



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

NO.AAC/RTI/2024/ ९७

December 24, 2004.

Ms. Priyanka Singh,  
81/A, Nilgunj Road, Kolkata-700109.  
E-mail : [singhbaruapriyanka@gmail.com](mailto:singhbaruapriyanka@gmail.com);

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

Madam,

This has reference to the RTI Application bearing No.DIRKA/R/E/24/00031 dated 29/11/2024 on the above subject.

The reply to the queries are as under :-

Sl. No.	Information sought	Reply
1.	Details of contracts awarded for terminal maintenance during financial years 2022-23 and 2023-2024, including : i. Names of contractors. ii. Contract values. iii. Duration of contracts.	Details given as per Annexure 'A'.
2.	Total number of complaints received regarding facilities and services at Kolkata Airport from January 2023 to October 2024.	Details given as per Annexure 'B'.
3.	Categories of complaints.	
4.	Summary of actions taken to address these complaints.	
5.	Annual data on delayed domestic and international flights for the calendar year 2023.	
6.	Top reasons for delayed reported by the airport management.	Details given as per enclosed excel sheets.
7.	Number of CCTV Cameras operational in the airport terminal and premises.	
8.	Frequency of security drills conducted at Kolkata Airport in 2023 and 2024.	At present 847 nos. CCTV cameras are operational in the airport terminal and premises.
9.	Guidelines followed for screening and surveillance of passengers and baggage.	
10.	Total revenue collected from vehicle parking fees at Kolkata Airport for the financial year 2023-24.	
11.	Number of complaints related to parking services during the same period.	As per NCASP (National Civil Aviation Security Programme).
12.	Details of waste management policies implemented at Kolkata Airport.	Details given as per Annexure 'C'.
13.	Initiative taken to reduce carbon emissions and promote energy efficiency.	Details given as per Annexure 'B'.
		Details given as per Annexure 'D'.

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Sl. No.	Information sought	Reply
14.	Measures to manage water and air pollution caused by airport operations.	Details given as per Annexure 'A'.
15.	List of infrastructure development projects completed in 2023-24.	
16.	Status of ongoing development projects at Kolkata Airport, including expected completion dates.	
17.	Total number of employees currently working at Kolkata Airport.	692.
18.	Number of vacancies for various positions, if any, as of October 2024.	Information sought is not specific and vague.

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 :-

Dr. P.R. Beuria,  
Airport Director,  
Airports Authority of India,  
Operational Office, NSCBI Airport,  
Kolkata-700052.

Thanking you,

Yours faithfully,

(Manoj Kumar Behera)

General Manager (Ops.-ASM)/PIO,  
AAI, NSCBI Airport, Kolkata.

Encls. (Annexures).

