

Third terminal: second operator to be engaged for ground handling alongside Biman

- A Monitor Desk Report

Date: 27 April, 2026



Dhaka: A second ground handling operator will be brought in alongside Biman Bangladesh Airlines at the third terminal of Hazrat Shahjalal International Airport to foster competition in the sector, said the Chairman of the Civil Aviation Authority of Bangladesh (CAAB), Mostafa Mahmood Siddiq.

“The second operator will be engaged to create a competitive environment in ground handling services,” he said during an interaction with journalists on April 27.

The chairman added that a Japanese consortium, led by Sumitomo Corporation, will have the authority to appoint the second ground handler in addition to Biman.

In October 2024, under the interim government, Biman Bangladesh

Airlines was entrusted with ground handling operations at the newly constructed third terminal for an initial two-year period.

The move came after prolonged deliberations during the previous administration, when authorities considered assigning the role to a Japanese firm amid concerns from foreign airlines over Biman's service quality.

However, the interim government opted to give the national flag carrier another opportunity to prove its capability, albeit under strict performance conditions and for a limited tenure.

At present, Biman handles ground services not only for its own flights but also for all international carriers operating in Bangladesh, generating annual revenues of BDT 1,000-1,200 crore.

Its performance, particularly in baggage handling, has long drawn criticism from passengers and stakeholders over delays and inefficiencies. However, airport authorities say there has been noticeable improvement in baggage delivery times in recent years.

K