

सं/No. AAM/RTI/GM(F&A)/DIRCA/R/E/25/00102/2025-26/

दिनांक/Dated: 30/10/2025

31

Sh. SHAHID KARIM

विषय: श्री शाहिद करीम (DIRCA/R/E/25/00102) के ऑनलाइन आर.टी.आई आवेदन का उत्तर-बाबत
Sub: Reply to online RTI Application of Sh. SHAHID KARIM (DIRCA/R/E/25/00102)- Reg.

महोदय/महोदया-Sir/Madam,

आपके ऑनलाइन आर.टी.आई आवेदन दिनांक 14/10/2025 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 14/10/2025 को एतद्वारा निपटाया गया माना जाता है।

With reference to your online RTI Application dated 14/10/2025, the information sought received from the treated PIO pertaining to AAI Chennai Airport is enclosed and accordingly, the RTI Request dated 14/10/2025 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

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,
मीनम्बक्कम, चेन्नई/Meenambakkam, Chennai – 600 016
(दूरभाष/Phone: 044 – 22561122) ईमेल/Email: apdchennai@aai.aero

संलग्न/Encl: यथोपरि/As Above (9 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.

RE: REMINDER II : RTI ONLINE REQUEST OF SH SHAHID KARIM-DIRCA-R-E-25-00102 -Reg.

Commercial Chennai

Wed 29-10-2025 17:12

Public Information Officer RTI, Chennai <pio-rti-chn@AAI.AERO>;

GM(F&A), Chennai Airport <gmfachnapt@AAI.AERO>; GM OPS Chennai <gmopschn@AAI.AERO>;

3 attachments

Annexure B.pdf; Annexure A.pdf; Shahid Karim_FB14102025.pdf;

Madam,
महोदया,

Please find attached herewith the reply to RTI query number DIRCA/R/E/25/00102 dated 14/10/2025 for your information.

आर टी आई प्रश्न संख्या DIRCA/R/E/25/00102 dated 14/10/2025 का उत्तर संलग्न है! आपकी जानकारी के लिए अग्रेषित किया गया है!

With regards/सस्नेह

के रेणुका देवी / K Renuka Devi
संयुक्त महाप्रबंधक (वाणिज्य) / JGM (Commercial)
कृते विमानपत्तन निदेशक / for Airport Director
एएआई, चेन्नई एयरपोर्ट, चेन्नई।
AAI, Chennai Airport , Chennai.



Airports Authority of India

Chennai Airport: Chennai – 600 016
Department of Commercial

AAM/C.RTI/2025/ 1047

29.10.2025

NOTE

Sub: आर टी आई अधिनियम 2005 के तहत मांगी गई जानकारी - श्री शाहिद करीम का आवेदन।
Information requested under the RTI Act 2005- Application of **Shri Shahid Karim**.

Please refer to the following RTI Queries raised by **Shri Shahid Karim**, dated 14.10.2025, seeking information under RTI Act 2005 about the details related to Food & Beverage Financial Year 2019-20 at Chennai Airport.

इस कार्यालय में उपलब्ध अभिलेखों के अनुसार इसका उत्तर नीचे दिया गया है। The reply for the same as per the records available with this office is furnished below:

क्र.सं Sr No	सवाल /Query	जवाब /Reply
1.	A. Concession Agreements & Financial Models 1. A certified copy of the standard/template concession agreement currently used for allotting space to Food & Beverage (F&B) outlets, including but not limited to, major national and international franchise chains. 2. A point -wise list of all financial models contractually permitted for these F&B concessions (e.g. Fixed Monthly Rent, Revenue Share, Minimum Monthly Guarantee (MMG), a Traffic-Linked Model, or any hybrid thereof). Please indicate the predominant model in use. 3. The approved range of revenue share percentages (i.e. from a minimum of X% to a maximum of Y%) that AAI is permitted to charge F&B concessionaires under its current commercial policy. 4. A certified copy of the policy document or a note detailing the methodology for calculating the Minimum Monthly Guarantee (MMG), where applicable.	1.The format of the License Agreement for the Food and Beverage Master Concessionaire forms part of the Tender Document, which is a public document and can be downloaded from https://www.aai.aero/en/tender/tender-search . 2.The current Food and Beverage Master Concessionaire in Chennai Airport is awarded under a Minimum Monthly Guarantee (MMG) revenue model. 3.Not applicable. 4. Please refer to query A.2. However, as per the new Commercial Manual 2025 the MG per passenger model is stipulated for License for F&B MC. The methodology for calculation of the same is enclosed as Annexure A .
2.	B. Pricing Regulation & Policy Oversight 1. Certified copies of all circulars, office orders, internal guidelines, or directives issued to F&B concessionaires regarding	1. Details of Pricing Policy is exempted under Section 8(1)(d) of RTI Act as the same is a part of agreement executed with the licensee. In addition, as a



