



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

No. AAI/ER/RTI/PIO/2026/1027

Date : 23.04.2026.

27

To,
Shri Jestin Joseph
Naduparambil, Memury,
P.O. Manvettom, Kottayam District,
Kerala,
Pin – 686611.

Subject : Information under RTI Act. 2005.

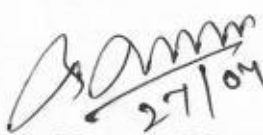
Sir,

Reference is made to your online RTI application with Registration no. AAIKO/R/T/26/00040 dated 03-03-2026.

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

Enclo : As state above.

Sincerely Yours,


27/04/2026

(Basanta Kumar Bhuyan)
General Manager(Fin)/ PIO-RHQ-ER
NSCBI Airport, Kolkata

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

Shri Himadri Shekhar Biswas, Officiating 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/ 1237

दिनांक/Date: 17.03.2026

सेवा में/To,

महा प्रबंधक (सिएनएस-पू. क्षेत्र. / पी.आई.ओ./The General Manager (CNS-ER)/PIO,
क्षेत्रीय मुख्यालय-पू. क्षेत्र./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, Shri Jestin Joseph के ऑनलाइन पंजीकरण No. AAIKO/R/T/26/00040 दिनांक 03.03.2026 से प्राप्त आरटीआई आवेदन का संदर्भ लें।

Reference is made to your RTI application with registration No. AAIKO/R/T/26/00040 dated 03.03.2026 of Shri Jestin Joseph.

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
RTI application with registration No. AAIKO/R/T/26/00040 dated 03.03.2026 of Shri Jestin Joseph.	Details of the complaints received from passengers during the last one year and action taken.	A total of 77 passenger complaints were received during the period from March, 2025 to February, 2026 at the Public Grievance cell of BPI Airport, Bhubaneswar. The complaints pertained to various categories such as Customer Service (including cleanliness, parking facilities, airline services, etc.), Baggage related issues, Refund, etc. All complaints received from passengers were examined and appropriate action was taken by the concerned department/agency. Wherever required, the concerned service providers/airlines/operators were advised to take corrective measures and ensure that such issues do not recur. Necessary instructions were also issued to the concerned stakeholders to improve service quality and passenger facilitation.

सादर/Yours sincerely,

[प्रसन्ना प्रधान/ PRASANNA PRADHAN]

विमानपत्तन निदेशक/पी.आई.ओ./Airport Director/PIO

भुवनेश्वर/Bhubaneswar-20



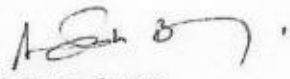
O/o The Airport Director
JPNI Airport, Patna-800014

RTI Application Reg. No. — **AAIKO/R/T/26/00040**

Sub: Information furnished under Right to information Act-2005

RTI Reply		
Point No.	Information Sought	Information Provided.
1.	Details of the complaints received from passengers during the last one year and action taken.	In respect of Jay Prakash Narayan International Airport for the period from 01 March 2025 to 28 February 2026 (Last one year): - Total no. of passenger grievance/complaint received: - 221 Action taken: - All the grievances have been addressed properly and all resolved.




Signature of HOD

Name -

Designation -

AAI JPNI Airport

Patna - 800014

Aditya Byogea
Mgr(ops) / Jt. HOD(ops)



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

Ref. No.: AAI/VEPY/APD/RTI Reply/2026/ 4958

Date: 20.03.2026

To,
The PIO,
RHQ, ER,,
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/26/00040** dated 03.03.2026 received from Sh. Jestin Joseph and forwarded to this office vide email dated 09.03.2026.

In this regard, the information pertaining to Pakyong Airport submitted hereunder.

The report may be treated as NIL.

Submitted for kind perusal and onward action please.

Kind regards,


(B.T. Pote)
20/3/26
Officiating Airport Director,
Pakyong Airport



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

संदर्भ क्रमांक: एएआई/ईआर/पीबी/आरटीआई/2025-26/104
Ref. No.: AAI/ER/PB/RTI/2025-26/ 104

दिनांक: 02.04.2026
Date : 02.04.2026

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

विषय/Sub : श्री जस्टिन जोसेफ, केरला 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. Justin Joseph-reg.

