

**REPORT OF THE COMMISSION CONSTITUTED BY THE HON'BLE  
SUPREME COURT OF PAKISTAN IN HUMAN RIGHT CASE NO. 24770-G  
OF 2011 TO ADDRESS THE GRIEVANCES OF PASSENGERS  
AT AIRPORTS**

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**1. INTRODUCTION**

**1.1** At the hearing on 17 February 2018, the Hon'ble Supreme Court of Pakistan appointed a commission comprising of Secretary, Law and Justice Commission of Pakistan (LJCP), Acting Director General, Pakistan Civil Aviation (CAA), and Director General, Human Right Cell, Supreme Court of Pakistan to submit a report to the Court addressing the issues related to improper facilities or mishandling of passengers, particularly the overseas Pakistanis and foreigners at our Airports during the Passengers Check-in Process. In the light of Commission's recommendations the authorities will ensure that the international standards of Passengers Check-in Process must be achieved in Pakistan within the period of three weeks (Annexure-A).

**2. PROCEEDINGS**

**2.1** In compliance with the Order, on 21 February 2018, the Commission met in the LJCP Secretariat to review the Passengers Check-in Process from beginning to end at airports and to assess the nature of facilities being provided to the passengers at airport, particularly, the international travelers. Detailed Passengers Check-in Process at international airports of Pakistan furnished by the CAA is at **Annexure-B**.

**2.2.** Globally carrier's liability to compensate passengers in case of delay or cancellation of flights, denied boarding and damage, loss or delay in delivery of baggage is governed by a number of overarching international

treaties, the Warsaw Convention of 1929 was the first of these treaties, and the latest is the passenger-friendly Montreal Convention of 1999. As of the end of June 2016, there are 120 State parties to the Convention including Pakistan. The Montreal Convention applies to almost all air travel and where it does not, the Warsaw Convention (as amended by The Hague Protocol and Montreal Protocol No. 4) holds the field. All these treaties have more or less similar provisions to deal with claims of passengers but provide different rate of compensation. Likewise International Air Transport Association (IATA), International Civil Aviation Organization (ICAO) rules and the Carriage by Air Act 2012 determine air carrier obligations and provide guidelines liabilities.

2.3. In view of the above, the local and international airlines are under obligation to facilitate and compensate their customers and in this regard they have also notified Standing Operating Procedures (SOPs), accordingly. To know the implementation status of subject obligations, the Deputy Director General, Airport (Services), CAA was requested to provide three months' statistics of flights delayed, cancelled and denied boarding including onboard injuries and deaths alongwith details of facilities provided and compensation given to the affectees. He was also requested to share the statistics of complaints lodged for lost and damage of baggage and their current status alongwith details of auction of unclaimed baggage.

2.4. Review of statistics and information revealed that in only few cases the passengers of delayed flights were served meals/refreshments or adjusted in the next flights; however, none of the airline provided details of compensation and other facilities given to the affectees in case of delayed, denied boarding or cancelation of flight as per their approved policy. This

clearly reflects the reluctance of airlines to fulfill their legal obligation under the aforementioned international conventions, rules and domestic statute i.e. the Carriage by Air Act 2012 (CAA 2012).

**Number of flights delayed and cancelled during the last three months  
(1<sup>st</sup> December 2017 to 28<sup>th</sup> February 2018)**

Airline	Airport			
	Benazir Bhutto International Airport		Jinnah International Airport	
	Delayed	Cancelled	Delayed	Cancelled
PIA	50		57	58
Air Blue	110		20	154
Shaheen	41	12	14	34
China Southern	3			
Emirates	2			
Etihad Airways	2			
Gulf Air	1			
Kuwait Airways	2			
Saudi Airlines	5			
Turkish Airline		1		
Serene Air	9		9	14
<b>Total</b>	<b>225</b>	<b>13</b>	<b>100</b>	<b>260</b>

**Number of complaints lodged at BBIA for lost or damage of baggage and their status  
(1<sup>st</sup> December 2017 to 28<sup>th</sup> February 2018)**

Airline	Complaints received	Resolved	Unresolved/under process
PIA	17	12	5
Air Blue	32	26	6
Shaheen	2	2	0
Saudi Arabian Airlines	2	0	2
Serene Air	18	18	0
Qatar Airways	2	1	1
<b>Total</b>	<b>73</b>	<b>59</b>	<b>14</b>

2.5. Since, the information as to how the complaints are resolved and the complainants are compensated was not provided by the airlines, therefore, we are unable to comment about the satisfaction level of complainants.

### **3. INSPECTION OF JINNAH INTERNATIONAL AIRPORT KARACHI (JIAK)**

**3.1.** Following the meeting, on 3<sup>rd</sup> March 2018, Dr. Muhammad Raheem Awan, Secretary LJCP and Mr. Nasrullah Khan, Senior Joint Secretary, LJCP visited the Jinnah International Airport Karachi to assess the quality of facilities being provided to the passengers at the domestic and international departures & arrivals. The working of One Window Facility (OWF) established for the facilitation of passengers of International flights was also reviewed. **Though at the time of visit, not so many international flights were arriving or departing, therefore it was quite impossible for the team to assess how the facility would operate during peak flight traffic times.**

**3.2.** A questionnaire was also circulated amongst the passengers to get their comments/feedback about the quality of available services, the performance and conduct of various agencies towards passengers. Though only few preferred to respond but the feedback/opinion is of the indicative of mismanagement and indifferent attitude of the relevant agencies **(Annexure-C).**

### **4. OBSERVATIONS AT JIAK**

**4.1.** After the inspection of various counters and physical examination of working of different agencies at arrival and departure lounges of international flights, the following observations are made:

- i. At international departure five scanners were installed for luggage scanning, however, only three were operational resulting in

congestion and long queues at the entrance of the departure lounge.

- ii. After scanners, there were counters of Pakistan Customs and Anti-Narcotics Force (ANF). The officials were busy in interviewing the passengers and physically checking their luggage despite the fact that they have access to scanners at their relevant desks for monitoring the scanning process.
- iii. Though the ANF and Pakistan Customs officials are not supposed to check the travelling documents of the passengers but they were doing so.
- iv. At international departure, it was found that the One Window Facility (OWF) was consisted upon 12 counters for the relevant officials from Customs, Federal Investigation Agency (FIA), Overseas Pakistanis Foundation (OPF), Board of Emigration and Overseas Employment (BEOE), Overseas Employment Corporation (OEC), CAA, Pakistan Air Line (PIA), Anti-narcotics Force (ANF), Ministry of Religious Affairs (MoRA), National Database and Registration Authority (NADRA) and Directorate of Passport and Immigration (DPI). However, only three counters were working despite the fact that Passengers Check-in for three international flights were in progress.
- v. At Airlines' counters, it was observed that the process of issuing boarding cards to passengers was smooth and efficiently supervised by the staffs of relevant airlines.

- vi. At Immigration Counter, there were fourteen counters fully equipped with the 'IBMS software' for screening the passengers however, only seven were operational, consequently the long and disordered queues were causing frustration amongst the passengers. On query, the In-charge attributed the mismanagement to the shortage of staff as well as non-observance of discipline by the passengers.
- vii. Most of the passengers, interviewed at departure and arrival lounges, complained about indifferent attitude and behavior of the ASF, ANF and FIA.
- viii. At the counter dedicated for senior citizens, disabled, women without male companion and foreigners though the staff was present but was not cautious towards persuading passengers to observe queue discipline.
- ix. On checking the Rate Lists of Cafeteria, Restaurants and Tuck Shops, it was found that they were charging almost double and triple of the retail prices mentioned on various items/ products. On query, it was informed that **the incremental price rates were approved by the Civil Aviation Authority in 2015 and since then the same are being implemented.**
- x. Overall hygienic condition and cleanliness in the departure and arrival lounges' and washrooms was satisfactory.
- xi. As regard Awareness of passengers' rights, none of the Airline have manual of passengers rights at their counters which is mandatory under the Warsaw and Montreal Conventions for

General Information and Claim of Facilities (GICF). Even the staff at airlines counters appeared to be ignorant of such rights or reluctant to recognize them.

- xii. For public awareness about their rights in case of delayed or denied boarding or loss or damage of luggage, the CAA has displaced standees near the conveyer belts only in the domestic arrival lounge, the language/text inscribed on the same needs clarity for better visibility and understanding.

## **5. INSPECTION OF BENAZIR BHUTTO INTERNATIONAL AIRPORT ISLAMABAD (BBIAI)**

**5.1.** On 9<sup>th</sup> March 2018, two members of the Commission i.e. Secretary, LCP and DG, HRC, Supreme Court of Pakistan visited the Benazir Bhutto International Airport, Islamabad to inspect the facilities and quality of services being available to the international and domestic passengers. At the time of visit boarding and check-in process for four international flights were in progress in the departure lounge and briefing area, provided an excellent opportunity to practically assess the quality of facilities and service right from entering the airport premises, parking area, scanning process by ASF, frisking of passports and physically checking of luggage by ASF, Pakistan Customs, ANF.

**5.2.** Questionnaires were also circulated amongst the passengers to get their comments/feedback but only few preferred to respond due to their focus and concern in check-in (**Annexure-D**).

## **6. OBSERVATIONS AT BBIAI**

- i. There were long lines of vehicles at the entrance of the Airport surprisingly the traffic wardens of Rawalpindi Traffic Police

instead of facilitating were busy checking vehicles/licenses and issuing tickets has aggravated the situation and instead causing panic among passengers, rushing for airport.

