



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

No. AAI/ER/RTI/PIO/2025/129

Dated : 03/03/25

To

Shri Radha Vallabh Arora,

Subject : Information under RTI Act. 2005.

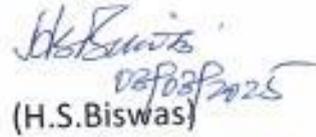
Sir,

Reference is made to your RTI application no. AAIKO/R/T/25/00012 dated 06-02-25.

Enclosed herewith please find information which is received in respect of your above mentioned RTI application.

Encl : As above.

Sincerely Yours

  
(H.S. Biswas)

General Manager(CNS-ER)/PIO-RHQ-ER,  
NSCBI Airport, Kolkata-52

However, if you are not satisfied with the reply/information, you have the option to file an appeal within 30 days from the date of receipt of reply/information to the First Appellate Authority. The details of First Appellate Authority is given below :

To

Smt Nivedita Dubey, RED(ER)/First Appellate Authority (FAA),  
Airports Authority of India, Regional Head Quarters,  
Eastern Region, N.S.C B.I. Airport, Kolkata-700 052.



# भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

संदर्भ. सं /No.: AAI/BA/HR/E-52/ 264

दिनांक/Date: 12.02.2025

सेवा में/To,

महा प्रबंधक (सिएनएस-पू. क्षे. / पी.आई.ओ./The General Manager (CNS-ER)/PIO,  
क्षेत्रीय मुख्यालय-पू. क्षे./RHQ-ER,  
भारतीय विमानपत्तन प्राधिकरण/ Airports Authority of India,  
ने.सु.च.बो.अं. हवाईअड्डा/ N.S.C.B.I. Airport,  
कोलकता-52/Kolkata-52.

विषय/Subject: आर.टी.आई. अधिनियम, 2005 के तहत जानकारी/ Information under RTI Act, 2005.

महोदय/Sir,

उपर्युक्त विषय पर, Mr. Radha Vallabh Arora के ऑनलाइन पंजीकरण No. AAIKO/R/T/25/00012 दिनांक 06.02.2025 से प्राप्त आरटीआई आवेदन का संदर्भ लें।

Reference is made to your RTI application with registration No. AAIKO/R/T/25/00012 dated 06.02.2025 of Mr. Radha Vallabh Arora dated 06.02.2025.

इस संदर्भ में, बिजु पटनायक अंतर्राष्ट्रीय हवाईअड्डा, भुवनेश्वर के संबंध में मांगी गई जानकारी नीचे दी गई है।

In this connection, the information as sought for, in respect of Biju Patnaik International Airport, Bhubaneswar is appended below:

	Information sought for	Reply
Application No. No. AAIKO/R/T/25/00012 dated 06.02.2025 of Mr. Radha Vallabh Arora dated 06.02.2025.	1. Regulatory Framework a. Does the Airport Authority of India AAI have any guidelines or policies in place to regulate food pricing at airport outlets If yes please provide copies of relevant documents. b. If no such regulation exists please provide reasons for the absence of such policies	a. No such regulatory framework is available at our Airport.  b. The reply on this point may be sought from AAI Corporate Headquarters. It is beyond the jurisdiction of Bhubaneswar Airport
	2. Vendor Contracts and Price Regulation a. What is the process for selecting and licensing food vendors at Indian airports. b. Are vendors required to follow a standardized pricing model for food and beverages If yes please provide details of the guidelines issued to them. c. What mechanisms are in place to prevent overpricing and ensure fair pricing.	a. Process for selection is through competitive bidding through CPP Portal.  b. Pricing Policy is available in the relevant tender document which the successful bidder is to comply (Copy of relevant Article is enclosed).  c. It is regulated as per the relevant Policy (copy enclosed).
	3. Price Monitoring and Complaints a. How does AAI monitor and audit food audit food prices at airport food outlets. b. What is the procedure for passengers to report complaints about excessive pricing.	a. Contracts are monitoring by a duly constituted committee for this purpose.  b. Passenger can report to PGO portal of AAI and Air Seva.

