



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

NO.AAC/RTI/2026/ 22

February 23, 2026.

Shri Pakki Kandal Rao,

Subject: Supply of Information under RTI Act, 2005.

Sir,

This has reference to the RTI Application No. DIRKA/R/E/26/00008 dated 22/02/2026 on the above subject.

The reply to the queries are as under :-

Sl. No.	Information Sought.	Reply.
1.	Who has given the right to them that they can decide a passenger travel as per their convenience as if passenger is free to wait for seven days on their mercy.	The matter does not pertain to Airports Authority of India, NSCBI Airport, Kolkata. The issue may be taken up with the concerned Airline.
2.	What is responsibility towards passengers who incur loss for not able to fly a scheduled flight. Is it only acting as postman to just pass on the dicate of Airlinesb to poor passenger.	Moreover, the information sought does not fall under the purview of definition of "Information" as per Clause-2(f) of RTI Act, 2005.
3.	What is passenger readdressal available to common citizen , when Airlines hide behind these guidelines.	Passengers can lodge their complaints/grievances to Govt. of India Air Sewa Portal, Govt. of India CPGRAMS portal and by e-mail to Public Grievance Officer, AAI Hqrs. (pgochq@aai.aero ;) and Public Grievance Officer, AAI, Kolkata Airport (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