- ii. At international departure four scanners were installed for luggage scanning but three were functioning. After scanners, there were counters of Pakistan Customs and Anti-Narcotics Force (ANF). There also like JIA Karachi; the officials were busy in interviewing virtually each and every passenger, frisking their passports and physically checking their luggage.
- iii. Like JIA, Karachi, at the One Window Facility (OWF) only three counters were manned while other staff is found absent at 9:30 am in spite of the fact that Check-in for three international flights was in progress.
- iv. At Air blue's counter briefing for three flights i.e. Sharja, Dubai and Riyedh was in progress. In front of five designated counters there were long queues but three were operational. This situation has panicked the passengers and frustration was noticed at its peak. It has been observed that it was all due to lack of mismanagement and shortage of required number of staff to handle three parallel flights.
- v. A passenger of Dubai bound Airblue flight complained that a month ago he came to Pakistan and lost his bag. In this regard, he lodged a complaint to the airline and despite repeated visits could not be able to get his lost baggage or any compensation. Now after spending a month he is going back without any hope for resolution of his complaint

- vi. Most of the passengers, interviewed at departure and arrival lounges, complained about indifferent attitude or airlines particularly a private airline.
- vii. As regard Awareness of passengers' rights, none of the Airline have manual of passengers rights at their counters. The text on standees placed by CAA at various places for general information was also ambiguous.
- viii. Few international and domestic travelers recorded their annoyance on frequent delays in flights, denied boarding, loss of baggage, staff and crew behavior and the problems faced by disabled travelers.
- ix. During our visit we were informed that a flight of Shaheen Air is delayed. At their ticketing office we found few passengers complaining about non-intimation. The passengers were not facilitated in terms of relevant convention and policy. On query the staff was ignorant about the rights of passenger in case of delayed or denied boarding.
- x. At Immigration Counter, screening process was quite smooth.
- xi. Overall hygienic condition and cleanliness in the departure and arrival lounges' and washrooms was satisfactory.

## **7. INTERNATIONAL CONVENTIONS AND REGULATORY BODY**

**7.1 Each year, the Skytrax<sup>1</sup> notifies 100 best airports of the World on the basis of survey evaluating the travelers' experiences about different**

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<sup>1</sup> UK based International Air Transport Rating Organization (IATRO<sup>1</sup>) has introduced Global Airport Rating System (GARS) that classifies airports on the basis of quality of facilities and staff service standards.

service and product from check-in, arrivals, transfers, shopping, security and immigration through to departure at the gate of airports. Unfortunately none of our Airport has ever got this distinction.

**7.2.** In our country, the Pakistan Civil Aviation Authority (CAA), a statutory body established under section 3 of the Ordinance, 1982 is mandated to regulate all aspects of civil aviation and provides services for the promotion and regulation of civil aviation activities and to develop an infrastructure for safe, efficient, adequate, economical, and properly coordinated civil air transport service in the country. **Being regulator, protecting consumer rights and encouraging the industry to improve quality of its facilities and services while helping the public to understand their rights and make informed choices are the core responsibility of the CAA<sup>2</sup>.**

**7.3.** In line with international best practices, the CAA has developed Passenger Facilitation and Care Manual for the benefit of passengers. The Manual defines the minimum standards and key performance indicators for passenger facilitation and airport performance measurement program (Annexure-E). The Manual encompasses processes, services and facilities that impact the passenger satisfaction. **Primarily, it is the responsibility of Airport Manager to implement the standards set out in the Manual/ while the Director Airport Services are made responsible for overall monitoring and evaluation of each airport and shall submit monthly progress reports to the DG,CAA.**

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<sup>2</sup> Passenger Facilitation and Care Manual

## 8. RECOMMENDATIONS

8.1. On basis of physical inspection, consultation held with stakeholders and the feedback of passengers, the Commission suggest following measure for addressing the grievances of the domestic and international passengers:

- 8.1.1. The Montreal Convention, the Warsaw Convention (as amended by The Hague Protocol and Montreal Protocol No. 4) provide minimum rights and compensations award for the passengers for delayed, denied boarding and loss of baggage. All international and domestic carriers' operating in and from Pakistan recognize these rights but are reluctant to comply with taking advantage of the ignorance of passengers. Therefore there is a dire need to **bind the flight carrier to project/ propagate and implement these rights in their true spirit and provide facilities & compensations as per international conventions, rules and Civil Aviation Ordinance 1960.**
- 8.1.2. Some international and domestic travelers recorded their annoyance on frequent delays in flights, denied boarding, loss or damage of baggage and staff and crew behavior and the problems faced by disabled travelers. **The CAA be directed to ensure the effective implementation of law to ensure timely intimation of delays and cancelation of flights preferably at once rather announcing delays in bit by bit.**
- 8.1.3. In case of long delay, cancellation of flights or denied boarding, the Airport managers should ensure that **the carrier should facilitate the passenger by serving meals, refund of fare, free adjustment in next flights and hotel accommodation as per their entitlement under international conventions and policy.**
- 8.1.4. In Pakistan Carriage by Air Act 2012 stipulates minimum amount that the air carrier is bound to pay to the family of the air crash victim while the compensation for an international passenger is

almost three times more than that of a domestic passenger. However, instead of paying to each crash victim's family, the air carrier manipulates with the insurance companies to pay the least amount as compensation. **To address the grievances of victims' family, the CAA should ensure that the compensation should be given to the legal heirs as provided under the Carriage by Air Act 2012 and as per international conventions with deadlines.**

- 8.1.5. CAA may be directed to ensure that the passengers' rights in simple language should be uploaded on the official websites of all the airlines including its own website for general information.
- 8.1.6. Due to absence of timelines for resolution of complaints and award of compensation in cases of delay, denied boarding and loss/damage of luggage, the complainants have to waive of their rights or to shuttle between offices for resolution of their complaints. Each carrier should be bound to develop and deploy a time bound complaint resolution mechanism under intimation to CAA.
- 8.1.7. The CAA may also be directed to establish dispute resolution mechanism for complaint handling.
- 8.1.8. Establishment of One-Window-Facility (OWF) at international departure lounges at various airports is a good initiative of the Federal Ombudsman however due to absence of oversight mechanism the facility is not working at its optimum and even relevant staff is found absent. There are also issues of ownership, independence and working in silos. It is, therefore recommended that the Airport Managers being administrators of the airports should supervise the working of ONE Window Facility and submit monthly performance to the heads of relevant agencies.
- 8.1.9. Most of the passengers complained about indifferent attitude of staff of the various agencies and screening/frisking of baggage and passports by the ASF, Pakistan Customs and ANF. We are informed that as per SOPs, the ANF and Customs officials are required to physically check randomly the baggage of only a

certain percentage (%) of passengers. However, practically, the ANF and Custom officials are found not only checking passports of almost every passenger but also physically searching bags creating unnecessary hassle for passengers of unpacking and packing their luggage at three counters' one after another. This issue needs to be addressed through strict compliance of SOPs and where deemed necessary the luggage should be searched in presence of all the three agencies.


- 8.1.10. The working of various agencies is being monitored through surveillance cameras installed at different points but the cameras installed over counters of ASF, Pakistan Customs and ANF are not linked with the main monitoring system of CAA virtually frustrating the concept of overall management of CAA. For transparency and accountability, the Airport Manager should have access to all surveillance camera installed across the terminal building and parking for ensuring smooth flow of passengers / visitors to the screening the process and to respond the passengers' complaints promptly and effectively.
- 8.1.11. The Chief Traffic Officer, Rawalpindi may be directed to ask the traffic wardens not to stop vehicles near entrance queues of BBIA for issuance of tickets when such vehicles have already passed through various check points in city being monitored by the traffic officials. The role of traffic wardens should be of a facilitator to ensure smooth flow of traffic.
- 8.1.12. Majority of respondents passengers complained about mismanagement at immigration counters at JIA, Karachi due to non-observance of queues for different categories of passengers. This reflects the inactiveness of supervisory staff and shift incharges. We are of the view that this is a management issue and could be addressed by implementing queue discipline by employing extra human resource and operationalization of relevant counters at full strength.


- 8.1.13. The stalls, tuck shops and restaurants are charging high rates from travelers and even from those visiting airport to see off their relatives on the pretext of CAA's approval. CAA be directed to rationalize rates and ensure the vendors to display rate list as per specification on conspicuous places. The prices particularly of necessities such as water, milk, medicine and other food items need to be revisited and rationalized.
- 8.1.14. In order to ensure provision of quality services, the CAA shall conduct inspections, review and monitor activities of service providers and submit its reports and recommendations to Aviation Division to take up with the relevant organisations for compliance.
- 8.1.15. Complaint Management System (CMS) is an effective tool to resolve complaints and simultaneously assess the staff performance and perception about any organization. It is, therefore, recommended that each agency/stakeholder should introduce CMS with e-tracking facility enabling the complainants to know the fate of their complaints.
- 8.1.16. It is also recommended that the CAA should develop and deploy mobile App enabling passengers to lodge complaints through recording their voice and uploading pictures. The App must have features of e-tracking and time line for resolution of complaint with additional facility of checking flight status, departure gate, feedback and etc.
- 8.1.17. For the success of any system and portraying its positive image, the commitment, attitude and behavior of the implementer matter. Even the best designed processes and systems fail if the implementers are rude and arrogant. It is the responsibility of leadership to create culture of service delivery based on high values of norms and modesty. Since most of the complaints are related to indifferent attitude and behavior of the ANF, Customs, and ASF staff, therefore, it is recommended that the relevant agencies should devise and implement a comprehensive training program for inculcating soft skills in their staff.

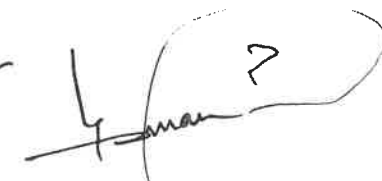
8.1.18. The National Aviation Policy 2015<sup>3</sup> (NAP) acknowledges missing of unity of command amongst different agencies working at Airports necessary for better Airport management and suggests appointment of Chief Operating Officer (COO) to monitor and report the performance of staff of various agencies to their concerned departments/ministries. Therefore, it is recommended that the government may consider appointment or declare Airport Manager as COO for monitoring the working of staff of various agencies and recommend action against any defaulting officials to his respective agency.