विमानपत्तन निदेशक  
Airport Director

बी.प.अं. हवाईअड्डा  
B.P.I. Airport

भुवनेश्वर  
Bhubaneswar

ओडिशा-751020  
Odisha-751020

दूरभाष: 0674-2596300  
Ph: 0674-2596300

फैक्स: 0674-2596302  
Fax: 0674-2596302



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

	<p>c. How many such complaints have been received in the last three years please provide a year wise breakdown.</p> <p>d. What actions have been taken against vendors found overcharging please provide details of penalties' or corrective measures in the last three years.</p>	<p>c.No such data is available</p> <p>d. No such incident reported to us and no data is available</p>
	<p>4. Availability of Dietary Specific Food Options</p> <p>a. Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc.</p> <p>b. If yes, please provide details of implementation and enforcement.</p> <p>c. If no such policy exists are there any plans to introduce such measures in the near future.</p>	<p>a. No such policy is available.</p> <p>b. No such detail is available.</p> <p>c. The reply on this point may be sought from AAI Corporate Headquarters. It is beyond the jurisdiction of Bhubaneswar Airport.</p>

सादर/Yours sincerely,

*प्रसन्ना*

[प्रसन्ना प्रधान/ PRASANNA PRADHAN]

विमानपत्तन निदेशक/पी.आई.ओ./Airport Director/PIO,  
भुवनेश्वर/Bhubaneswar-20

### 13. ARTICLE - 13 [PRICING POLICY]

- 13.1.1. The Concessionaire agrees and acknowledges that the prices (exclusive of taxes) charged by the Concessionaire for the Services shall be in compliance with Applicable Laws, provided that such prices shall not be higher than the prices of comparable services at comparable airports/down town malls. However, the Concessionaire is free to provide Services at prices lower than the prices at which comparable services are provided at comparable airports/down town malls.
- 13.1.2. In case, pursuant to the verification of a complaint made by a customer, it is found that the Concessionaire has provided any Services to a customer at a price higher than that is in violation of Clause 13.1.1, the Concessionaire shall be required to refund the price difference, which shall be in addition to any damages which the Authority, as per Schedule G, may impose, and failure to comply with the same shall be construed as a Concessionaire Event of Default.
- 13.1.3. The Concessionaire shall intimate the Authority, the prices of all F&B Items proposed to be sold in the Concessioned Premises, before offering them for sale.
- 13.1.4. The Concessionaire shall provide price comparisons of items sold in the Concessioned Premises with similar items sold at any of the other Food & Beverage outlets in comparable airports/down town malls, as selected by the Concessionaire and as maybe notified by the authority from time to time, and shall make available to Authority such comparisons on an yearly basis in the format approved by Authority.
- 13.1.5. The Concessionaire shall ensure that the selling prices of the F&B Items at the Concessioned Premises are always in accordance with the Pricing Policy stipulated in this Article 13 and any such policy as may be introduced by the Authority and shall adjust the selling prices as Authority may direct to comply with such Pricing Policy.
- 13.1.6. If in the opinion of Authority, the Concessionaire fails to comply with the pricing policy stipulated in this Article 13 Authority may, at its sole discretion, conduct additional price checks at any time through its authorized officers or professional auditor(s) or audit company/firm or research company/firm, to ascertain whether there is any other breach or breaches of Pricing Policy, provided always that the Concessionaire shall bear all expenses incurred by Authority in relation thereto.

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भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA



Ref: AAI/CB/RTI/2024-25/2494.

Date: 11.02.2025

To  
The General Manager (CNS-ER)/  
PIO-RHQ-ER  
AAI, NSCBI Airport  
Kolkata-700052.

Subject: Request for information under Right to Information Act 2005.

Sir,

Reference may please be made towards 01 nos. RTI application vide applicant Name: Shri. Radha Vallabh, bearing RTI Application No. AAIKO/R/T/25/00012 dated 06.02.2025 respectively.

The reply i.r.o. Cooch Behar Airport is furnished below: -

Sl. No.	Query	Reply
1	<p>Regulatory Framework</p> <p>a. Does the Airport Authority of India AAI have any guidelines or policies in place to regulate food pricing at airport outlets if yes please provide copies of relevant documents</p> <p>b. If no such regulation exists, please provide reasons for the absence of such policies</p>	NA
2	<p>Vendor Contracts and Price Regulation</p> <p>a. What is the process for selecting and licensing food vendors at Indian airports</p> <p>b. Are vendors required to follow a standardized pricing model for food and beverages If yes please provide details of the guidelines issued to them</p> <p>c. What mechanisms are in place to prevent overpricing and ensure fair pricing</p>	NIL As there is no food contract available at Cooch Behar Airport.



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

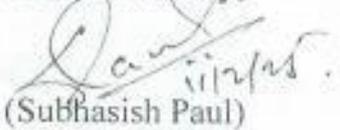


3	<p>Price Monitoring and Complaints</p> <p>a. How does AAI monitor and audit food prices at airport food outlets</p> <p>b. What is the procedure for passengers to report complaints about excessive pricing</p> <p>c. How many such complaints have been received in the last three years Please provide a year wise breakdown</p> <p>d. What actions have been taken against vendors found overcharging Please provide details of penalties or corrective measures in the last three years</p>	NA
4	<p>Availability of Dietary Specific Food Options</p> <p>a. Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc.</p> <p>b. If yes please provide details of implementation and enforcement</p>	NA

Submitted for information and necessary action please.

