



भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

No.AAI/VOBZ/RTI/2025/४२४

Dated: 19.06.2025

To

[Redacted recipient information]

Subject: Reply to RTI Application dated 23.05.2025

Sir,

Reference may please be made to your RTI Application bearing Registration No.AAI/CH/R/T/25/68 dated 23.05.2025. Information sought in the application, has been furnished in the attachment.

2. In case, you are not satisfied with the information, you can prefer an appeal before the First Appellate Authority (FAA) as per Section 19(1) of the RTI Act, 2005 within 30 days from the receipt of this reply, whose name and address is given below:

The Regional Executive Director (SR),
First Appellate Authority,
Airports Authority of India,
RHQ, Southern Region
Meenambakkam, CHENNAI – 600 016
(Phone: 044 – 22561234)
Email: redsr@aai.aero

Yours sincerely,

(म. लक्ष्मी कान्त रेड्डी / Mallakanti Lakshmi Kantha Reddy)

विमानपत्तन निदेशक एवं जन सूचना अधिकारि
Airport Director & Public Information Officer
विजयवाडा हवाई अड्डा / Vijayawada Airport

Encl: Reply furnished by HR Department.

SN	Query	Reply								
1.	Provide the details of the representation(s) forwarded by the Head of Department (HOD) Fire, Vijayawada Airport including representations sent through proper channel via the HR department at Vijayawada Airport from November 2022 till date	Details enclosed (Refer Annexure-1, II, III)								
2.	Provide details regarding each of the representations namely date of receipt, Number of days withheld and dates on which the HR department returned back the representation to the HOD Fire Station without forwarding them to higher authorities through proper channel; after Divakar M Manager (HR) assumed charge of the HR department in Vijayawada. Provide certified copy as per Section 2(f) of RTI Act 2005	<p>Details of representations received through proper channel but was returned back are as follows:</p> <table border="1"> <thead> <tr> <th data-bbox="854 1028 940 1271">Representation details</th> <th data-bbox="854 1271 940 1448">Received from</th> <th data-bbox="854 1448 940 1647">Returned to</th> <th data-bbox="854 1647 940 2012">Remarks</th> </tr> </thead> <tbody> <tr> <td data-bbox="540 1028 854 1271">Arun R.A representation dtd. 18.03.2025. addressed to GRC- RHQ (Grievance Redressal Committee -RHQ.)</td> <td data-bbox="540 1271 854 1448">HOD(FS) 18.03.2025</td> <td data-bbox="540 1448 854 1647">Arun R.A., 19.03.2025</td> <td data-bbox="540 1647 854 2012">Returned due to unclear signature in the attachment addressed to GRC- RHQ.</td> </tr> </tbody> </table>	Representation details	Received from	Returned to	Remarks	Arun R.A representation dtd. 18.03.2025. addressed to GRC- RHQ (Grievance Redressal Committee -RHQ.)	HOD(FS) 18.03.2025	Arun R.A., 19.03.2025	Returned due to unclear signature in the attachment addressed to GRC- RHQ.
Representation details	Received from	Returned to	Remarks							
Arun R.A representation dtd. 18.03.2025. addressed to GRC- RHQ (Grievance Redressal Committee -RHQ.)	HOD(FS) 18.03.2025	Arun R.A., 19.03.2025	Returned due to unclear signature in the attachment addressed to GRC- RHQ.							


వి.సి.ఎ. / HOD - HR
 వి.సి.ఎ. విజయవాడ గార్డెన్ ఆఫీస్, విజయవాడ
 AAI, Vijayawada Airport, VIJAYAWADA-521 102