## 9. Concluding Remarks

9.1. Before concluding, the Commission appreciates the airport managers and other staff of the CAA, ASF and Aviation Division for facilitating us to inspect airports and practically examine the check-in and boarding process for formulation of recommendations. The Commission also acknowledged the role of Mr. Nasrullah Khan, Joint Secretary, LJCP who assisted and exhibited a commendable professionalism in compiling this report.

  
Dr. Muhammad Raheem Awan  
Secretary  
Law and Justice Commission of  
Pakistan

  
Khalid Teepu Rana  
Director General  
Human Rights Cell  
Supreme Court of  
Pakistan

  
Usaid Ur Rehman Usmani  
Acting Director General  
Pakistan Civil Aviation Authority

Dated: The 15<sup>th</sup> Day of March 2018

<sup>3</sup>Chapter 3 clauses 2 of the National Aviation Policy (NAP)

**IN THE SUPREME COURT OF PAKISTAN  
(ORIGINAL JURISDICTION)**

**PRESENT:**

MR. JUSTICE MIAN SAQIB NISAR, HCJ  
MR. JUSTICE FAISAL ARAB  
MR. JUSTICE SAJJAD ALI SHAH

**HUMAN RIGHTS CASE NO.24770-G OF 2011**

(In the matter regarding inconvenience to the passengers in baggage handling at Airports)

**In attendance:**

Mr. M. Aslam Butt, DAG  
Mr. Usaid-ur-Rehman, Acting D.G. CAA  
Dr. M. Raheem Awan, Secy. Law & Justice Commission  
Mr. Habib-urRehman Gilani, M.D. OPF  
Mr. Shakoor Soomro, D.D. Emigration  
Mr. Ali Sher Jakhrani, Director FIA  
Mr. Manzoor Hussain, Addl. Dir. OPF, Karachi Airport  
Mr. Irfan Farooq, Addl. Dir. (Law), OPF  
Syed Khalid Ali Shah, Director (W&S) OPF  
Mr. Fayaz Ali Shah, Manager Legal, PIA

Date of hearing: 17.2.2018

**ORDER**

After hearing Mr. Usaid-ur-Rehman Usmani, Acting Director General, Civil Aviation Authority, Dr. Muhammad Raheem Awan, Secretary, Law and Justice Commission of Pakistan, we appoint a Commission comprising of Acting Director General, Civil Aviation Authority, Secretary, Law and Justice Commission of Pakistan and Director General, Human Rights Cell of this Court to submit a report to this Court as to how the issue of mishandling the passengers, particularly overseas Pakistanis and foreigners who disembark at our Airports, they are facilitated by all good means as the international standards and in this regard the report be filed within a period of three weeks from today. Re-list.



**CERTIFIED TO BE TRUE COPY**

Senior Court Associate  
Supreme Court of Pakistan  
Karachi.

Sd/= Mian Saqib Nisar, HC

Sd/= Faisal Arab, J

Sd/= Sajjad Ali Shah, J

Karachi, the  
17<sup>th</sup> of February, 2018

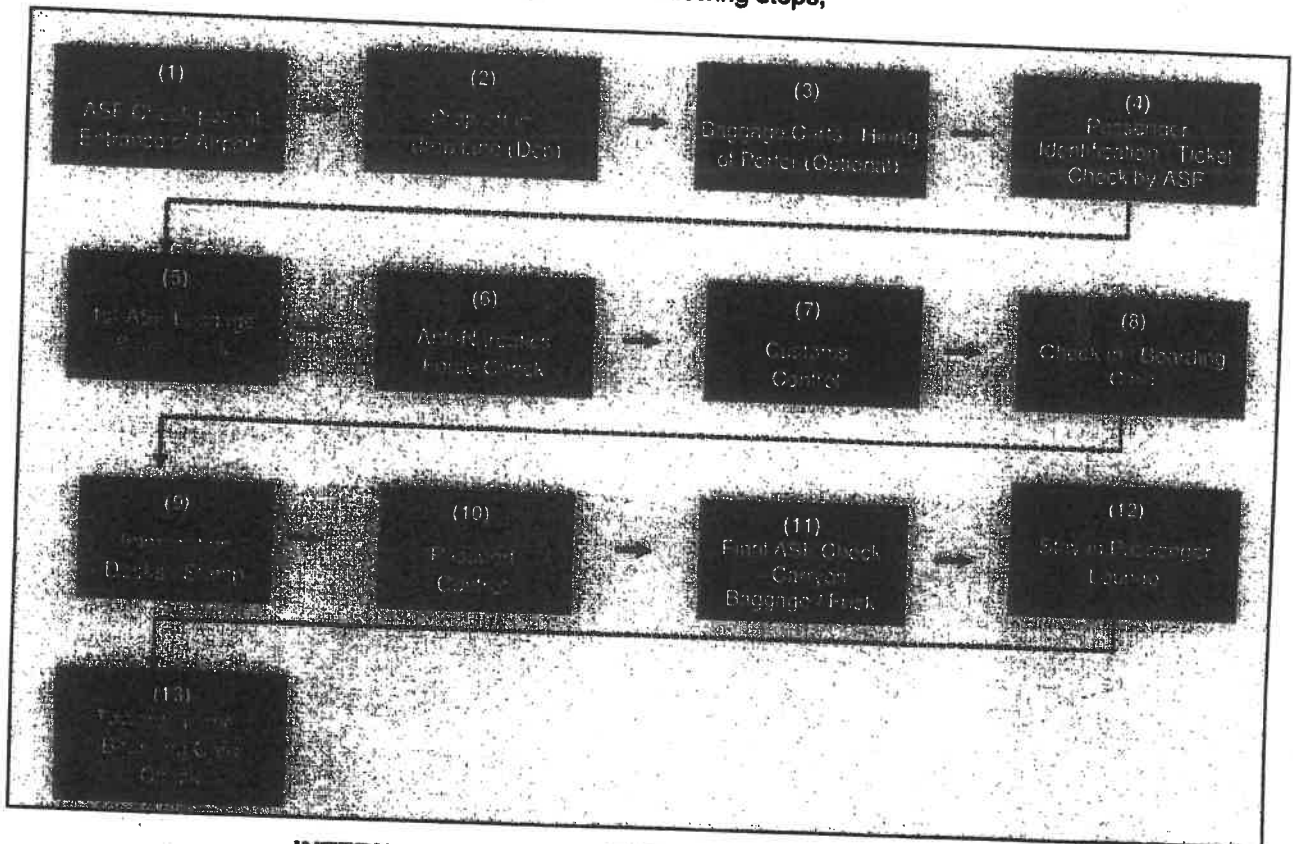
17/2/2018

**PASSENGER PROCESSING STAGES**  
**AT INTERNATIONAL AIRPORTS OF PAKISTAN**

**INTERNATIONAL DEPARTURES**

## INTERNATIONAL DEPARTURES

1.1. The processing stages of International Travelers; intend to travel overseas from International Airports is amalgamate of following steps;



### INTERNATIONAL DEPARTURES – PROCESSING STAGES

Step - 1	
Vehicle Search by ASF Personal for Identification and explosive / weapons detection	Lanes established exclusively for the vehicles accessing drop lane. ASF Deployment 24/7 equipped with explosive detectors and Under Vehicle Search System
Step - 2	
Passengers along with well-wishers get dropped off at Level – II to proceed further concourse hall. There is no parking at Drop Lane and the vehicle is to drive off immediately.	Lanes system with lane dividers. 24/7 presence of CAA vigilance for traffic regulation
Step - 3	
Afterwards getting dropped off at drop lane, passengers place their luggage on available	– Baggage Carts are available at Airport for Departing / Arriving Passengers.

baggage carts by their own or hire CAA porter service by as per their convenience and see off their well-wishers in concourse hall to proceed further Step - 4	- To hire a service of a porter; Passenger Facilitation Counters are in place
Upon reaching Gate to Departure area; ASF Personal verifies Identification of travelers with tickets / passports Step - 5	- Entry points manned 24/7 by ASF officials
Luggage Scanning / Frisking of a traveler is made as part of security check Step - 6	- Luggage Scanning Machines / Walk through gates and Ladies Search Cabin is established to facilitate the process. - 24/7 Deployment of ASF and separate ladies cabin manned by ladies' staff of ASF
ANF officials check Travel documents and take basic interview of traveler. If required the luggage of passenger is physically searched by ANF Step - 7	ANF Deployment along with X-Ray machines*
Customs official also monitors screening machines and check travel documents followed by brief interview to assess any contraband or illegal item	- Counters with supervisory staff is in place 24/7 with desk and seats.
The screening process is being made at AllAP, Lahore, JIAP, BBIAP, BKAP, FIAP, QIAP the counters and doing their job to check the passengers. Step - 8	
Passenger proceed further towards Check in counters of respective airlines. Wherein the issuance of boarding cards along with luggage tags are issued	Presence of Airline staff to assist the passengers for que ordering and putting luggage on weighing scales.

