

Security, luggage delivery, other services enhanced at Dhaka Airport

- A Monitor Report

Date: 01 April, 2025



Dhaka : Hazrat Shahjalal International Airport has implemented special measures to enhance passenger services, ensuring a safe, smooth, and comfortable travel experience for air travelers.

"Security measures at the airport have been beefed up to improve passenger safety and service quality. Assistance desks and a 24/7 hotline service have also been set up, ensuring travelers' access to necessary information and support at any time," said Group Captain M Kamrul Islam, Executive Director, HSIA, on March 24.

Security agencies such as AVSEC, Bangladesh Air Force Taskforce, and APBN remain vigilant to support travelers, Islam added.

To further facilitate smooth travel, special arrangements have been made for faster luggage delivery, enabling passengers to collect their

belongings swiftly and hassle-free.

In a bid to enhance service delivery, HSIA has introduced a 24/7 hotline call center, a dynamic bilingual website, and Customer Relationship Management (CRM) software. Additionally, a dedicated coordination team comprising young and energetic members has been formed to swiftly address passenger issues.

Passengers can now dial the hotline at 13600 (shortcode) or 09614-013600 (longcode) to seek assistance at any hour. Upon lodging a complaint or query, passengers receive a tracking number via SMS and email, enabling them to monitor the progress of their case.