



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

NO.AAC/RTI/2025/ 28

Shri Radha Vallabh Arora,

March 07, 2025.

10

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

Sir,

This has reference to the RTI Application No. DIRKA/R/T/25/00006 dated 06/02/2025 received by this office on being transferred from AAI CHQ, New Delhi with Reference Number : AAOIN/R/E/25/00164.

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

| Sl. No. | Information sought  | Reply   |
|---------|---|---|
| 1.      | <b>Regulatory Framework</b>   |   |
| a)      | Does the Airport Authority of India AAI have any guidelines or policies in place to regulate food pricing at airport outlets. If yes please provide copies of relevant documents. | The F&B Facility operate at NSCBI Airport, Kolkata is dealt as per the NIT conditions from time to time. The same can be accessed at AAI website <a href="http://www.aaiaero">www.aaiaero</a> which is a public domain.   |
| b)      | If no such regulation exists please provide reasons for the absence of such policies.   | Not applicable.   |
| 2.      | <b>Vendor Contracts and Price Regulation</b>  |   |
| a)      | What is the process for selecting and licensing food vendors at Indian airport.   | As per point 1(a) above.  |
| b)      | Are vendors required to follow a standardized pricing model for food and beverages. If yes, please provide details of the guidelines issued to them.                              |   |
| c)      | What mechanism are in place to prevent overpricing and ensure fair pricing.   |   |
| 3.      | <b>Price Monitoring and Complaints</b>  |   |
| a)      | How does AAI monitor and audit food prices at airport food outlets.   | As per point 1(a) above.  |
| b)      | What is the procedure for passengers to report complaints about excessive pricing.  | Passengers can report complaints by email to PGO (Public Grievance Officer) of NSCBI Airport, Kolkata & also in AIRSEWA & CPGRAMS portals.  |
| c)      | How many such complaints have been received in the last three years. Please provide a year wise breakdown.  | 03 nos. of complaints. While pursuing through the complaints, it was observed that complaints received were perceived high price at airport & not on above MRP of F&B items at Food outlets at Kolkata Airport.<br><br>Considering all the facts mentioned above none of the complaints received i.r.o. of Overcharging of Food items at Food outlets at Kolkata Airport. |

.....2/-

  
10/03/2025



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

-: 2 :-

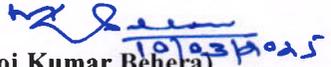
| Sl. No. | Information sought   | Reply                    |
|---------|--|--------------------------|
| d)      | What actions have been taken against vendors found overcharging. Please provide details of penalties or corrective measures in the last three years. | Not applicable.          |
| 4.      | <b>Availability of Dietary Specific Food Options</b>   |                          |
| a)      | Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc.                      | As per point 1(a) above. |
| b)      | If yes please provide details of implementation and enforcement.   |                          |
| c)      | If no such policy exists are there any plans to introduce such measures in the near future.  | Not applicable.          |

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.