**Detail of check In counters is as follows**

Pakistan International Airlines (PIA)
Shaheen Air International
Airblue
Other Airlines

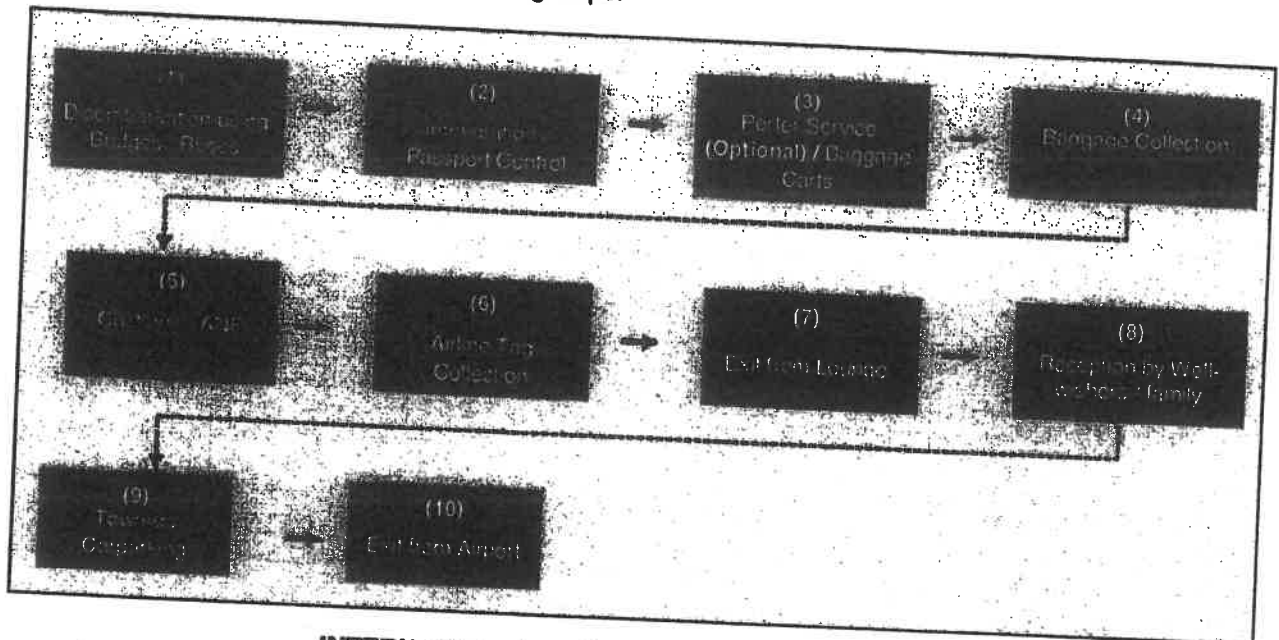
Step - 10	
Immigration process is done by FIA officials using IBMS software wherein photograph of traveler along with visa details are checked and processed with exit stamp.	- FIA man the counters as per situation exists depending on the number of passenger.

Step - 11	
At passport control final verification of passport and visa is done by senior officials.	Separate counter with senior officials deployed for verification process.
Step - 12	
Travelers are critically frisked and carryon luggage is scanned to ensure safe transportation	Walkthrough gates / metal detectors and ladies cabin manned by ASF officials 24/7
Step - 13	
After all the processing passengers are seated in Departure Lounge till announcement of Boarding	- Different Airports have different seating arrangements but main facilities are almost same i.e. Seats / Prayer Areas / Commercial Shops.
Step - 14	
Upon announcement of flight; the Airline staff along with ASF official position themselves at designated gate number wherein the passengers are verified from their boarding cards and are guided to proceed to Aircraft	- Flight Information Display Systems along with ICAO approved sinology for Gate numbers.

# **INTERNATIONAL ARRIVALS**

## INTERNATIONAL ARRIVALS

1.1. The processing of International Travelers arriving at International Airports of Pakistan from overseas is amalgamate of following steps.



## INTERNATIONAL ARRIVALS - PROCESSES

Step - 1	
Passengers from Aircraft are disembarked either using Avio bridge or through remote bay by buses of Airline / GHA.	<ul style="list-style-type: none"> <li>- Avio Bridges.</li> <li>- Buses of Airlines</li> <li>- Escalators / Elevators to lounge</li> </ul>
Step - 2	
Immigration / passport control is done at counters manned by FIA	Immigration Counters; manned by FIA Seats for elderly passengers
Step - 3	
Hiring of porter service is optional. However, sufficient number of baggage carts are available round the clock in Lounge near Conveyor belts	<ul style="list-style-type: none"> <li>- Baggage Carts</li> <li>- Conveyor belts</li> <li>- CAA Facilitation Desks</li> </ul>
Step - 4	
Baggage collection is made by passengers	- Conveyor Belts / CAA Staff
Step - 5	
Luggage is scanned by Customs officials for identification of any illegal / contraband items. ANF also carry out its process along with	<ul style="list-style-type: none"> <li>- Scanning Machines</li> <li>- Desks for physical search of baggage</li> </ul>

customs. (Green Channel is also available at Airports under control of Customs) Step - 6	
Airline staff collects luggage tag to ensure the identification of baggage with traveler. Step - 7	– Airline / GHA staff deployment during flight timing.
Passenger is exited through gates Step - 8	Exit gate towards different directions
Passengers meters / greeters and family members are gathered in concourse hall to receive the guest Step - 8	<ul style="list-style-type: none"> <li>– Seating arrangement</li> <li>– Coffee / Snack shops</li> <li>– Cleaning / Sanitation Staff</li> </ul>
Passengers along with their well-wishers are off to carparking. Step - 9	<ul style="list-style-type: none"> <li>– Carpark with Lane numbering</li> <li>– Automated Carparking systems</li> <li>– Trolley retrieving</li> </ul>
Carparking exit	– Multiple exits with automated system

# Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City KARACHI Flight                      Airline 81A  
 Time                      Travelling to JEDDAH

1. How frequent you fly?

Weekly	<input type="checkbox"/>	Monthly	<input checked="" type="checkbox"/>	Occasionally	<input type="checkbox"/>
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2. How do you find ticket prices?

Cheap	<input type="checkbox"/>	Reasonable	<input checked="" type="checkbox"/>	Expensive	<input type="checkbox"/>
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3. How long it took you to enter the airport through security checks?

10
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4. How do you find parking space?

Easily	<input type="checkbox"/>	Difficultly	<input checked="" type="checkbox"/>	With great hassle	<input type="checkbox"/>
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite	<input checked="" type="checkbox"/>	Indifferent	<input type="checkbox"/>	Arrogant	<input type="checkbox"/>
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6. How do you find wheel chair, if required?

Easily	<input type="checkbox"/>	Difficultly	<input type="checkbox"/>	With great hassle	<input checked="" type="checkbox"/>
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7. How you find luggage trolleys?

Easily	<input checked="" type="checkbox"/>	Difficultly	<input type="checkbox"/>	With great hassle	<input type="checkbox"/>
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8. Have you paid any extra charges to Porter for assistance?

X
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9. How you rate the search procedures at entry points of lounges?

Comfortable	<input type="checkbox"/>	indifferent	<input type="checkbox"/>	Irritating	<input checked="" type="checkbox"/>
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		Indifferent		Irritating	✓
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11. Have you ever lodge a complaint on help desk?

Yes		No	✓
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	N/A
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory	✓	Indifferent		Unsatisfactory	
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14. Has anybody asked for money for facilitation?

Yes		No	✓
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15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	✓
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16. Are you satisfied with the assistance provided at help desks?

Yes		No	✓
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17. How was your luggage tagging experiences?

Poor		Average		Good	✓
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average	✓	Good	
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	✓
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20. How much time it took to go through immigration process?

30

21. How was the behavior of immigration staff?

Polite	<input checked="" type="checkbox"/>	Indifferent		Arrogant	
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22. How much time you spent in collection of luggage on conveyor belt?

10

23. How was the condition of baggage at arrival?

Intact	<input checked="" type="checkbox"/>	Damage		Lost	
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24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes		No	<input checked="" type="checkbox"/>
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25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory		indifferent		Unsatisfactory	
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26. Any suggestion?

- Disable access  
- FAST TRACK  
Service

Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City Karachi Flight SV-702 Airline Saudi Airline  
Time 6:45 Travelling to \_\_\_\_\_

1. How frequent you fly?

Weekly		Monthly		Occasionally	<input checked="" type="checkbox"/>
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2. How do you find ticket prices?

Cheap		Reasonable	<input checked="" type="checkbox"/>	Expensive	
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3. How long it took you to enter the airport through security checks?

HALF Hour

4. How do you find parking space?

Easily	<input checked="" type="checkbox"/>	Difficultly		With great hassle	
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite		Indifferent		Arrogant	<input checked="" type="checkbox"/>
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6. How do you find wheel chair, if required?

Easily	<input checked="" type="checkbox"/>	Difficultly		With great hassle	
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7. How you find luggage trolleys?

Easily	<input checked="" type="checkbox"/>	Difficultly		With great hassle	
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8. Have you paid any extra charges to Porter for assistance?

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9. How you rate the search procedures at entry points of lounges?

Comfortable		indifferent		Irritating	<input checked="" type="checkbox"/>
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		indifferent		Irritating	<input checked="" type="checkbox"/>
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11. Have you ever lodge a complaint on help desk?

Yes	<input checked="" type="checkbox"/>	No	
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	<input checked="" type="checkbox"/>
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory	<input checked="" type="checkbox"/>	indifferent		Unsatisfactory	
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14. Has anybody asked for money for facilitation?

Yes		No	<input checked="" type="checkbox"/>
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15. Have you ever sought assistance from help desk established in the lounges?

Yes	<input checked="" type="checkbox"/>	No	
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16. Are you satisfied with the assistance provided at help desks?

Yes	<input checked="" type="checkbox"/>	No	
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17. How was your luggage tagging experiences?

Poor		Average		Good	<input checked="" type="checkbox"/>
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average		Good	
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	
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20. How much time it took to go through immigration process?

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21. How was the behavior of immigration staff?

Polite		Indifferent		Arrogant	
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22. How much time you spent in collection of luggage on conveyor belt?

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23. How was the condition of baggage at arrival?

Intact		Damage		Lost	
--------	--	--------	--	------	--

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes	<input checked="" type="checkbox"/>	No	
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25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory		indifferent		Unsatisfactory	
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26. Any suggestion?

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# Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City KARACHI Flight GF753 Airline GULF AIR  
Time 6-30 P.M. Travelling to LONDON

1. How frequent you fly?

Weekly		Monthly		Occasionally	✓
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2. How do you find ticket prices?