Thanking you

Yours Faithfully,

  
(Subhasish Paul)

Airport Director (Offctg.)  
AAI, Cooch Behar Airport  
Cooch Behar- 736101.



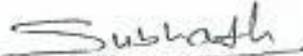
O/o The Airport Director  
Darbhanga airport

Sub: Information furnished under Right to Information Act, 2005.

Reg. No. -AAIKO/R/T/25/00012 dated. 06.02.2025.

Sl. No.	Information sought	Information furnished
1	<p>Regulatory Framework</p> <p>a. Does the Airport Authority of India AAI have any guidelines or policies in place of regulate documents.</p> <p>b. If no such regulation exists please provide reasons for the absence of such policies.</p>	<p>1. Pricing of F&amp;B items is compared to current prices at any of the licensee off- Airport outlets and other comparable off- Airport established Branded food &amp; Beverage outlets.</p> <p>2. Selling prices of all F&amp;B Items being sold at the Concessioner Premises shall not exceed the maximum retail prices, wherever applicable, indicate on the manufactures packaging</p>
2	<p>Vendor Contracts and Price Regulation.</p> <p>a. What is the process for selecting and licensing food vendors at Indian airports.</p> <p>b. Are vendors required to follow a standardized pricing model for food and beverages. If yes please provide details of the guidelines issued to them.</p> <p>c. What mechanisms are in place to prevent overpricing and ensure fair pricing</p>	<p>As per guidelines received from AAI HQ time to time.</p>
3	<p>Price Monitoring and Complaints.</p> <p>a. How does AAI monitor and audit food prices at airport food outlets.</p> <p>b. What is the procedure for passengers to report complaints about excessive pricing.</p> <p>c. How much such complaints have been received in the last three years Please provide a year wise breakdown.</p> <p>d. What action have been taken against vendors found overcharging Please provide details of penalties or corrective measures in the last three years.</p> <p>d. What actions have been taken against vendors found overcharging Please provide details of</p>	<p>Complaint/Suggestion Register is Maintained at the Counter.</p>

	penalties or corrective measures in the last three years.	
4	<p>Availability of Dietary Specific Food Options.</p> <p>a. Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc.</p> <p>b. If yes please provide details of implementation and enforcement.</p> <p>c. If no such policy exists are there any plans to introduce such measures in the near future.</p>	As per passenger's suggestion and feedback licensee may keep stock in store.

  
 Name & Signature of HOD  
 17/04/2025  
 Commr. In-charge  
 Darbhanga Airport

SI No. 74

Dated: 18.02.2025

विषय : आर.टी.आई. अधिनियम, 2005 के अंतर्गत सूचना।

Subject: Information under RTI ACT 2005.

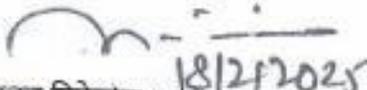
2. देवघर एयरपोर्ट के संदर्भ में मांगी गई सूचना का जवाब वाणिज्य विभाग से प्राप्त हुई है जो कि निम्न प्रकार है:- The reply to the information sought regarding Deoghar Airport has been received from the Commerce Department, which is as follows:-

बिन्दु सं. P No.	मांगी गई सूचना Information Sought	उत्तर Reply
1.	<b>Regulatory Framework</b>	
a	Does the Airport Authority of India AAI have any guidelines or policies in place to regulate food pricing at airport outlets If yes please provide copies of relevant documents	Not specific to Deoghar Airport.
b	If no such regulation exists please provide reasons for the absence of such policies	Not specific to Deoghar Airport.
2.	<b>Vendor Contracts and Price Regulation</b>	
a	What is the process for selecting and licensing food vendors at Indian airports	For Deoghar Airport Limited, Open tenders are invited at <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a> and awarded to H1 bidder.
b	Are vendors required to follow a standardized pricing model for food and beverages If yes please provide details of the guidelines issued to them	Not specific to Deoghar Airport.
c	What mechanisms are in place to prevent overpricing and ensure fair pricing	Not specific to Deoghar Airport.

