



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

NO.AAC/RTI/2026/ 25

March 13, 2026.

Jestin Jospeh,

**Subject: Supply of Information under RTI Act, 2005.**

Sir,

This has reference to the RTI Application No. DIRKA/R/T/26/00014 dated 03/03/2026 received by this office on being transferred from AAI CHQ, New Delhi with Reference Number : AAOIN/R/E/26/00247 on the above subject.

The reply to the query specific to AAI, NSCBI Airport, Kolkata is as under :-

| Sl. No. | Information Sought.   | Reply.   |
|---------|---|--|
| 1.      | Details of the complaints received from passengers during the last one year and action taken. | Total number of complaints received from the passengers during the last one year i.e. January, 2025 to December, 2025 is 712. All complaints were disposed off.<br><br>The relevant documents/details of the complaints received are voluminous in nature. Therefore, you are requested to visit the Office of DGM (Ops.-TM)/Public Grievance Officer, AAI, NSCBI Airport, Kolkata for <b>inspection of records in accordance with Section 2 (j) (i) by informing 15 days before the date of inspection.</b> |

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