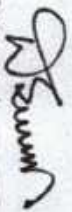
3	<p>Provide complete details of the representation(s) forwarded through HR Dept of Vijayawada to higher authorities within the Airport Authority of India, specifically to the Regional Headquarters (RHQ) Southern Region (SR), after Divakar M Manager (HR) assumed charge of the HR department in Vijayawada Airport ad per Section 2(f) of the RTI Act</p>	<p>With regards to please note that the representations processed by the said departments are primarily of a personal nature, often relating to service matters, grievances, or internal transfers. Disclosure of such information would amount to an unwarranted invasion of the privacy of individuals and is therefore exempt under Section 8(1)(j) of the RTI Act, 2005</p> <p>Additionally, the number of representations for the specified period, cannot be provided as per Section 2(f) of the RTI Act, a public authority is not required to collate or create information that does not already exist. Retrieving the requested data would require a manual search across numerous personal files, many of which may no longer be in this office. This would lead to a disproportionate diversion of resources, which is exempt under Section 7(9) of the RTI Act.</p>
4	<p>Provide details of employee representations that were received on official e-mail but were withheld back and were not forwarded by Divakar M Manager (HR) of HR department in clear violation of the Government of India's laid down IT policy on paperless office and e-governance. Provide the complete details of each of such representations as per Section 2(f) of RTI Act 2005.</p>	<p>One representation withheld (refer Annexure-1, SN-3)</p>

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 AAI, Vijayawada Airport, VIJAYAWADA-521 192

<p>5</p> <p>Provide the certified copy of Letter No AAI/SR/M/2-1(5)EA/CC/R&P/ dated 08.05.2024 issued by the "Competent Authority" as mentioned in the response document provided for my representation which was referred by Manager (HR) DIVAKAR .M of Vijaywada Airport to generate the Letter No AAI/BZ/HR/Confidential/ dated 15 May 2025.</p>	<p>Certified copy of RHQ letter no. AAI/SR/M/2-1(5)EA/CC/R&P/ dtd 08.05.2024 is enclosed</p>
<p>6.</p> <p>I have not been provided the copy of the Letter No AAI/SR/M/2-1(5)EA/CC/R&P/ dated 08.05.2024 issued by the "Competent Authority" of RHQ, AAI SR. In turn, Manager (HR) DIVAKAR .M of Vijaywada Airport generated the Letter No AAI/BZ/HR/Confidential/ dated 15 May 2025 as response to my grievance filed before the Staff Grievance Officer of RHQ, AAI SR. If there is any authorisation letter provided to Manager (HR) DIVAKAR .M of Vijaywada Airport by the Competent Authority of RHQ, AAI SR authorising him to not provide the abovementioned response document to me, provide the certified copy of any such authorisation letter available with the HR department of Vijaywada Airport as per relevant provisions of RTI Act 2005.</p>	<p>No such authorization letter available</p>
<p>7.</p> <p>If any such authorisation letter as mentioned in query 1 for denying the response letter to any representation filed by any official of any Airport under AAI SR is not available with the HR Dept of Vijaywada Airport, provide the exact grounds based on which the response letter originated by RHQ SR and received by HR department of Vijaywada Airport was intentionally denied to me by Manager (HR) DIVAKAR .M till now by withholding that document from me. Provide the certified copy of the official document based on which Manager (HR) DIVAKAR .M has the power to deny me the official response letter issued to me by RHQ SR, as per relevant provisions of RTI Act 2005.</p>	<p>The query of the applicant is not clear. Query 1 is not related to any authorization letter.</p>

[Handwritten Signature]


पात्रवर्गीय (मि.सी) HOD - HR
 म.पा.म. विजयवाडी एअर पोर्ट, विजयवाडी
 विजयवाडी एअर पोर्ट, विलायतमिवाडी-521 10

[Handwritten signature]


