

No. CL-13035/1/2019-APD-CHENNAI – Part (2)/ 226

16 .03.2026

To

M/s. EBIXCASH World Money Ltd.,
(erstwhile Centrum Direct Ltd.,)
Manek Plaza, CST Road, Vidyanagari Marg.
Kalina, santacruz (E)
Mumbai – 400 098

Sub: Award of Short term License to operate Money Exchange Counters facility at Chennai Airport.

Sir,

Reference is made to your participation in the Tender No. 2026_AAI_266597_1 for Money Exchange Counters Facility at Chennai Airport.

In this regard, the Competent Authority is pleased to accept your bid and award the license to operate Money Exchange Counters at Chennai Airport, subject to the following terms and conditions: -

1.	License	License to operate Money Exchange Counters facility at Chennai Airport.
2.	Period	Six (06) Months from 18.03.2026, or till award of new licence whichever is earlier.
3.	Business Incubation Period	Not applicable for the existing counters being current licensee. For new counters – 7 days.
4.	Gestation Period	Not applicable for the existing counters, being existing licensee. For new counters – 15 days.
5.	License Fee	Rs. 1,82,99,817/- per month + GST + Utility charges and other applicable charges.

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6.	Location & Area	Total (10) locations, viz 6 Nos in International & 4 in Domestic; Total area of 65 sqm.
7.	Utility Charges	Utility charges shall be payable @10% of normal space rent or as may be notified by AAI from time to time. Presently, A/C space rent w.e.f. 01.04.2025 is Rs.4010/- Per Sqm per month subject to compound annual escalation of 7.5% on 1 st of April every year and shall be rounded off to nearest multiple of 10 or as may be revised by AAI from time to time for the allotted space.
8.	Electricity charges	As per actual consumption and rates fixed by AAI. The rates are subject to revision from time to time. Present applicable rate Rs. 12.76/unit .
9.	Advance License Fee	Rs. 2,16,24,541/- (Rupees Two Crores Sixteen Lakhs Twenty Four Thousand Five Hundred and Forty One only) shall be paid in the form of RTGS/NEFT drawn on any Scheduled bank in favour of the Airport Director, AAI, Chennai Airport.
10.	Security Deposit	Equivalent to three months License fee amounting to Rs. 6,48,73,623/- (Rupees Six Crores Forty Eight Lakhs Seventy Three Thousand Six Hundred and Twenty Three only) shall be paid in the form of RTGS/NEFT/Bank Guarantee drawn on any Scheduled bank in favour of the Airport Director, AAI, Chennai Airport. The Bank Guarantee is to be obtained for an entire period of the contract plus Six (06) months overlapping period. Bank Guarantee from Co-operative bank will not be accepted. No interest is payable on Security Deposit.
11.	Electricity Deposit	Rs.10,00,000/- (Rupees Ten Lakhs only) shall be paid in the form of RTGS/NEFT/Bank Guarantee drawn on any Scheduled bank in favour of the Airport Director, AAI, Chennai Airport.
12.	Agreement	An agreement in the prescribed format is to be executed on non-judicial stamp paper purchased in Tamil Nadu for the value of Rs. 700/- within 7 days from the date of issue of this letter. This award letter and NIT document will form part of the agreement.

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13. The following pre-requisites to be complied within 7 days of issue of LOIA as stipulated under the NIT: -
- a) Acceptance of the offer.
 - b) Payment of advance license fee for one month RTGS/NEFT.
 - c) Payment of Security Deposit as specified in paras 10 & 11 above as interest free deposit.
 - d) Execution of the License Agreement on stamp paper of Rs.700/-.
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 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.

SPECIAL TERMS & CONDITIONS

1. On issuance of Award Letter, the selected party should produce valid license from Reserve Bank of India for carrying-out the Money Exchange business at the respective airport before commencement of the license.
2. The prospective bidders should offer the lump sum license fee to be paid to AAI without linking with GTO.
3. The Money Exchange Counter Operator shall not charge service charges more than 2%.
4. The Utility Charges for exclusive space allotted for Counters shall be payable as per percentage of rate (at present 10%) on normal notified space license fee.
5. The tentative area and the location will be as per feasibility and operational requirement. The Authority reserves to itself the right to change the location of the premises at any time and may at its discretion, call upon the Licensee to vacate the site and may give him an alternative premise for the purpose of this license.
6. The selected party (licensee) shall abide by all the Rules and Regulations as stipulated by the Government / Regulatory Bodies including all Exchange Control Regulations.
7. The Money Exchange Counter should be fully computerized from the day 1 of its operation. The operation of the Money Exchange Counter at the Airport will be limited to Sale and Purchase of Foreign currency notes and Travellers' Cheque and drawings under international Credit Cards.

