribed time	4,535	10%
AIR PASSENGER BILL OF RIGHTS PROGRAM		
Outcome Indicator(s)		
1. % of matters attended by the Passenger Rights Action Officer	2,755	100%
2. % change in the number of airline violations	50	5%
Output Indicator(s)		
1. % of complaints resolved within the prescribed time	549	70%
2. % of air passenger rights related complaints acted upon within the prescribed time	657	100%