Airports Authority of India

Chennai Airport: Chennai – 600 016

Department of Commercial

	the pricing of non-packaged goods (e.g., cooked food, prepared beverages). 2. Please confirm whether a specific pricing formula or methodology (for instance, a "Street Price plus X% markup" model or any other variant) is prescribed for F&B concessionaires. a. If yes, please provide a certified copy of the relevant policy document that details this formula. B. If no such formula or methodology exists, please state so explicitly on record. 3. A note detailing the process, if any, for the approval of menu prices submitted by concessionaires. This should clarify if AAI has the authority to review and reject proposed prices for non—packaged items.	measure to provide basic refreshment at affordable prices, Udan Yatri Café (Low cost F&B outlet) has been provisioned at Chennai Airport in accordance with policy decision from AAI (Annexure B). 2. Please refer reply to Query B.1. 3. Please refer reply to Query B.1.
3.	C. Compliance, Enforcement & Complaints. 1. The total number of official complaints received, year-wise, regarding overcharging for non-packaged F&B items from FY 2019-20 onwards. 2. A summary of enforcement actions taken (e.g., number of warnings issued, penalties imposed, or contracts terminated) against F&B concessionaires for violating pricing guidelines during the same period. 3. Certified copies of any internal audit reports, performance reviews, or studies conducted by AAI that have evaluated pricing compliance and the effectiveness of its commercial oversight at the airport.	1. A total of 11 complaints have been received i.r.o. pricing of non-packaged items from FY 2019-20. 2. NIL. 3. Data not available with this office.

के.रेणुका
29/10/2025

K Renuka Devi / के रेणुका देवी
JGM (Commercial)
संयुक्त महाप्रबंधक (वाणिज्य)

Highest Outcome from the following two options to be considered as MRLF/MMG/MG per PAX.

1. License Fee of the same facility, if existing, at same category of airports (average from minimum two airports to be considered except in case of Mega and 'A' Category airports) may be made the base for fixation of MRLF/MMG/MG Per PAX. Increase/decrease of by 20% may be considered based on the ground realities viz. passenger footfall, business potential, location of the outlet.

The MRLF/MMG may be further increased/ decreased, in the following manner in case of introduction of existing facility at different location/ change of location of the facility:

Existing location	New Location	Increase/decrease in MRLF/MMG
SHA	Arrival /Check-in area	(-) 75%
Arrival/ Check-in area	SHA	(+) 75%

2. Average of:
 - a) The prevailing space rent per Sqm (AC or Non-AC as the case may be) of the Airport revised from time to time.
AND
 - b) Revenue Per Sqm from the similar facilities available at the Airport.

In case MMG/MRLF/MG per PAX cannot be determined for new facility by any of the above methods, meetings with stakeholders, market players may be convened and prevailing rates at local malls or similar outlets in local market/downtown market (if possible) may be considered as guiding factors for fixation of MMG/ MRLF/MG per PAX.

In case of MRLF/MMG/MG Per PAX fixed as per above paras does not result in any party quoting above the MRLF/MMG/MG Per PAX i.e., no response is received after two extensions (7 days each) in normal tenders, (**Refer 7.10**) then MRLF/ MMG/MG Per PAX downward revision is to be considered as per provisions at Para 7.2.3 and 7.2.4 above, as the case may be.

7.2.6 F&B and Retail (Master Concessionaire):

Methodology for fixation of MG per PAX: The Methodology for fixation of MG per PAX for various scenarios at airports to be followed is enumerated as following:

Scenario 1- Airports where Master Concession for F&B/Retail was awarded earlier and is to be re-awarded due to foreclosure/ expiry of earlier Master Concession contract:



- The last monthly license fee billed to / received from previous Master Concessionaire to be considered for $\pm 20\%$ adjustment (depending upon change in business potential) for arriving at Minimum Monthly Guarantee (MMG).
- The MMG so worked out may be multiplied by 12 to work out the Minimum Annual Guarantee (MAG).
- The MAG arrived through this methodology may be divided by the Projected Passenger Traffic for the Airport in the financial year in which RFP is to be invited to calculate the MG per PAX.
- The term "Last License Fee billed/received" implies last license fees as per contractual provisions of Master Concession (without considering the CSS impact).
- ED (Commercial) to accord approval of MG per PAX.