**Details of contracts awarded for Terminal Maintenance during the financial years 2022-23 and 2023-24.**

Sl. No.	Name of Work	Name of contractors	Contract values (In Crores)	Duration of contracts
<b>Banibrata Bakshi, DGM(E-E)</b>				
1	Baggage Handling System (BHS) operation including monitoring, tracking and managing 08 departure system including Check-in belts, vertical S-Conveyor, Flat belts, Sorter and complete BMA conveyor belts etc. along with common handling line for both domestic and international in-line X-BIS and 16 Arrival belts including Carousel, BBA infeed belts etc. complete with SCADA, Control and other power distribution panels, etc. including maintenance of standalone weighing scales at NSCBI Airport Kolkata.	M/s. Gannon Dunkerley Co. & Ltd.	4.14	24 Months
2	Comprehensive Maintenance, overhauling along with Operation of Baggage conveyor system installed at Old Domestic Terminal Building and Hajj House for facilitation of Hajj Passengers including other miscellaneous Works inside Old DTB, Terminal-2 etc. at NSCBI Airport Kolkata.	M/s. A. SARKAR	0.36	24 Months
3	All Inclusive Comprehensive Maintenance Contract (AICMC) of EDWARD make Fire Detection and Alarm System (FDAS) at lower basement of T-2, NSCBI Airport Kolkata.	M/s. GLYPTIC	0.89	24 Months
4	Modification of existing Bus Lounge including providing of transit lounge at Domestic Arrival Lower Level at NSCBI Airport, Kolkata. SH: Provision of 03 nos. additional passenger Elevator.	M/s. OMEGA ELEVATORS	1.16	60 Months
5	AICMC of 60 Nos. PBBs and AVDGs at Various Airports.	M/s P.T. Bukaka Teknik Utama	3.14	36 Months
6	All Inclusive Comprehensive Maintenance Contract of 12000TR HVAC System for NIPTB, Window/Split/DSU ACs at CCR Hall/Server/CTX Rooms, EOT Cranes at Service Yard & BMS of High Side HVAC at NSCBI Airport, Kolkata.	M/s Voltas Limited	19.18	36 Months
7	Operation & Monitoring of BMS system for Existing 12000 TR Central HVAC Plant at NSCBI Airport, Kolkata.	M/s Voltas Limited	0.54	36 Months
<b>Mousumi Dey, DGM(E-E)</b>				
1	R & M Electrical Installations at NSCBI Airport, Kolkata. SH: Provision of Round the clock operation & Annual maintenance contract for Automatic sliding doors.	M/s Dormakaba India Pvt. Ltd.	1	60 (Months)
2	Maintenance of different illuminated & non illuminated internal & external Signages related to T-2 and other ancillaries areas of NSCBIA i/c operation and maintenance of IE installations at ceremonial lounge, old domestic & international terminal building, NSCBIA thana & airport thana etc.	VIP Engineering Works	1.81	60 (Months)

Date: 04.12.24  
AGM (BB)

Mousumi Dey  
4/12/24  
DGM (E-E)

RTI REQUEST DETAILS Registration No. : DIRKA/R/E/24/00031 , Date of Receipt : 29/11/2024

Point No.	Information Sought	Reply
1	Details of contracts awarded for terminal maintenance during the financial years 2022-2023 and 2023-2024, including: i. Names of contractors ii. Contract values iii. Duration of contracts	(a) Name of Work: Repair & Maintenance of NIPTB at NSCBI Airport, Kolkata 2020. SH: Miscellaneous Civil Works. i. M/s Saha Building Centre Pvt. Ltd. ii. Rs. 4.18 Crore iii. 2 years  (b) Name of Work: Repair & Maintenance of NIPTB at NSCBI Airport, Kolkata 2022-24. SH: Miscellaneous Civil Works. i. M/s Chinmoyee Construction ii. Rs. 5.67 Crore iii. 2 years
14	Measures to manage water and air pollution caused by airport operations.	Regular monitoring is being carried out.
15	List of infrastructure development projects completed in 2023-2024.	1) Name of Work : Construction of standard operation boundary wall in Place of old damaged non-standard boundary wall at NSCBI Airport, Kolkata. 2) Name of Work: Construction of Apron between Bay 11 and 48 at NSCBI Airport Kolkata. (SH: Civil Works)  i) Construction of Taxiway adjacent to Taxiway 'A' at NSCBI Airport, Kolkata (S.H.: Reconstruction of Bay No 13 & 14). ii) Airside Capacity Enhancement of NSCBI Airport, Kolkata (SH: - Extension of F- Taxi track from proposed Bay No. C-13 to 19R & from 19R to 19L, Construction of 03 nos. RET's, 04 nos. Apron, Shoulders and Box Culvert at different locations of NSCBI Airport, Kolkata (Civil & Electrical Works).
16	Status of ongoing development projects at Kolkata Airport, including expected completion dates.	1) Name of Work : Re-construction of Rigid portions of Secondary Runway, 'K' and 'A' Taxiway and Strengthening of 'C' Taxiway at NSCBI Airport Kolkata. a) Awarded Cost:Rs.178.80 Cr (excluding GST) b) Physical Progress: 31% c) Financial Progress: 64.01 Cr (I/c GST) d) Expected completion date :02/10/2025

