

भारतीय विमानपत्तन प्राधिकरण

AIRPORTS AUTHORITY OF INDIA

CL-13027/3/2019-APD-CHENNAI/ 1494-1502

Date: 19.12.2025

To,
M/s. Promedia Trading Private Limited
Floor No.9, Building No./Flat No.8 and 9,
Parsn Manere, C Wing, New No.442, Old No.602,
Anna Salai, Chennai,3
Tamil Nadu – 600 006.
Email: tenderpromedia@gmail.com

Sub: Award of License for Meet and Greet Services at Chennai International Airport- reg.

Sir,

Reference is drawn to NIT Published vide ID 2025_AA1_249339_1 dated 18.09.2025 and your bid submission towards above NIT for the subject facility “License for Meet and Greet Services at Chennai International Airport”. The technical bid of the subject tender was opened on 10.10.2025 and the financial bid was opened on 26.11.2025.

In this regard, approval of the Competent Authority is hereby conveyed to grant the subject license in your favour as per the following terms and conditions: -

1.	License	License for Meet and Greet Services at Chennai International Airport.																		
2.	Period	Up to 25.03.2027 or coterminous with the existing F&B Master Concession contract, whichever is earlier.																		
3.	License Fee	Rs.61,50,000/- (INR Sixty One Lakh and Fifty Thousand Only) per month plus GST and other applicable charges as stipulated under the NIT document.																		
4.	Locations and Area	<table border="1"> <thead> <tr> <th>Terminal</th><th>Location</th><th>Area</th></tr> </thead> <tbody> <tr> <td rowspan="2">T-1</td><td>Inside Arrival Hall</td><td>5 SQM</td></tr> <tr> <td>Departure – Ticketing Counter near Post Office</td><td>10 SQM</td></tr> <tr> <td rowspan="2">T-2</td><td>Inside Arrival Hall</td><td>5 SQM</td></tr> <tr> <td>Departure – Kerb side opposite Gate No.D8</td><td>5 SQM</td></tr> <tr> <td rowspan="2">T-4</td><td>Inside Arrival Hall</td><td>5 SQM</td></tr> <tr> <td>Departure – Ticketing Counter No.4</td><td>10 SQM</td></tr> </tbody> </table>	Terminal	Location	Area	T-1	Inside Arrival Hall	5 SQM	Departure – Ticketing Counter near Post Office	10 SQM	T-2	Inside Arrival Hall	5 SQM	Departure – Kerb side opposite Gate No.D8	5 SQM	T-4	Inside Arrival Hall	5 SQM	Departure – Ticketing Counter No.4	10 SQM
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5.	Common Area Maintenance Charges (CAM) and GST	In addition to license fee, utility/facilitation charges will be payable at the rate of 10% of space rent charges (prevailing space rent charge is Rs.5320/- per sqm per month for ticketing counter space, Rs.4010/- per sqm per month for AC space and Rs.2670/- per sqm per month for Non-AC space) per month plus GST. The space rent charges will be subject to revision from time to time and the licensee shall be liable to make payment at such revised rates without demur or protest.
6.	Electricity Charges	As per actual consumption and rates fixed by AAI. Present rate towards Electricity Charges is Rs. 12.76/- per unit. The rate is subject to revision from time to time and the licensee shall be liable to pay the same without demur or protest.
7.	Advance License Fee	Rs. 72,78,228/- (Rupees Seventy Two Lakhs Seventy Eight Thousand Two Hundred and Twenty Eight Only) i.e. Advance License Fee for one month (with License Fee plus utility Charges plus GST) within 30 days from the date of issuance of the award letter.
8.	Security Deposit	Rs.2,91,12,912/- (Rupees Two Crore Ninety-One Lakh Twelve Thousand Nine Hundred and Twelve Only) as Security Deposit equivalent to four months' license fee to be deposited in the form of Bank Guarantee from a Nationalized/Scheduled Bank in favour of Airport Director, AAI, Chennai Airport, which will be refunded (without interest) after vacation of the space & settlement of all dues. The Bank Guarantee is to be obtained for an entire period of the contract plus Twelve (12) months overlapping period. Bank Guarantee from Co-operative bank will not be accepted. No interest is payable on Security Deposit.
9.	Deposit for Electricity, Water, Data Port, Telephone etc.	Rs.10,00,000/- (Rupees Ten Lakh Only) in the form of NEFT/RTGS. No interest is payable on the said deposit.
10.	Agreement	An agreement in the prescribed format (Reference: Draft License Agreement i.e. Annexure 'A' of the NIT document) is to be executed in duplicate on non-judicial stamp paper purchased in Tamil Nadu for the value of Rs.700/- within 30 days from the date of issue of this letter. This award letter will form part and parcel of the agreement.