<p>08</p> <p>As per Govt of India's Paperless Office policy, employees of Central Govt Ministries, Departments and PSUs are encouraged to send official communications through official mail id allotted to them. But when I had sent my grievance document through proper channel to the HR Department of Vijayawada Airport, I was explicitly told by Manager (HR) DIVAKAR. M that he will not forward my grievance document without getting the hard copy of the document. So, provide the certified copy of the official document issued by Govt of India based on which Manager (HR) DIVAKAR. M made such a condition that hard copy my official grievance submitted through my official mail id must be provided to him for forwarding it to higher authorities in the grievance channel.</p>	<p>The requirement to provide a hard copy of grievance documents was aligned with Airports Authority of India's internal communication policy. Subheading 'C' - Forms of Internal Communication, Sub-point 12 of CHRM Circular No. 66/2019 dated 04.12.2019, issued by the Directorate of Human Resources. (Copy enclosed)</p>
<p>09.</p> <p>If any non-executive is continuously being harassed by any executive or higher official in AAI by unnecessarily withholding official documents forwarded by the non-executive to such higher officials and the non-executive wants to file court case against that higher official, is any permission required to be taken by the non-executive before proceeding with the court case against the higher official. Provide the certified copy of the document elaborating the procedure to be followed and permissions if any, to be obtained as per Section 2(f) of the RTI Act 2005. The requested documents may be provided as per timelines stipulated in RTI Act 2005</p>	<p>The query is hypothetical. No such recorded information/document is available.</p>

[Handwritten signature]
HOD - HR
वा. वि. म. विमानतळ रॉयल अॅरॉस, विमानतळ
A-11, Vijayawada Airport, VIJAYAWADA-521 102

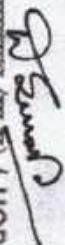
Date of receipt of representation from Mr. Arun.R.A.

SN	Date of receipt of representation from Mr. Arun.R.A	Mode of receipt of representation	To whom addressed	Date of forwarding the representation to next level	To whom forwarded	Forwarded Lr.No.	Remarks
1	01.02.2024	Hard copy	RED-SR	05.02.2024	RHQ-SR	AAI/BZ/PF/HR/202 4/1050	Reply received from RHQ vide Lr.No.AAI/SR/M/2-1/EA/R&P dated 22.03.2024 was communicated to the official vide Lr.No.AAI/BZ/PF/HR/2024 dt.05.04.2024
2	15.03.2024	Hard copy	RED-SR	18.03.2024	RHQ-SR	AAI/BZ/PF/HR/202 4/1211	
3	17.07.2024	EMAIL from HOD FS	Member HR	-	-	-	Identical representation as in SN. 4, received within a day, hence was not forwarded.
4	18.07.2024	Email from APD	Member HR	18.07.2024	R&P Cell, SR&ES to cell	BY EMAIL	
5	09.12.2024	EMAIL	LGO-Vijaya wada	20.12.2024	SGO-SR	BY EMAIL	
6	16.01.2025	EMAIL	GRC,RHQ	20.01.2025	APD	BY EMAIL	

ANNEXURE - 1


 विभागाध्यक्ष (आ.प्र.) / HOD - HR
 आ. वि. प्र. विद्यावाचस्पति हार्दिक संकुल, विद्यावाचस्पति
 आ. वि. विद्यावाचस्पति हार्दिक संकुल, विद्यावाचस्पति
 आ. वि. विद्यावाचस्पति हार्दिक संकुल, विद्यावाचस्पति

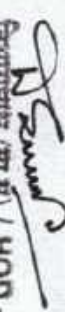
7	18.03.2025 / 24.03.2025	Hard copy	APD	02.04.2025	RHQ-SR	AAI/BZ/PF/HR/202 5/06	*resubmitted with a covering letter addressed to APD enclosing representation to GRC-CHQ & RHO. Reply received from RHO vide L.No.AAI/SR/M/2-1(5)EA/CC/R&P dated 08.05.2025 was communicated to the official vide L.No.AAI/BZ/PF/HR/Confidential dt. 15.05.2025
8	18.03.2025 ^v	Email from HOD-FS	GRC - RHO	19.03.2025	To Individual	BY EMAIL	*returned due to unclear signature in the attachment addressed to GRC-RHO
9	24.03.2025	Email from APD (23.04.2025)	GRC - CHQ	02.04.2025	RHO-SR	Email dtd.02.04.2025	
10	07.05.2025	Email from HOD-FS	MEMBER HR	15.05.2025	TO HOD-FS		*As identical representation were already fw to GRC-RHO the same was returned to HOD-FS For recommendation /routing through proper channel i.e.APD
11	07.05.2025	Email from HOD-FS	CHAIRMAN	15.05.2025	TO HOD-FS		
12	19.05.2025	Email from HOD-FS	APD			BY EMAIL	Returned application dated 07.05.2025 addressed to Member (HR) and Chairman were resubmitted through proper channel


 विमानवाहक (आ.सि.) / HOD - HR
 श्री. वि. विमानवाहक इकाई, विमानवाहक
 AAI, Vijaywada Airport, VIJAYAWADA-521 102


Annexure-II

Details of representations received from various sections and forwarded by the HR department.