Cheap		Reasonable	✓	Expensive	
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3. How long it took you to enter the airport through security checks?

5 TO 10 MINUTES
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4. How do you find parking space?

Easily		Difficultly	✓	With great hassle	
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite	✓	Indifferent		Arrogant	
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6. How do you find wheel chair, if required?

Easily		Difficultly		With great hassle	
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7. How you find luggage trolleys?

Easily	✓	Difficultly		With great hassle	
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8. Have you paid any extra charges to Porter for assistance?

No
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9. How you rate the search procedures at entry points of lounges?

Comfortable	✓	indifferent		Irritating	
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable	<input checked="" type="checkbox"/>	Indifferent	<input type="checkbox"/>	Irritating	<input type="checkbox"/>
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11. Have you ever lodge a complaint on help desk?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory	<input type="checkbox"/>	Delayed but satisfactory	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory	<input type="checkbox"/>	Indifferent	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
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14. Has anybody asked for money for facilitation?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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15. Have you ever sought assistance from help desk established in the lounges?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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16. Are you satisfied with the assistance provided at help desks?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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17. How was your luggage tagging experiences?

Poor	<input type="checkbox"/>	Average	<input type="checkbox"/>	Good	<input checked="" type="checkbox"/>
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor	<input type="checkbox"/>	Average	<input type="checkbox"/>	Good	<input checked="" type="checkbox"/>
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal	<input type="checkbox"/>	Reasonable	<input type="checkbox"/>	Exorbitant	<input checked="" type="checkbox"/>
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20. How much time it took to go through immigration process?

$\frac{1}{2}$  HOUR

21. How was the behavior of immigration staff?

Polite	<input checked="" type="checkbox"/>	Indifferent	<input type="checkbox"/>	Arrogant	<input type="checkbox"/>
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22. How much time you spent in collection of luggage on conveyor belt?

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23. How was the condition of baggage at arrival?

Intact	<input type="checkbox"/>	Damage	<input type="checkbox"/>	Lost	<input type="checkbox"/>
--------	--------------------------	--------	--------------------------	------	--------------------------

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory	<input type="checkbox"/>	Indifferent	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
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26. Any suggestion?

SENIOR CITIZEN COUNTER SHOULD BE EXCLUSIVE.  
OTHERS SHOULD NOT USE THIS COUNTER.

Questionnaire to Assess the Nature of Problems and Quality of Facilities at  
Airports

City Kuwait Flight EK 609 Airline Emirates  
Time 7:35 Travelling to Dubai

1. How frequent you fly?

Weekly		Monthly	6	Occasionally	
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2. How do you find ticket prices?

Cheap		Reasonable	✓	Expensive	
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3. How long it took you to enter the airport through security checks?

1hr 30 mins
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4. How do you find parking space?

Easily		Difficultly	✓	With great hassle	
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite		Indifferent	✓	Arrogant	
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6. How do you find wheel chair, if required?

Easily		Difficultly	✓	With great hassle	
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7. How you find luggage trolleys?

Easily	✓	Difficultly		With great hassle	
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8. Have you paid any extra charges to Porter for assistance?

No
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9. How you rate the search procedures at entry points of lounges?

Comfortable		indifferent		Irritating	✓
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		indifferent	<input checked="" type="checkbox"/>	Irritating	
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11. Have you ever lodge a complaint on help desk?

Yes		No	<input checked="" type="checkbox"/>
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		indifferent		Unsatisfactory	<input checked="" type="checkbox"/>
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14. Has anybody asked for money for facilitation?

Yes		No	<input checked="" type="checkbox"/>
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15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

16. Are you satisfied with the assistance provided at help desks?

Yes		No	
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17. How was your luggage tagging experiences?

Poor		Average	<input checked="" type="checkbox"/>	Good	
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor	<input checked="" type="checkbox"/>	Average		Good	
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	<input checked="" type="checkbox"/>
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20. How much time it took to go through immigration process?

1hr 30 minutes

21. How was the behavior of immigration staff?

Polite		Indifferent	✓	Arrogant	
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22. How much time you spent in collection of luggage on conveyor belt?

40 minutes to 1 hour

23. How was the condition of baggage at arrival?

Intact		Damage	✓	Lost	
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24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes		No	✓
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25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory		indifferent		Unsatisfactory	
--------------	--	-------------	--	----------------	--

26. Any suggestion?

Please use more technology, Reduce Human intervention, increase staff that have better posture, human friendly behavior & much facilitator instead of arrogant & complex bureaucratic process.

Questionnaire to Assess the Nature of Problems and Quality of Facilities at  
Airports

City Karachi Flight EK 609 Airline Emirates  
Time 7:30pm Travelling to Dubai

1. How frequent you fly?

Weekly		Monthly	<input checked="" type="checkbox"/> Occasionally	
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2. How do you find ticket prices?

Cheap		Reasonable		Expensive	<input checked="" type="checkbox"/>
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3. How long it took you to enter the airport through security checks?

Normal

4. How do you find parking space?

Easily		Difficultly	<input checked="" type="checkbox"/>	With great hassle	
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite	<input checked="" type="checkbox"/>	Indifferent		Arrogant	
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6. How do you find wheel chair, if required?

Easily	<input checked="" type="checkbox"/>	Difficultly		With great hassle	
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7. How you find luggage trolleys?

Easily	<input checked="" type="checkbox"/>	Difficultly		With great hassle	
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8. Have you paid any extra charges to Porter for assistance?

NO

9. How you rate the search procedures at entry points of lounges?

Comfortable	<input checked="" type="checkbox"/>	indifferent		Irritating	
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable	<input checked="" type="checkbox"/>	indifferent	<input type="checkbox"/>	Irritating	<input type="checkbox"/>
-------------	-------------------------------------	-------------	--------------------------	------------	--------------------------

11. Have you ever lodge a complaint on help desk?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory	<input type="checkbox"/>	Delayed but satisfactory	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory	<input type="checkbox"/>	indifferent	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
--------------	--------------------------	-------------	--------------------------	----------------	--------------------------

14. Has anybody asked for money for facilitation?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
-----	--------------------------	----	-------------------------------------

15. Have you ever sought assistance from help desk established in the lounges?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
-----	--------------------------	----	-------------------------------------

16. Are you satisfied with the assistance provided at help desks?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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17. How was your luggage tagging experiences?

Poor	<input type="checkbox"/>	Average	<input type="checkbox"/>	Good	<input checked="" type="checkbox"/>
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor	<input type="checkbox"/>	Average	<input type="checkbox"/>	Good	<input checked="" type="checkbox"/>
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal	<input type="checkbox"/>	Reasonable	<input checked="" type="checkbox"/>	Exorbitant	<input type="checkbox"/>
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20. How much time it took to go through immigration process?

half hour and some time more than an hour

21. How was the behavior of immigration staff?

Polite	<input checked="" type="checkbox"/>	Indifferent	<input type="checkbox"/>	Arrogant	<input type="checkbox"/>
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22. How much time you spent in collection of luggage on conveyor belt?

half hour

23. How was the condition of baggage at arrival?

Intact	<input checked="" type="checkbox"/>	Damage	<input type="checkbox"/>	Lost	<input type="checkbox"/>
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24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory	<input checked="" type="checkbox"/>	indifferent	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
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26. Any suggestion?

There should be Senior Citizens separate que/line so they will not face so much difficulty and time.

Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City KARACHI Flight SV 709 Airline Saudi Airline  
Time 8:45 Travelling to RIYADTI

1. How frequent you fly?

Weekly		Monthly		Occasionally	
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2. How do you find ticket prices?

Cheap		Reasonable		Expensive	
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3. How long it took you to enter the airport through security checks?

20 - 30 minutes

4. How do you find parking space?

Easily		Difficultly		With great hassle	
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite		Indifferent		Arrogant	
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6. How do you find wheel chair, if required?

Easily		Difficultly		With great hassle	
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7. How you find luggage trolleys?

Easily		Difficultly		With great hassle	
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8. Have you paid any extra charges to Porter for assistance?

No

9. How you rate the search procedures at entry points of lounges?

Comfortable		indifferent		Irritating	
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		indifferent		Irritating	
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11. Have you ever lodge a complaint on help desk?

Yes		No	
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		indifferent		Unsatisfactory	
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14. Has anybody asked for money for facilitation?

Yes		No	
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15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	
-----	--	----	--

16. Are you satisfied with the assistance provided at help desks?

Yes		No	
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17. How was your luggage tagging experiences?

Poor		Average		Good	
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average		Good	
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	
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# Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City Karachi Flight Emirates Airline EK 602  
 Time 8:30 P Travelling to Khi

1. How frequent you fly?

Weekly	<input checked="" type="checkbox"/>	Monthly	<input type="checkbox"/>	Occasionally	<input type="checkbox"/>
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2. How do you find ticket prices?

Cheap	<input type="checkbox"/>	Reasonable	<input checked="" type="checkbox"/>	Expensive	<input type="checkbox"/>
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3. How long it took you to enter the airport through security checks?

2 hours
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4. How do you find parking space?

Easily	<input type="checkbox"/>	Difficultly	<input checked="" type="checkbox"/>	With great hassle	<input type="checkbox"/>
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite	<input type="checkbox"/>	Indifferent	<input type="checkbox"/>	Arrogant	<input checked="" type="checkbox"/>
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6. How do you find wheel chair, if required?

Easily	<input checked="" type="checkbox"/>	Difficultly	<input type="checkbox"/>	With great hassle	<input type="checkbox"/>
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7. How you find luggage trolleys?

Easily	<input checked="" type="checkbox"/>	Difficultly	<input type="checkbox"/>	With great hassle	<input type="checkbox"/>
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8. Have you paid any extra charges to Porter for assistance?

