

BIAL/AERA/CEO

Mr. Sandeep Prakash, IRS
Secretary
Airports Economic Regulatory Authority (AERA)
Rajiv Gandhi Bhavan, Safdarjung Airport, New Delhi 110 003

Sub: Monitoring of Performance Standards at BIA-Reg.

Dear Mr. Sandeep Prakash,

I refer to your D.O. letter AERA/10015/Website/2009/481 dated 8th February 2010, on the above subject.

I am happy to inform you that BIAL has established a comprehensive Quality Management System and a Feedback and Improvement System at Bengaluru International Airport (BIA). We carefully monitor on a daily, weekly and monthly basis the departure punctuality, waiting times at check-in, security and immigration, baggage delivery times, safety incidents and the availability of critical aviation systems, these among other service quality key performance parameters.

Furthermore, BIAL started to participate in the Airport Service Quality (ASQ) survey conducted by Airports Council International (ACI) as from the beginning of 2009; the recognized performance monitor system at airports around the world. The quarterly scores for Bengaluru International Airport in 2009 are:

Q1-2009	Q2-2009	Q3-2009	Q4-2009
3.94	4.03	4.17	4.12

The average ASQ result for 2009 being 4.07. The results for the 1st quarter 2010 are expected in May 2010.

The detailed ASQ ratings as well as our internal quality measurements are constantly evaluated to achieve continuous improvements.


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[As per the Concession Agreement(CA),vide Article 9.2.2, BIAL is obligated to participate in the first such ASQ Survey during the third year of its opening, i. e during 2011-12 (as the airport commenced its operations on May 24, 2008)].

This is for your kind information.

Best regards

Yours sincerely
For Bangalore International Airport limited



Marcel Hungerbuehler
Chief Executive Officer