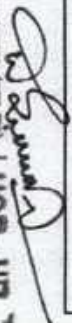
S. No	LETTER NUMBER OF FORWARDING LETTER	TO WHOM IT WAS SENT	DATE OF FORWARDING	SUBJECT
1	AAI/BZ/PF/HR/158	ED (HR) New Delhi	03/04/2023	Representation regarding promotion
2	AAI/BZ/PF/HR/163-164	GM HR, Chennai	06/04/2023	Forwarding of representation Non-adherence combined Seniority
3	AAI/BZ/PF/HR/224	GM HR, Chennai	04/05/23	Forwarding of representation non-adherence combined Seniority
4	AAI/BZ/PF/HR/234	GM HR, Chennai	10/05/23	Forwarding of representation for change of Transfer/posting station
5	AAI/BZ/PF/HR/518	GM HR, Chennai	04/08/23	Forwarding of representation change of medical benefits


होद - HR
 विमानवादी (मै.मै.) /
 म. वि. म. विमानवादी इन्स्टीट्यूट, विमानवादी
 AAI, Vijayawada Airport, VIJAYAWADA-521 102

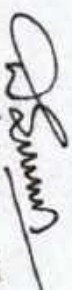
6	AAI/BZ/PF/HR/713	GM HR, Chennai	05/10/2023	Forwarding of representation Discrepancy in Seniority list
7	AAI/BZ/PF/HR/757	GM HR, Chennai	21/10/2023	Forwarding of representation Discrepancy in Seniority list
8	AAI/BZ/PF/HR/1034	GM HR, Chennai	31/01/2024	Forwarding representation to transfer PF amount from Previous Employees organization
9	AAI/BZ/PF/HR/1211	Regional Director Chennai	18/03/2024	Forwarding representation of requesting for reinstating Seniority basic pay
10	AAI/BZ/PF/HR/49	GM HR Chennai	25/04/2024	Forwarding representation regarding transfer
11	AAI/BZ/PF/HR/112	GM HR Chennai	16/05/2024	Forwarding representation regarding Change of posting station
12	AAI/BZ/PF/HR/119	GM HR RHQ, Chennai	20/05/2024	Forwarding representation regarding Retention at Vijayawada airport


 S. Srinivas (Mr. S) / HOD - HR
 वी. वि. अ. विजयवाडा हवाई अड्डा, विजयवाडा
 AAI, Vijayawada Airport, VIJAYAWADA-521 102

13	AAI/BZ/PF/HR/120	GM HR RHQ, Chennai	20/05/2024	Forwarding representation- Annual transfer fire
14	AAI/BZ/PF/HR/178	GM HR RHQ, Chennai	14/06/2024	Forwarding representation-Non-panel medical claims
15	AAI/BZ/PF/HR/224	GM HR Chennai	21/06/2024	Forwarding representation regarding issues related Transfer
16	AAI/BZ/PF/HR/519	GM HR Chennai	10/10/2024	Forwarding representation regarding addition name in seniority list
17	AAI/BZ/PF/HR/320	GM HR, Chennai	29/05/23	Forwarding of representation for promotion to the next grade
18	AAI/BZ/PF/HR/562	GM HR Chennai	07/11/2024	Forwarding representation regarding PRP disbursed
19	AAI/BZ/PF/HR/1082	GM HR Chennai	11/03/2025	Forwarding representation Discrepancies in posting Station