Scenario 2- Airports where Master Concession for F&B/Retail was not awarded but M/s. Deloitte, the consultant, had given the MMG:

- M/s. Deloitte Consultant was awarded work for consultancy services inter-alia for fixation of MRLF at 12 AAI airports. The approved MRLF suggested by M/s. Deloitte consultant was used for inviting tenders. The tenders resulted into response at few airports thereby appointment of Master Concessionaire. However, at remaining airports, either tenders did not yield response (due to outbreak of COVID-19) or tenders are yet to be invited.
- The methodology adopted by M/s Deloitte consultant for determining MRLF/MMG involved assessment of revenue potential in terms of Sales per PAX (SPP) which was multiplied by revenue share percentage and passenger traffic for FY-19-20 to work out the MAG.
- MG per PAX may be worked out by multiplying earlier approved MMG (communicated vide CHQ letter no. CL-11017/10/2020-COMMERCIAL/274 dated 12/10/2020) by 12 to determine MAG, which may be divided by the Projected Passenger Traffic for the Airport in the financial year in which RFP is to be invited, to calculate the MG per PAX.
- This methodology would be applicable for those airports where either tender did not yield response or tenders are yet to be invited.
- ED (Commercial) to accord approval of MG per PAX.

Scenario 3- Airports where Master Concession for F&B/Retail is to be introduced for the first time and were not part of consultancy assignment awarded to M/s Deloitte: consultant:

- MG per PAX may be worked out by considering following factors:
 - (i) Concession fee billed/received from existing Master Concession at comparable airports in terms of passenger traffic. Such concession fee to be adjusted by correlating the area proposed vis-à-vis area at such Master Concession airports, business potential etc.
 - (ii) In case of non-availability of Master Concession at comparable airports, total License fee currently being billed/received from similar facilities to be



considered. Such aggregate license fee to be divided by total area of such facilities. The resultant per SQM rate to be multiplied by proposed area under Master Concession.

- The MMG so determined may be multiplied by 12 to work out MAG.
- The determined MAG may be divided by the Projected Passenger Traffic for the Airport in the financial year in which RFP is to be invited, to calculate MG per PAX.
- The term used i.r.o. Concession Fee or license fee implies Concession Fee or license fee as per contractual provisions (without considering the CSS impact).
- ED (Commercial) to accord approval of MG per PAX.

Chapter 7.3: Annual Escalation

Escalation rate of license fee for concession/ license:

7.3.1 The first annual escalation will be applicable after completion of one year of license period. Thereafter the same will be applicable after completion of subsequent one-year period there from. In case extension in gestation period is given due to whatsoever reason, the date of first escalation period shall be reckoned from the original date of commencement of contract (i.e. commencement date had there been no extension in gestation period).

7.3.2 The annual escalation is of following two types:

- (i) 10% annual escalation rate.

OR

- ii. Annual escalation in the license fee/MMG linked with passenger growth in the following manner:

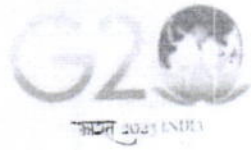
Sl. No.	Passenger Growth (in the preceding 12 months from the month in which escalation is due)	Annual Escalation
1.	Up to 5% (including negative growth)	5%
2.	Greater than 5% and less than or equal to 18%	10%
3.	Greater than 18%	15%

7.3.3 Unless otherwise communicated by RHQ / CHQ for a license / concession, 10% annual escalation rate would be applicable for all concession / license other than Master Concession for F&B, General Retail, License for Vehicle Parking Rights, Advertisement Rights Contract, Duty Free Shop.

7.3.4 In future tenders for Master Concession for F&B, General Retail, License for Vehicle Parking Rights, Advertisement Rights Contract, escalation formula as stipulated in 7.3.2 (ii) shall be applicable unless otherwise directed by CHQ.

7.3.5 Escalation formula for concession for Duty Free shop in future tenders shall be as per CHQ directions.





सीएल/11/2024-वाणिज्यिक/ 162-180

02-09-2025

वाणिज्यिक अनुदेश . स 04/2025
Commercial Instruction No. 04/2025

विषय:- भा.वि.प्रा. हवाई अड्डों में Udan Yatri Café के लिए नीति के संबंध में।

Subject: - Policy for Udan Yatri Café in AAI airports - Reg.