500
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9. How you rate the search procedures at entry points of lounges?

Comfortable	<input type="checkbox"/>	indifferent	<input checked="" type="checkbox"/>	Irritating	<input type="checkbox"/>
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		indifferent	<input checked="" type="checkbox"/>	Irritating	
-------------	--	-------------	-------------------------------------	------------	--

11. Have you ever lodge a complaint on help desk?

Yes	<input checked="" type="checkbox"/>	No	
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
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N/A

13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		indifferent		Unsatisfactory	
--------------	--	-------------	--	----------------	--

No

14. Has anybody asked for money for facilitation?

Yes	<input checked="" type="checkbox"/>	No	
-----	-------------------------------------	----	--

15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

16. Are you satisfied with the assistance provided at help desks?

Yes		No	
-----	--	----	--

~~Yes~~

17. How was your luggage tagging experiences?

Poor	<input checked="" type="checkbox"/>	Average		Good	
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average		Good	<input checked="" type="checkbox"/>
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable	<input checked="" type="checkbox"/>	Exorbitant	
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1 hour

Polite		Indifferent		Arrogant	
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1 hour

Intact		Damage		Lost	
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Yes		<input checked="" type="checkbox"/>	No	
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Satisfactory		indifferent		Unsatisfactory
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# Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City Umsen Flight PK-213 Airline   
 Time 10.00 PM Travelling to Dubai / Sharjah

1. How frequent you fly?

Weekly	<input checked="" type="checkbox"/>	Monthly	<input checked="" type="checkbox"/>	Occasionally	<input checked="" type="checkbox"/>
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2. How do you find ticket prices?

Cheap	<input type="checkbox"/>	Reasonable	<input checked="" type="checkbox"/>	Expensive	<input checked="" type="checkbox"/>
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3. How long it took you to enter the airport through security checks?

<u>1 hr.</u>
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4. How do you find parking space?

Easily	<input checked="" type="checkbox"/>	Difficultly	<input type="checkbox"/>	With great hassle	<input checked="" type="checkbox"/>
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite	<input type="checkbox"/>	Indifferent	<input checked="" type="checkbox"/>	Arrogant	<input checked="" type="checkbox"/>
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6. How do you find wheel chair, if required?

Easily	<input checked="" type="checkbox"/>	Difficultly	<input type="checkbox"/>	With great hassle	<input checked="" type="checkbox"/>
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7. How you find luggage trolleys?

Easily	<input checked="" type="checkbox"/>	Difficultly	<input type="checkbox"/>	With great hassle	<input checked="" type="checkbox"/>
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8. Have you paid any extra charges to Porter for assistance?

<u>Yes</u>
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9. How you rate the search procedures at entry points of lounges?

Comfortable	<input type="checkbox"/>	Indifferent	<input checked="" type="checkbox"/>	Irritating	<input type="checkbox"/>
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		indifferent	<input checked="" type="checkbox"/>	Irritating	
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11. Have you ever lodge a complaint on help desk?

Yes		No	<input checked="" type="checkbox"/>
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		indifferent		Unsatisfactory	
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14. Has anybody asked for money for facilitation?

Yes		No	<input checked="" type="checkbox"/>
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15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	<input checked="" type="checkbox"/>
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16. Are you satisfied with the assistance provided at help desks?

Yes		No	<input checked="" type="checkbox"/>
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17. How was your luggage tagging experiences?

Poor	<input checked="" type="checkbox"/>	Average		Good	
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor	<input checked="" type="checkbox"/>	Average		Good	
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal	<input checked="" type="checkbox"/>	Reasonable		Exorbitant	
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20. How much time it took to go through immigration process?

yes.

21. How was the behavior of immigration staff?

Polite	<input checked="" type="checkbox"/>	Indifferent	<input type="checkbox"/>	Arrogant	<input type="checkbox"/>
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22. How much time you spent in collection of luggage on conveyor belt?

yes.

23. How was the condition of baggage at arrival?

Intact	<input checked="" type="checkbox"/>	Damage	<input type="checkbox"/>	Lost	<input type="checkbox"/>
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24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory	<input type="checkbox"/>	Indifferent	<input type="checkbox"/>	Unsatisfactory	<input checked="" type="checkbox"/>
--------------	--------------------------	-------------	--------------------------	----------------	-------------------------------------

26. Any suggestion?

Customs Counter have established for the passengers  
I go through without any problem. but  
it is not done. Immigration line  
problem seen every time. Country level  
improvement not found. Very difficult to  
have excess of every aspect.

Questionnaire to Assess the Nature of Problems and Quality of Facilities at  
Airports

City KARACHI Flight EK 607 Airline EK  
Time 3:25 Travelling to BOSTON

1. How frequent you fly?

Weekly		Monthly	<input checked="" type="checkbox"/>	Occasionally	<input checked="" type="checkbox"/>
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2. How do you find ticket prices?

Cheap		Reasonable	<input checked="" type="checkbox"/>	Expensive	
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3. How long it took you to enter the airport through security checks?

<u>Normal</u>
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4. How do you find parking space?

Easily	<input checked="" type="checkbox"/>	Difficultly		With great hassle	
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite	<input checked="" type="checkbox"/>	Indifferent		Arrogant	
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6. How do you find wheel chair, if required?

Easily		Difficultly		With great hassle	
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7. How you find luggage trolleys?

Easily	<input checked="" type="checkbox"/>	Difficultly		With great hassle	
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8. Have you paid any extra charges to Porter for assistance?

<u>YES</u>
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9. How you rate the search procedures at entry points of lounges?

Comfortable	<input checked="" type="checkbox"/>	indifferent		Irritating	
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable	<input checked="" type="checkbox"/>	Indifferent	<input type="checkbox"/>	Irritating	<input type="checkbox"/>
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11. Have you ever lodge a complaint on help desk?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory	<input type="checkbox"/>	Delayed but satisfactory	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory	<input type="checkbox"/>	Indifferent	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
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14. Has anybody asked for money for facilitation?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
-----	--------------------------	----	-------------------------------------

15. Have you ever sought assistance from help desk established in the lounges?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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16. Are you satisfied with the assistance provided at help desks?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

17. How was your luggage tagging experiences?

Poor	<input type="checkbox"/>	Average	<input checked="" type="checkbox"/>	Good	<input type="checkbox"/>
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor	<input checked="" type="checkbox"/>	Average	<input type="checkbox"/>	Good	<input type="checkbox"/>
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal	<input type="checkbox"/>	Reasonable	<input type="checkbox"/>	Exorbitant	<input type="checkbox"/>
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20. How much time it took to go through immigration process?

25/30  
mins

21. How was the behavior of immigration staff?

Polite		Indifferent		Arrogant	
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22. How much time you spent in collection of luggage on conveyor belt?

--

23. How was the condition of baggage at arrival?

Intact		Damage		Lost	
--------	--	--------	--	------	--

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes		No	
-----	--	----	--

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory		indifferent		Unsatisfactory	
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26. Any suggestion?

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Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City KARACHI Flight CK 609 Airline EMIRATES  
Time 19.30 Travelling to DXB IN TRANSIT KENYA

1. How frequent you fly?

Weekly	<input checked="" type="checkbox"/>	Monthly	<input type="checkbox"/>	Occasionally	<input type="checkbox"/>
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(Female)

2. How do you find ticket prices?

Cheap	<input type="checkbox"/>	Reasonable	<input checked="" type="checkbox"/>	Expensive	<input type="checkbox"/>
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3. How long it took you to enter the airport through security checks?

Two Ours

4. How do you find parking space?

Easily	<input checked="" type="checkbox"/>	Difficultly	<input type="checkbox"/>	With great hassle	<input type="checkbox"/>
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite	<input type="checkbox"/>	Indifferent	<input type="checkbox"/>	Arrogant	<input checked="" type="checkbox"/>
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6. How do you find wheel chair, if required?

Easily	<input type="checkbox"/>	Difficultly	<input type="checkbox"/>	With great hassle	<input type="checkbox"/>
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7. How you find luggage trolleys?

Easily	<input checked="" type="checkbox"/>	Difficultly	<input type="checkbox"/>	With great hassle	<input type="checkbox"/>
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8. Have you paid any extra charges to Porter for assistance?

NO

9. How you rate the search procedures at entry points of lounges?

Comfortable	<input type="checkbox"/>	indifferent	<input type="checkbox"/>	Irritating	<input checked="" type="checkbox"/>
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		indifferent		Irritating	
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11. Have you ever lodge a complaint on help desk?

Yes		No	
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		indifferent	✓	Unsatisfactory	
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14. Has anybody asked for money for facilitation?

Yes		No	
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15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	
-----	--	----	--

16. Are you satisfied with the assistance provided at help desks?

Yes		No	
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17. How was your luggage tagging experiences?

Poor		Average		Good	✓
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor	✓	Average		Good	
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable	✓	Exorbitant	
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20. How much time it took to go through immigration process?

AVERAGE

21. How was the behavior of immigration staff?

Polite	<input checked="" type="checkbox"/>	Indifferent	<input type="checkbox"/>	Arrogant	<input type="checkbox"/>
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22. How much time you spent in collection of luggage on conveyor belt?

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23. How was the condition of baggage at arrival?

Intact	<input type="checkbox"/>	Damage	<input type="checkbox"/>	Lost	<input type="checkbox"/>
--------	--------------------------	--------	--------------------------	------	--------------------------

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
-----	--------------------------	----	-------------------------------------

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory	<input type="checkbox"/>	indifferent	<input type="checkbox"/>	Unsatisfactory	<input checked="" type="checkbox"/>
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26. Any suggestion?

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Questionnaire to Assess the Nature of Problems and Quality of Facilities at  
Airports

City Karachi Flight PK 731 Airline PIA  
Time 17.50 Travelling to JEDDAH

1. How frequent you fly?

Weekly		Monthly		Occasionally	
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2. How do you find ticket prices?

