

Third Terminal may outsource ground handling to third party

A Monitor Report

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Dhaka : Prime minister's Private Industry and Investment Adviser, Salman F Rahman, on May 9 expressed his dissatisfaction with the poor passenger services at Hazrat Shahjalal International Airport in the capital. In an effort to improve the situation, he said, the government is considering to outsource the passenger service of the airport management once Third Terminal becomes operational.

"The Third Terminal may outsource ground handling, luggage handling, and scanner management to a third party," said Salman F Rahman while talking to the media after visiting the airport.

Salman said, "Overall, I am not satisfied. From what I have seen here, there are many areas and opportunities to improve the situation. Those who are on the field need to change their mindset."

Salman added that Prime Minister Sheikh Hasina sent him to visit the airport after receiving reports of passengers' suffering and harassment.

The government may take tougher actions if the situation at the airport does not improve, he claimed.

Salman said that many passengers complained of harassment at customs at the airport.

He suggested that the bank and customs counters be placed side by side so that

passengers do not have to walk around too far to make their payments.

Secretary to the Prime Minister's Office Tofazzel Hossain, Civil Aviation Authority member (planning and operation) Air Commodore Sadiqur Rahman Chowdhury, member (security) Group Captain Abu Saleh Mahmud Mannafi, Hazrat Shahjalal International Airport executive director Mohammad Kamrul Islam were also present at the media briefing, among others.