

## NOVOAIR celebrates 12 years of successful operations

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Dhaka: Country's one of the leading private airlines NOVOAIR marked a significant milestone on January 9 and celebrated 12 years of successful flight operations as the carrier entered its 13<sup>th</sup> year.

To commemorate the occasion, NOVOAIR is celebrating its anniversary through various events, reflecting on its journey and growth, said a release.

On the occasion, Mofizur Rahman, Managing Director of NOVOAIR, extended his gratitude to the airline's business partners, passengers, and stakeholders. He emphasized the airline's commitment on two core principles—safety and service.

In his address, the Managing Director said, "Our business philosophy prioritizes on-time flight operation and safe travel above all else. NOVOAIR remains committed in providing safe, timely, and superior

services to its passengers. We look forward to many more years of continued success.”

Over the years, NOVOAIR has successfully navigated numerous challenges, establishing itself as a reliable and trusted airline, he claimed, adding, “Looking ahead, we are committed to expanding our domestic and international routes as well as to delivering even higher standards of service.”

Currently, NOVOAIR operates daily domestic flights from Dhaka to Chattogram, Cox's Bazar, Sylhet, Jashore, Saidpur, and Rajshahi. Although international flights from Dhaka to Kolkata are currently suspended, they will soon resume.

It may be mentioned here, the airline commenced its operations on January 9, 2013, with flight operations on Dhaka-Chattogram route.

Till now, NOVOAIR has operated over 100,000 flights in total and has served more than 7.5 million passengers, added the release.

Additionally, NOVOAIR has pioneered several initiatives to enhance customer experience in the aviation industry of the country, according to the release.

The airline introduced the country's first frequent flyer program SMILES, co-branded card, a mobile app for easy ticket purchase, and a web check-in service to make travel process hassle-free.

NOVOAIR was awarded the Best Domestic Airline in 2014, Best Domestic Airline in 2019 as well as the Most Punctual Airline in 2022 and 2023 by the travel trade publication The Bangladesh Monitor.

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