विन्दु सं. P No.	मांगी गई सूचना Information Sought	उत्तर Reply
3	<b>Price Monitoring and complaints</b>	
a	How does AAI monitor and audit food prices at airport food outlets	Not specific to Deoghar Airport.
b	What is the procedure for passengers to report complaints about excessive pricing	For Deoghar Airport Limited, passengers can file complain primarily via complain register, available at each outlet. They can also complain via website, terminal manager office, twitter etc.
c	How many such complaints have been received in the last three years Please provide a year wise breakdown	No complain has been received for Deoghar Airport Limited.
d	What actions have been taken against vendors found overcharging Please provide details of penalties or corrective measures in the last three years	No complaint has been received for Deoghar Airport Limited.
4	<b>Availability of Dietary Specific Food Option</b>	
a	Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc	Not specific to Deoghar Airport.
b	If yes please provide details of implementation and enforcement	Not specific to Deoghar Airport.
c	If no such policy exists are there any plans to introduce such measures in the near future	Not specific to Deoghar Airport.

3. यदि अनुमोदित हो, तो उपरोक्त का अनुसार उत्तर को PIO, ER, कोलकाता को अद्योचित किया जा सकता है। If approved, the reply as above may be forwarded to PIO, ER, Kolkata.

4. अनुमोदनार्थ प्रस्तुत है। Submitted for kind approval, please.

  
18/2/2025  
विमानपत्तन निदेशक / Airport Director  
देवघर एयरपोर्ट/Deoghar Airport

  
(पुष्पाजली कुमारी/Pushpanjali Kumari)  
वरिष्ठ प्रबन्धक (मा सं)/Sr. Manager (HR)



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA  
गया हवाई अड्डा, गया / Gaya Airport, Gaya

संख्या - भा.वि.प्रा./गया/मा.सं./आर.टी.आई/2025/2229

दिनांक 11/02/2025  
12

सेवा में,

जन सूचना अधिकारी/महाप्रबंधक (संचार), पूर्वी क्षेत्र,  
भारतीय विमानपत्तन प्राधिकरण,  
ने.सु.चं.बो.अं हवाई अड्डा,  
कोलकाता - 700052.

विषय :- सूचना का अधिकार अधिनियम, 2005 के अधीन मांगी गई सूचना के संबंध में।

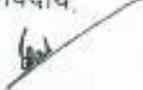
महोदय,

क्षेत्रीय मुख्यालय, कोलकाता के ई-मेल दिनांक 06/02/2025 के निर्देशानुसार आपके द्वारा सूचना का अधिकार अधिनियम के तहत मांगी गई सूचना आर.टी.आई. पत्रांक AAIKO/R/T/25/00012 दिनांक 06/02/2025 का प्रत्युत्तर इस कार्यालय के संबंधित विभाग के अनुसार निम्नवत है :-

Sl. No	Question	Reply
1	<b>Regulatory framework</b>	
a	Does the Airport Authority of India AAI have any guidelines or policies in place to regulate food pricing at airport outlets If yes please provide copies of relevant documents	Not specific to Gaya Airport.
b	If no such regulation exists please provide reasons for the absence of such policies	Not specific to Gaya Airport.
2	<b>Vendor Contracts and Price Regulation</b>	
a	What is the process for selecting and licensing food vendors at Indian airports	For Gaya Airport, Open tenders are invited at <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a> and awarded to H1 bidder.
b	Are vendors required to follow a standardized pricing model for food and beverages If yes please provide details of the guidelines issued to them	Not specific to Gaya Airport.
c	What mechanisms are in place to prevent overpricing and ensure fair pricing	Not specific to Gaya Airport.
3	<b>Price Monitoring and complaints</b>	
a	How does AAI monitor and audit food prices at airport food outlets	Not specific to Gaya Airport.
b	What is the procedure for passengers to report complaints about excessive pricing	For Gaya Airport, passengers can file complaint via complain register, available at each outlet. They can also complain via website, terminal manager office, twitter, email.
c	How many such complaints have been received in the last three years Please provide a year wise breakdown	No complain has been received for Gaya Airport.
d	What actions have been taken against vendors found overcharging Please provide details of penalties or corrective measures in the last three years	No complain has been received for Gaya Airport.

<b>4</b>	<b>Availability of Dietary Specific Food Option</b>	
a	Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc	Not specific to Gaya Airport.
b	If yes please provide details of implementation and enforcement	Not specific to Gaya Airport.
c	If no such policy exists are there any plans to introduce such measures in the near future	Not specific to Gaya Airport.

