



**AIRPORTS AUTHORITY OF INDIA**

# **CITIZEN'S CHARTER**

**Rajiv Gandhi Bhavan, Safdarjung Airport  
New Delhi – 110003.**



# AIRPORTS AUTHORITY OF INDIA

## OUR MISSION

Progress through Excellence  
and Customer Satisfaction with  
World Class Airports and  
Air Traffic Services Fostering  
Economic Development

## Brief Profile of Airports Authority of India

Airports Authority of India (AAI) was constituted on 1<sup>st</sup> April 1995 by merging erstwhile National Airports Authority (NAA) and International Airports Authority of India (IAAI). The integration of NAA and IAAI was not just the merger of functions of both the organizations, rather it was aimed to derive the synergy of merger and prepare a new organization to take up upcoming challenges in competitive environment. A considerable thought has gone into building the new organization. Civil aviation, world over, has gone a sea change and the Airports Authority of India (AAI) is ready to meet these challenges both at national and international levels. The Tenth Five Year Plan prepared and growth targets set for various economic parameters contributing to growth of civil aviation are encouraging. Opportunities are many as these need to be tapped to meet the expectations of air travellers.

AAI maintains and operates 127 airports including civil enclave at Defence airfields for commercial Airlines operations. There are 13 International airports, 8 Custom airports, 25 civil enclaves and 81 Domestic Airports and 1 International Airport namely Cochin International Airport Limited with Private Participation. In addition, the International Airports at Delhi and Mumbai have been handed over to Joint Venture Companies on 3.5.2006 for modernization etc. as part of the Restructuring being undertaken by the Government for these two International Airports. AAI provides air navigation services over 2.8 million square nautical miles of airspace.

During the year 2005-06, AAI handled about 8.3 lakh aircraft movements (6.4 lakhs domestic and 1.9 lakh international); 73 million passengers (51 million domestic and 22 million international) and 14 lakh tonnes of air cargo (4.8 lakh domestic and 9.2 lakh international).

### Agencies Operating at Airports

Large number of regulatory and facilitating agencies operate at the Airports. These are:

#### Regulatory Agencies:

- Director General of Civil Aviation
- Bureau of Civil Aviation Security

## Other Agencies:

- Customs
- Immigration
- Traffic Police
- Health Quarantine
- Plant Quarantine
- Archaeological Survey of India
- Drugs Controller
- Apparel Export Promotion Council
- Director General of Foreign Trade
- Airlines
- Ground Handling Agencies
- Cargo Handling Agencies
- Concessionaires like Money changers, Duty Free Shops, Car rental / Tour Operators, Banks, TR Shops, tea/ Coffee / Cold drink / Juice Vending Machine Operators, Restaurants, Executive Lounges etc.
- Advertising Agencies
- Tourist Information Counters
- Aviation fuel companies
- Hotel / flight kitchen operators

## Passenger Facilities

- It is a constant endeavor of Airports Authority of India to provide maximum comfort and passenger satisfaction at the airports. The three Metro International Airports (Netaji Subhash Chandra Bose International Airport, Kolkata, Chennai International Airport and Trivandrum International Airport) are comparable in terms of most of the facilities expected by international travelers. Indira Gandhi International Airport, New Delhi and Chattrapati Shivaji International Airport, Mumbai have been handed over to Joint Venture Companies M/s. GMR and M/s. GVK Consortium respectively for upgrading and managing the airport.
- New initiatives are afoot to modernize and improve the facilities not only at recently upgraded International Airports (Goa, Hyderabad, Bangalore, Ahmedabad, Amritsar, Guwahati, Nagpur, Srinagar, Jaipur and Calicut) but also at other major airports.

- The most common facilities at the Airports are Free Baggage Trolleys, Toilets, Snack Bars / Restaurants, Parking, Flight Information System, Telephones. The Metro International Airports, in addition to above, provide facilities, such as, Money Exchangers, Insurance, Duty Free Shops, Left Luggage, Child Care Rooms, Medical Assistance etc.
- Special facilities have been provided at the airports to physically challenged persons.
- Dedicated car parking, toilets, seating arrangements, wheel chair, lifts, ramps for easy entry and exit, security check enclosures.

