



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

No. AAI/JVC/RTI/2026/1951

Date: 02.02.2026

Shri Sujan Babu

Subject: Information under Right to Information Act, 2005

Sir,

Reference may kindly be made to your online RTI Request Regn. No. AAOIN/R/E/26/00060 dated 11.01.2026 for providing information under RTI Act 2005:

The information sought by you and reply thereof is as under:

Under the RTI Act I request certified information about the shuttle bus service between Terminal 1 and Terminal 2 at Chhatrapati Shivaji Maharaj International Airport Mumbai. On 10-01-2026 during night hours the shuttle service was unavailable for approximately one hour causing severe hardship to hundreds of passengers. Please provide certified copies of the following information.

S. No.	Information Sought	Reply
1	The approved schedule and SOP for inter terminal shuttle operations including operating hours frequency and service levels.	The information sought is not available with JVC-Engg.
2	The sanctioned fleet strength and the actual number of shuttle buses deployed between Terminal 1 and Terminal 2 during the period 10-01-2026 from 00:00 to 06:00 hours.	
3	Daily movement logs GPS logs or trip sheets for the shuttle buses for 10-01-2026 covering the above time period.	
4	Details of the contractor or agency operating the shuttle service if outsourced including contract terms related to service frequency availability and penalty clauses for service failure.	
5	Written explanation or internal report regarding the disruption of shuttle services during the stated period and details of corrective or preventive measures taken to avoid recurrence.	

In case, the applicant is not satisfied with the reply, he/she may file an appeal to Sh. L. Kuppulingam, Executive Director (PPP/JVC), First Appellate Authority, Airports Authority of India (AAI), Joint Venture Cell, C – Block, Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi-110003, under Section 19(1) of the RTI Act within the time limit specified in the RTI Act.

अप्रतिपाद्य

(A. Prakash)
General Manager
Joint Venture Cell / CPIO

Copy to:

1. Shri Praveen Kumar Asiwai, Jt. GM (ES/RTI), RTI Cell CHQ.