



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

NO.AAC/RTI/2026/ 02
Shri Shayantan Das,

January 2, 2026.

Subject: Supply of Information under RTI Act, 2005.

Sir,

This has reference to the RTI Application No. DIRKA/R/E/25/00062 dated 11/12/2025 on the above subject.

The reply to the queries are as under :-

Sl. No.	Information Sought.	Reply.
1.	Action Taken Report (ATR) & Clarification.	
a)	Whether AAI initiated any inquiry after receiving my grievance email.	Upon receipt of your grievance email, the matter was reviewed at the airport level and written clarification was obtained. The clarification received and the response sent by the Grievance Officer are enclosed.
b)	Whether CCTV footage of the relevant kerb-side lane (08.05 - 8.20) hrs. (04.11.2025) was reviewed.	Refer to Point No.1(a).
c)	Findings of AAI assessment, including responsibility fixed & deviations noted.	
d)	Whether the concerned CISF personnel was identified & whether AAI sought clarification from CISF Unit, CCU.	
2.	Specific Records Sought.	
a)	Certified copy of the AAI maintained portion of BCAS/AVSEC SOP or instruction that governs footwear removal protocol at kerb-side domestic screening.	Information sought is exempted under Section 8(1)(d) of the RTI Act, 2005 as no larger public interest has been established.
b)	Whether AAI has received any report from CISF regarding this incident, if yes, please provide certified copy.	
c)	Name & Designation of the AAI Supervisory Officer responsible for oversight of kerb-side operations during the incident slot.	
d)	Certified copy of any station diary entry/incident log maintained by AAI on 04.11.2025 related to passenger screening irregularities.	

Contd.....p/2.
02/01/2026



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-: 2 :-

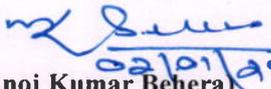
Sl. No.	Information Sought.	Reply.
2.	Specific Records Sought.	
e)	Provide certified of the incident report/log entry maintained by AAI on that date (even if NIL).	Information sought is exempted under Section 8(1)(d) of the RTI Act, 2005 as no larger public interest has been established.
f)	Provide whether AAI issued any communication to CISF after receiving my grievance, and provide a copy of that forwarding letter.	A written clarification received from CISF after receipt of the grievance is enclosed.
g)	If the inquiry establishes misconduct, deviation, selective enforcement, or violation of SOPs by the concerned CISF personnel, kindly provide the certified copy of any written apology, expression of regret, counselling note. If no such issued, then state the reasons for not issuing.	Information sought is exempted under Section 8(1)(d) of the RTI Act, 2005 as no larger public interest has been established.
3.	Non-Availability Certificate (Mandatory) If any of the above : Records, reports, CCTV review notes, SOP extracts, or internal communications do not exist, were never recorded, or are untraceable, the CPIO must issue a Non-Availability Certificate (NAC) under Section 2(f) & 7(1), stating the exact reason and the responsible custodian.	Not applicable.

As per Section 19 of the Right to Information Act 2005, if you are not satisfied with the reply you can file an appeal with the First Appellate Authority within 30 days of the issue of this order, whose particulars are as under :-

Shri Vikram Singh
Airport Director,
Airports Authority of India,
Operational Office, NSCBI Airport,
Kolkata-700052.

Thanking you,

Yours faithfully,


02/01/2026

(Manoj Kumar Behera)
General Manager (Ops.-ASM)/CPIO

Encl. a.a.

From: PGO Kolkata

Sent: Tuesday, December 16, 2025 4:11 PM

To: shayantan29@gmail.com

Cc: Airport Director Kolkata; GM (OPS-TM), Kolkata; Jt. GM(OPS-TM), Kolkata; security department, Kolkata

Subject: Urgent Grievance Against Procedural Discrimination, Intentional Misconduct, Harassment and Unprofessional Behaviour by CISF Personnel at Domestic Security Screening – NSCBI Airport, Kolkata

Sir,

This has reference to your mail dated 05/12/2025 on the above mentioned matter.

The matter has been forwarded to the concerned authority (ASG, CISF) for necessary investigation / clarification. Accordingly, the concerned authority has investigated and clarified the matter as below: -

“ After a thorough analysis of the complaint, it was observed that the passenger travelled on 04.11.2025, whereas the complainant forwarded his grievance on 05.12.2025 to AAI, NSCBI Airport, Kolkata.

As per Para No. 04 of BCAS AvSec Order No. 02/2023 dated 30.01.2023, CCTV recordings must be retained for a minimum of 30 days. Since this retention period has already elapsed, the CCTV footage relating to the incident of 04.11.2025 cannot be retrieved. CCTV footage can only be accessed if the passenger submits his grievance within 30 days from the date of travel.

It is pertinent to mention that ASG/CISF is a disciplined force entrusted by the Government of India with the responsibility of securing the aviation sector. All personnel deployed for aviation security duties are fully trained and certified by the Bureau of Civil Aviation Security (BCAS). In addition, ASG personnel undergo training in soft skills and behavior detection and receive regular briefings from supervisory officers on appropriate passenger-handling protocols at the airport. The passenger was simply requested to comply with standard security procedures during the PESC process, as per established protocol. Further, it is the prerogative of the ASG frisking officer to decide whether a passenger’s shoes should be scanned through the XBIS machine whenever any suspicion arises, as they are responsible for ensuring aviation security. ASG personnel perform their duties strictly within the framework of BCAS guidelines. Therefore, the passenger’s allegations of procedural discrimination, intentional misconduct, harassment, and unprofessional behavior by CISF are entirely unfounded.

ASG personnel carry out their duties strictly as per BCAS guidelines, maintaining courtesy while remaining firm and professional”.

This is for your kind information please.

Thanks & regards,

लोक शिकायत अधिकारी / Public Grievance Officer
एएआई, एनएससीबीआई हवाई अड्डा, कोलकाता
AAI, NSCBI Airport, Kolkata