



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA
क्षेत्रीय मुख्यालय, दक्षिणी क्षेत्र, चेन्नई
REGIONAL HEADQUARTERS, SOUTHERN REGION, CHENNAI



सूचना अधिकार - समयबद्ध /RTI - TIME BOUND

सं./ Ref: भाविप्रा/द. क्षेत्र / सूचना अधिकार /2023 AAI/SR/RTI/2023/ दिनांक / Date : 16.03.2023

सेवा में / To

श्री / Shri. Dhiraj Kumar
Bihar

विषय / Sub : सूचना अधिकार अधिनियम, 2005 के अंतर्गत माँगी गई सूचना - श्री धीरज कुमार के आवेदन के संबंध में / Information under RTI Act, 2005- Application of Shri. Dhiraj Kumar-reg

संदर्भ /Ref : AAICH/R/T/23/00035 dated 17.02.2023

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. पणिक्कर / 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,


(वेंकटेश्वर एल / VENKATESHWAR L)
महाप्रबंधक (सं.दि.नि- द.क्षेत्र)
General Manager (CNS-SR)
जन सूचना अधिकारी - सूचना अधिकार
PUBLIC INFORMATION OFFICER-RTI

संलग्न/Encl.: यथोपरि/As above

3	Trichy	<p>Available.</p> <p>Total No. of Wheel Chairs - 32 Nos. Normal Wheel Chairs - 25 Nos. Cabin Wheel Chairs - 7 Nos.</p>	Available	Available	<p>1. Accessible Parking</p> <p>2. Accessible Route/Approach</p> <p>3. Accessible Entrance to the Building.</p> <p>4. Accessible Reception at Arrival and Departure (Help Desk)</p> <p>5. Check-in area</p> <p>6. Accessible Corridor</p> <p>7. Security Check</p> <p>8. Baggage Claim</p> <p>9. Seating Spaces</p> <p>10. Immigration and customs</p> <p>11. Tactile Ground Surface indicators</p> <p>12. Accessible lift</p> <p>13. Ramp</p> <p>14. Handrails</p> <p>15. Accessible Toilets</p> <p>16. Accessible Drinking Water Facility</p> <p>17. Signage</p> <p>18. Aerobridge and Ambulift</p> <p>19. Low Floor Buses</p>	<p>No Moving chairs available</p>	<p>1. Wheel chairs</p> <p>2. Differently abled washrooms at all places</p> <p>3. Ramp provision at every entry and exit points</p> <p>4. tactile flooring</p> <p>5. lifts</p> <p>6. Designated pick up and dropping points for PWD</p> <p>7. Accessible parking</p> <p>8. Accessible Reception ('May I help you' desks')</p> <p>9. Accessible check-in counter</p> <p>10. Designated Trolley bay</p>	<p>1. Smooth and hassle free travel experience</p> <p>2. Top priority will be given for Disable persons at every where.</p>	<p>Section 19 to 22 : Compiled as per AAJ policy guidelines</p> <p>Sect 23: Grievances are being addressed through Public Grievance Officer.</p>
4	Vizag	<p>50 Wheel chairs available including all airlines and Airport operator</p>	Available	<p>1. Accessible Parking</p> <p>2. Accessible Route/Approach</p> <p>3. Accessible Entrance to the Building.</p> <p>4. Accessible Reception at Arrival and Departure (Help Desk)</p> <p>5. Check-in area</p> <p>6. Accessible Corridor</p> <p>7. Security Check</p> <p>8. Baggage Claim</p> <p>9. Seating Spaces</p> <p>10. Immigration and customs</p> <p>11. Tactile Ground Surface indicators</p> <p>12. Accessible lift</p> <p>13. Ramp</p> <p>14. Handrails</p> <p>15. Accessible Toilets</p> <p>16. Accessible Drinking Water Facility</p> <p>17. Signage</p> <p>18. Aerobridge and Ambulift</p> <p>19. Low Floor Buses</p>	<p>No Moving chairs available</p>	<p>1. Wheel chairs</p> <p>2. Differently abled washrooms at all places</p> <p>3. Ramp provision at every entry and exit points</p> <p>4. tactile flooring</p> <p>5. lifts</p> <p>6. Designated pick up and dropping points for PWD</p> <p>7. Accessible parking</p> <p>8. Accessible Reception ('May I help you' desks')</p> <p>9. Accessible check-in counter</p> <p>10. Designated Trolley bay</p>	<p>1. Smooth and hassle free travel experience</p> <p>2. Top priority will be given for Disable persons at every where.</p>	<p>Section 19 to 22 : Compiled as per AAJ policy guidelines</p> <p>Sect 23: Grievances are being addressed through Public Grievance Officer.</p>	

