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Consultation Paper No.15/2010-11



Airports Economic Regulatory Authority of India

**Guidelines on Stakeholder Consultation
– Proposal for Modifications – reg**

New Delhi: 1st March, 2011

**AERA Building
Administrative Complex
Safdarjung Airport
New Delhi – 110 003**

In terms of Section 13(4) of the AERA Act, 2008, the Authority is required to ensure transparency while exercising its powers and discharging its functions, inter-alia, “(a) by holding due consultations with all stakeholders with the airport”. The Act defines stakeholders [in section 2(o)] thereof as under:

“stakeholder includes a licensee of an airport, airlines operating thereat, a person who provides aeronautical services, and any association of individuals, which in the opinion of the Authority, represents the passenger or cargo facility users.”

1.2 In light of the above provisions of the Act, the Authority had after due stakeholder consultation decided that following organizations/persons shall be consulted, on a regular basis, so as to represent the cargo facility users and the passengers:

- (a) Cargo Facility Users: Local Associations of Freight Forwarders, Air Cargo Agents, Custom House Agents etc. In addition, apex chambers such as FIEO, FICCI, CII, ASSOCHAM may also be consulted.
- (b) Passengers:
 - (i) Business Travellers - FICCI, ASSOCHAM, CII and any local chamber;
 - (ii) Passengers travelling on account of Central Government/ Central PSUs/Statutory Body/Autonomous Bodies – Joint Secretary & Financial Advisor, Ministry of Civil Aviation, and a representative of Ministry of Civil Aviation.
 - (iii) Passengers travelling on account of State Governments/ State PSUs/Statutory Bodies/Autonomous Bodies – Respective State Governments through the Chief Secretary concerned.
 - (iv) Leisure/Individual Travellers -
 - Voluntary Organization in Interest of Consumer Education, 441, Jangpura, Mathura Road, New Delhi – 110014.
 - Consumer Education and Research Center, ‘Suraksha Sankool’, Thaltej, Sarkhej- Gandhinagar Highway, Ahmedabad-380054, Gujarat.
 - Consumer Unity & Trust Society (CUTS), D-127, Bhaskar Marg, Bani Park, Jaipur 302 016, Rajasthan.

The Guidelines in this regard titled “Guidelines on Stakeholder Consultation” were issued on 14.12.2009, which can be downloaded from the Authority’s website (www.aera.gov.in)

2. Subsequently, the Authority has received representations that express cargo industry is an important part of the air cargo industry. Therefore, there is a need to separately recognize this industry and appropriately represent it in the stakeholder consultation process. It has been observed that the Express Industry Council of India (EICI), a representative body of the express industry, has been representing the

interests of this part of air cargo industry. EICI has also been represented in the Working Group of Air Cargo/Express Service Industry under the Civil Aviation Economic Advisory Council constituted by the Ministry of Civil Aviation, vide Order F. No. AV.13011/13/2011-ER dated 17.1.2011.

3. As regards the interests of the passengers, three voluntary consumer organizations have been part of the stakeholder consultation process and the Authority has been benefitted by their inputs. The Authority has observed that the Air Passenger Association of India has been recognized and associated by the Ministry of Civil Aviation in the Civil Aviation Economic Advisory Council constituted by it vide Order F. No. AV.13011/06/2010-DT dated 9.12.2010 and the Working Group on regulatory framework to protect consumer interest constituted vide Order F. No. AV.13011/07/2010-DT dated 20.12.2010. This Association has air passengers as its focus and hence could be particularly germane to the consultation process of the Authority.

4. Keeping in view the above the Authority proposes to include the following organizations in the stakeholder consultation process on a regular basis:

(i) **Express Industry Council of India (EICI),**
501, Crystal Centre, Raheja Vihar,
Off Chandivali Farm Road,
Powai,
Mumbai-400072.

(ii) **Air Passengers Association of India (APAI),**
Block A, II Floor,
138, Nungambakkam High Road,
Nungambakkam,
Chennai 600034.

The “Guidelines on Stakeholder Consultation” dated 14.12.2009 would be amended appropriately after taking into account the feedback from stakeholders.

5. The Authority, accordingly, solicits feedback, comments and suggestions from the stakeholders on the proposal contained in para 4 above. Comments/submissions may please be furnished to the Authority, **latest by 15th March, 2011**, at the following address:

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