



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

NO.AAC/RTI/2025/ 100  
Shahid Karim

November 21, 2025.

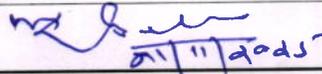
**Subject: Supply of Information under RTI Act, 2005.**

Sir,

This has reference to the RTI Applications No. DIRKA/R/E/25/00045 dated 11/10/2025 on the above subject.

The reply to the queries are as under :-

Sl. No.	Information Sought.	Reply.
1.	I kindly request copies of all circulars, office orders or guidelines issued by the Airports Authority of India (AAI) that apply to Kolkata Airport regarding pricing of packaged items (e.g., bottled water, snacks, FMCG), particularly those relating to the sale of such goods at Maximum Retail Price (MRP). Please also provide copies of circulars or guidelines applicable to pricing of cooked food and beverages sold at restaurants, cafes and food courts at the airport. Further, please clarify whether AAI prescribes any specific formula for determining the retail prices of non-packaged items such as "street price plus concession fee" or any alternative method.	Information sought is available in public domain in form of Commercial Manual which can be accessed from AAI website ( <a href="http://www.aai.aero">www.aai.aero</a> )
2.	I request copies of the standard concessionaire agreement template(s) used at Kolkata Airport for retail and F&B outlets (with confidential commercial details redacted if necessary), along with comprehensive details of the concession model: whether operators are charged fixed monthly rent, a percentage of gross sales as revenue share, a minimum monthly guarantee, or a combination of these. Please provide details of the revenue share or free structure applicable to F&B and retail operators, in the form of ranges or general policy if operator-specific figures cannot be disclosed.	Information sought is available in public domain in form of Commercial Manual which can be accessed from AAI website ( <a href="http://www.aai.aero">www.aai.aero</a> ) F&B contract awarded for fixed Licence Fee Model and Retail Contract awarded in revenue share model.
3.	I would also like to obtain records of inspections conducted in the last five financial years (2019-20 to 2023-24) to ensure compliance with MRP rules for packaged goods, as well as the number of complaints received from passengers regarding overpricing or overcharging at retail or F&B outlets during the same period. Kindly provide details of actions taken against concessionaires found violating pricing rules, such as warnings, fines, termination of contracts, or blacklisting.	As per records, no information is available regarding inspection. Regarding the complaints, since the information sought is for more than five financial years & quite voluminous in nature, the process of compilation of data by the concerned Department is a time consuming one. However, we have requested the concerned Department to expedite the same & as soon as the information is

  
शहिद करिम

पीआईओ, एन.एस.सी.बी.आई. हवाई अड्डा, कोलकाता - 700052  
PIO, N.S.C.B.I. AIRPORT, KOLKATA - 700052



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		received, the same shall be intimated.
4.	Furthermore, please clarify whether Kolkata Airport requires concessionaires to publicly display a "price policy" (for example, a directive that packaged goods must be sold at MRP), and if such a directive exists, I request a copy of its. Please also provide information on any consumer grievance redressal mechanism specific to pricing disputes at Kolkata Airport, other than CPGRAMS or AERA.	Please find enclosed the RFP. Passenger may complaint for any kind of grievance in Air Seva portal, PGO and CPGRAMS.
5.	I seek information whether AAI coordinates with AERA or other governmental bodies regarding non-aeronautical revenue, such as retail and F&B pricing. If available, please provide any policy notes, correspondence, or reports (internal or external) discussing pricing regulation at Kolkata airport over the last five years. If any of the requested information is not available, please provide the reasons for non-availability.	As per records, no such information is available.

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