



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA
क्षेत्रीय मुख्यालय, दक्षिणी क्षेत्र, चेन्नई



REGIONAL HEADQUARTERS, SOUTHERN REGION, CHENNAI

आरटीआई - समयबद्ध /RTI - TIME BOUND

सं./ Ref: भाविप्रा/द. क्षेत्र / सूचना अधिकार /2025 AAI/SR/RTI/2025/ T-22 दिनांक / Date :20.02.2025

सेवा में / To

श्री / Shri.Radha Vallabh Arora
Karnataka

विषय / Sub : सूचना अधिकार अधिनियम, 2005 के अंतर्गत माँगी गई सूचना श्री. राधावल्लभ अरोड़ाके आवेदन के संबंध में/
Information under RTI Act, 2005- Application of Shri.Radha Vallabh Arora - reg

संदर्भ /Ref : AAICH/R/T/25/00022 dated 06.02.2025

महोदय / महोदया / Sir/ Madam,

कृपया आपके ऑनलाइन के माध्यम से प्राप्त सूचना अधिकार के अनुरोध के संबंध में।
Reference may please be made to your online RTI Request as above.

इस संबंध में उक्त सूचना के संरक्षक द्वारा प्रदान की गई अपेक्षित सूचना कृपया इसके साथ संलग्न है।
In this regard, the information furnished by the custodian of information is attached herewith.

यदि आप उक्त उत्तर/सूचना से संतुष्ट नहीं हैं, तो आपके द्वारा प्रथम अपीलीय प्राधिकारी के समक्ष 30 दिनों के अंदर अपील किया जा सकता है।
In case, you are not satisfied with the reply/information, you may prefer an appeal within 30 days to the First Appellate Authority

प्रथम अपीलीय प्राधिकारी के संबंध में विवरण निम्न है। The details of FAA are given below.

एस.जी. पणिकर / S G Panicker,
क्षेत्रीय कार्यपालक निदेशक / प्रथम अपीलीय प्राधिकारी
Regional Executive Director/First Appellate Authority
भारतीय विमानपत्तन प्राधिकरण / Airports Authority of India,
क्षेत्रीय मुख्यालय, दक्षिणी क्षेत्र / Regional Headquarters, Southern Region,
चेन्नई हवाई अड्डा / Chennai Airport
चेन्नई / Chennai - 600 016
दूरभाष / Phone No.: 044-22561234
ई मेल / Email : redsr@aai.aero

भवदीय / Yours faithfully,

(बी. मुरलीधरन / B. MURALIDARAN)
महाप्रबंधक (मानव संसाधन)- क्षे. मु- द.क्षेत्र
General Manager (HR)-RHQ-SR
जन सूचना अधिकारी - सूचना अधिकार
PUBLIC INFORMATION OFFICER-RTI

संलग्न/Encl.: यथोपरि/As above



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F.No. AAI/SR/M/RTI/Comml.

Dated : 20/02/2025

OFFICE NOTE

SUB: INFORMATION SOUGHT UNDER RIGHT TO INFORMATION ACT, 2005 – SHRI. RADHA VALLABH ARORA OF BASAVANAGAR - REG.

Please refer to RTI Registration No. AAICH/R/T/25/00022 dated 06/02/2025 on the above subject.

In this regard, replies to the RTI queries vide S. No. 1 to 4, as sought by RTI Applicant, Shri. Radha Vallabh Arora of Basavanagar are given below:-

S.No	Information	Reply
1)	<u>Regulatory Framework</u> 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. b) If no such regulation exists please provide reasons for the absence of such policies.	a) List of Food pricing are approved by the respective Airport Directors from time to time. b) Not applicable
566-RTI 20/02/2025 2)	<u>Vendor Contracts and Price Regulation</u> a) What is the process for selecting and licensing food vendors at Indian airports? 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?	a) Through call of Notice Inviting Tenders in CPP Portals which is open to public. b) Yes. The vendors are required to follow a standardized pricing model for food and beverages which will be available in the concerned NIT terms and conditions.

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चेन्नै हवाई अड्डा / Chennai Airport, चेन्नै/Chennai 600 027.
Tele Fax No. 044-22560418 Email : gmcommlsr@aai.aero / cml_sr@aai.aero



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S.No	Information	Reply
	c) What mechanisms are in place to prevent overpricing and ensure fair pricing.	c) Suitable clause incorporated in NITs to ensure that foods and beverages are not sold over and above MRP and penalty will be imposed; if overcharged.
3)	<u>Price Monitoring and Complaints</u> a) How does AAI monitor and audit food prices at airport food outlets. b) What is the procedure for passengers to report complaints about excessive pricing. c) How many such complaints have been received in the last three years Please provide a year wise breakdown. d) What actions have been taken against vendors found overcharging Please provide details of penalties or corrective measures in the last three years.	a) Suitable clause incorporated in concerned Notice Inviting Tenders not to sell any products over and above MRPs and penalty as applicable will be imposed for over pricing and violation of MRP Rates. b) Any complaints regarding overpricing can be brought to the notice of the PGO in writing or mail, whose contact number and mail ID is displayed in prominent places of airports. c)&d) Whenever complaints are received, immediate action will be taken by the respective Airports.

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<p>4) <u>Availability of Dietary Specific Food Options</u></p> <p>a) Does AAI have any policy to ensure that airport food outlets offer dietary specific options such as Jain vegan gluten free etc.</p> <p>b) If yes, please provide details of implementation and enforcement.</p> <p>c) If no such policy exists are there any plans to introduce such measures in the near future.</p>	<p>a) No.</p> <p>b) Not applicable.</p> <p>c) Policy decisions are under the purview of CHQs, New Delhi.</p>
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The RTI applicant may please be informed accordingly.


(T.S. SUBHA LAKSHMI)
Jt. General Manager (Comml.)/SR

To,

✓ GM (HR)/PIO-SR

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