महोदय/ Sir,

कृपया श्री जस्टिन जोसेफ, केरला के आवेदन पत्र संख्या AAIKO/R/T/25/00040, दिनांक-03.03.2026 के अनुसार दिए गए आर टी आई आवेदन का संदर्भ लें, जो इस कार्यालय को पत्र क्रमांक AAI/ER/RTI/PIO/2025/938, दिनांक-24.03.2026 द्वारा दिनांक 24.03.2026 को ई-मेल के माध्यम से प्राप्त हुआ था।
Reference may please be made to the RTI application of Shri Justin Joseph, Kerala vide Letter No. AAIKO/R/T/25/00040, dated: 03.03.2026, which were received by RHQ letter no AAI/ER/RTI/PIO/2025/938 दिनांक- 24.03.2026 to this office via e-mail on 24.03.2026.

मांगी गई जानकारी, वीएसआई एयरपोर्ट, श्री विजया पुरम को संबंधित विभाग से प्राप्त जानकारी के साथ प्रस्तुत किया गया है।

The sought information i.r.o. AAI, VSI Airport, Sri Vijaya Puram is furnished herewith as received from the concerned department.

S.No./क्र.स.	Information Sought/मांगी गयी जानकारी	Information Supplied/जानकारी प्रदान की गई
1	Details of complaints received from passengers received during last one year and action taken	Information related with Complaints received from passengers and action taken reports in last one year are attached herewith.

धन्यवाद/ Thanking You.

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

विमानपत्तन निदेशक / Airport Director
भारतीय विमानपत्तन प्राधिकरण / Airports Authority of India
वीर सावरकर अंतर्राष्ट्रीय हवाई अड्डा / V.S.I Airport
श्री विजय पुरम / Sri Vijaya Puram

RTI Application Registration No. AAIKO/R/T/26/00040 dated 03.03.2026 of Shri Jestin Joseph, Kerala

Q. Details of complaints received from passengers received during last one year and action taken.

A. The following month-wise details of complaints received from passengers during the last one year and the corresponding action taken data is submitted:

Number of complaints received in April 2025: NIL

Number of complaints received in May 2025: NIL

Number of complaints received in June 2025: 01

Date	Passenger Name	Complaint	Action Taken
28.06.2025	Mr. Rajesh	Denied entry into the airport leading to missed flight and financial loss.	Complaint was forwarded to the Airport APSU/CISF In-charge to examine the incident and provide a suitable response. Airport APSU/CISF examined the incident and provided a report which was shared with the complainant. It was conveyed to the passenger that the action taken by the CISF staff was as per the security protocol and guidelines of BCAS was followed by the staff.

Number of complaints received in July 2025: 02

Date	Passenger Name	Complaint	Action Taken
24.07.2025	Mr. Rahul Mistry	Illegal parking charges were collected without providing receipt.	Complainant was requested to provide a scanned copy of the Entry slip which was provided at the Entry Booth on the day of the incident so that the matter can be investigated. However, no further reply was received from the passenger.
30.07.2025	Mr. Rahul Mistry	Request to check CCTV footage and Automated Parking System database to investigate incident of illegal parking charges.	Complainant was informed that the CCTV coverage within the airport premises falls under the jurisdiction of BCAS and in order to access recorded CCTV footage, a copy of police FIR needs to be submitted to get approval from BCAS. In case the Entry slip is not available, the complainant was requested to visit AAI administration office to have a meeting with the parking licensee in the presence of AAI official to resolve the issue.

Number of complaints received in August 2025: 02

Date	Passenger Name	Complaint	Action Taken
15.08.2025	Mishti Joshi	Regarding the check-in process and seat allotment	Informed all the airlines and their ground staff instructing them to take corrective measures. Also, ensured that their staff undergo refresher training on passenger handling, especially in cases where medical conditions and safety requirements are involved.

