



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

NO.AAC/RTI/2025/103

December 2, 2025.

Shri Bidish Das,

Subject: Supply of Information under RTI Act, 2005.

Sir,

This has reference to the 03 (three) nos. RTI Application No. DIRKA/R/T/25/00035 dated 07/11/2025 received by this office on being transferred from AAI Hqrs., New Delhi with Reference Number : AAOIN/R/E/25/01751, Application No.DIRKA/R/X/25/00016 dated 13/11/2025 and Application No.DIRKA/R/X/25/00017 dated 13/11/2025 on the above subject.

The reply to the queries specific to NSCBI Airport, Kolkata are as under :-

Sl. No.	Information Sought.	Reply.						
1.	Provide the Name of All Airports of India where Udan Yatri Café are currently present and operational.	Udan Yatri Café is currently present and operational at Kolkata Airport.						
2.	Provide the Name, Designation and Contact Details of Kolkata Netaji Subhash Chandra Bose Airport Domestic Terminal Highest Authority Official for dealing with Grievances related with Persons with Disability (Divyangan).	Shri Naveen Kumar B Jakkula, Designation – DGM (Ops.-TM), Contact Details – 033 – 25119226.						
3.	Provide the details of all the Amenities, Support System and Privileges available for Person with Disability (Divyangan) available in Kolkata Netaji Subhash Chandra Bose Airport Domestic Terminal.	<table border="1"><thead><tr><th>Location</th><th>Facility</th></tr></thead><tbody><tr><td>Vehicle Drop Zone on cityside kerb</td><td>Blister tiles on crossing. Parking signage with White on Blue contract marking on ground. Appropriate signage. Provision of ramp (<1:10) with S.S railing. Tactile pathway towards assistance desk. Accessible lift signage.</td></tr><tr><td>Auto/Shuttle/Bus drop off area</td><td>Provision of ramp (<1:10) with S.S railing. Tactile pathway towards assistance desk. Accessible lift signage.</td></tr></tbody></table>	Location	Facility	Vehicle Drop Zone on cityside kerb	Blister tiles on crossing. Parking signage with White on Blue contract marking on ground. Appropriate signage. Provision of ramp (<1:10) with S.S railing. Tactile pathway towards assistance desk. Accessible lift signage.	Auto/Shuttle/Bus drop off area	Provision of ramp (<1:10) with S.S railing. Tactile pathway towards assistance desk. Accessible lift signage.
Location	Facility							
Vehicle Drop Zone on cityside kerb	Blister tiles on crossing. Parking signage with White on Blue contract marking on ground. Appropriate signage. Provision of ramp (<1:10) with S.S railing. Tactile pathway towards assistance desk. Accessible lift signage.							
Auto/Shuttle/Bus drop off area	Provision of ramp (<1:10) with S.S railing. Tactile pathway towards assistance desk. Accessible lift signage.							

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02/12/2025



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

-: 2 :-

Sl. No.	Information Sought.	Reply.	
		Location	Facility
		Check-in Area	Counter (750 mm high) for special assistance. Divyangjan friendly seating with sign. Low height (750mm) pay phone service. Lever tap with lever length extending 150-200 mm. Fold grab rail adjacent to L type grab rail.
		Ticketing counter	Atleast one counter built with a portion not higher than 750 mm above floor level. Counter to be projected out by 150 mm to provide more knee space for passenger on wheel chair.
		Security check area	DFMD panel width (850-1000mm) to be provided. Wheel chair friendly frisking. Signage.
		Waiting lobby/Food court area	Warning tactile of 300 mm width. Accessible lift.
		Security Hold Area	Divyangjan friendly seating with sign. Low height (750mm) and 400-600 mm wide laptop desk for Divyangjan.
		Staircases	Warning tactile of 300 mm at an offset of 300 mm from edge of the riser. Handrail extension to 300 mm at the end of staircase with braille sticker signifying the location and direction. Provision of contrasts bands (yellow) at the edge of the treads of staircase.
		Drinking Ware fountain	Provision of tap at a height of 750-900mm from floor level. In case of wall mounted water fountain, provision to be made in an alcove.
		Accessible Toilets	
		Bus Boarding Area	Provision of ramp (<1:10) with S.S. handrail. Warning tactile of 300 mm width at the edge of the ramp.
		Airline issues	Bus service with ramp. Passenger transfer to aircraft through ramp module.

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02/12/2022

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पीआईओ, एन.एस.सी.बी.आई. हवाई अड्डा, कोलकाता - 700052

PIO, N.S.C.B.I. AIRPORT, KOLKATA - 700052



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

-: 3 :-

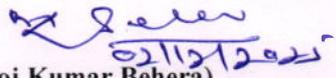
Sl. No.	Information Sought.	Reply.	
		Location	Facility
		Baggage claim area	Demarcation of priority space (1500x1500 mm) for Divyangjan near baggage claim belt visible from arrival corridor.
		Information Desk	Provision of accessible counter at a height of 750 mm and knee space for 400 mm width minimum from the edge of counter. Provision of accessible counter signage adjacent to the counter.
4.	Provide the Number and Name of all Domestic Lounges available in Kolkata Netaji Subhash Chandra Bose Airport Domestic Terminal.	There are a total of 03 Domestic lounges available in NSCBI Airport, Kolkata – 02 VIP Lounges, 1 each in departure and arrival and there is 01 Commercial Lounge in departure.	
5.	Provide the Link (URL) of Webpage of Airports Authority of India for Lodging Grievances and Complaints.	The mail ID for lodging grievances and complaints is pgokolkata@aai.aero ;	

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,


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