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8. The selected party (licensee) shall be permitted to operate the counter at the designated location only. Valid system generated receipts/vouchers should be issued for every transaction. The counterfoil of such receipts and the transaction details should be produced to the Authority on demand.
9. The selected party (licensee) will not be permitted to canvas/issue of pamphlets in the Airport premises. All the activities are to be confined within the allotted space. If anybody is found indulging in such activity, action shall be initiated against the person and the licensee as per policy of the Authority.
10. The selected party (licensee) shall deal with all the passengers/visitors with extreme courtesy and caution and any complaints from public about the misbehaviour of licensee or his/her employees shall be construed as grounds for non-performance.
11. The selected party (licensee) shall issue proper system generated cash bills to the customers on account of any purchases. Provision should be made to accept the international Credit/Debit Cards in the counter.
12. The selected party (licensee) shall abide by all the Terms and Conditions of the Agreement and the instruction issued from time to time by the Authority shall be strictly.
13. Copy of the valid RBI license pertaining to respective location (counter) shall be prominently displayed at the counter.
14. Buying / selling rates of major international currencies shall be displayed through LED screens inside the respective counters for the benefit of passengers.
15. Office space shall be allotted to the licensee, subject to their requirement – with space rent & utility charges at applicable rates.
16. The following penalties will be imposed, against the irregularities, to the Licensee or staff of Licence (in addition to the other applicable action as per agreement terms). However, the Airport Director has the power to decide the quantum of penalty or any change thereof;

SI. No.	Offence/violation	Penalty in (Rs)
1.	Smoking in public area except where designated smoking chambers or areas are established.	300
2.	Spitting in airport premises.	300

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3.	Misuse of passenger baggage trolley.	300
4.	Using language likely to cause offence /annoyance.	500
5.	Throwing loose papers, plastic cups or glass etc. in airport premises.	300
6.	Non-display of Photo Identity Cards while entering in to or being in the terminal or operational area.	300
7.	Transportation of overloaded airline baggage containers in operational area.	400
8.	Vehicle/ equipment operating without anti-collision light/ obstruction inside operational area.	400
9.	Parking of vehicle/ equipment in no parking area on Kerb side and city side including approach road within airport premise	500
10.	Un-authorized entry into terminal building or operational area.	500
11.	Rash driving/over speeding in operational area.	500
12.	Driving in operational area while being in a state of intoxication.	500
13.	Causing public inconvenience, unruly behavior or creating nuisance in public area.	500
14.	Organizing or taking part in any public assembly, demonstration, dharnas or procession likely to obstruct or interfere with proper use or orderly functioning of airport	500
15.	Display of banners, flags, posters, emblems or write slogans in or around terminal.	500
16.	Obstruction of authorized persons in the discharge of his or her duties.	500
17.	Dumping garbage in operational area.	400
18.	Vehicle/ equipment left unattended in operational area outside designated parking area/hard stand for ground support equipment/vehicles.	500
19.	Vehicle/equipment not following vehicular lanes on Apron.	500
20.	Vehicle/equipment person obstructing aircraft movement.	500
21.	Crossing/operating vehicle/ equipment close to active runway/ taxiway without permission.	500
22.	Vehicle/ equipment operation in the operational area without permit (ADP)	500

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23.	Damage, display, deface or alter any building structure or other property of AAI whether movable or immovable. Besides penalty, action to be taken to recover the loss from the defaulter or his/her organization.	500
24.	Photography and film shooting/ videography at airport without permission.	500
25.	Commercial activities at airport without permission.	500

17 AAI reserves the right to amend this LOIA by subsequent letters.

18 This award letter and NIT including all terms and conditions mentioned in NIT will form part and parcel of the License Agreement.

Kindly acknowledge the receipt and submit a signed copy of letter accepting Terms & Conditions within 07 days and complete other formalities as per time period mentioned in Clause 13 of this Award of this letter.

Thanking you,

Yours sincerely,

K. Renuka Devi
16/03/26

K Renuka Devi/ के रेणुका देवी
JGM (CommI)/संयुक्त महाप्रबंधक (वाणिज्य)
For Airport Director/ कृते विमानपत्तन निदेशक
AAI, Chennai Airport, Chennai / एएआई, चेन्नई एयरपोर्ट, चेन्नई।