

Airlines GSA Forum of Bangladesh launched

- A Monitor Desk Report

Date: 26 May, 2025



Dhaka: The Global Sales Agents of the international airlines operating in the country has launched a new platform named Airlines GSA Forum of Bangladesh, in an effort to enhance transparency and coordination, while helping the GSA sector achieve international standards.

The launch ceremony was held at elite hotel in the capital on May 25. M Monjur Kabir Bhuiyan, Chairman of Civil Aviation Authority of Bangladesh, attended the event as the chief guest. Other high officials of several GSA companies, local carriers, and international airlines were also present on the occasion.

As per the forum, over 70 foreign airlines are operating in Bangladesh, of which around 50 are represented by GSA companies. Of them, 28 GSA companies have joined the forum, and several others have expressed interest.

Speaking on the occasion, the Chief Guest Monjur Kabir Bhuiyan said, "The new Third Terminal of Dhaka Airport, to be launched by December this year, will unlock new horizons for the aviation industry in the coming days."



CAAB Chairman Monjur Kabir Bhuiyan addressing the ceremony—Photo: Monitor

In 10-15 days, Dhaka Airport will also boast ILS Category-2 system, that will allow uninterrupted operations in dense fog during the coming winter, informed CAAB Chairman.

By October 1, CNS ATM Radar will be operational, bringing the country's airspace under full automation, also claimed Monjur Kabir Bhuiyan.

Furthermore, the Civil Aviation Authority and the ground handler Biman

Bangladesh Airlines are currently in talks to reduce the cargo rates at the country's airports, expressed the former's Chairman.

Also, in two months, Chattogram Airport will commence cargo operations, according to Monjur Kabir Bhuiyan.

In the welcome remarks, Ahmed Yusuf Walid, Convener of the forum, said foreign airlines have expanded their operations in Bangladesh since independence largely due to the proactive role played by GSA companies.

Presenting the keynote paper on the aviation sector, Director of TAS Group Muzakker Haque said, foreign airlines currently transport at least 12 million passengers and 250,000 tons of cargo annually from Bangladesh.

These carriers now operate direct flights to 30 international destinations from the country.

He noted, around 5,000 small and medium enterprises (SMEs) are involved in aviation-related businesses and the sector provides direct and indirect employment to approximately 125,000 people.

GSA companies operate in accordance with the guidelines and standard operating procedures (SOPs) issued by the airlines, providing ticketing, reservations and customer services on behalf of their principals.

They also act as intermediaries between airlines and key stakeholders, including regulatory authorities, while assisting with financial reporting and facilitating the repatriation of earnings in foreign currency to parent companies.

In addition, GSAs assist with passenger boarding, baggage handling, and cargo operations at airports on behalf of the airlines.

• T