		<p><b>i) Special repair of runway and taxiway (SH: Repair &amp; Rehabilitation of Runways, Taxiways &amp; Apron for compliance of DGCA Observations and Operational requirements at NSCBI Airport Kolkata).</b> Expected completion date: -10.03.2025</p> <p><b>ii) RCC Drain for E-Category Aircraft between Secondary Runway &amp; 'A' Taxi at NSCBI Airport, Kolkata.</b> Expected completion date: -26.12.2024</p> <p><b>iii) Construction of Operational Boundary Wall to segregate the old domestic terminal building from operational area at NSCBI Airport, Kolkata.</b> Expected completion date: -28.02.2025</p>
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Annexure 'B'

<u>Sl No.</u>	<u>Point No.</u>	<u>Information sought</u>	<u>Reply</u>
a	2	Total number of complaints received regarding facilities and services at Kolkata Airport from January 2023 to October 2024	893
b	3	Categories of Complaints	(i) Baggage related issue, (ii) Customer Service related issue, (iii) Issues faced by PRMs, (iv) Staff Behavior related issue, (v) Other issues
c	4	Summary of actions taken to address these complaints	All the grievances pertaining to AAI are being resolved by the respective departments of AAI immediately. And the grievances pertaining to other stakeholders at the airport are intimated to the concerned with a request to resolve the issue in a timebound manner.
d	11	Number of complaints related to parking services during the same period	43

Annexure 'C'

<b>Invoice Particulars</b>	<b>Amount (Rs.) (Excluding GST)</b>	<b>GST @ 18% (Rs.)</b>	<b>Amount (Rs.) (Including GST)</b>
<b>Invoice raised during the period 2023-24 w.r.t. Car Parking Contract at Kolkata Airport.</b>	<b>19,44,85,652.49</b>	<b>3,50,07,417.45</b>	<b>22,94,93,069.94</b>

REPLY

NO.	QUESTIONS / INFORMATION / QUERIES SOUGHT	REPLY
12	Details of waste management policies implemented at Kolkata Airport.	<p>Job Contract for Removal of Garbage / Waste from NSCBI Airport Kolkata has been awarded to specialized agency <b>M/s. Ishan Enterprise, Kolkata</b> in a completion of bidding process.</p> <p>The agency has been dispose the garbage / waste collected from NSCBI Airport Kolkata as per solid Waste Management Rules, 2016 or Local Municipal body (s). Key components of Waste Management policy:</p> <ol style="list-style-type: none"> <li>Segregation and Recycling: Waste is segregated into different categories, such as plastic, paper, glass, and metal.</li> <li>Proper Disposal: Non- recyclable waste is disposed of in a scientific and environmentally friendly manner.</li> </ol>
13	Initiatives taken to reduce carbon emissions and promote energy efficiency.	<p>Here are some Initiatives that taken to reduce the carbon emissions and promote energy efficiency:</p> <p><b>A). Energy -Efficiency Initiatives:</b></p> <ol style="list-style-type: none"> <li>LED Lighting: Replaced traditional lighting with LED bulbs, which consume significantly less energy.</li> <li>Smart Lighting Systems: Installed smart lighting system that adjust brightness and turn off lights when not in use.</li> <li>Energy -Efficient Appliances: Replaced old appliances with energy efficient ones, such as air conditions.</li> </ol> <p><b>B). Renewable Energy Initiatives:</b></p> <ol style="list-style-type: none"> <li>Solar Power: Installed solar panels at Operational area to generate electricity and reduce reliance on fossil fuels.</li> <li>Tree Plantation: Trees are planted at surrounding of NSCBI Airport to reduce energy consumption and absorb carbon dioxide.</li> </ol> <p><b>C). Transportation Initiatives:</b></p> <ol style="list-style-type: none"> <li>Electric Vehicles: Promoted to the use of electric vehicles at Airside Operational Area i.e. Apron for GHA, passenger transportation and other official activities.</li> </ol>