### **Cargo Facilities at Metro International Airports**

- Information Booklets giving detailed procedure for Export / Import of goods and the Users' Guide about Air Cargo Processing through Web EDI (Internet), at the terminals.
- Help Desk Counters for assistance
- Public Grievance Officer (PGO) are deployed for redressing of Public / users grievances.
- In order to make the transactions simple and time-bound clearance process of consignments, following facilities are made available:
  - Introduction of latest technology / equipment for time-bound clearance of cargo with Elevating Transfer Vehicles (ETVs) and Mechanized Unitisation and Storage System.
  - Modernization of storage facilities of perishable cargo, particularly for export of flowers, fruits, vegetables, and Marine Produce Meat, Fish etc.
  - Introduction of Electronic Data Interchange (EDI), a trade facilitation measure among trade partners by AAI i.e. Airlines, Agencies (Exporters, Importers and Freight Forwarders etc.) and Banks through

internet for exchange of air cargo transactions / messages electronically.

- Manual system has been discontinued in the Export operations at four metro airports viz. Delhi, Mumbai, Chennai, and Kolkata w.e.f. Feb / March 2006.
- Introduction of Bar Code System for automatic data capturing to bring accuracy / efficiency in the cargo handling system to match the pace of international cargo growth and reduce Dwell time of cargo.

### **New Initiatives**

- Induction of Central Industrial Security Force for safety and security of airports and traveling passengers.
- Modernization of Communication Navigation Surveillance (CNS) / Air Traffic Management system (ATM) at major Airports for safe, efficient and expeditious movement of air traffic.
- Thrust on improving infrastructure facilities at various airports in the North Eastern States, such as, extension of terminal buildings, strengthening of runways, and other improvements related to air traffic management.
- Capacity enhancement of the Terminals to provide additional space for passenger movement to ease congestion.
- Extension of aircraft parking areas at different airports for better time management in the arrival and departure of Aircraft from the Airport.
- Additional aerobridges have been provided at major airports for smooth flow of passengers.
- Series of Pollution Control Measures taken to improve environment in and around the airports.
- Undertaking landscape and plantation in vacant areas to make Airport environment pleasant.

- Airport Advisory Committees comprising of MPs, MLAs and other prominent Citizens at all major Airports have been set up for privatization of Airports. These Committees also take up issues relating to passenger facilitation to make the Airports user friendly.
- Modernization and development of 35 Non-Metro Airports with state of art technology, Terminal Building and Air Side capacity in commensurate with traffic growth and City Side Development (Land use plans) for enhancement of non-aeronautical revenue.
- Establishment of National Flying Institute at Gondia, Maharashtra.
- ISO 9001-2000, Quality Management System Certification of Airports.
- ISO 14001-2004, Environmental Management System Certification of Airports.
- Improvements in cargo handling for smooth and speedy clearance of cargo, namely:
  - New Policy for establishment & Operation of Centre for Perishable Cargo at Airports introduced April, 2006.
  - Development of Air Cargo Terminals at International Airports & Domestic Airports (Non-Metro Airports).
  - Development of Express / Courier Terminals at Mumbai & Chennai Airports.
  - Taken over airlines oriented functions at Mumbai Air cargo Terminal.
  - Introduction of incentive scheme at IGIA Cargo Terminal (Dec., 2004) for the export and import cargo handling contractor to enhance proficiency in their cargo handling activities.
  - An incentive of 20% discount on export cargo Terminal, Storage & Processing (TSP) charges has been introduced

(Sep. 2005) to encourage the exporting trade to bring export cargo between 1000 hrs. to 1500 hrs. so that artificial peak rush during late evening hour is reduced.