Cheap		Reasonable		Expensive	
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3. How long it took you to enter the airport through security checks?

5-7 Mins

4. How do you find parking space?

Easily		Difficultly		With great hassle	
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite		Indifferent		Arrogant	
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6. How do you find wheel chair, if required?

Easily		Difficultly		With great hassle	<u>N/A</u>
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7. How you find luggage trolleys?

Easily		Difficultly		With great hassle	
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8. Have you paid any extra charges to Porter for assistance?

Yes

9. How you rate the search procedures at entry points of lounges?

Comfortable		indifferent		Irritating	
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		Indifferent		Irritating	
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11. Have you ever lodge a complaint on help desk?

Yes		No	
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		Indifferent		Unsatisfactory	N/A
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14. Has anybody asked for money for facilitation?

Yes		No	N/A
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15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	
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16. Are you satisfied with the assistance provided at help desks?

Yes		No	?
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17. How was your luggage tagging experiences?

Poor		Average		Good	
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average		Good	
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	
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Not fresh.

20. How much time it took to go through immigration process?

20 Mins.

21. How was the behavior of immigration staff?

Polite		Indifferent		Arrogant	
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22. How much time you spent in collection of luggage on conveyor belt?

30 Mins.

23. How was the condition of baggage at arrival?

Intact		Damage		Lost	
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24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes		No	
-----	--	----	--

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory		indifferent		Unsatisfactory	
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26. Any suggestion?

Mosquitos in the lounge.  
No separate queue for Business class  
at the security. VIP culture should  
stop. line cutting at Karachi airport  
at its peak. Protocol should stop.

# Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City ISLAMABAD Flight PA-212 Airline AIR BLUE  
 Time 10:50 AM Travelling to Shanghai

1. How frequent you fly?

Weekly		Monthly		Occasionally	
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2. How do you find ticket prices?

Cheap		Reasonable		Expensive	
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3. How long it took you to enter the airport through security checks?

20 mins
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4. How do you find parking space?

Easily		Difficultly		With great hassle	
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite		Indifferent		Arrogant	
--------	--	-------------	--	----------	--

6. How do you find wheel chair, if required?

Easily		Difficultly		With great hassle	
--------	--	-------------	--	-------------------	--

7. How you find luggage trolleys?

Easily		Difficultly		With great hassle	
--------	--	-------------	--	-------------------	--

8. Have you paid any extra charges to Porter for assistance?

NO.
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9. How you rate the search procedures at entry points of lounges?

Comfortable		Indifferent		Irritating	
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		indifferent		Irritating	
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11. Have you ever lodge a complaint on help desk?

Yes		No	
-----	--	----	--

12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
-----------------------	--	--------------------------	--	----------------	--

13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		indifferent		Unsatisfactory	
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14. Has anybody asked for money for facilitation?

Yes		No	
-----	--	----	--

15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	
-----	--	----	--

16. Are you satisfied with the assistance provided at help desks?

Yes		No	
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17. How was your luggage tagging experiences?

Poor		Average		Good	
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average		Good	
------	--	---------	--	------	--

19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	
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20. How much time it took to go through immigration process?

10 mins

21. How was the behavior of immigration staff?

Polite		Indifferent		Arrogant	
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22. How much time you spent in collection of luggage on conveyor belt?

20 mins

23. How was the condition of baggage at arrival?

Intact		Damage		Lost	
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24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes		No	
-----	--	----	--

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory		Indifferent		Unsatisfactory	
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26. Any suggestion?

Overall airport is very over crowded. The behaviour of airline staff is not friendly. Boarding process is a mess.

Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City Islamabad Flight PA210 Airline Airblue  
Time 10:30 Travelling to Dubai

1. How frequent you fly?

Weekly		Monthly		Occasionally	
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2. How do you find ticket prices?

Cheap		Reasonable		Expensive	
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3. How long it took you to enter the airport through security checks?

Quick
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4. How do you find parking space?

Easily		Difficultly		With great hassle	
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite		Indifferent		Arrogant	
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6. How do you find wheel chair, if required?

Easily		Difficultly		With great hassle	
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7. How you find luggage trolleys?

Easily		Difficultly		With great hassle	
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8. Have you paid any extra charges to Porter for assistance?

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9. How you rate the search procedures at entry points of lounges?

Comfortable		indifferent		Irritating	
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		Indifferent		Irritating	
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11. Have you ever lodge a complaint on help desk?

Yes		No	
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		Indifferent		Unsatisfactory	
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14. Has anybody asked for money for facilitation?

Yes		No	
-----	--	----	--

15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	
-----	--	----	--

16. Are you satisfied with the assistance provided at help desks?

Yes		No	
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17. How was your luggage tagging experiences?

Poor		Average		Good	
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18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average		Good	
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	
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20. How much time it took to go through immigration process?

long

21. How was the behavior of immigration staff?

Polite		Indifferent		Arrogant	
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22. How much time you spent in collection of luggage on conveyor belt?

23. How was the condition of baggage at arrival?

Intact		Damage		Lost	
--------	--	--------	--	------	--

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes		No	
-----	--	----	--

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory		Indifferent		Unsatisfactory	
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26. Any suggestion?

It was very long queue at the Boarding counter only one lady staff was handling almost 150 Passengers. It took us 1 hour 30 mins to get our boarding Pass. Immigration was good and appreciable.

It was quick as well. But Airblue should add some more staff to feel more comfortable.

Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City RAWALPINDI Flight PA 210 Airline AIR BLUE  
Time \_\_\_\_\_ Travelling to \_\_\_\_\_

1. How frequent you fly?

Weekly		Monthly	✓		Occasionally	
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2. How do you find ticket prices?

Cheap		Reasonable	✓		Expensive	
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3. How long it took you to enter the airport through security checks?

NORMAL

4. How do you find parking space?

Easily		Difficulty	✓		With great hassle	
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5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite	✓		Indifferent		Arrogant	
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6. How do you find wheel chair, if required?

Easily		Difficulty			With great hassle	
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7. How you find luggage trolleys?

Easily		Difficulty	✓		With great hassle	
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8. Have you paid any extra charges to Porter for assistance?

NO

9. How you rate the search procedures at entry points of lounges?

Comfortable		indifferent	✓		Irritating	
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10. How you rate the search process by ANF, Customs and other agencies?

Comfortable	<input checked="" type="checkbox"/>	indifferent	<input type="checkbox"/>	Irritating	<input type="checkbox"/>
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11. Have you ever lodge a complaint on help desk?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory	<input checked="" type="checkbox"/>	Delayed but satisfactory	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
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13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory	<input checked="" type="checkbox"/>	indifferent	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
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14. Has anybody asked for money for facilitation?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

15. Have you ever sought assistance from help desk established in the lounges?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

16. Are you satisfied with the assistance provided at help desks?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

17. How was your luggage tagging experiences?

Poor	<input checked="" type="checkbox"/>	Average	<input type="checkbox"/>	Good	<input type="checkbox"/>
------	-------------------------------------	---------	--------------------------	------	--------------------------

18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor	<input checked="" type="checkbox"/>	Average	<input type="checkbox"/>	Good	<input type="checkbox"/>
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19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal	<input checked="" type="checkbox"/>	Reasonable	<input type="checkbox"/>	Exorbitant	<input type="checkbox"/>
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20. How much time it took to go through immigration process?

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21. How was the behavior of immigration staff?

Polite		Indifferent		Arrogant	
--------	--	-------------	--	----------	--

22. How much time you spent in collection of luggage on conveyor belt?

MENTURE

45
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23. How was the condition of baggage at arrival?

Intact		Damage		Lost	
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24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes		No	
-----	--	----	--

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory		indifferent		Unsatisfactory	
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26. Any suggestion?

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MALIK, MUHAMMAD, TARIQ

RAWAL PINDI

MOBILE, No = 03349535818

# Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City Dubai Flight PA 210 Airline Airblue  
 Time 15:40 Travelling to Dubai

1. How frequent you fly?

Weekly		Monthly		Occasionally	<input checked="" type="checkbox"/>
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2. How do you find ticket prices?

Cheap		Reasonable	<input checked="" type="checkbox"/>	Expensive	
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3. How long it took you to enter the airport through security checks?

60 mins
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4. How do you find parking space?

Easily		Difficultly	<input checked="" type="checkbox"/>	With great hassle	
--------	--	-------------	-------------------------------------	-------------------	--

5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite		Indifferent	<input checked="" type="checkbox"/>	Arrogant	
--------	--	-------------	-------------------------------------	----------	--

6. How do you find wheel chair, if required?

Easily		Difficultly	<input checked="" type="checkbox"/>	With great hassle	
--------	--	-------------	-------------------------------------	-------------------	--

7. How you find luggage trolleys?

Easily		Difficultly	<input checked="" type="checkbox"/>	With great hassle	
--------	--	-------------	-------------------------------------	-------------------	--

8. Have you paid any extra charges to Porter for assistance?

No
----

9. How you rate the search procedures at entry points of lounges?

Comfortable		indifferent		Irritating	<input checked="" type="checkbox"/>
-------------	--	-------------	--	------------	-------------------------------------

10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		indifferent		Irritating	✓
-------------	--	-------------	--	------------	---

11. Have you ever lodge a complaint on help desk?

Yes		No	✓
-----	--	----	---

12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	✓
-----------------------	--	--------------------------	--	----------------	---

13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory	✓	indifferent		Unsatisfactory	
--------------	---	-------------	--	----------------	--

14. Has anybody asked for money for facilitation?

Yes		No	✓
-----	--	----	---

15. Have you ever sought assistance from help desk established in the lounges?

Yes	✓	No	
-----	---	----	--

16. Are you satisfied with the assistance provided at help desks?

Yes	✓	No	
-----	---	----	--

17. How was your luggage tagging experiences?

Poor		Average	✓	Good	
------	--	---------	---	------	--

18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average	✓	Good	
------	--	---------	---	------	--

