

CAAB to outsource HSIAs T3 ground handling to int'l standard firm The firm could get the job for the entire airport if the authorities are satisfied with its services

A Monitor Report

Date: 01 November, 2022



Dhaka : Civil Aviation Authority of Bangladesh (CAAB) said they have decided to outsource the ground handling job at Dhaka Airport's upcoming Third Terminal to an international standard firm. Also, the firm could get the job for the entire airport if the authorities are satisfied with its services, added CAAB, as per reports.

Disappointed with the poor ground, cargo and luggage handling services of Biman Bangladesh Airlines at Hazrat Shahjalal International Airport, CAAB took the decision recently amid widespread dissatisfaction from government's heads and passengers, added reports.

Reports cited CAAB Chairman Air Vice Marshal M Mafidur Rahman saying, they have appointed a consultant to prepare an outline of the expected ground services quality at the Third Terminal.

Due to the new move. Biman is likely to face grave losses as its major source of yearly income, about BDT 1,500 crore, comes from ground handling works.

Nevertheless, Biman is doing little to ensure smooth management and services, claimed industry insiders. It seems it has surrendered to the idea of losing the job, they further noted.

Passengers at HSIA have been facing issues of luggage mishandling for ages now. Often it takes passengers over an hour to get their checked-in luggage after arrival.

Even Foreign Minister AK Abdul Momen blasted officials at the airport for the sufferings of passengers.

"Expatriate Bangladeshis have been contributing to the country's economy with their hard-earned remittance but they have to wait hours to get their luggage upon arrival," he said.

Salman F Rahman, adviser on private industry and investment to the Prime Minister, said, "An airport gives the first impression about a country. If the experience at the airport is poor, it makes a bad impression on the country."

Reports further cited CAAB Chairman Mafidur Rahman saying, "After completing all procedures, we will go for international bidding to appoint an organisation who will provide ground handling and cargo services."

He added this would serve passengers better and increase the government's income. Still, Biman could compete for the job, he noted, according to reports.