सूचनार्थ हेतु प्रेषित है।

भवदीय  
  
**(बंगजीत साहा)**  
 विमानपत्तन निदेशक / जन-सूचना अधिकारी  
 गया हवाई अड्डा, गया।



सं: भा.वि.प्रा/जे.एच./ई-7/2024-25/ २६९

दिनांक: 28.02.2025

सेवा में,  
सीपीआईओ, पूर्वी क्षेत्र,  
भाविप्रा, ने.सु.च.बो.अं. हवाई अड्डा,  
कोलकाता -52

विषय: सूचना का अधिकार अधिनियम की धारा 6 (1) के तहत जानकारी।

महोदय,

उपरोक्त विषय के संदर्भ में Shri Radha Vallabh Arora, से प्राप्त आरटीआई आवेदन क्र. AAIKO/R/T/25/00012 दिनांक 06.02.2025, प्राप्त हुआ जिसके संदर्भ में वीर सुरेन्द्र साई हवाई अड्डा, झारसुगुड़ा की जानकारी निम्नानुसार है:

Sl. No.	Information Sought	Reply
	I am filing this RTI application to seek information regarding the regulation of food pricing at Indian Airports and the availability of dietary specific food options for passengers Kindly provide information on the following:	
1	Regulatory Framework a) Does the Airport Authority of India AAI have any guidelines or policies in place to regulate food pricing at airport outlets If yes please provide copies of relevant documents. b) If no such regulation exists please provide reasons for the absence of such policies.	Governed by tender conditions.
2	Vendor Contracts and Price Regulation a) What is the process for selecting and licensing food vendors at Indian airports b) Are vendors required to follow a standardized pricing model for food and beverages if yes, please provide details of the guidelines issued to them c) What mechanisms are in place to prevent overpricing and ensure fair pricing.	Vendors are selected through open tender process and pricing model is captured under tender provisions.
3	Price Monitoring and Complaints a) How does AAI monitor and audit food prices at airport food outlets b) What is the procedure for passengers to report complaints about excessive pricing c) How many such complaints have been received in the last three years Please provide a year wise breakdown d) What action have been taken against vendors found overcharging Please provide details of penalties or corrective measures in the last three year.	Governed by tender conditions.
4	Availability of Dietary Specific Food Options a) Does AAI have policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc. b) If yes please provide details of implementation and enforcement. c) If no such policy exists are there any plans to introduce such measures in the near future.	Governed by tender conditions.

धन्यवाद,

भवदीय

संदीप  
28.02.2025  
(संदीप कुमार तिवारी)  
विमानपत्तन निदेशक एवं  
जन सूचना अधिकारी



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

Ref. No.: AAI/VEPY/APD/RTI Reply/2025/

Date: 21.02.2025

To,  
The Public Information Officer,  
Regional Headquarters, Eastern Region,  
Airports Authority of India,  
NSCBI Airport,  
Kolkata - 52

Subject : Information under Right to Information Act, 2005

Sir / Madam,

Reference may please be made to online RTI Application with registration no. AAIKO/R/T/25/00012 dated 06.02.2025 received from Sh./Smt./Ku. Radha Ballabh and forwarded to this office vide email dated 06.02.2025 from PIO, RHQ - ER.

In this regard, the relevant w.r.t. Pakyong Airport is enclosed herewith as Annexure 'A'.

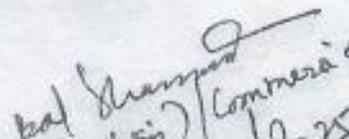
Submitted for kind information and onward action please.

Kind regards,

(S.K. Singh)  
Airport Director,  
Pakyong Airport

The para wise reply to above mentioned RTI pertaining to Pakyong Airport are as detailed below:

Sl. No.	Information sought	Reply
1	Regulatory Framework a) Does the Airport Authority of India AAI have any guidelines the polices in place to regulate food at airport outlets. If yes please provide copies of relevant document b) If no such regulation exists please provide reasons for the absence of such policies.	Yes, but not available at this station, since no food outlets have been tendered.
2	Vendor contract and price regulation a) What is the process for selecting and licensing food vendors at Indian airports. b) Are vendors required to follow a standardized pricing model for food and beverages. If yes please provide details of the guidelines issued to them. c) What mechanism are in place to prevent overpricing and ensure fair pricing	Through Open tendering process No available at this station. No such facility has been tendered yet. Display of rates for each item & regular checking by AAI officials.
3	Price Monitoring and Complaints a) How does AAI monitor and audit food prices at airport food outlets b) What is the procedure for passengers to report complaints about excessive pricing c) How many such complaints have been received in the last three years please provide a year wise breakdown d) What actions have been taken against vendors found overcharging please provide details of penalties or corrective measures in the last three years	Through regular checking by AAI staff. By dropping complain in the complaint box or through entry in the complain register maintained the Terminal Manager office. NIL NA
4	Availability of Dietary Specific Food options a) Does AAI have any policy to ensure that airport food outlets offer dietary specific option such as Jain vegan-gluten free etc. b) If yes please provide details of implementation and enforcement c) If no such policy exists are there any plans to introduce such measures in the near future	Not aware of any such policy, since no food outlets have been tendered. Not available at this station NA

  
 K. S. Sharma  
 Sr. Manager (Fin)/Comml In-charge  
 Pakyong Airport  
 20/02/2025  
 Sr. Manager (Fin)  
 AAI  
 Pakyong Airport



O/o The Airport Director  
JPNI Airport, Patna-800014

Sub: Information furnished under Right to information Act, 2005.

