

सं/No. AAM/RTI/GM(F&A)/DIRCA/R/E/25/00083/2025-26/

दिनांक/Dated: 25/08/2025

Sh. PANKAJ

विषय: श्री पंकज (DIRCA/R/E/25/00083) के ऑनलाइन आर.टी.आई आवेदन का उत्तर-बाबत

Sub: Reply to online RTI Application of Sh. PANKAJ (DIRCA/R/E/25/00083)- Reg.

महोदय/Sir,

आपके ऑनलाइन आर.टी.आई आवेदन दिनांक 11/08/2025 के संदर्भ में, भा.वि.प्रा.चेन्नई अंतरराष्ट्रीय हवाई अड्डे से संबंधित उपचारित पी.आई.ओ से प्राप्त जानकारी संलग्न है और तदनुसार, आर.टी.आई अनुरोध दिनांक 11/08/2025 को एतद्वारा निपटारा गया माना जाता है।

With reference to your online RTI Application dated 11/08/2025, the information sought received from the treated PIO pertaining to AAI Chennai Airport is enclosed and accordingly, the RTI Request dated 11/08/2025 is hereby treated as disposed off.

2. यदि आप जानकारी से संतुष्ट नहीं हैं, तो आप इस उत्तर की प्राप्ति से 30 दिनों के भीतर आरटीआई 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।

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 सी वी दीपक/प्रथम अपीलीय प्राधिकारी/ SH C V Deepak, Airport Director/First Appellate Authority
भा.वि.प्रा.प्रचालन कार्यालय, चेन्नई अंतरराष्ट्रीय हवाई अड्डा/AAI, Operational Offices, Chennai Airport
मीनम्बक्कम, चेन्नई/Meenambakkam, Chennai – 600 016
(दूरभाष/Phone: 044 – 22561122) ईमेल/Email: apdchennai@aai.aero

संलग्न/Encl: यथोपरि/As Above (02 पृष्ठ/Pages)

भवदीय / Yours faithfully



(जी. जयश्री /G.JAYASHREE)

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

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

एएआई, चेन्नई एरपोर्ट/ AAI, Chennai Airport

चेन्नई अंतरराष्ट्रीय हवाईअड्डा, चेन्नई - 600016

Chennai International Airport, Chennai - 600016

वेबसाइट/Website : www.aai.aero

दूरभाष : 044 - 2256 0551

Tel. : 044 - 2256 0551

फैक्स: 044 - 2256 0008

Fax : 044 - 2256 0008

ई-मेल / e-mail : apdchennai@aai.aero



AIRPORTS AUTHORITY OF INDIA
CHENNAI AIRPORT: CHENNAI 600 027

No.AAM/ ASM/888/2025/ 76

22.08.2025

कार्यालय टिप्पणी / OFFICE NOTE

विषय: श्री पंकज का आरटीआई आवेदन दिनांक 11.08.2025

Sub: RTI application from Shri. Pankaj dated 11.08.2025

With reference to RTI application dated 11.08.2025 from Shri. Pankaj, the Information sought in respect of Airside Management, Chennai Airport is given below.

Sl.no	Query	Reply
6.	Confirm whether 6E5391(Mumbai to Chennai) was operated by aircraft VT-ITV, and if it was delayed due to the late arrival of incoming flight 6E5341(Chennai to Mumbai) pairing the same aircraft VT-ITV.	6E5391 (Mumbai to Chennai) was not operated by aircraft with registration VT-ITV on 7 th December 2019. VT-ITV operated to Mumbai from Chennai as flight 6E5341, which departed with a delay of 1 hour and 30 minutes on 7 th December 2019.
40.	What was the original scheduled departure time of flight 6E5341 on 7th December 2019, and what time was it rescheduled to?	Original Schedule Time of Departure of flight 6E5341 from Chennai to Mumbai on 7 th December 2019 is 15:40 Hrs IST with Estimated Time of Departure 16:30 Hrs IST.
43.	Provide the recorded reason for the delay of 6E5341 on 7th Dec 2019.	The recorded reason for the delay of 6E5341 on 7th Dec 2019 is – "due to Operational Reasons"

For other queries mentioned in the RTI Application the details are not available with Chennai AOCC.

Shibu.C
Jt. General Manager(Ops-ASM)

To

Public Information Officer RTI, Chennai.

From: jgm ops ch <jgm-ops-ch@AAI.AERO>
Sent: 13 August 2025 16:08
To: GM OPS Chennai <gmopschn@AAI.AERO>
Subject: FW: RTI ONLINE REQUEST OF SH PANKAJ - DIRCA-R-E-25-00083 -Reg.

Sir,

Reference to the RTI application of **Sh. Pankaj**, DIRCA-R-E-25-00083. Please find appended the information / reply on point no. 15, 16 & 21.

Point. No	Information sought	Information / Reply		
		Year	Number of Complaints	Nature of Complaints (Broad Categories)
15	Number and Nature of passenger complaints filed with Chennai Airport against IndiGo for their staff misbehavior, harassment, denial of boarding, or misinformation from 2018 to date.	2018	1	Denial of boarding
		2019	3	Misinformation, Staff misbehaviour, delayed arrival leading to missing of connecting flight.
		2020	1	Staff misbehaviour
		2021	3	Harassment, denial of boarding (2)
		2022	1	Denial of boarding
		2023	4	Denial of boarding (3), harassment.
		2024	2	Staff misbehaviour, Denial of boarding.
		2025	4	Staff misbehaviour (2), Misinformation, Denial of boarding.
16	Provide certified copies of complaints received by Chennai Airport against IndiGo regarding incorrect delay information, or misleading announcements made by IndiGo ground staff regarding real cause of delays.	No complaints have been received regarding incorrect delay information or misleading announcements made by IndiGo ground staff regarding the real cause of delays.		
21	Total number of complaints (passenger or internal) received against IndiGo ground staff or crew from 2018 to 2025 at Chennai Airport.	Year	Number of Complaints	
		2018	NIL	
		2019	1	
		2020	1	
		2021	1	
		2022	NIL	
		2023	1	
		2024	1	
		2025	2	

धन्यवाद एवं सादर / Thanks & Regards,

जयवर्धन.ए / Jayavardhan. A
संयुक्त महाप्रबंधक (प्रचालन) / Jt. General Manager (Ops)
भारतीय विमानपत्तन प्राधिकरण / Airports Authority of India
चेन्नई अंतरराष्ट्रीय हवाई अड्डा / Chennai International Airport