

**Bhadra International (India) Pvt. Ltd.**

① P.T. Chandra Kumar  
Regional Commr  
New Delhi  
dh  
bhadra

Ref. Bhadra/GH/AERA/Chennai/2017-18

22<sup>nd</sup> November, 2017.

Mr. V.K. Sachdeva,  
DGM (Finance),  
Airports Economic Regulatory Authority of India,  
AERA Building, Administrative Complex,  
Safdarjung Airport,  
New Delhi-110003.

भारतीय विमानपत्तन आर्थिक विनियामक प्राधिकरण  
सफदरजंग एयरपोर्ट, नई दिल्ली-110003

प्राप्त

डाकरी नं: 11559  
तारीख: 22/11/17

Sumit  
22/11/17

**Subject:- In the matter of Multi Year Tariff Proposal (MYTP) for the second control period (01.04.2016 to 31.03.2021) and Annual Tariff Proposal (ATP) (T1 to T5) for the second control period (01.04.2016 to 31.03.2021) in respect of M/s Bhadra International (India) Private Limited (M/s Bhadra) for providing ground handling services at Chennai International Airport, Chennai.**

Dear Sir,

This has reference to your mail forwarding the comments of M/s ACAA in respect of Ground Handling Services rendered by M/s Bhadra International (India) Pvt. Ltd. at Chennai Airport and our report thereon.

2. At the outset we would like to bring to your kind notice that BIL activities consists of providing Ground Handling Services – which consists of Passenger handling and Ramp Handling, which inter alia includes Cargo handling services .

3. Therefore, our services primarily are to the Customer Airlines which is based on the Standard Ground Handling Agreements and Service Level Agreements entered with the respective Airlines. We are rendering services to all our Customer airlines to their utmost satisfaction.

4. In as much as the activities are concerned, our services in the "Export Cargo Terminal" are in the whole Cargo Warehouse area which involves building up of Pallets, Containerisation and bulk Cargo etc. before handing over to the respective Airlines or their authorized handlers for carting and subsequent loading in the Aircraft. Thus our services to the "Air Cargo Agents" is mostly in the Truck Dock Area of Export Cargo

**bhadra**

Terminal which to a great extent is attributable to the limited time period, utilized by the Agents in bringing their Cargo between 15.00 Hrs. to 20.00 Hrs, although BIIL, AAI the custodian, and customs work 24x7 at this Terminal. Thus this is a crisis created by the Agents and had been going on for years, in-spite of best efforts put in by AAI and Bhadra asking the Agents to bring their respective consignments during the early hours also.

5. In regard to the Import Cargo handling, BIIL is clearing 95% of the Cargo de-stuffing activities which also includes segregation and binning in close cooperation with AAI. In addition to this activity, BIIL is providing "custodian related functions" on behalf of AAI to the Cargo Agents. Here also it is mostly, the Agents who take their own time in getting their Cargo appraised by the Customs and taking delivery.

6. As a matter of fact after BIIL started handling in Chennai Air Cargo Terminal, the pilferage in the Import handling has been totally brought under control and is virtually NIL and the allegation by ACAAI seems to be without any base.

7. BIIL has entered into Standard Operating Procedure (SOP) with AAI. for import Cargo handling services and we are rendering satisfactory performance in terms of the SOP to the trade.

8. Since the comments of ACAAI also involves infrastructure related issues and custodian functions, we therefore, kindly request that you may like to seek the comments from AAI Chennai Airport as well to have a fair view on the whole issue.

9. We therefore request AERA to kindly consider and approve our tariff proposal at your earliest convenience. ✓

Thanking you,

Yours faithfully,  
For Bhadra International (India) Pvt. Ltd.

(Prem Bajaj)  
Chairman and Managing Director