

भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

सं/No. AAM/RTI/GM(Ops)/DIRCA/R/24/00009/2024-25/270

दिनांक /Dated: 12/03/2025

13

SH.RADHA VALLABH ARORA
FLAT 204, TROPICAL DWELLINGS APARTMENT
VIBHUTIPURA, BASAVANAGAR 560-037
KARNATAKA

विषय: श्री राधा वल्लभ अरोड़ा (DIRCA/R/25/00009) के ऑनलाइन आर.टी.आई आवेदन का उत्तर-बाबत
Sub: Reply to online RTI Application of SH RADHA VALLBH ARORA (DIRCA/R/25/00009)- Reg.

महोदय/Sir,

आपके ऑनलाइन आर.टी.आई आवेदन दिनांक 06/02/2025 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 06/02/2025 को एतद्वारा निपटाया गया माना जाता है।

With reference to your online RTI Application dated 06/02/2025, the information received from the treated PIO pertaining to AAI Chennai Airport is enclosed and accordingly, the RTI Request dated 06/02/2025 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 अपील प्रधिकारी (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 अपील प्रधिकारी/SH C V Deepak, 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

संलग्न/Encl: यथोपरि/As Above (04 पृष्ठ/Pages)

भवदीय / Yours faithfully

के.के. शोभी / K. K. SHOBHY
महाप्रबंधक (प्रचालन)/ General Manager (Ops)/
केंद्रीय जन सूचना अधिकारी-आर. टी. आई. / CPIO-RTI,
चेन्नई अंतरराष्ट्रीय एयरपोर्ट/Chennai International Airport

चेन्नई अंतरराष्ट्रीय हवाई अड्डा, चेन्नई - 600016
Chennai International Airport, Chennai - 600016

दूरभाष : 91-(044)-2256 0551
Tel. : 91 - (044) - 2256 0551

ईमेल : apdchennai@aai.aero
e-mail : apdchennai@aai.aero



Airports Authority of India

Chennai Airport: Chennai – 600 016
Department of Commercial

AAM/C.RTI/2025/ 298

28.02.2025

NOTE

Sub: Information requested under the RTI Act 2005- Application of **Sh Radha Vallabh Arora** – reg.

Please refer to the following RTI Queries raised by **Sh. Radha Vallabh Arora**, dated 06.02.2025, seeking information under RTI Act 2005 about the details related to Food and Beverage at Chennai Airport.

The reply for the same are furnished below:

Sr No	Query	Information
1	<u>Regulatory Framework</u>	
	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.	1. The pricing policy as per existing license agreement is enclosed as Annexure-A. 2. The revised pricing policy for Food & Beverage (F&B) outlets is enclosed as Annexure-B.
	3. If no such regulation exists please provide reasons for the absence of such policies.	Please refer above.
2.	<u>Vendor Contracts and Price Regulation</u>	
	a. What is the process for selecting and licensing food vendors at Indian airports	F&B licensees will be finalized through tendering process in Central Public Procurement (CPP) website.
	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	Please refer 1
	c. What mechanisms are in place to prevent overpricing and ensure fair pricing	License shall follow the guidelines stipulated in the license agreement.
3.	<u>Price Monitoring and Complaints</u>	
	a. How does AAI monitor and audit food prices at airport food outlets	AAI ensures that the licensee shall follow the pricing policy mentioned in the agreement.
	b. What is the procedure for passengers to report complaints about excessive pricing	Public Grievance officer (PGO) deputed to address the all kinds of passenger complaints / suggestions.
	c. How many such complaints have been received in the last three	The passenger complaints against pricing in last 03 years as follows: 2022-23: 04, 2023-24: 03 and 2024-25:10



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Department of Commercial

	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.	As and when the passenger complaint(s) received from PGO, the same was forwarded to the F&B vendor to seek the comments and the replies were sent to the concerned passenger through PGO. Wherever required advises are given for corrective action.
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	AAI, Corporate Head Quarters (CHQ) has issued the F&B policy on PAN India basis for all AAI airports. However, the specific options for veg including Jain food & non-veg are made available at Chennai Airport.
	b. If yes please provide details of implementation and enforcement	As above
	c. If no such policy exists are there any plans to introduce such measures in the near future.	Chennai Airport cannot comment upon the policy guidelines as policies are framed and circulated by CHQ for all AAI airports. (PAN INDIA)

Mini
24/2/25

एस.मिनी / S MINI

सहायक महाप्रबंधक (वाणिज्य) / Asst. General Manager (Commercial)
कृते संयुक्त महाप्रबंधक (वाणिज्य) / For JGM (Commercial)

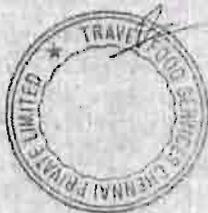
संलग्न / Encl: ऊपरोक्त अनुसार / As above

Public Information Office – RTI Cell.

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ARTICLE 13. PRICING POLICY

- 13.1 The Concessionaire agrees and acknowledges that the prices (exclusive of taxes) charged by the Concessionaire for the F&B Items sold at their F&B Outlet shall be in compliance with Applicable Laws
- 13.2 In case, pursuant to the verification of a complaint made by a customer, it is found that the Concessionaire has sold any product from the F&B Outlet to a customer at a price higher than that stipulated in Clause 13.1, the Concessionaire shall be required to refund the price difference which shall be in addition to any penalty which the Authority, as per the provisions of Clause 14.43 may impose, and failure to comply with the same shall be construed as a breach.
- 13.3 The Concessionaire shall intimate the Authority the prices of all F&B Items proposed to be sold in the F&B Outlet before offering them for sale.
- 13.4 The Concessionaire shall sell all F&B Items at fixed prices and shall not engage in any bargaining with customers and shall indicate prominently in the F&B Outlet that all selling prices are fixed.
- 13.5 The Concessionaire shall ensure that the selling prices of the F&B Items at the F&B Outlet are always in accordance with the pricing policy stipulated in this Article 13, Schedule F 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.
- 13.6 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 by Authority's authorised officers or engaging the services of a 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.
- 13.7 The Concessionaire shall also have in place a price control system to ensure that prices of proposed F&B Items are always in accordance with the pricing policy as set out hereunder and are no higher than the prices of similar food and beverage items at Comparable Off Airport Outlets selling the proposed items.



A handwritten signature in black ink, appearing to read "S. Srinivasan".

एयरपोर्ट निदेशक
AIRPORT DIRECTOR
चेन्नै एयरपोर्ट
CHENNAI AIRPORT

ARTICLE - 13 [PRICING POLICY]

- 1.1.1 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.
- 1.1.2 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 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.
- 1.1.3 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.
- 1.1.4 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.
- 1.1.5 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.
- 1.1.6 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.
