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अमृत महोत्सव

भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

E.File: CL-11041/74/2022-COMMERCIAL/03

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**Commercial Instruction:41/2023**

**Sub: Policy for Staff Canteen.**

The management of staff canteen & its related issues has been entrusted to Commercial Dte as per the decision of Chairman. Accordingly, the policy for award of staff canteen at various airports has been formulated by striking a balance between AAI's revenue and staff welfare.

2. The policy was recommended by CAB in its 314<sup>th</sup> meeting and subsequently approved by Chairman.
3. The revised policy for Staff Canteen is placed at Appendix-I for your perusal and further necessary action in the matter for award of staff canteen.
4. This Commercial Instruction is available on AAI website under the following path:  
www.aai.aero/en => Emp login => Circular & Orders (Double Click) Circulars only => Department Type (Commercial) => Search

  
(Sanjay Jain)  
ED(Commercial)

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## APPENDIX-I

### 1. MRLF Fixation:

- a) At Airports where staff canteen will be provisioned for the first time, the MRLF may be fixed as Re.1.
- b) At Airports where staff canteen existed in the past, MRLF may be fixed by the committee of Commercial, HR and Finance, as per Chapter 7.3 - MRLF Fixation of Commercial Manual.

### 2. Eligibility Criteria:

#### a) Technical Capacity:

*"No prior experience of Retail or F&B is required subject to the condition that the successful bidder will obtain all the requisite statutory/ regulatory permission & certification etc. within the gestation period mentioned in NIT. In case of failure in obtaining the requisite statutory/ regulatory permission and certification etc. within the gestation period, the award will be cancelled".*

#### b) Financial Capacity

- i. Case I - Airports where staff canteen will be provisioned for the first time - MRLF is fixed as Re.1/-.
- ii. Case II - Airports where staff canteen existed in the past - The Minimum gross turnover, where tender is invited on the MRLF fixed as per Chapter 7.3 of Commercial Manual for a period of 5 years, shall be 12 months of MRLF.

**In both above cases, the bidder should have positive net worth at the end of previous financial year.**

3. Periodicity: The periodicity may be fixed as three (03) years where MRLF is fixed as Re.1/- . The periodicity shall be 05 (five) years, where MRLF has been fixed on the basis of Chapter 7.3 of Commercial Manual.
4. Rate of Escalation: Annual escalation of 10% with first annual escalation to be effective on completion of 18 months license which is to be reckoned from the original date of commencement of contract.
5. Tender Fee, EMD, Business Incubation Period, Gestation Period, Security Deposit etc. shall be as per the provisions laid down for F&B standalone facility in Commercial Manual.
6. Location Of Staff Canteen is to be provisioned only in the Administrative Block/Technical Block/Residential Area at Airports/CHQ/RHQs/CATC Allahabad/FTCs.
7. Category of AAI Staff shall include regular/contractual AAI employees and CISF employees. Canteen should have access for defined staff only. General



guidelines on usage of staff canteen should be clearly displayed at a suitable location.

8. A duly constituted Committee with members from HR, Commercial and Finance sections along with one representative of Union, will finalize the list of minimum items and fix their respective price and the same shall be incorporated in the NIT.
9. Canteen Licensee shall be allowed to charge differential rates from other users, viz. Airlines Staff, GHA Staff etc. and the rates are also to be reasonable as decided by the said Committee.
10. All the infrastructure for canteen such as furniture, bulbs/tube lights/fans, water cooler, tables and chairs shall be provided by the licensee.

#### 11. General Terms and Conditions

- I. The charges towards consumptions of Electricity and Water shall be borne by the Licensee on actuals.  
Electricity Per Unit Consumption Rate - ..... [to be incorporated in NIT]  
Water Charges per month - ..... [to be incorporated in NIT]
- II. The agency may be permitted to introduce new items in the menu list during the contract period. The rates of such new items may be decided by the said Committee.
- III. A provision for revision in rates of items during the contract period every year may be kept which should be done in consultation with the agency considering the inflation and other market conditions by a duly constituted local level committee.
- IV. A duly constituted Committee (comprising of members from HR, Commercial and Ops. sections) should regularly check on quality / quantity / price of the food items on a fortnightly basis. In addition, the committee should carry out surprise inspections on random basis to check, verify and confirm the implementation of various clauses of the agreement by the agency.
- V. Maintenance of the premises shall be the sole responsibility of the Licensee.
- VI. It should be clearly indicated that the agency should use only standard/ AGMARK / FSSAI quality ingredients for preparation of items.
- VII. Manpower requirement for managing the canteen may be defined in the E-NIT as per the local staff strength of office.
- VIII. Applicable undertakings should be obtained from the agency to ensure that the agency abides by all the rules and regulations of Government of India Departments and AAI like EPFO, Taxes, Labour Laws, PF & ESI etc.
- IX. Token penalty of Rs.1000/- to be imposed on the agency on failure to maintain canteen timings, failure to use branded raw materials, sale of expired food stuff,



- non-display of rate list, non-maintenance of cleanliness, sale of packaged products beyond MRP etc.
- X. The licensee should submit attested copies of all the necessary licenses obtained for operating the catering services like FSSAI, etc.
  - XI. The license / contract should be awarded through call of tenders by e-tendering process on NIC CPP Portal or as per Extant Guidelines.
  - XII. Display of name and logo of the agency operating staff canteen may be permissible on the front elevation. The maximum size of signboard should not exceed the maximum facia of 12 sqft.
  - XIII. The licensee for staff canteen shall not erect or display any advertisement, hoarding, banners at the allotted space or at any place in the airport premises other than indicated in XII above.
  - XIV. Any other form of advertisement by the agency like advt. on disposal cups, plates, packing boxes, tissue papers, etc. may not be permitted.
  - XV. The staff canteen licensee may ensure that provisions for digital mode of payment are made available at all the time in the facility.
  - XVI. As an effort to maximize commercial revenue, if at any time during/post award of canteen contract, the space allotted for operating the staff canteen is required by Commercial Dte., the licensee may have to relocate/vacate the space with immediate effect and with no claims towards AAI.
  - XVII. AAI will have the option to avail the services from outside agencies for official gatherings and meetings etc. as per the requirement.
  - XVIII. Licensee shall not use kitchen to supply food outside.
  - XIX. Staff Canteen facility is not allowed for passengers.

Note :- In addition to above, prevalent terms and conditions as enumerated in Commercial Manual and extant guidelines shall be used for inviting the e-tenders.