[Handwritten Signature]
10/3/23

श्री. लक्ष्मण / R. LAKSHMANAN
 Joint General Manager (Operational)
 Joint General Manager (Operational) / Joint General Manager (Operational) of India
 एअरपोर्ट ऑथोरिटी ऑफ इंडिया / Airport Authority of India
 ऑपरेशनल ऑफिस / Operational Office Complex
 चेन्नई एअरपोर्ट, चेन्नई - 600016 / Chennai Airport, Chennai-600016

5	Madurai	YES AVAILABLE TOTAL =38	Available	Available	No Moving chairs available	<p>1)Tactile flooring provided</p> <p>2)PRM WASHROOMS IN ALL AREAS</p> <p>3)SUFFICIENT NUMBER OF WHEEL CHAIRS AVAILABLE</p> <p>4)PRM PARKING AVAILABLE</p> <p>5) Braille system in all the lifts</p> <p>6)MAY I HELP YOU ASSISTANCE IN DEPARTURE AND ARRIVAL AREA</p>	<p>1)Easy access to checkin area, pre SHA area and till the boarding of aircraft</p> <p>2)On priority boarding of passengers by concerned airlines</p> <p>3) Tactile flooring available for providing easy guidance on movement through different areas in the airport</p> <p>4)City side to onboard assistance being given by concerned airline</p> <p>5)May I Help You Desk staff assistance available throughout the watch hours</p> <p>6)Wheel chairs available in sufficient quantity</p> <p>7)Separate washrooms for PRM passengers available in all the areas of the airport</p>	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
6	Vijayawada	10 Wheelchairs belonging to different airlines are available	Available	Available	No Moving chairs available	<p>1. Tactile paving is provided for assistance of visually challenged persons</p> <p>2. ensured availability of Wheelchairs with Airlines</p> <p>3. RAMP has been created for easy movement of wheel chair</p> <p>4. Ambu-lift has been available at vijayawada Airport for wheelchair transportation to Aircraft</p> <p>1) Accessible Route/ Approach.</p> <p>2) Accessible Parking and drop off/pick-up point</p> <p>3) Accessible Entrance to the Building.</p> <p>4) Accessible Reception (Helpdesk).</p> <p>5) Accessible Corridor/ Tactile Flooring.</p> <p>6) Accessible lift with all features</p> <p>7) Seizure with Handrails (Main passenger Hubli Airport is equipped with all the facilities for disabled people such as Dedicated Parking, pickup and Drop Points, Ramp at all locations, wheelchair facility, Disabled adapted accessible toilets, Tactile flooring, Dedicated seating</p>	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.	
7	Tirupati	Indigo Airlines - 11Nos Air India Airlines - 07Nos Spicejet Airlines - 06Nos	Available	Available	No Moving chairs available	<p>1) Accessible Route/ Approach.</p> <p>2) Accessible Parking and drop off/pick-up point</p> <p>3) Accessible Entrance to the Building.</p> <p>4) Accessible Reception (Helpdesk).</p> <p>5) Accessible Corridor/ Tactile Flooring.</p> <p>6) Accessible lift with all features</p> <p>7) Seizure with Handrails (Main passenger Hubli Airport is equipped with all the facilities for disabled people such as Dedicated Parking, pickup and Drop Points, Ramp at all locations, wheelchair facility, Disabled adapted accessible toilets, Tactile flooring, Dedicated seating</p>	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.	
8	Hubli	2 Nos of wheelchairs are available	Available	Available	No Moving chairs available	<p>1) Accessible Route/ Approach.</p> <p>2) Accessible Parking and drop off/pick-up point</p> <p>3) Accessible Entrance to the Building.</p> <p>4) Accessible Reception (Helpdesk).</p> <p>5) Accessible Corridor/ Tactile Flooring.</p> <p>6) Accessible lift with all features</p> <p>7) Seizure with Handrails (Main passenger Hubli Airport is equipped with all the facilities for disabled people such as Dedicated Parking, pickup and Drop Points, Ramp at all locations, wheelchair facility, Disabled adapted accessible toilets, Tactile flooring, Dedicated seating</p>	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.	
9	Tuticorin	M/s INDIGO Airlines- 06Nos.	Available	Available in Departure Area	Wheelchairs for disabled people are present in Tuticorin Airport provided by M/s INDIGO Airlines - 06 Nos.	<p>1) Accessible Route/ Approach.</p> <p>2) Accessible Parking and drop off/pick-up point</p> <p>3) Accessible Entrance to the Building.</p> <p>4) Accessible Reception (Helpdesk).</p> <p>5) Accessible Corridor/ Tactile Flooring.</p> <p>6) Accessible lift with all features</p> <p>7) Seizure with Handrails (Main passenger Hubli Airport is equipped with all the facilities for disabled people such as Dedicated Parking, pickup and Drop Points, Ramp at all locations, wheelchair facility, Disabled adapted accessible toilets, Tactile flooring, Dedicated seating</p>	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.	


