

## Public hearing at Cox's Bazar Airport emphasizes passenger service, strengthens complaint management

- A Monitor Desk Report

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**Dhaka: To ensure improved passenger services and activate a more responsive complaint management system, the Civil Aviation Authority of Bangladesh (CAAB) organized a public hearing at Cox's Bazar Airport on Thursday, January 29. The hearing aimed to directly engage airport users, receive their feedback and complaints, and enhance transparency and accountability in airport operations, read a press release.**

The public hearing was held at 10:00 am at the airport's departure lounge as part of a government directive to conduct monthly public hearings across ministries and their affiliated agencies. The initiative focuses on making public services more citizen-centric through direct interaction with service recipients.

The primary objective of the hearing was to strengthen passenger service delivery by simplifying complaint submission and resolution procedures and ensuring timely responses through the airport's complaint management cell. CAAB officials highlighted that activating and empowering the complaint management mechanism is essential to addressing passenger concerns effectively and improving overall service quality.

The event was attended as chief guest by S M Lablur Rahman, Member (Administration) of CAAB and Additional Secretary to the Government of Bangladesh. Special guests included Air Commodore Md Noor-e-Alam, afwc, psc, ATC, Member (ATM) of CAAB; Md Nurul Huda, Deputy Secretary of the Ministry of Civil Aviation and Tourism; and Md Saniul Ferdous, Director (Estate Management) of CAAB. The hearing was chaired by Md Golam Mortoza Hossain, Director (R&D) of Cox's Bazar Airport.

Passengers, airline representatives, stakeholders, and members of print and electronic media actively participated in the hearing. Participants raised issues related to passenger service standards, flight schedule management, access to information, and the effectiveness of complaint handling procedures.

Discussions also covered airport security, passenger entry and exit processes, baggage handling, check-in counter management, cleanliness, waiting lounge facilities, pricing and quality of food and drinking water, parking services, and the modernization of passenger information display systems.

Special emphasis was placed on the role of airlines in providing timely information to passengers during flight delays or cancellations, improving customer service desks, and coordinating closely with airport authorities to ensure prompt complaint resolution.

CAAB officials assured participants that issues requiring immediate action would be addressed promptly, while long-term and policy-related matters would be implemented gradually in coordination with relevant authorities. They expressed optimism that regular public hearings would play a significant role in enhancing passenger satisfaction, accountability, and service excellence at Cox's Bazar Airport.