यात्री सुविधा बढ़ाने के लिए भा.वि.प्रा. हवाई अड्डों पर Udan Yatri Café के लिए नीति तैयार की गई है।

In order to enhance passenger facilitation, a policy for Udan Yatri Café at AAI Airports has been formulated.

2. यह मामला सी.ए.बी. की 325वीं बैठक में विचार-विमर्श के लिए प्रस्तुत किया गया था। सीएबी की सिफारिशों और सक्षम प्राधिकारी से अनुमोदन के आधार पर, Udan Yatri Café के लिए नीति तैयार की गई है और उसे Appendix-I के रूप में संलग्न किया गया है।

The matter was presented before the CAB in its 325th Meeting for deliberation. Based on the CAB's recommendations and subsequent approval from the Competent Authority, the Policy for Udan Yatri Café is formulated and annexed as Appendix-I.

3. Udan Yatri Café की व्यवस्था केवल सीएचक्यू के निर्देश के बाद ही हवाई अड्डे पर की जाएगी।

The Udan Yatri Café is to be provisioned at Airport only after direction from CHQ.

संक्षिप्त

Page 1 of 3

This commercial instruction is available at AAI Website under following path:

<https://www.aai.aero/en> => employee login => circulars & orders => check circulars only => Department (Commercial) => search

राधिका

राधिका आर.

कार्यपालक निदेशक(वाणिज्य)

सम्प्रेषण / Distribution:

1. क्षेत्रीय कार्यपालक निदेशक (उत्तरी/पूर्वी/उत्तर पूर्वी/दक्षिणी/पश्चिमी क्षेत्र)
Regional Executive Directors (NR/ER/NER/SR/WR)
2. विमानपत्तन निदेशक, कोलकाता/चेन्नई
Airport Directors, Kolkata/Chennai.
3. सभी विमानपत्तन निदेशक
All Airport Directors / Airport In-Charges
4. क्षेत्रीय वाणिज्यिक प्रभारी (उत्तरी/पूर्वी/उत्तर पूर्वी/दक्षिणी/पश्चिमी क्षेत्र)
Regional Commercial In-Charges (NR/ER/NER/SR/WR)

प्रति /Copy to:

1. अध्यक्ष, भा.वि.प्रा. के ईए
EA to Chairman, AAI, CHQ.
2. सदस्य (मानव संसाधन/ वित्त/योजना/ संचालन/ एएनएस), भा.वि.प्रा., निगमित मुख्यालय
Member (HR/Finance/Planning/Operations/ANS), AAI, CHQ
3. मुख्य सतर्कता अधिकारी, निगमित मुख्यालय
Chief Vigilance Officer, CHQ
4. महाप्रबंधक (आईटी), निगमित मुख्यालय - वेबसाइट पर अपलोड करने हेतु
GM (IT), CHQ for uploading on website please.

PROVISIONING OF UDAN YATRI CAFÉ

Appendix-I

(a) **Space** – 05 to 10 sqm

(b) **Location** – Departure Concourse (Pre-SHA) AND/OR kerb side of Terminal Building.

(c) **Menu** –

S.No.	Items	Price (Rs.) (Inclusive of all Taxes)
1.	Water (Packed Mineral Water of Minimum 500 ml)	10/-
2.	Tea	10/-
3.	Coffee	20/-
4.	Sweet of the day	20/-
5.	Samosa/Kachori/Pattie/Sandwich	20/-

Note: No other items are permitted to be sold in the Café. If any other items are found to be sold or any items are sold above the approved price list, then the Commercial -In-Charge of the Airport/Duty Terminal Manager at the Airport shall have the power to get those items removed and to charge a fine of Rs. 500/- per instance.

(d) The Outlet can be formally termed as UYC (Udan Yatri Café) and the name can be patented though CA&CS Dte.

(e) The modality for establishing such an outlet shall be either through Master Concessionaires for F&B at Airports, within their assigned space OR through call of tender as per below:

i. **Periodicity** – 03 Years.

ii. **Fixation of MRLF** –

Minimum Reserved License Fee (MRLF) can be fixed as 50% of the applicable space rent i.e. (Area in Sqm × applicable space rent per Sqm (AC/Non-AC as applicable) × 50%).

The price of menu is fixed for entire period of contract.

iii. Rest of the parameters shall be as per Commercial Manual (to be read with subsequent amendments).

(f) The policy may be implemented across all AAI operated Airports.

21/12/21