



संदर्भ संख्या: भा.वि.प्रा./तिरुच्चि/आर.टी.ऐ
Ref. No: AAI/TR/RTI/ 2093-95

भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

दिनांक:
Dated: 30.03.2026

सेवा में / To:
MR. JESTIN JOSEPH,
Kottayam District, Kerala.

ईमेल द्वारा / By email
& ऑनलाइन आरटी आई पोर्टल में अपलोड
/ Upload in Online RTI portal

महोदय / Sir,

विषय: आरटीआई अधिनियम 2005 के तहत सूचना - तत्संबंधी।
Sub: Information under RTI ACT 2005 - Reg.

संदर्भ आपके ऑनलाइन आरटीआई आवेदन पंजीकरण संख्या के साथ किया जाता है /
Reference is made to your Online RTI application bearing Registration No.
AAICH/R/T/26/00048/14 dt.03.03.2026.

इस संबंध में, इस कार्यालय से संबंधित जानकारी नीचे दी गई है / In this connection, information
pertaining to this Office is furnished below:

मांगी गई जानकारी / Information sought	प्रदान की गई जानकारी / Information provided
Details of the complaints received from passengers during the last one year and action taken.	Information pertains to Trichy Airport is attached as Annexure-A

सादर / Yours Sincerely,

(एस.एस.राजू / S S RAJU)
विमानपत्तन निदेशक एवं लोक सूचना अधिकारी
Airport Director & Public Information Officer

ENCL: AS ABOVE

प्रतिलिपि: पी.आई.ओ- द.क्ष, भा.वि.प्रा., चेन्नई - 600 027 - कृपया जानकारी के लिए अग्रेषित किया गया
Copy forwarded for kind information to: PIO-SR, A.A.I, RHQ-SR, Chennai - 600 027.

आंतरिक : एस.एम.(आईटी) - भा.वि.प्रा वेब पोर्टल* में अपलोड करने के लिए।

Internal : SM(IT) - to upload in AAI Web portal* for compliance under Section 4 of RTI Act.

*<https://www.aai.aero/en/rti/appeals-and-responses/Southern%20Region>

Annexure-A

S.no	Date of Complaint Received	Complainant Name	Brief on Complaint	Action Taken of complaint
1	25-05-2025	Mr. Jayson K Jayabarathan	Clarification on car parking charges and services	The clarification sought by the complainant was provided.
2	02-06-2025	Mr. Manikandan Ks	Clarification regarding charging of access fee by airport toll	The complainant was clarified on the access fee charged is in-line with AAI, car parking policy.
3	01-06-2025	Mr. Jekishan Parmar	Complaint on non-availability on Air conditioning near Gate 1A	The complainant was informed that, the non-availability of air conditioning was due to technical issue and the same has been rectified.
4	01-06-2025	Mr. Jekishan Parmar	Non-availability of handwash in wash rooms	The agency has been advised to replenish consumable timely and the complainant was appraised of the action taken.
5	13-06-2025	Mr. Charles Mariadoss	Complaint regarding rude behaviour by GHA staff	The complaint was suitably redressed through concerned GHA.
6	21-07-2025	Mr. Csenthil01	Complaint on car parking charges and services	The passenger was clarified on the AAI car parking policy and availability of other transportation services at airport.
7	30-07-2025	Mr. Vigneshwaran	Complaint pertains to Hyderabad airport	As the complaint does not pertains to Trichy Airport the same has been forwarded to GHIAL, (Hyderabad) Airport for necessary action at their end.
8	11-08-2025	Mr. L. N. Nithyanandham	Complaint and suggestion on operating all the gates at Departure	Additional gates are operated during peak hours.
9	12-08-2025	Mr. Praveen B	Complaint on bike parking charges	The concerned department had taken action against the car parking agency and complainant was appraised suitably.
10	16-08-2025	Mr. Vibhas Kumar Jha	Complaint pertaining to Hyderabad Airport	As the complaint does not pertains to Trichy Airport the same has been forwarded to GHIAL, (Hyderabad) Airport.
11	19-08-2025	Mr. Karthik M	Complaint on parking charges and other transport facility at Airport	The complainant was appraised of the applicable car parking charges.
12	20-08-2025	Mr. Mackie Faisal Alias Habibur Rahman	Complaint on cleanliness at airport	Corrective action taken for improving the cleanliness at airport.
13	20-08-2025	Mr. Mackie Faisal Alias Habibur Rahman	Complaint/ Suggestion on car parking facilities	The complainant was appraised of the car parking facilities at trichy airport.
14	18-12-2025	Mr. Khushvinder Yadav	Complaint on staff behaviour (ILBHS Screener)	The concerned staff has been warned and the complainant was intimated accordingly.
15	08-01-2026	Mr. Samuvel Nicholes Mathaan	Complaint regarding delay of IX flight	The complaint was forwarded to concerned airlines under intimation to the complainant for necessary followup.
16	13-01-2026	Mr. Chok Sundaram	Complaint on Staff behaviour and refund of ticket charges (AIX)	The complaint was forwarded to concerned airlines under intimation to the complainant for necessary followup.
17	23-02-2026	Mr. Sivakumar Selvam	Complaint on Trolley staff asking money to the passenger	The concerned agency was warned and further agency has confirmed of the disciplinary action taken against their employees. The complainant was informed accordingly.

- End of Annexure -