

Submission of comments in the matter of determination of aeronautical tariff for Navi Mumbai International Airport, Navi Mumbai (NMI) for the first control period (01.04.2025 – 31.03.2030)**rajan.gupta1** <rajan.gupta1@aera.gov.in>**Anushka Kewlani** <ank@cuts.org >

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Director (P&S, Tariff)
Airports Economic Regulatory Authority of India (AERA)
3rd Floor, Udaan Bhawan
Safdarjung Airport
New Delhi – 110003, India

Dear Sir,

Greetings.

With reference to the subject, please find attached the comments and suggestions submitted by Consumer Unity and Trust Society (CUTS International) for your kind consideration.

Best Regards,

Anushka

Anushka Kewlani

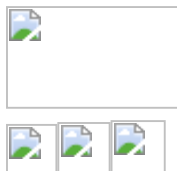
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To,
Director (P&S, Tariff)
Airports Economic Regulatory Authority of India (AERA),
3rd Floor, Udaan Bhawan,
Safdarjung Airport, New Delhi – 110003, India

Subject: Submission of comments in the matter of determination of aeronautical tariff for Navi Mumbai International Airport, Navi Mumbai (NMI) for the first control period (01.04.2025 – 31.03.2030)

1. Consumer Issues at Navi Mumbai Airport

- How can authorities address the current passenger experience at Navi Mumbai Airport, particularly in light of poor mobile network and internet connectivity affecting essential services such as digital payments and boarding processes?
- How can an integrated, multimodal last-mile connectivity framework be designed for Navi Mumbai International Airport to reduce dependence on taxis, improve modal share of public transport, and enhance passenger experience?

2. Telecom Dispute and Consumer Impact

- In the context of ongoing disputes between telecom operators and Navi Mumbai International Airport authorities over access permissions, in-building telecom infrastructure (IBS/DAS), and associated charges, how can service quality and passenger experience be safeguarded during such commercial disagreements?
- From our perspective this is fundamentally a commercial and competition-related dispute and should be resolved through consultation between the concerned parties rather than regulatory intervention.

3. Regulatory Capacity and Passenger Safety

- From a public interest perspective, ensuring adequate regulatory capacity is critical for passenger safety. In light of the reported 50% staffing shortfall in the DGCA, what roadmap is envisaged to strengthen institutional capacity and ensure effective and independent regulatory oversight?
- To what extent may AERA's oversight of performance standards be utilised to further strengthen passenger safety considering its evolving, multi-dimensional nature encompassing operational systems, infrastructure reliability and emergency preparedness alongside overall service quality and passenger experience?