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11.	Integrity Pact	Integrity Pact as per Annexure B of the NIT document shall be executed in Rs.700/- stamp paper at the time of execution of License Agreement.
12.	Gestation Period	Gestation Period of 30 days, reckoned from the date of handing over of sites shall be permissible or till actual commencement of commercial operation, whichever is earlier.

13. The following pre-requisites to be complied within the Business Incubation period: -

- Acceptance of the offer within **seven (07) days** from the date of issuance of the award letter.
- Payment of advance license fee for one month within **Thirty (30) days** by RTGS/NEFT from the date of issuance of the award letter.
- Payment of Security Deposit as specified in para- 8 & 9 within **Thirty (30) days** from the date of issuance of the award letter as interest free deposit in the prescribed format.
- Execution of the License Agreement and Integrity Pact within **Thirty (30) days** from the date of issuance of the award letter on stamp paper of Rs.700/-.
- The agency shall apply to Bureau of Civil Aviation Security (BCAS) for Security Clearance, within a period of 10 days from the issuance of LOA and submit copies thereof to AAI, Chennai Airport.

14. Please note that non-acceptance of award or non-completion of the above formalities within the time stipulated herein may result in **forfeiture of Earnest Money Deposit and/or debarment for further participation in the tenders at AAI airports or at any other place in control of AAI for a period of one (01) year.**

15. **The licensee has to ensure security compliances etc., within the business incubation period itself. The licensee has to apply for BCAS Security Clearance through online in the website <https://csahaj.gov.in> as a concessionaire. Hence, the licensee has to submit the required document as per the BCAS requirement and to get the Security Clearance. After obtaining Security Clearance, the agency should ensure to submit Security Programme within a period of 05 days from the date of receipt of Security Clearance from BCAS and submit copies thereof to AAI, Chennai Airport.**

16. The licensee has to ensure that the Police Verification / Antecedents verification for their employees as per the guidelines of BCAS is available before applying for Airport Entry Permit in favour of their employees. Charges applicable for issue of Airport Entry Permit shall be borne by the licensee.



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17. The entities who have already obtained Security Clearance for their operations in other region(s), should intimate RO,BCAS, Chennai accordingly duly enclosing 1) Intimation letter regarding establishing their business in Chennai Airport, 2) Security Clearance issued by BCAS, HQ, 3) Provisional security Clearance(s) issued by RO, BCAS of other Region(s), 4) Written Contract Agreement by Jt.GM(Commercial),AAI Chennai. 5) Authorized Signatory for Chennai Airport and 6) Security programme for Chennai Airport.
18. Failure to comply with any of the above instructions will entail suspension or withdrawal of TAEP/AEP issued.
19. The above points are not exhaustive and the update/ addition/ omission if any will be appraised from time to time.
20. AAI reserves the right to amend this LOIA by subsequent letters.
21. NIT published dated 18.09.2025 (including subsequent corrigendum, if any) and this award letter shall form part and parcel of the License Agreement.
22. Your acceptance to the above terms and conditions shall be forwarded to this office within Seven (07) days from the date of issue of this award letter. It is therefore, requested to return a sealed and signed copy of this award letter as a token of your acceptance of the above terms and conditions.

Thanking You,

Yours sincerely,

Sd/-

(के रेणुका देवी / K Renuka Devi)

संयुक्त महाप्रबंधक (वाणिज्य) / JGM (Commercial)

वाणिज्य विभाग /Commercial Department

एएआई, चेन्नई एयरपोर्ट, चेन्नई/AAI, Chennai Airport , Chennai.

N.O.O.

Copy to: -

ED(Commercial), AAI CHQ, New Delhi - For kind Information please.

Internal

GM (Ops)/GM (Engg.-Project)/GM (F&A)/GM (E-E)/JGM (E-C)/DGM (Fire)

CSO - For information and onward submission of a copy to BCAS, Chennai please.

संयुक्त महाप्रबंधक (वाणिज्य) / JGM (Commercial)