फायरिंग (ता.सं.) / HOD - HR
 ता.सं. फायरिंग रॉड, मंडल, विमानवादी
 AAI, Vijaywada Airport, VIJAYAWADA-521 102

20	AA/BZ/PF/HR/06	GM(HR) Chennai	02/04/2025	Forwarding representation to GRC(CHQ) & RHQ
21	AA/BZ/PF/HR/557	GM HR Chennai	27/05/2025	Forwarding representation regarding mutual transfer


 विभागाध्यक्ष (मि.सि) / HOD - HR
 या मि.म. विभागाध्यक्ष कार्यालय, विभागाध्यक्ष
 AA1, Vijaywada Airport, VIJAYAWADA-521 102

6	18-03-2025	Arun RA, Asst (FS)	Grievance Redressal Committee at CHQ Level (GRC-CHQ)	HR Dept	18-03-2025	Email	
7	16-01-2025	Arun RA, Asst (FS)	Grievance Redressal Committee at RHQ Level (GRC-RHQ),	HR Dept	16-01-2025	Email	
8	29-10-2024	Arun RA, Asst (FS)	Staff Grievance Officer, Vijayawada International Airport	Returned to Individual*	30-10-2024	Email	*Informed Arun R.A., to submit the grievance directly to SGO, Vijayawada
9	05-09-2024	Arun RA, Asst (FS)	Member HR (Reminder - III)	APD	06-09-2024	Email	
10	15-07-2024	Arun RA, Asst (FS)	Member HR	APD	18-07-2024	Email	
11	05-06-2024	Arun RA, Asst (FS)	Member HR	HR Dept	17-07-2024	Email	

Details of representations withheld/returned along with the reason (if any) during the above period : Returned 01


HOD - HR
 2A1, Vijayawada Airport, VJAVAWADA-521 102



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

भारतीय विमानपत्तन प्राधिकरण/ AIRPORTS AUTHORITY OF INDIA

दक्षिणी क्षेत्र, चेन्नई - 16 / SOUTHERN REGION : CHENNAI - 16

मानव संसाधन प्रबंधन विभाग/DEPARTMENT OF HUMAN RESOURCES MANAGEMENT

Ref No: AAI/SR/M/2-1(5)/EA/CC/R&P/

Dated: 08.05.2025

सेवा मे / To:

The Airport Director,
Airports Authority of India
Vijayawada Airport, Vijayawada

विषय /Sub: **Forwarding grievance of Shri. Arun R.A, Asst (FS)- Vijayawada Airport to Staff Grievance Officer at RHQ-SR for restoration of Seniority and Basic pay – Reg.**

महोदय / Sir,

Please refer to your e-mail dated 15.03.2025 to Staff Grievance Officer, RHQ and personal hearing held on **21.03.2025** on the above subject.

2. In this connection, the grievance submitted by Shri. Arun R.A, Asst(FS), Vijayawada Airport for restoration of seniority have been examined in detail and the following is conveyed :-

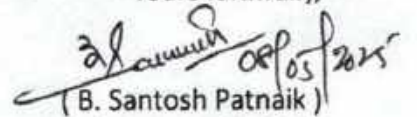
- (a) As per directions of Hon'ble High Court of Kerala vide Common judgement dated 13.10.2021 in WP. 11348 of 2020 & WP.16186 of 2019, Offer letters have been issued to all the petitioners and Rank list has also been revised & conveyed to all. Thus, complied with Hon'ble High Court Directions.
- (b) Further, as per Clause 4(l) under the heading "Selection" and Clause 8.6 of Notification advertisement no. SR/1/2018, the successful completion of Basic Training Course(BTC) is the pre-requisite for consideration of appointment to the post of Jr.Asst.(FS).
- (c) Shri. Arun R.A. has passed Basic Training Course only on 15.07.2022 (refer FSTC letter no. AAI/GM(FS)-TRG/7/2022/158-159 dated 15.07.2022) and subsequently regular appointment orders issued.

3. In view of the above, the request of the official to restore seniority from the retrospective date for the post of Junior Assistant (Fire Service) is not having merit and could not be agreed to. Accordingly, the grievance stands disposed.