## **Public Grievance Redressal Machinery at the Airports**

Following machinery is in place for speedy redressal of public grievances:

- Dedicated Public Grievance Officers (PGOs) have been positioned at each Airport. Suggestion and Complaint Book is also available with them.
- Appropriate signages are provided at prominent places about availability of PGO at the Airport along with his name, designation, telephone nos.
- In case a passenger is not satisfied after meeting the PGO, he / she may contact the Airport Director / Airport Controller/ Airport Incharge, as the case may be, to present their grievances.
- Grievances / suggestions can also be sent through suggestion forms kept near suggestion boxes which are placed in the terminals or through E-mail.
- AAI website [www.aai.aero](http://www.aai.aero) can also be used for redressal of any grievance.

### **Addresses / Telephone Nos.**

#### **Address:**

1. Airports Authority of India  
Corporate Headquarters (CHQ)  
Rajiv Gandhi Bhavan, Safdarjung Airport  
New Delhi – 110 003.

Telephone No. 24632950, Extn . : 2420, 2436

Fax No. 24693963, 24632990

Website – [www.airportsindia.org.in](http://www.airportsindia.org.in)

2. **CHAIRMAN:**  
**(a) Corporate Hqrs.**
- Tele Nos. 24632930, 24622796, 24651047,  
25652366 / 68
- Fax Nos. 24641088, 25652804
- E-Mail [aaichmn@vsnl.com](mailto:aaichmn@vsnl.com)
- (b) Operational Offices**
- Room No. 503, Fifth Floor, AAI  
Operational Offices Complex,  
Gurgaon Road  
New Delhi – 110037.
- Tele Nos. 25652368, 25652972
- Fax No. 25652804

3. **PUBLIC & STAFF GRIEVANCE OFFICER**

General Manager (PR)  
Airports Authority of India  
Room No. 331, III Floor  
A Block, Rajiv Gandhi Bhavan,  
Safdarjung Airport  
New Delhi – 110003.  
Tele / Fax No.:  
Direct : 011-24622787  
EPABX 011-24632950 Ext : 2470  
E-mail : [gmperschqnad@aai.aero](mailto:gmperschqnad@aai.aero)

**Names / Telephone Nos. of Board Members, Regional Executive Directors and Airport Directors of select Airports:**

*Corporate Head Quarters*

<i>Designation</i>	<i>Telephone Number</i>
<i>Chairman</i>	<i>24632930, 24622796</i>
<i>Member (Ops.)</i>	<i>24631969</i>
<i>Member (Plg.)</i>	<i>24628818</i>
<i>Member (Pers. &amp; Admn.)</i>	<i>24632946</i>
<i>Member (Fin.)</i>	<i>24610845</i>

*Regional Offices*

<i>RED, Northern Region</i>	<i>011-25675666</i>
<i>RED, Western Region</i>	<i>022-26156000</i>
<i>RED, Eastern Region</i>	<i>033-25119944</i>
<i>RED, Southern Region</i>	<i>044-22561234</i>
<i>RED, North Eastern Region</i>	<i>0361-2840223</i>

*International Airports*

<i>APD, NSCBI Airport, Kolkata</i>	<i>033-25119977</i>
<i>APD, Chennai Intl. Airport</i>	<i>044-22560541</i>
<i>APD, Trivandrum Airport</i>	<i>0471-2500283</i>
<i>APD, Hyderabad Airport</i>	<i>040-27903785</i>
<i>APD, Bangalore Airport</i>	<i>080-25227944</i>
<i>APD, Amritsar Airport</i>	<i>0183-2214166</i>
<i>APD, Ahmedabad Airport</i>	<i>079-22869211</i>
<i>APD, Goa Airport</i>	<i>0832-2540806</i>
<i>APD, Guwahati Airport</i>	<i>0361-2841909</i>
<i>APD, Nagpur Airport</i>	<i>0712-2288001</i>
<i>APD, Srinagar Airport</i>	<i>0194-2303311</i>
<i>APD, Jaipur Airport</i>	<i>0141-2550623</i>
<i>APD, Calicut Airport</i>	<i>0483-2712630</i>

