

सं/No. AAM/RTI/GM(F&A)/DIRCA/R/T/25/00062/2025-26/

दिनांक/Dated: 21/11/2025

Sh. ABHISHEK,

विषय: श्री अभिषेक (DIRCA/RT/25/00062) के ऑनलाइन आर.टी.आई. आवेदन का उत्तर-बाबत

Sub: Reply to online RTI Application of Sh. ABHISHEK (DIRCA/R/T/25/00062)- Reg.

महोदय/Sir,

With reference to your Online RTI Application vide Reg No. DIRCA/R/T/25/00062 dated 31-10-2025, the information sought pertaining to Chennai Airport received from various treated PIOs has been consolidated as under:

S.N.	Query	Reply
1.	Copy of the Government Order (GO), Standing Order, Circular, or Departmental Order/Notification authorizing the collection of entry fee, access fee, or similar charge from <ul style="list-style-type: none"> Private vehicles. Private prepaid taxis/car or private app-based taxis/car, and Commercial vehicles not registered with AAI or its contractors, when such vehicles enter the airport premises for passenger pick-up or drop-off purposes. 	NIT available in AAI website. https://www.aai.aero/en/tender/tender-search?field region tid=192&field airport tid=555&term node tid depth=15&field tender status value=All&field tender last sale date value%5Bvalue%5D%5Bdate%5D=&combine=2025 AAI 233195 1 Parking Charges are levied as per the tender conditions of AAI. Copy of Notice Inviting Tender can be accessed from AAI website.
2.	Legal authority and statutory basis (e.g., relevant provisions of the Airports Authority of India Act, 1994, or approval from the Ministry of Civil Aviation) empowering AAI or its concessionaires to levy such entry/access fees on vehicles not registered with AAI or not operating under AAI-contracted Agencies.	With regard to query No. 2, as per understanding of this department the relevant provisions of AAI act is section 12 read with 22 & The Airports Authority of India (Management of Airports) Regulations, 2003 which is already available in public domain (https://www.aai.aero/sites/default/files/rtidir/gazz13.pdf):-
3.	Certified copy of any agreement, concessionaire contract, or Memorandum of Understanding (MoU) between AAI and any private operator or contractor authorized to collect such entry/access/parking fees at Madurai and Coimbatore Airports.	The information not sought for Chennai Airport.

S.N.	Query	Reply
4.	<p>Approved rate chart or fee structure currently in force, specifying charges applicable to:</p> <ul style="list-style-type: none"> • AAI-registered taxis/commercial vehicles, • Private prepaid taxis/car or private app-based taxis/car, and, • Commercial vehicles not registered with AAI, and • Private vehicles used for passenger pick-up/drop, along with distinctions (if any) between drop-off, pick-up, or parking fees. • Copy of the rules, circulars, or Standard Operating Procedures (SOPs) issued by AAI governing entry, waiting period, and movement of private vehicles, Private prepaid taxis/car or private app-based taxis/car, and, and unregistered commercial vehicles inside airport premises. 	<p>Available in the tender document / NIT. Prevailing rate chart can be accessed from AAI website https://www.aai.aero/en/airports/passenger-info/chennai/Park-&-Fly</p>
5.	<p>Certified copy of any approval, sanction, or concurrence obtained from the Ministry of Civil Aviation (MoCA) or any competent authority for the imposition or collection of such entry/access fees from the above categories of vehicles.</p>	<p>Not available with this office.</p>
6.	<p>Details of revenue-sharing or financial arrangements, if any, showing how the entry/access fees collected from such vehicles are apportioned between AAI and the contractor/operator.</p>	<p>License for vehicle parking management is awarded on fixed monthly License fee model.</p>
7.	<p>Name, address, and contact details of the current contractor, agency, or concessionaire authorized to collect entry/access/parking fees from private vehicles, private prepaid taxis, and commercial vehicles not registered with AAI at Madurai and Coimbatore Airports.</p>	<p>The information not sought for Chennai Airport.</p>