Reg. No. -AAIKO/R/T/25/00012 dated. 06.02.2025.

Sl. No.	Information sought	Information furnished
1	<p>Regulatory Framework</p> <p>a. Does the Airport Authority of India AAI have any guidelines or policies in place of regulate documents.</p> <p>b. If no such regulation exists please provide reasons for the absence of such policies.</p>	<p>1. Pricing of F&amp;B items is compared to current prices at any of the licensee off- Airport outlets and other comparable off- Airport established Branded food &amp; Beverage outlets.</p> <p>2. Selling prices of all F&amp;B Items being sold at the Concessioner Premises shall not exceed the maximum retail prices, wherever applicable, indicate on the manufactures packaging</p>
2	<p>Vendor Contracts and Price Regulation.</p> <p>a. What is the process for selecting and licensing food vendors at Indian airports.</p> <p>b. Are vendors required to follow a standardized pricing model for food and beverages. If yes please provide details of the guidelines issued to them.</p> <p>c. What mechanisms are in place to prevent overpricing and ensure fair pricing</p>	<p>As per guidelines received from AAI HQ time to time.</p>
3	<p>Price Monitoring and Complaints.</p> <p>a. How does AAI monitor and audit food prices at airport food outlets.</p> <p>b. What is the procedure for passengers to report complaints about excessive pricing.</p> <p>c. How much such complaints have been received in the last three years Please provide a year wise breakdown.</p> <p>d. What action have been taken against vendors found overcharging Please provide details of penalties or corrective measures in the last three years.</p> <p>d. What actions have been taken against vendors found overcharging Please provide details of</p>	<p>Complaint/Suggestion Register in Maintained at the Counter.</p>

	penalties or corrective measures in the last three years.	
4	<p>Availability of Dietary Specific Food Options.</p> <p>a. Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc.</p> <p>b. If yes please provide details of implementation and enforcement.</p> <p>c. If no such policy exists are there any plans to introduce such measures in the near future.</p>	As per passenger's suggestion and feedback licensee may keep stock in store.

APD

Name & Signature of HOD

*Subash*  
26/2/25  
JGM (amr.)



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

संदर्भ क्रमांक: एएआई/ईआर/पीबी/आरटीआई/2025-26/09

दिनांक: 28.02.2025

Ref. No.: AAI/ER/PB/RTI/2025-26/09

Date: 28.02.2025

को/ To,  
जीएम (सीएनएस-ईआर)/पीआईओ-आरएचक्यू ईआर/ The GM (CNS-ER)/PIO-RHQ ER,  
भारतीय विमानपत्तन प्राधिकरण/ Airports Authority of India  
एनएससीबीआई हवाई अड्डा/ NSCBI Airport,  
कोलकाता-700052/ Kolkata-700052

विषय/Sub : श्री राधावल्लभ अरोड़ा के संबंध में आरटीआई अधिनियम 2005 के तहत मांगी गई जानकारी प्रस्तुत है।/  
Furnishing of Information sought under RTI Act 2005 -in r/o Shri Radha Vallabh Arora-reg.

महोदय/ Sir,

कृपया पत्र संख्या **AAIKO/R/T/25/00012** दिनांक **06.02.2025** के माध्यम से श्री राधा वल्लभ अरोड़ा के आरटीआई आवेदन का संदर्भ लिया जा सकता है, जो इस कार्यालय को **06.02.2025** को ई-मेल के माध्यम से प्राप्त हुआ था। एएआई, वीएसआई हवाई अड्डे, श्री विजया पुरम के संबंध में मांगी गई जानकारी संबंधित विभाग से प्राप्त अनुसार प्रस्तुत की गई है।

Reference may please be made to the RTI application of **Shri Radha Vallabh Arora** vide **Letter No. AAIKO/R/T/25/00012** dated **06.02.2025**, which were received by this office via e-mail on **06.02.2025**. The sought information L.r.o. AAI, VSI Airport, Sri Vijaya Puram is furnished herewith as received from the concerned department.