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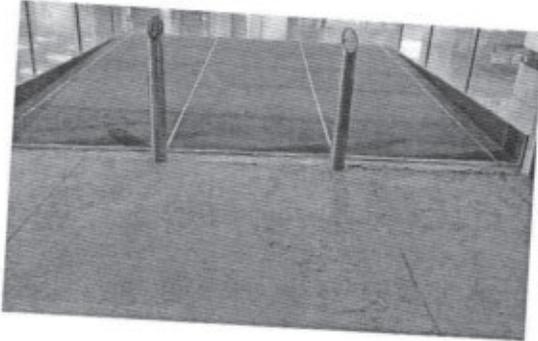
16	Rajahmundry	08 wheelchairs are available with Indigo Airlines	Available	Available	No Moving chairs available	Not Applicable	1. Reserved Seating Arrangement is provided in Departure and SHA 2. Priority Entry is there in Q-lines at the entrance to SHA and Departure gate. 3. Priority Treatment is given at Check-in Counter 4. Tactile Flooring / Path is provided inside Terminal Building from CitySide 5. Reserved Parking areas are earmarked in Vehicular Lane in front of Terminal Building and in Car Parking area	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
17	Kalahburgi	Available - 3 No's	Available	Available	No Moving chairs available	Wheel Chair, Toilets, Ramp Available	Not Applicable	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.

[Handwritten Signature]
11/11/23

DR. R. R. LAKSHMANAN
 (Deputy General Manager) in Charge
 Public Grievance Officer
 Airport Authority of India
 Civil Aviation Department
 11/11/23
 11/11/23

Annexure-1 Photos of ramp available at Southern region airports

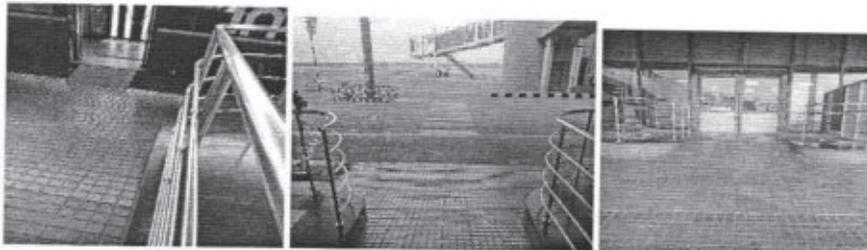
1. Calicut



2. Coimbatore



3. Trichy




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वे.यु. ए.डी., अखिल भारतीय कार्यालय / RHO, SR, Operational Offices Complex
चेन्नई एअरपोर्ट, चेन्नई - 600 016 / Chennai Airport, Chennai-600 016

