



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

No. AAI/ER/RTI/PIO/2025/428

Dated : 08/08/25

Speed Post

To
Md. Ismail,

Subject : Information under RTI Act. 2005.

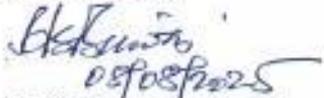
Sir,

Reference is made to your RTI application regn no. AAIKO/R/T/25/00089 dated 14-07-25.

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

Enclo : As above.

Sincerely Yours,


08/08/25
(H.S. Biswas)

General Manager(CNS-ER)/PIO-RHQ-ER,
NSCBI Airport, Kolkata-52

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

Smt Nivedita Dubey, RED(ER)/First Appellate Authority (FAA),
Airports Authority of India, Regional Head Quarters,
Eastern Region, N.S.C B.I. Airport, Kolkata-700 052.



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क्रमांक : भाविप्रा/रापु/ई-21 / 3259

दिनांक: 07/08/2025

सेवा में,
पी आई ओ, पू.व्हे.मु.,
भारतीय विमानपत्तन प्राधिकरण
ने.सु.च.बो.अं. अवाई अड्डा,
कोलकाता-52

विषय:- सूचना के अधिकार अधिनियम 2005 के तहत जानकारी प्रदान करने बाबत।

महोदय,

सूचना के अधिकार अधिनियम 2005 के तहत मो. स्माईल के आवेदन क्रमांक AAIKO/R/T/25/00089 दिनांक 14/07/2025 में मांगी गयी रायपुर विमानतल से संबंधित जानकारी निम्नानुसार है:-

SL No.	Sought Information	Reply												
1.	Provide the name (s) of the contractor (s) Authorize by AAI to operate the public vehicle parking facility at Raipur Airport from 01 January 2025 to 10 July 2025 including firm name GSTIN, license period, and the relevant tender or extension reference number.	M/s S. S. multiservices (License period 28.10.2024 to 27.06.2025) M/s Anjaney Enterprises (License Period-5 Year w.e.f 28.06.2025) Tender IDs available on AAI website and details regarding GSTIN cannot be disclosed at this information come under the purview of Third party information, which are exempted under section 8 of RTI Act.												
2.	Provide a copy of the license agreement (s) work order (s) or extension approval (s) issued to M/s S S Multi Services, authorizing it to collect parking charges during the above period.	The information sought in Sl. 2 & 3 comes under the purview of Third party information, which are exempted under section 8 of RTI Act.												
3.	Provide a copy of the license agreement, work order or extension approval issued to M/s Anjaney Enterprises, if it was authorized to operate during the above period.													
4.	Provide the date-wise details of all contractors who were permitted to operate the parking lot from 01 January 2025 to 10 July 2025, clearly mentioning: - Start and end date of permission for each contractor. - Basis of permission (tender, extension, emergency/ad-hoc approval) - Mode of operation (manual, digital etc.)	<table border="1"><thead><tr><th>Name of Agency</th><th>Contract start date</th><th>Contract end date</th><th>Basis of tender</th></tr></thead><tbody><tr><td>M/s S.S. Multiservice</td><td>28.10.2024</td><td>27.06.2025</td><td>Limited Tender</td></tr><tr><td>M/s Anjaney Enterprises</td><td>28.06.2025</td><td>27.06.20230</td><td>Limited Tender</td></tr></tbody></table> • Both these parking facilities were/are automated.	Name of Agency	Contract start date	Contract end date	Basis of tender	M/s S.S. Multiservice	28.10.2024	27.06.2025	Limited Tender	M/s Anjaney Enterprises	28.06.2025	27.06.20230	Limited Tender
Name of Agency	Contract start date	Contract end date	Basis of tender											
M/s S.S. Multiservice	28.10.2024	27.06.2025	Limited Tender											
M/s Anjaney Enterprises	28.06.2025	27.06.20230	Limited Tender											
5.	Provide a copy of the tender document for Tender No. AAI/RPR/COMMI/ /STPARKING/2024 and the corresponding award/LOA contract issued, incuding its start and expiry date.	Tender document available on AAI Website.												

स्वामी विवेकानन्द हवाई अड्डा, रायपुर (छ.ग.)-492015,
Swami Vivekananda Airport, Raipur (C.G.)-492015,

दूरभाष- 0771-2418167,
Phone - 0771-2418167,

फैक्स- 0771-2418168
Fax - 0771-2418168



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA



6.	Provide certified copies of any internal file noting or official approval relating to interim permission, ad-hoc extension or change in contractor for the parking facility during this period.	Information sought cannot be disclosed as these information come under the purview of Third Party Information and also commercial secrets, which are exempted under section 8 of RTI Act.
7.	Provide the total amount collected by AAI from each parking contractor (monthly or quarterly) from October 2024 till July 2025 as license fee or revenue share.	a) Total amount collected from M/s S.S. Multiservices: i. Oct-Dec: RS. 60,43,674.6/- ii. Jan-Mar: Rs. 84,99,057/- iii. Apr-June: Rs. 82,21,767/- b) Total amount collected from M/s Anjaney Enterprises (June-July) – Rs. 43,30,807/-
8	Provide the current slab-wise approved parking rates for all vehicle types at Raipur Airport, including hourly rates, night parking and maximum daily cap (if any).	Available in the Tender Document.
9.	Provide the standard operating conditions imposed on the parking contractor in Raipur Airport, including: - Display of charges and contractor details - Receipt/Ticket issuance formate and mandatory fields - Rules for digital payment availability - CCT surveillance and date retention - Complaint redressal system.	Available in the Tender Document.
10	Provide the number and brief summary of complaints grievances received by AAI from the public regarding parking operations or contractor misconduct from January 2024 to July 2025, along with action taken.	Whenever the parking contractor is found violating the terms and conditions of the agreement, appropriate action is taken in accordance with the provisions of the agreement .
11	Provide the name, designation and contract details (email and phone) of the nodal officer responsible for oversight and grievance redressal related to vehicle parking at Raipur Airport.	Escalation matrix is enclosed herewith for your reference at Annexure A .

संलग्न: यथोपरि।

भवदीय,

Meh
7/10/25
(के.के. लहरे)

कार्यकारी विमानपत्तन निदेशक / पीआईओ

Annexure - A

Escalation Matrix

Query Level	Query Level Guidance	Contract person
General	Day to Day issues	Vehicle Parking Manager Contact No. – 8840086036 anjaneyenterprises@gmail.com
Initial	In case of unsatisfied response or absence of contact person at previous levels	Duty Terminal Manager - tm.rpr@aai.aero
Secondary	In case of unsatisfied response or absence of contract person at previous levels	HOD Terminal Operations - tm.rpr@aai.aero
Final	In case of unsatisfied response or absence of contact person at previous levels	Airport Director apdraipur@aai.aero