

## **Aviation minister calls for migrant-friendly services, zero tolerance for irregularities at airports**

- A Monitor Desk Report

Date: 05 March, 2026



**Dhaka: Civil Aviation and Tourism Minister Afrozah Khanam Rita on Thursday instructed officials of the Civil Aviation Authority of Bangladesh (CAAB) to ensure migrant-friendly services at airports and follow a strict zero-tolerance policy against irregularities.**

The minister made the remarks while speaking at an exchange meeting with CAAB officials and employees at the authority's headquarters in Kurmitola, Dhaka. State Minister Md Rashiduzzaman Millat was also present at the meeting.

At the beginning of the event, CAAB officials introduced themselves and discussed the history of the aviation authority and its role in managing Bangladesh's airspace.

Later, the minister and state minister visited the under-construction third terminal of Hazrat Shahjalal International Airport and reviewed the progress of the project. They sought cooperation from all concerned to ensure the terminal is opened for public use as soon as possible.

The two leaders also inspected the Cargo Village and the Import Cargo Terminal that were damaged in a recent fire and observed the current situation.

While speaking to airport lounge staff, the minister emphasized improving the quality of services for passengers arriving from abroad, particularly expatriate Bangladeshis.

“Many of our expatriate brothers and sisters face difficulties at the airport as they are unfamiliar with certain procedures. We must ensure they do not suffer any inconvenience,” she said.

The minister added that migrant workers’ remittances play a vital role in the country’s economy. “Their hard-earned money contributes significantly to our economy and even pays our salaries. Therefore, they deserve the highest respect and sincere service,” she said.

She also warned that the ministry would conduct surprise inspections to ensure proper service standards at the airport.

State Minister Rashiduzzaman Millat said airport staff should show respect to migrant workers and develop a culture of addressing them politely.

He also instructed officials to maintain cleanliness across airport facilities, strengthen monitoring systems, and perform their duties responsibly.

The state minister further stressed the need to remain highly cautious to prevent future fire incidents or security risks at airport facilities.

He called for stronger accountability at all levels to ensure quality passenger services and reiterated the government’s zero-tolerance policy against any form of irregularity.

Officials present at the meeting expressed their commitment to working collectively to improve service standards and ensure a more passenger-friendly environment at the airport.

Civil Aviation and Tourism Secretary Nasreen Jahan and CAAB Chairman Air Vice Marshal Mostafa Mahmud Siddiqui, among other senior officials, were also present at the meeting.

**K**