4. Vizag



5. Madurai

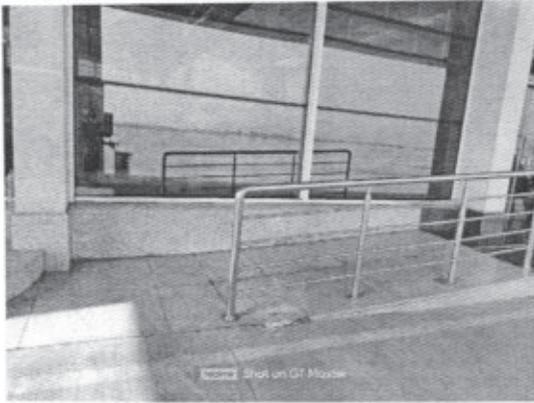


Paul
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6. Vijayawada

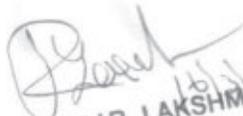


7. Tirupati

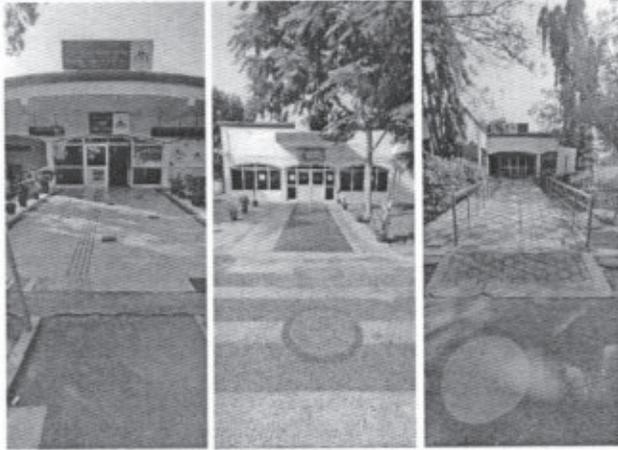


8. Hubli

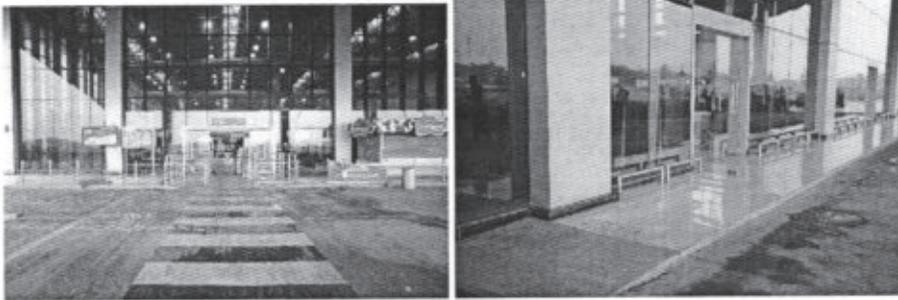



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चेन्नई अंतर्राष्ट्रीय, चेन्नई - 600 016 / Chennai Airport, Chennai - 600 016

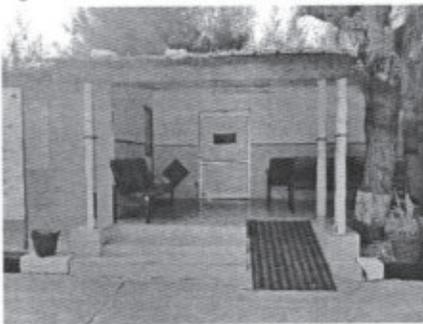
9. Tuticorin

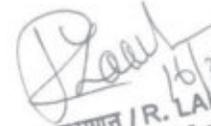


10. Belgaum



11. Agatti




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12. Salem

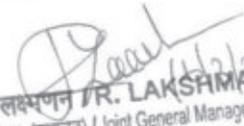


13. Kadapa

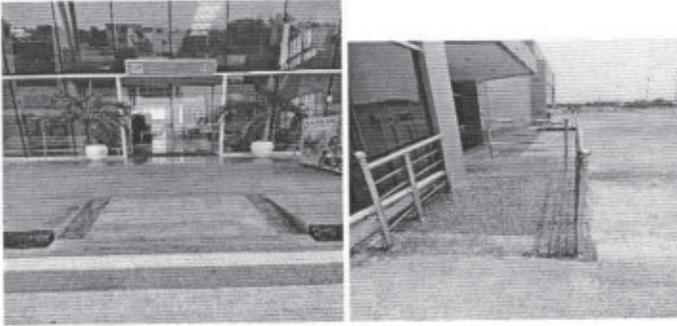


14. Mysore




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15. Puducherry



16. Rajahmundry



17. Kalaburagi



R. Lakshmanan
10/1/23

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