



भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

No. AAI/JVC/RTI/2024/1483

Dated: 02.01.2025

To,

Sh. Suraj Reddy R,

Subject: Information under Right to Information Act, 2005

Sir,

Reference may kindly be made to your RTI Regn. no. AA0IN/R/E/24/02880 dated 14.12.2024 received by this office on dated 14.12.2024 for providing information under RTI Act 2005.

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

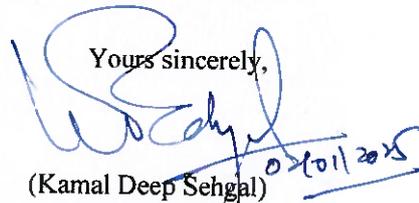
I, R. Suraj Reddy, hereby submit this RTI application under the Right to Information Act, 2005, regarding an incident that occurred at the Hyderabad Airport on 30th November 2024. On the mentioned date, I, along with my wife and infant daughter, arrived at Hyderabad Airport at 6:35 AM and directly reported to the Indigo Counter G01 at around 6:39 AM. We were scheduled to board Indigo flight 6E-6974 to Goa, with a departure time of 7:40 AM. At the counter, the Indigo staff took my documents for check-in around 6:39 AM and asked me to wait. Despite waiting patiently for their assistance, after about 25 minutes, they claimed I had arrived at 6:54 AM, declared I was late, and refused to let us board the flight. This caused significant inconvenience, forcing us to purchase new tickets and wait for 5 hours at the airport. Despite multiple follow-ups with Indigo Airlines requesting CCTV footage to validate the sequence of events, the airline has failed to provide clear and transparent information. While I understand that sharing CCTV footage may not be feasible due to security concerns, I seek your assistance in reviewing the airport CCTV records to substantiate the facts of this case. Therefore, I kindly request the following information based on the observations from the CCTV footage at Hyderabad Airport, specifically at Counter G01 (near Entry Gate 5), between 6:35 AM and 7:00 AM on 30th November 2024

S. No.	Information Sought	Reply
1	Can I be seen speaking to the Indigo employee at Counter G01 around 6:39 AM? If yes, please mention the exact time. (my photo is attached in supporting documents for reference)	The information sought pertains to or closely related to the functions of CISF at Delhi Airport.
2	Did I hand over my mobile and identity documents to the Indigo employee at Counter G01 around 6:39 AM? If yes, please mention the exact time.	Hence, the RTI request has been transferred under Section 6(3) of RTI Act 2005 to the Nodal Officer, CISF, Rajiv Gandhi International Airport Limited, Shamshabad, Hyderabad-500108 (HIAL) with a request to provide the requisite information to the applicant directly under intimation to this office.
3	Can you see the indigo staff accepting my documents from me and placing them on her desk?	
4	Was I standing in front of Counter G01 while passengers behind me were being checked in by the Indigo employee at the same counter-G01?	
5	How many passengers were checked in between 6:39 AM and 6:54 AM at Counter G01?	

6	Can you see one person dropping off only baggage at Counter G01 without being issued a boarding pass? If yes, please confirm.	
7	Can you see me standing in front of Counter G01 from 6:39 AM to 6:54 AM? Yes or no?	

In case, the applicant is not satisfied with the reply, he/she may file an appeal to the 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, NewDelhi-110003, under section 19(1) of the RTI Act within the time limit specified in the RTI Act.

Yours sincerely,



(Kamal Deep Sehgal)
General Manager,

Joint Venture Cell // CPIO

Copy to: Nodal Officer, CISE, Rajiv Gandhi International Airport Limited, Shamshabad, Hyderabad-500108 (HIAL) with a request to provide the requisite information to the applicant directly under intimation to this office.