

NATFC meeting highlights passenger service challenges at airports

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Dhaka: The 9th meeting of the National Air Transport Facilitation Committee (NATFC) was held on April 27 at the headquarters of the Civil Aviation Authority of Bangladesh (CAAB), with Chairman Air Vice Marshal Md. Mostafa Mahmood Siddiq in the chair.

The meeting brought together senior representatives from multiple ministries and agencies, including civil aviation, foreign affairs, home affairs, health services, immigration, customs, police, and airlines, to review facilitation measures and passenger service issues at the country's airports.

Formed in line with the International Civil Aviation Organization's Annex 9 requirements, NATFC plays a key role in streamlining the movement of passengers, baggage, and cargo while ensuring

coordination among stakeholders in the aviation sector, read a press release.

During the meeting, participants focused on persistent passenger service challenges, including delays in passenger processing, procedural bottlenecks, and gaps in inter-agency coordination. Officials acknowledged that such issues continue to affect the overall travel experience at airports.

Emphasis was placed on adopting technology-driven solutions, improving information-sharing systems, and strengthening coordinated operations among relevant authorities to address these shortcomings. The committee also stressed the need for active participation from all stakeholders to ensure smoother and faster passenger handling.

In his remarks, the CAAB chairman underscored that facilitation and aviation security are closely interconnected, noting that efficient passenger management systems can significantly enhance overall airport security and operational discipline.

The meeting further highlighted the importance of regular monitoring and effective implementation of decisions to improve service delivery. Strengthening NATFC's role as a coordination platform was seen as crucial to enhancing airport efficiency, upgrading passenger services, and aligning Bangladesh's aviation sector with international standards.

Officials said improved facilitation measures would also support the country's performance in the ICAO's Universal Security Audit Programme Continuous Monitoring Approach (USAP-CMA) and contribute to boosting Bangladesh's global aviation image.

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