क्र.सं/ S. No.	मांगी गई जानकारी/ INFORMATION SOUGHT	जानकारी उपलब्ध करायी गयी/ INFORMATION SUPPLIED
1)	<b>Regulatory Framework</b>  a) Does the Airport Authority of India AAI have any guidelines or policies in place to regulate food pricing at airport outlets. If yes please provide copies of relevant documents.  b) If no such regulation exists please provide reasons for the absence of such policies.	a. No such guidelines/policies are available.  b. No such details are available.
2)	<b>Vendor Contracts and Price Regulation</b>  a) What is the process for selecting and licensing food vendors at Indian airports.  b) Are vendors required to follow a standardized pricing model for food and beverages If yes please provide details of the guidelines issued to them  c) What mechanisms are in place to prevent overpricing and ensure fair pricing.	a. Selection and licensing of food vendors at AAI airports are done by inviting open tender through CPP Portal.  b. No such guidelines are available.  c. No such mechanism are available.



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Azadi Ka  
Amrit Mahotsav

भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

3)	<p>Price Monitoring and complaints</p> <p>a) How does AAI monitor and audit food prices at airport food outlets.</p> <p>b) What is the procedure for passengers to report complaints about excessive pricing.</p> <p>c) How many such complaints have been received in the last three years. Please provide a year wise breakdown.</p> <p>d) What actions have been taken Please provide details of penalties or corrective measures in the last three years.</p>	<p>a. No such details are available.</p> <p>b. Passenger can directly register their complaints with the DTM which then will be escalated by him through proper channel.</p> <p>c. No such records are available. The complained received are resolved and disposed off.</p> <p>d. No such information are available.</p>
4)	<p>Availability of Dietary Specific Food Options</p> <p>a) Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc.</p> <p>b) If yes please provide details of implementation and enforcement.</p> <p>c) If no such policy exists are there any plans to introduce such measures in the near future.</p> <p>I request you to provide the information as per the RTI Act 2005 within the stipulated time Kindly share the response in electronic format if possible or through the standard RTI response procedure.</p>	<p>a. No such policies are available.</p> <p>b. Not applicable.</p> <p>c. No such information are available.</p>

धन्यवाद/ Thanking You.

*[Handwritten signature]*  
28/02/2025

संयुक्त. जीएम (सीएनएस)/डीपीआईओ-आरटीआई/ Jt. GM(CNS)/DPIO-RTI,  
वीएसआई हवाई अड्डा, श्री विजया पुरम / VSI Airport, Sri Vijaya Puram.

कॉपी में/ Copy To:

1. हवाई अड्डा निदेशक, वीएसआई हवाई अड्डा, श्री विजया पुरम / The Airport Director, VSI Airport, Sri Vijaya Puram



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA



क्रमांक : भाविप्रा/रापु/ई-21 / 763

दिनांक: 25/02/2025

सेवा में,  
पी आई ओ, पू.क्षे.मु.,  
भारतीय विमानपत्तन प्राधिकरण  
ने.सु.च.बो.अं. अवाई अड्डा,  
कोलकाता-52

विषय:- सूचना के अधिकार अधिनियम 2005 के तहत जानकारी प्रदान करने बाबत।

महोदय,

सूचना के अधिकार अधिनियम 2005 के तहत श्री राधा वल्लभ अरोरा के आवेदन क्रमांक AAIKO/R/T/25/00012 दिनांक 06/02/2025 में मांगी गयी रायपुर विमानतल से संबंधित जानकारी निम्नानुसार है:-

Sl. No.	Sought Information	Reply
	RTI Application Regulation of Food Pricing and Dietary options at Airport.	
	<p>I am filing this RTI application to seek information regarding the regulation of food pricing at Indian airports and the availability of dietary specific food options for passengers kindly provide information on the following.</p> <ol style="list-style-type: none"><li>Regulatory Framework<ol style="list-style-type: none"><li>Does the Airports Authority of India AAI have any guidelines or policies in place to regulate food pricing at airport outlets if yes please provide copies of relevant documents.</li><li>If no such regulation exists, please provide reasons for the absence of such policies.</li></ol></li><li>Vendor Contracts and Price Rgulation<ol style="list-style-type: none"><li>What is the process for selecting and licensing food vendors at Indian airports.</li><li>Are vendors required to follow a standardized pricing model for food and beverages if yes please provide details of the guidelines issued to them.</li><li>What mechanisms are in place to prevent overpricing and ensure fair pricing.</li></ol></li></ol>	<p>The information sought in Serial No. 1 pertains to policy matter, it will be decided by the Corporate Head Quarters, New Delhi.</p> <ol style="list-style-type: none"><li>Selection of Food Vendors at AAI Airport is done through Open Tender.</li><li>&amp; c. To curb the practice of overpricing, all the concessionaires are required to sell the packaged commodities at MRP only.</li></ol>



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA



3. Price Monitoring and Compliant
  - a. How does AAI monitor and audit food prices at airport food outlets
  - b. What is the procedure for passengers to report complaints about excessive pricing.
  - c. How many such complaints have been received in the last three years please provide a year wise breakdown.
  - d. What actions have been taken against vendors found overcharging please provide details of penalties or corrective measures in the last three years.
4. Availability of Dietary Specific Food Options
  - a. Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain Vegan gluten free etc.
  - b. If yes please provide details of implementation and enforcement.
  - c. If no such policy exists are there any plans to introduce such measures in the near future.

