

**F. No. AERA/20010/MoCA-Reference/2018-19/Vol.III**  
**Airports Economic Regulatory Authority of India**

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**AERA Building,  
Administrative Complex,  
Safdarjung Airport,  
New Delhi - 110003**

**Date: 07<sup>th</sup> November, 2023**

**Public Notice No. 19/2023-24**

**Subject: Issue of mandating the availing of non-aeronautical service as a pre-requisite for providing aeronautical service, by Airport Operators, in violation of provisions of AERA Act, 2008-Regarding**

It has been reported to AERA by the stakeholders that some of the Airport Operators (Major Airports) are imposing/levying charges for non-aeronautical services (viz., Elite Meet and Greet Service), which are **otherwise an optional service** for the charter/aircraft operators, and making them a pre-requisite, for availing aeronautical services in respect of charter flights. Making such non-aeronautical charges mandatory for availing Aeronautical services tantamounts to altering the aeronautical charges, thus violating the provisions of AERA Act, 2008.

2. It is hereby clarified that Section 2(a) of the AERA Act, 2008 explicitly defines 'Aeronautical services' and does not entail '*availing any non-aeronautical service (viz., Elite Meet and Greet Service), as a mandatory pre-requisite, for providing aeronautical services (viz., operating the aircraft/charter at the airport)*'.

3. The Airport Operator (s), which is(are) resorting to such practices (mandating the availing of optional non-aeronautical service as a pre-requisite for providing aeronautical service), if any, are in clear violation of the AERA Act, 2008.

4. Attention of concerned stakeholders is invited to Sections 38 and 40 of the AERA Act, 2008, which inter-alia, empowers AERA for initiation punitive actions, as appropriate, on the Airport Operators/Service providers, for non-compliance of AERA directions.

5. In view of position encapsulated in the preceding Paras, all the Airport Operators/Service Providers (Major Airports) are hereby directed to desist from resorting to such practices (mandating availing of optional non-aeronautical services as a pre-requisite for providing aeronautical service), if any.

6. In case any non-compliance is brought to the notice of AERA against any Airport Operator/Service Provider, stringent action shall be undertaken.

  
**(Suyash Narain)**  
**Secretary, AERA**