K.R. Devi
19/12/2025



SPECIAL TERMS AND CONDITIONS

1. The Licensees shall render passenger handling services which will consist broadly of following:-
 - a) Provide portage services and assistance with baggage.
 - b) Provide assistance in arranging reservation/ purchase of tickets.
 - c) Provide end-to-end assistance to the departing passengers in the processes/ steps involved at the Airport right from the entry gates to the terminal building till the Boarding Gates. During the Immigration/Custom/ Security Clearance the assistance shall be limited to guiding the passenger to the right queue, thereafter, the service provider will meet the Passenger in the SHA for extending further assistance.
 - d) Provide end-to-end assistance to the arriving passengers in the processes/ steps involved at the Airport after the Immigration Check and Customs Hand Baggage screening. The passenger shall not be accompanied by the service provider during the immigration/ custom clearance.
 - e) Provide assistance for arranging transportation and accommodation bookings. The licensee shall not directly operate services such as taxi booking, hotel bookings etc.
 - f) Provide Tourist Information Services.
 - g) Any other Passenger Facilitation service subject to prior approval of the Authority.
2. The Licensee shall have online booking services available for booking of their meet & greet services, by passengers even before landing/departure.
3. The licensee or their staff is not allowed to stand at the departure drop area with trolleys. The licensee shall ensure that the passengers are not coerced/ persuaded for availing the services. No canvassing shall be permitted. The service provided by the Licensee shall be purely optional which could be availed by the desirous/needy passengers only by availing their services at their designated counter OR through the mobile App if provided by the licensee. Any complaint received on this regard shall be dealt seriously and a penalty of Rs. 10,000/- per violation shall be imposed on the licensee besides taking other action as envisaged in the agreement.
4. This is not an exclusive right. AAI shall have liberty to appoint another licensee for the services.
5. The licensee shall be solely responsible for any claim and/or liability arising out of the above activities.
6. The staff deployed by the licensee shall be well trained, fluent in English, Hindi and Tamil Languages.
7. The Licensee shall employ well-groomed persons with pleasing personality having good communication skills. They will display utmost courtesy towards the customers. The employees of the Licensee while on duty shall be well dressed with proper uniform, to be provided by the licensee at his/or her cost and shall display the identity cards along with name badges.
8. The Licensee shall pay the quoted license fee, utility charges and other applicable charges for counter space allotted to him/them.



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Note: It may be noted that the licensee shall be allowed to operate the facility only after BCAS clearance / approval from other regulatory agencies is obtained.

9. Service Standards:

- a) The concessionaire shall, at all times comply with the following services standards and such other standards specified by Authority from time to time.
- b) The concessionaire shall ensure that the Meet & Greet Facility is operated in uninterrupted manner during the entire operation hours. The concessionaire shall further ensure that sufficient staff shifts shall be arranged accordingly to confirm the round the clock operation.
- c) The concessionaire shall ensure and provide, at all times professional, efficient and prompt, polite and courteous services to all passengers without discrimination whatsoever and in an honest and business-like manner and shall improve the standard of service offered at facilities being operated under as per the scope of the Agreement.
- d) The concessionaire shall be liable to maintain a complaint register (either in hard copy or electronic form) at the location and shall ensure that all complaints are recorded in the complaint register with the action taken report for each of the complaints received. Immediately after a complaint is registered, the concessionaire shall acknowledge the complaint stating the date and complaint number. The concessionaire shall ensure that all complaints are addressed on the spot, but in any case, not later than 48 hours within the receipt of the complaint, in the event it is not possible to address the complaint on the spot. In the event, any complaint is received against any employee of the concessionaire deployed at any of the location or otherwise, Authority shall have the right to require the concessionaire to remove such personnel and replace him.
- e) The concessionaire shall at all-time remove the waste materials and/or garbage with extreme care and dispose the same at same at garbage collection box as per the guidelines issued by Authority from time to time.
- f) The concessionaire shall report to authority any incident, accident, theft, damages occurred at the location promptly.
- g) The concessionaire shall ensure that the required assistance is extended to all the disabled, physically challenged and elderly passengers/visitors as part of meet & greet facilities.

10. Trolley Management:

- a) Agency will be allowed to bring appropriate number of trolleys (at its own cost), as per Specification given in Appendix-3 of Annexure: A of NIT for providing its services. The number of trolleys will be approved by Airport Director. However, depending upon business need, the number of trolleys can be increased with prior approval from the Airport Director.
- b) However, Agency or any of its employees/workers is not permitted to use the AAI trolleys for any purpose.



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- c) Agency will have to use colour coding to identify and keep his trolleys segregated from the trolleys belonging to AAI.
- d) No advertisement or any sort of Media is permitted to be displayed on the trolleys belonging to the agency.
- e) Agency has to ensure that the trolleys are placed in designated areas identified and allotted to it.
- f) Any trolley(ies) lying idle outside the designated area will be impounded by the Terminal Manager.

11. Kiosk Space:

- a) Kiosk space will be allotted in the departure city side and in the arrival hall of terminal buildings, for conducting business.
- b) Counters shall be maintained in a neat and clean fashion at all times.
- c) Porters/assisting staff of meet and greet services can be present only at the counters and designated area for porters. They should not be found roaming here and there in search of passengers especially near baggage belt area in arrival hall and drop lanes near departure gates on city side.
- d) The porter/assisting staff will be available in a designated area near to the counter, the passenger will go to that area and show the token to get the services;
- e) A complaint register must be present at the counters and shall be made available to the passengers on demand.

