

## HSIA launches web portal, call centre, CRM software for passengers

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Dhaka: The authorities of Hazrat Shahjalal International Airport in the capital launched three digital services to provide passengers with better facilities on July 27.

The services include a dynamic web portal, 24/7 hotline call centre and customer relationship management software (CRM), according to officials.

Air Vice Marshal M Mafidur Rahman, Chairman of Civil Aviation Authority of Bangladesh (CAAB), inaugurated the services on July 27.

Air Cdre Sadikur Rahman Chowdhury, Operations and Planning, Civil Aviation Authority of Bangladesh and Group Captain Muhammed Kamrul Islam, Executive Director, Hazrat Shahjalal International Airport were also present at the launch ceremony.

"A passenger can be informed about the flight schedule, check-in time

through the newly launched web portal ([www.hsia.gov.bd](http://www.hsia.gov.bd))," Mafidur Rahman said.

Apart from this, passengers can now find—a list of duty-free products of tourism corporations and other organisations, airport information service, answers to any airport-related questions, list of customs duty officers, all babysitting services, immigration police services, security services and first aid services information.

There are also airport help desk protocol services, wheelchair services, lost and found services, banking, money exchange services, and hotel information as well.

In case of emergency, the phone numbers of all officials on duty at the airport will be found in this software.

The HSIA 24/7 hotline call centre (09614-013600) will provide passengers with services through representatives in both Bengali and English language.

"Our honourable passengers can share their service related complaints through the call centre. They can also enquire about related information through these services," said the CAAB Chairman.

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