23.08.2025	Mr. Asif Sk	Misbehavior by CISF personnel	Feedback was shared with the CISF authorities for necessary review and corrective action. Recommended suitable sensitization and behavioral training programs for CISF to ensure that staff maintain the highest standards of passenger service.
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Number of complaints received in September 2025: 06

Date	Passenger Name	Complaint	Action Taken
11.09.2025	Shasank Kumar Singh	Lack of lighters in smoking zone.	Lighters were installed in the smoking zones.
11.09.2025	Shasank Kumar Singh	Drinking water facility not available	Complainant was informed that the facility is already available at the airport.
12.09.2025	Shasank Kumar Singh	Lack of furniture facilities for stakeholders	Complainant was informed that procurement action is in progress related to furniture for CISF personnel.
15.09.2025	Shasank Kumar Singh	Potholes in the apron area	Complainant was informed that the apron is due for reconstruction.
16.09.2025	Shasank Kumar Singh	Non-availability of glass partition in the departure area	Complainant was informed that work is in progress to place the new glass partition.
16.09.2025	Shasank Kumar Singh	Accommodation for CISF personnel	Complainant was informed that it pertains to policy matters between AAI and CISF. It has no effect on passenger experience.

Number of complaints received in October 2025: 03

Date	Passenger Name	Complaint	Action Taken
06.10.2025	Ajay Ashok Chavan	Illegal parking charges.	Complainant was requested to furnish a copy of the Airport Entry slip along with a copy of the money receipt to enable initiation of further necessary action. However, no further reply was received from the passenger.
10.10.2025	Shasank Kumar Singh	Provision of MI Room facilities and services for CISF personnel.	It was clarified to the complainant that MI Room facilities are meant for passengers as well as airport stakeholders including CISF staff. It was also informed that instances of denial of medical assistance to CISF staff may be reported to the Terminal Manager immediately for necessary action.
11.10.2025	S. Abdussalam	Unauthorized overnight parking of commercial buses and trucks along external perimeter wall leading to security issues.	Complainant was informed that the area falls under the jurisdiction of INS Utkrosh (Indian Navy) and the issue will be taken up in the upcoming monthly security committee meeting for joint deliberation and resolution.

Number of complaints received in November 2025: 02

Date	Passenger Name	Complaint	Action Taken
04.11.2025	Shasank Kumar Singh	Non-provision of CISF barracks at Port Blair Airport.	Point-wise reply was provided to the complainant and explanation was given that Barracks have been provided as per MHA and AAI norms. However, since the existing facilities are insufficient, a file for additional land requisition was initiated in February 2025 and is currently pending with the A&N District Administration.
11.11.2025	S Abdussalam	Unauthorized overnight parking of commercial buses and trucks along external perimeter wall leading to security issues.	Complainant was informed that the area falls under the jurisdiction of INS Utkrosh (Indian Navy) and the issue has been taken up in the monthly security committee meeting.

Number of complaints received in December 2025: 05

Date	Passenger Name	Complaint	Action Taken
02.12.2025	Shasank Kumar Singh	Removal of Pillar Health Centre from CISF Unit ASG Sri Vijaya Puram Medical Panel – Clarification Required	The complainant was informed that as an administrative action, Pillar Health Centre was removed since the contract agreement had been exhausted. Further extension was not done due to non-availability of income tax certificate under sub-clause (b) of clause (ii) of the provision clause (2) of section 17 of the income tax act, 1961 in respect of the Health Centre. Under this clause, no private hospital fulfills the criteria for empanelment at Sri Vijaya Puram. Hence, AAI is unable to empanel any of the private hospitals.
02.12.2025	Shasank Kumar Singh	Unsafe Drinking Water Supply at Veer Savarkar International Airport, Sri Vijaya Puram, A&N islands	The complainant was informed that on 15th November 2025, water samples from the Airport had been sent to the Directorate of Health Services, A&N Administration for testing, in coordination with APHO. On 18th November 2025, the water testing report from the Office of the Deputy Director (Health) was received, stating that the water samples were tested by the pathologist/microbiologist of G.B. Pant Hospital and found to be satisfactory for consumption.
10.12.2025	Shasank Kumar Singh	Non-provision of CISF barracks at Port Blair Airport	Point-wise reply was provided to the complainant and explanation was given that Barracks have been provided as per MHA and AAI norms. A letter for additional land requisition was sent in February 2025, with a reminder letter in July 2025. However, no response has been received yet from the A&N District Administration.