S.N.	Query	Reply
8.	<p>Details of the grievance redressal mechanism (with contact details) for vehicle owners, drivers, or passengers to report cases of overcharging, unauthorized collection, or harassment related to the entry/access fee.</p>	<p>Grievance Redressal/ Issues Management (i) To assure issues are properly prioritized, monitored and closed within performance standards, a grievance escalation matrix shall be complied with at all times.</p> <ol style="list-style-type: none"> 1. General – Day to Day issues – Vehicle parking Manager – M/s Omega Enterprises, Duty Manager – 6379428539 - omega.carparking@gmail.com 2. Initial – In case of unsatisfied response or absence of contact person at previous level – Duty Terminal Manager – <ul style="list-style-type: none"> • Airport Manager, AAI, Domestic Terminal (T1) - 044 – 22563100/01 & 8056220066. • Airport Manager, AAI, International Terminal (T2) - 044-22565100/01 & 8056220077. • Airport Manager, AAI, Domestic Terminal (T4) - 044 – 22563600/01 & 7845792544. 3. Secondary - In case of unsatisfied response or absence of contact person at previous levels. - HOD Terminal Operations (Query also to be shared with Commercial Dept) – GM (Operation),AAI, 044 – 22564047 pgo_chennai@aai.aero and Commercial Department – 22564027 dgmcomm Chennai@aai.aero. 4. Final - In case of unsatisfied response or absence of contact person at previous levels – Airport Director – 22564201 apdchennai@aai.aero

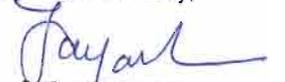
S.N.	Query	Reply
9.	<p>Whether any exemption, concession, or special provision exists for Persons with Disabilities (PwDs) in respect of entry, access, or parking fees at Madurai and Coimbatore Airports, particularly concerning:</p> <ul style="list-style-type: none"> • Vehicles driven by or carrying persons with disabilities, • Provision of accessible pick-up and drop-off areas, • Designated assistance lanes or dedicated time allowances. Kindly provide certified copies of circulars, orders, or internal communications issued under the Rights of Persons with Disabilities Act, 2016 or AAI's accessibility policy. 	The information not sought for Chennai Airport.
10.	<p>Whether AAI has issued any internal circular, order, or instruction granting exemptions or concessions from entry/access fees for specific categories such as government vehicles, emergency services, or vehicles used by persons with disabilities. Please provide copies of such communications.</p>	No such instruction is issued.

2. तदनुसार, आर.टी.आई अनुरोध दिनांक 31/10/2025 को एतद्वारा निपटाया गया माना जाता है। यदि आप जानकारी से संतुष्ट नहीं हैं, तो आप इस उत्तर की प्राप्ति से 30 दिनों के भीतर आर.टी.आई. अधिनियम, 2005 की धारा 19(1) के अनुसार प्रथम अपीलीय प्राधिकारी (एफ.ए.ए) के समक्ष अपील दायर कर सकते हैं, जिसका नाम और पता नीचे दिया गया है।

Accordingly, the RTI Request dated 31/10/2025 is hereby treated as disposed off. In case, you are not satisfied with the information, you may file an appeal before the First Appellate Authority (FAA) as per Section 19(1) of the RTI Act, 2005 within 30 days from the receipt of this reply, whose name and address are given below:

श्री एम .राजा किशोर , /प्रथम अपीलीय प्राधिकारी/ Sh. M. RAJA KISHORE, Airport Director/First Appellate Authority,
भा.वि.प्रा.प्रचालन कार्यालय,चेन्नई अंतरराष्ट्रीय हवाई अड्डा/AAI, Operational Offices, Chennai Airport,
मीनम्बाक्कम, चेन्नई/Meenambakkam, Chennai – 600 016
(दूरभाष/Phone: 044 – 22561122) ईमेल/Email: apdchennai@aai.aero

भवदीय / Yours faithfully,



(जी. जयश्री / G.JAYASHREE)

महाप्रबंधक (वित्त एवं लेखा / GENERAL MANAGER (F&A)

केंद्रीय जन सूचना अधिकारी-आर. टी. ऐ. / CPIO-RTI,

ए.ए.आई, चेन्नई एरपोर्ट/AAI, Chennai Airport.