I request you to provide the information as per the RTI Act 2005 within the stipulated time, kindly share the response in electronic format if possible or through the standard RTI response procedure.

The information sought in Serial No. 3 and 4 Pertains to policy matter, it will be decided by the Corporate Head Quarters, New Delhi.

भवदीय,

(महेश चन्द्र अग्रवाल)  
कार्यकारी विमानपत्तन निदेशक / पीआईओ



# भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

केवल ईमेल द्वारा  
दिनांक: 21.02.2025

भाविप्रा/रांची/मा.सं./आर टी आई/फाइल-11/2025/292-93

सेवा मे/To,

महाप्रबंधक (सीएनएस-पूर्वी क्षेत्र)-लो.सू.अ.- क्षेत्रीय मुख्यालय- पूर्वी क्षेत्र

भारतीय विमानपत्तन प्राधिकरण/Airports Authority of India,

प्रधान कार्यालय भवन/Operational Building,

ने.सु.वं.बो.अं.हवाई अड्डा/ N.S.C.B.I. Airport,

कोलकाता-700052/Kolkata-700052.

**विषय: सूचना का अधिकार अधिनियम, 2005 के तहत सूचना से संबंधित ।**

**Subject: Information under RTI Act, 2005 req.**

महोदय/Sir,

उपरोक्त विषय के संबंध में इस कार्यालय को प्रेषित Shri Radha Vallabh Arora के आरटीआई आवेदन पंजीकरण संख्या AAIKO/RT/25/00012 दिनांक 06.02.2025 का संदर्भ ग्रहण करें ।

इस संबंध में उक्त आरटीआई द्वारा मांगी गयी भा.वि.प्रा., बिरसा मुंडा हवाई अड्डा, रांची से संबंधित जानकारी निम्नलिखित है:-

Information sought (as per original RTI text)	Reply
1 Regulatory Framework a Does the Airport Authority of India AAI have any guidelines or policies in place to regulate food pricing at airport outlets if yes please provide copies of relevant documents b. If no such regulation exists please provide reasons for the absence of such policies.	The sought information is available on public portal on AAI Website. Please Refer to the NIT for proposal for concession to Design, Fit-Out, finance, Develop, Market, Operate, Maintain and Manage the Food and Beverage Outlets at Birsa Munda Airport Ranchi uploaded in website of Airports Authority of India.
2 Vendor Contracts and Price Regulation a What is the process for selecting and licensing food vendors at Indian airports b Are vendors required to follow a standardized pricing model for food and beverages if yes please provide details of the guidelines issued to them c What mechanisms are in place to prevent overpricing and ensure fair pricing	Tender ID 2021_AAI_66856_1  Website : aai.aero » Home » Tender » Tender Search» Region-Eastern Region » Department – Commercial » Keyword »2021_AAI_66856_1
3 Price Monitoring and Complaints a How does AAI monitor and audit food prices at airport food outlets b. What is the procedure for passengers to report complaints about excessive pricing c. How many such complaints have been received in the last three years. Please provide a year wise breakdown d. What actions have been taken against vendors found over charging Please provide details of penalties or corrective measures in the last three years	
4 Availability of Dietary Specific Food Options a. Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc. b. If yes please provide details of implementation and enforcement c. If no such policy exists are there any plans to introduce such measures in the near future.	

भवदीय,

(आर.आर. मौर्ती)

विमानपत्तन निदेशक/ पी.आई.ओ.

प्रतिलिपि:

1. क्षेत्रीय कार्यालयक निदेशक- (पूर्वी क्षेत्र) ।

\*\*\* हिंदी पत्रों का स्वागत है \*\*\*

कार्यालय: विमानपत्तन निदेशक  
O/o The Airport Director

बिरसा मुंडा हवाईअड्डा, रांची-834002 टेलि: 0651-2253395 ईमेल: apd\_verc@aii.aero  
Birsa Munda Airport,Ranchi-834002 Tel: 0651- 2253395 E-mail : apd\_verc@aii.aero