4. The official may be informed accordingly.

5. This issues with the approval of Competent Authority.

Yours faithfully,


(B. Santosh Patnaik)

Asst. General Manager (HR)/SR
For Staff Grievance Officer, RHQ-SR

Copy to : Law Dept, AAI-SR, BA Cell for information please.



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

A.60011/40/2019-HRPC/ 608

Dated: 04 December, 2019

The Regional Executive Director,
Airports Authority of India
Northern/Western/Eastern/Southern/North East Region
Delhi / Mumbai / Kolkata / Chennai / Guwahati.

The Executive Director,
Airports Authority of India
RC&DU/FIU, New Delhi.

The Airport Director,
Airports Authority of India
Kolkata/Chennai Airport.

The Director,
Indian Aviation Academy,
New Delhi.

The Principal,
Civil Aviation Training College (CATC),
Bamrauli, Prayagraj.

The General Manager,
Airports Authority of India
CRSD/E&M Workshop,
New Delhi.

CHRM CIRCULAR NO. 66 /2019

Subject: Internal Communication Policy in AAI

There is no denying the fact that effective communication is an important pillar for organizational growth. In order to implement decisions/suggestions in the right spirit, proper and timely dissemination of effective communication is necessary. Though we follow proper communication channel in AAI but, a need has been felt to streamline the way communication is being done internally. Thus, in order to re-inforce strong internal communication in AAI, the management has decided to come-up with the following Internal Communication Policy:

- A. **Stakeholders for Internal Communication in AAI:** Internal Communication is being done among the following internal stakeholders of AAI:
- 1) The Chairman, AAI
 - 2) Board Members
 - 3) Regional Executive Directors (REDs)/ Executive Directors (EDs)/ Airport Directors (APDs)
 - 4) Unions/Associations/Guilds
 - 5) Employees
- B. **Types of Communication within AAI:** Airports Authority of India has presence all over the Nation with its headquarters at Delhi, 5 Regional Offices and approx. 125 Airports/ Stations at almost all major locations in India. Hence, communication in AAI comprises of the following:

- 1) Top-Down Communication (Management to Employees)
 - i. The decisions taken at the top from time to time to be communicated in the form of Policies/ Guidelines/ Schemes/ Instructions which should be issued in the form of Circulars/ Office Orders/ Letters and Emails.
- 2) Bottom-Up Communication (Employees to Management)
 - i. Suggestions from Employees under the AAI Suggestion Scheme to be routed through proper channel.
 - ii. Complaints/ Grievance/ Areas for consideration by Unions/ Associations/ Guilds/ Employees to be routed through proper channel.
- 3) Inter-Region/ Inter-Departmental Communication
 - i. Communication from one Region to another or from one airport/station to another airport/station within the same Region or within a particular station but among different departments at the station to be done through Letters, Emails, file movement (if required) and IONs (for communication among different departments at the same station).


C. Forms of Internal Communication: In AAI, internal communication takes place in the following forms:

- 1) AAI Board Meetings: The decisions taken in the AAI Board Meetings to be communicated in the form of Minutes of Board Meeting to concerned HODs/ REDs/ APDs for implementation or information or further necessary action, as the case may be.
- 2) Advisory Board Meetings: There are various advisory boards in AAI such as Personnel Advisory Board (PAB), Procurement Advisory Board, Works Advisory Board, etc. comprising of AAI whole-time Members as members of the Board. The decisions taken by the concerned advisory board after seeking approval of competent authority to be communicated by way of circulars/ office orders, etc. for implementation or information or further necessary action, as the case may be.
- 3) Other Task Specific Committees: Various committees are formed to give its recommendations to competent authority on specific task such as committee formed to revise the medical policy, committee formed to revise the TA/DA policy, Committee formed for selection of employee uniform, etc. The recommendations of the said committees to be presented in the form of a structured reports so as to put up the same to the competent authority for approval/ decision.
- 4) Joint Consultative Meetings (JCMs): Structured meetings between the union and the management to discuss the concerns of employees are done by way of JCMs. One JCM each at region level and centre level is held every year. The outcome of the JCM Meeting to be disseminated by way of Minutes of Meeting for further deliberation/ implementation/ further necessary action, as the case may be.
- 5) Suggestion Scheme: Any employee in the organization can give a suggestion under AAI's Employee Suggestion Scheme for any area of improvement/introduction of new