12. Manpower Deployment and their Service Condition:

- a) The licensee shall engage and deploy sufficient numbers of skilled and experienced personnel for the execution and performance of services as defined in scope of work.
- b) Staff should be physically fit for the intended purpose and have fulfilled the BCAS AEP requirement.
- c) The staff deployed by the Licensee shall be fluent in three languages i.e., in Tamil, English and Hindi.
- d) The licensee shall provide adequate training in respect of following:
 - i. General orientation in respect of working in an Airport set up.
 - ii. Service quality to be provided by its employees under the scope of the license.
 - iii. General business etiquette and grooming.
 - iv. Refresher training programs from time to time so as to continue and maintain service levels as per the prevailing industry standards
- e) The licensee will solely be responsible for service conditions (including payment of minimum wages, bonus, PF, ESI, Insurance and other compliances etc. as per prevailing laws of the land) of workmen employed by the Vendor for the purpose of carrying out the functions under the contract.



- f) There will be no direct employee-employer relation between AAI and workmen.
- g) The staff deployed by the licensee shall depict a professional, well groomed, and pleasant personality who caters to passenger needs at all times.
- h) Neat and clean uniform of approved design shall be worn by staff at all times while on duty along with identity cards and name badges.
- i) In case any damage/loss is caused to any property of AAI or of the passenger(s) by the workers/staff of the Vendor, then the Vendor shall be liable to make good of the said loss/damage at its own cost and AAI shall not be responsible for the same.

13. Charges for Rendering Services:

- a) Agency is entitled to charge from passengers as per the schedule of charges given in Appendix-4 of Annexure: A of NIT.
- b) Passenger upon demanding a particular service will make the payment as per approved rate.
- c) The agency will issue a printed token and invoice to the passenger;
- d) The passenger will hand over the token to the porter after availing services;
- e) The services offered by the licensee shall be purely optional, passengers should not be coerced/persuaded to avail the services. No canvassing shall be permitted.
- f) A helpline number should be printed on the token as well as on invoice which the passenger can use if he/she has some issue with the porter during the course of availing services. This number will generally be of shift supervisor who can immediately resolve the issue.

14. Performance Evaluation:

- a) Evaluation of performance of licensee will be based on following parameters:
 - i. Outstanding Dues
 - ii. Continuity and Quality of Service: Evaluation based on passenger feedback and number of complaints received and the licensee's response to those complaints.
 - iii. Maintenance, upkeep and management of trolleys.
 - iv. Compliance towards statutory requirements.
 - v. Staff behaviour and compliance to norms.
- b) Penalties shall be imposed on the licensee as per schedule of penalties given in Appendix-5 of Annexure: A of NIT.
- c) The Agreement may be terminated by AAI on a short notice on account of unsatisfactory performance.

15. Accessible Areas to the Staff:

The staff of the agency i.e. Porter/Assisting Staff will have the access of the following area(s) to accompany the passengers, however, the porters/assisting staff will be governed by the scope of the license, prevailing BCAS norms, directions and circulars issued by Government of India Departments, other statutory/regulatory authority(ies) as also AAI from time to time:-



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Terminal	Accessible Area
T-1 (Domestic)	1. Departure Check-in area 2. Arrival Baggage Belt Area 3. Security Hold Area (SHA) subject to BCAS norms and regulations only
T-2 (International)	1. Departure Check-in area 2. Arrival Baggage Belt Area after the Immigration Check and Customs Hand Baggage screening of the passengers subject to concurrence of Customs dept. and BCAS norms and regulations only 3. Security Hold Area (SHA) subject to BCAS norms and regulations only
T-4 (Domestic)	1. Departure Check-in area 2. Arrival Baggage Belt Area 3. Security Hold Area (SHA) subject to BCAS norms and regulations only

16. Miscellaneous:

- There should be a provision in the billing solution for up gradation to the EPOS system. AAI at its sole discretion may direct licensee to upgrade its billing solution to the Industry Standard EPOS system and integrate the same with AAI system for the purpose of real time sales tracking. Cost of such upgradation to EPOS and integration of the EPOS with AAI system shall be borne by the licensee.
- The licensee shall submit a monthly report statement to AAI with regard to the total number of passenger catered/served and amount realized for reference purpose.
- Licensee shall fix the Electricity meter at his own cost for the area for which electricity charge is applicable.
- In case any employee is found engaged in doing any other work which is not relevant to the scope of this license, his entry permit shall be confiscated and cancelled and the Vendor shall dispense with his service forthwith and arrange replacement in his place immediately.
- Vendor shall ensure that permits/sanction of Central Govt/State Govt./Local Govt bodies or any other statutory/regulatory body(ies) are obtained for operation of subject facility.
- No rebate/reduction in license fee shall be considered/allowed on account of temporary closure of Airport, reduction in the no of flights operation etc.
- The licensee shall abide by all the terms and conditions of AAI /Govt. Authorities as may be enforced from time to time.
- The licensee shall be solely responsible for any claim and/or liability arising out of the above activities.

17. All the above terms and conditions will form part and parcel of the agreement.