23.12.2025	Rajnish Aggarwal	Housekeeping Staff's Behavior while cleaning the toilet in Child Care Room	Complainant was informed that a preliminary investigation was carried out and it was found that the Supervisor had also received the information about the incident. He stated that he had personally gone to meet the passengers and apologize for the unpleasant experience. Nevertheless, complaint has been shared with the contract agency to take appropriate action. The agency was instructed to organize suitable sensitization and behavioral training programs for their staff to ensure that the highest standards of passenger service is maintained.
26.12.2025	Akanksha Deo	Inappropriate conduct by May I Help You staff while on duty	The complainant was informed that the contract agency has acknowledged that the remarks made by the staff were inappropriate and outside the scope of her duties, leading to discomfort for the passenger. As a remedial action, the concerned staff has been issued a formal written warning and directed to undergo communication and sensitivity training since the lapse was due to poor judgment rather than malicious intent.

Number of complaints received in January 2026: 05

Date	Passenger Name	Complaint	Action Taken
07.01.2026	Shasank Kumar Singh	Denial of Essential Medical Access for CISF UNIT ASG Sri Vijaya Puram and AAI Personnel at Veer Savarkar International Airport – Independent Review Request	The complainant was informed that the issue regarding the absence of medical facilities for personnel posted at VSI Airport, Sri Vijaya Puram has been discussed in the JCM meeting of 2025 and also apprised to the Regional Executive Director of Eastern Region, AAI, during their visit to Port Blair in August 2025. Since it is a policy matter of AAI corporate office, the details of action initiated in AAI headquarters in not available at Port Blair Airport station level.
27.01.2026	Shasank Kumar Singh	Non-availability of cold drinking water at Arrival Area of Veer Savarkar International Airport, Sri Vijaya Puram (Port Blair)	The complainant was informed that cold drinking water dispensers are available in all passenger movement areas in the terminal building, next to the regular drinking water points. These facilities are functional and accessible to passengers. The terminal management team also conducts periodic inspections regularly to ensure proper functioning of the dispensers. In case of any temporary malfunction, immediate corrective action is initiated.

27.01.2026	Shasank Kumar Singh	Poor infrastructure and mismanagement at Veer Savarkar International Airport, Sri Vijaya Puram (Port Blair)	Complainant was informed that the tendering process for procurement of additional furniture is underway. The same has already been communicated to the Head In-Charge of the CISF personnel i.e. the Chief Airport Security Officer (CASO), who has acknowledged the same.
27.01.2026	Shasank Kumar Singh	Poor and inhumane duty-post arrangements for CISF personnel at Veer Savarkar International Airport, Sri Vijaya Puram (Port Blair)	Complainant was informed that the tendering process for procurement of additional furniture is underway. The same has already been communicated to the Head In-Charge of the CISF personnel i.e. the Chief Airport Security Officer (CASO), who has acknowledged the same.
29.01.2026	Kamal Kishore Agarwal	Lost Wallet - Left in Security Check Tray at Port Blair Airport	The complainant was provided the details regarding how to contact the Lost and Found Section through the Terminal Manager of Port Blair Airport. The wallet was then handed over to the passenger's authorized person on 4th February 2026

Number of complaints received in February 2026: 01

Date	Passenger Name	Complaint	Action Taken
09.02.2026	Alpa Sharma	Forgotten charger and power bank at Port Blair Airport	Provided details regarding how to contact the Lost & Found Section through the Terminal Manager of Port Blair Airport. Items were then claimed by the passenger's authorized person on 13th Feb 2026.

Number of complaints received in March 2026: 02

Date	Passenger Name	Complaint	Action Taken
05.03.2026	S Abdussalam	Unauthorized overnight parking of commercial buses and trucks along external perimeter wall leading to security issues.	Complainant was informed that the issue was taken up by the members of the Aerodrome Committee Meeting held in the Navy office under the chairmanship of the Commanding Officer, INS Utkrosh on 08th January 2026. The Superintendent of Police (South Andaman) informed the Committee members that the police will ensure that the vehicles are not parked along the perimeter wall and alternative parking spot opposite to the road will be used.
06.03.2026	Michael Holzmüller	Lost small Guitar at the airport	Provided details regarding how to contact the Lost & Found Section through the Terminal Manager of Port Blair Airport. Items were then claimed by the passenger's authorized person on 08th Mar 2026.