ideas in AAI thereby, enhancing the overall efficiency of the organization. The scheme aims to suitably acknowledge and reward an employee for acceptable and implementable suggestions. Any suggestion to be strictly routed through proper channel only and not to be addressed directly to competent authority. Also, the APD/RED to examine the suggestions of employees of their airports/regions at their level first and if it is a good and an implementable suggestion, then only the same should be forwarded to CHQ for consideration.

- 6) Chairman's Weekly Meetings: Once in a week, the Chairman AAI, holds a meeting with all the full-time Members and HODs at CHQ and Regional Heads/APDs through video conference to discuss the important issues and areas of concern so as to come up with an amicable solution to mitigate the issues at hand. The outcome of the meeting to be disseminated by way of actionable points to all concerned for necessary action at their end.
- 7) Video Conferencing: as and when the need arises, the Chairman or full-time members at CHQ do video-conferencing with REDs or APDs at other regions/stations to discuss the important issues, areas of concern in a time saving manner. The outcome of the video-conferencing meetings to be disseminated in the form of Record of Discussion (RoD) for further necessary action to all concerned.
- 8) AAI Intranet/ AAI Website: All the important circulars/ policies/ office Orders concerning all the employees such as all HR Policies, Social Security Schemes, Promotion Orders, Transfer Seniority, etc. to be published on AAI Intranet for easy access of all the employees.
- 9) Notice Boards: The information regarding all the major events, meetings to be displayed on Notice Boards for easy access of all the employees or alternatively on AAI Website-Employees portal.
- 10) Grievance Handling: An employee can raise an Individual Grievance in the form of a representation or complaint or grievance for consideration and amicable solution. The grievance should be addressed as per the procedure defined under grievance handling mechanism. Any grievance to be strictly routed through proper channel only and not to be addressed directly to competent authority. Also, the HOD/APD/RED to examine the grievance of employees at their level first and if intervention at CHQ level is required, then only the same should be forwarded to CHQ for consideration.
- 11) Employee Services through ESS Portal: All the AAI employees have access to the ESS portal through their individual unique login ID and password. Through ESS portal, employees can apply leave (including outstation) which is approved by their reporting officer, can give perks and other related declarations, employees can fill their PMS forms and the same is in turn reviewed by their reporting/reviewing and counter signing officer through ESS itself.

- 12) Emails: For speedy dissemination of information or for seeking clarification of an issue, employee emails to be used in a more efficient manner. However, emails not to be used as a means for seeking personal clarifications or posting individual grievances.
- 13) IONs/ Letters for internal circulation: For inter-departmental communication, Inter-Office Notes or Letters to be used for timely and efficient communication.
- D. All concerned to ensure that internal communication as far as possible is done in the most efficient and timely manner for quick dissemination of information and faster decision making.
- E. All REDs/ APDs/ HODs to bring the contents of the said circular in the notice of all officials working under them.


(Sanjay Jain)
Executive Director (HR)

Distribution:-

- ❖ OSD to Chairman
- ❖ DGM (ES) to Member (Fin)/Member (HR) / Member (Ops) / Member (Planning) Member (ANS)/ CVO
- ❖ ED(HR)-II – For all employees working in CHQ
- ❖ All HoDs at CHQ / Operational Office / AAI Office Complex
- ❖ All GMs (HR) in CHQ
- ❖ GM (IT) for uploading on AAI Website
- ❖ General Secretary- AAEU
- ❖ General Secretary- AAOA (I) / ATC Guild (I) / AAI Engg Guild / IAAIOA / AAI SC/ST Employees Welfare Association.
- ❖ Notice Boards
- ❖ Hindi version will follow