19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	✓
--------	--	------------	--	------------	---

20. How much time it took to go through immigration process?

75 mins

21. How was the behavior of immigration staff?

Polite		Indifferent		Arrogant	<input checked="" type="checkbox"/>
--------	--	-------------	--	----------	-------------------------------------

22. How much time you spent in collection of luggage on conveyor belt?

60 mins

23. How was the condition of baggage at arrival?

Intact	<input checked="" type="checkbox"/>	Damage		Lost	
--------	-------------------------------------	--------	--	------	--

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory		indifferent	<input checked="" type="checkbox"/>	Unsatisfactory	
--------------	--	-------------	-------------------------------------	----------------	--

26. Any suggestion?

Please be the best in customer service,

Questionnaire to Assess the Nature of Problems and Quality of Facilities at  
Airports

City Sharjah Peshawar Flight Air blue PA212 Airline Air blue  
Time 10:50 Travelling to Peshawar

1. How frequent you fly?

Weekly		Monthly		Occasionally	
--------	--	---------	--	--------------	--

best experience at  
Sharjah

2. How do you find ticket prices?

Cheap		Reasonable	✓	Expensive	
-------	--	------------	---	-----------	--

3. How long it took you to enter the airport through security checks?

3 hr
------

4. How do you find parking space?

Easily		Difficultly	✓	With great hassle	
--------	--	-------------	---	-------------------	--

5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite		Indifferent	✓	Arrogant	
--------	--	-------------	---	----------	--

6. How do you find wheel chair, if required?

Easily		Difficultly	✓	With great hassle	
--------	--	-------------	---	-------------------	--

7. How you find luggage trolleys?

Easily	✓	Difficultly		With great hassle	
--------	---	-------------	--	-------------------	--

8. Have you paid any extra charges to Porter for assistance?

--

9. How you rate the search procedures at entry points of lounges?

Comfortable		indifferent	✓	Irritating	
-------------	--	-------------	---	------------	--

10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		Indifferent	<input checked="" type="checkbox"/>	Irritating	
-------------	--	-------------	-------------------------------------	------------	--

11. Have you ever lodge a complaint on help desk?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	<input checked="" type="checkbox"/>
-----------------------	--	--------------------------	--	----------------	-------------------------------------

13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		Indifferent	<input checked="" type="checkbox"/>	Unsatisfactory	
--------------	--	-------------	-------------------------------------	----------------	--

14. Has anybody asked for money for facilitation?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

16. Are you satisfied with the assistance provided at help desks?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

17. How was your luggage tagging experiences?

Poor		Average	<input checked="" type="checkbox"/>	Good	
------	--	---------	-------------------------------------	------	--

18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average	<input checked="" type="checkbox"/>	Good	
------	--	---------	-------------------------------------	------	--

19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	<input checked="" type="checkbox"/>
--------	--	------------	--	------------	-------------------------------------

20. How much time it took to go through immigration process?

Ample

21. How was the behavior of immigration staff?

Polite		Indifferent		Arrogant	✓
--------	--	-------------	--	----------	---

22. How much time you spent in collection of luggage on conveyor belt?

more than hour

23. How was the condition of baggage at arrival?

Intact		Damage	✓	Lost	
--------	--	--------	---	------	--

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes		No	✓
-----	--	----	---

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory		Indifferent		Unsatisfactory	✓
--------------	--	-------------	--	----------------	---

26. Any suggestion?

- Baggage lost 07-12-2018 arrived @ 9-3-2018  
- Still looking for Luggage  
- Persever & blessed recip.

Saje' Mahmud  
0344-2084248.

# Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City Jhelum Flight 785 Airline PIA  
 Time 11:00 Travelling to UK

1. How frequent you fly?

Weekly ☐ Monthly ☐ Occasionally ☒ once a year

2. How do you find ticket prices?

Cheap ☐ Reasonable ☒ Expensive ☐

3. How long it took you to enter the airport through security checks?

Hassle

4. How do you find parking space?

Easily ☐ Difficultly ☐ With great hassle ☒

5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite ☐ Indifferent ☐ Arrogant ☐

6. How do you find wheel chair, if required?

Easily ☒ Difficultly ☐ With great hassle ☐ but long

7. How you find luggage trolleys?

Easily ☒ Difficultly ☐ With great hassle ☐

8. Have you paid any extra charges to Porter for assistance?

yes

9. How you rate the search procedures at entry points of lounges?

Comfortable ☒ indifferent ☐ Irritating ☐

10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		Indifferent		Irritating	
-------------	--	-------------	--	------------	--

11. Have you ever lodge a complaint on help desk?

Yes		No	
-----	--	----	--

12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
-----------------------	--	--------------------------	--	----------------	--

13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		Indifferent		Unsatisfactory	
--------------	--	-------------	--	----------------	--

14. Has anybody asked for money for facilitation?

Yes		No	✓
-----	--	----	---

15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	✓
-----	--	----	---

16. Are you satisfied with the assistance provided at help desks?

Yes		No	✓
-----	--	----	---

17. How was your luggage tagging experiences?

Poor		Average	✓	Good	
------	--	---------	---	------	--

18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average		Good	✓
------	--	---------	--	------	---

19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	✓
--------	--	------------	--	------------	---

20. How much time it took to go through immigration process?

2 hr

21. How was the behavior of immigration staff?

Polite	<input checked="" type="checkbox"/>	Indifferent	<input type="checkbox"/>	Arrogant	<input type="checkbox"/>
--------	-------------------------------------	-------------	--------------------------	----------	--------------------------

22. How much time you spent in collection of luggage on conveyor belt?

10 hr

23. How was the condition of baggage at arrival?

Intact	<input checked="" type="checkbox"/>	Damage	<input type="checkbox"/>	Lost	<input type="checkbox"/>
--------	-------------------------------------	--------	--------------------------	------	--------------------------

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory	<input type="checkbox"/>	Indifferent	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
--------------	--------------------------	-------------	--------------------------	----------------	--------------------------

26. Any suggestion?

- Damaged chairs  
- Pottery etc for many air service  
- Luggage locks open at arrival

Questionnaire to Assess the Nature of Problems and Quality of Facilities at  
Airports

City Lahore Flight 749 Airline PIA  
Time 1st Travelling to Paris

1. How frequent you fly?

Weekly		Monthly		Occasionally	<input checked="" type="checkbox"/>
--------	--	---------	--	--------------	-------------------------------------

2. How do you find ticket prices?

Cheap		Reasonable		Expensive	<input checked="" type="checkbox"/>
-------	--	------------	--	-----------	-------------------------------------

3. How long it took you to enter the airport through security checks?

<u>2 hr.</u>
--------------

4. How do you find parking space?

Easily		Difficultly	<input checked="" type="checkbox"/>	With great hassle	
--------	--	-------------	-------------------------------------	-------------------	--

5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite	<input checked="" type="checkbox"/>	Indifferent		Arrogant	
--------	-------------------------------------	-------------	--	----------	--

6. How do you find wheel chair, if required?

Easily		Difficultly		With great hassle	<input checked="" type="checkbox"/>
--------	--	-------------	--	-------------------	-------------------------------------

7. How you find luggage trolleys?

Easily	<input checked="" type="checkbox"/>	Difficultly		With great hassle	
--------	-------------------------------------	-------------	--	-------------------	--

8. Have you paid any extra charges to Porter for assistance?

<u>Yes</u>
------------

9. How you rate the search procedures at entry points of lounges?

Comfortable		indifferent	<input checked="" type="checkbox"/>	Irritating	
-------------	--	-------------	-------------------------------------	------------	--

10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		Indifferent		Irritating	<input checked="" type="checkbox"/>
-------------	--	-------------	--	------------	-------------------------------------

11. Have you ever lodge a complaint on help desk?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
-----------------------	--	--------------------------	--	----------------	--

13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		Indifferent		Unsatisfactory	
--------------	--	-------------	--	----------------	--

*No, I don't*

14. Has anybody asked for money for facilitation?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

15. Have you ever sought assistance from help desk established in the lounges?

Yes	<input checked="" type="checkbox"/>	No	
-----	-------------------------------------	----	--

16. Are you satisfied with the assistance provided at help desks?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

*Particular Attention*

17. How was your luggage tagging experiences?

Poor		Average	<input checked="" type="checkbox"/>	Good	
------	--	---------	-------------------------------------	------	--

18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average	<input checked="" type="checkbox"/>	Good	
------	--	---------	-------------------------------------	------	--

19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	<input checked="" type="checkbox"/>
--------	--	------------	--	------------	-------------------------------------

20. How much time it took to go through immigration process?

2 hr

21. How was the behavior of immigration staff?

Polite	<input checked="" type="checkbox"/>	Indifferent	<input type="checkbox"/>	Arrogant	<input type="checkbox"/>
--------	-------------------------------------	-------------	--------------------------	----------	--------------------------

22. How much time you spent in collection of luggage on conveyor belt?

☐ very much

23. How was the condition of baggage at arrival?

Intact	<input type="checkbox"/>	Damage	<input checked="" type="checkbox"/>	Lost	<input type="checkbox"/>
--------	--------------------------	--------	-------------------------------------	------	--------------------------

theft

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
-----	--------------------------	----	-------------------------------------

not used

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

Satisfactory	<input type="checkbox"/>	indifferent	<input type="checkbox"/>	Unsatisfactory	<input type="checkbox"/>
--------------	--------------------------	-------------	--------------------------	----------------	--------------------------

No answer

26. Any suggestion?

- Wheel Chairs not provided  
- Luggage is lost & lost

Questionnaire to Assess the Nature of Problems and Quality of Facilities at Airports

City Kotli POK Flight 746 Airline PIA  
Time 1 Travelling to MILAN

1. How frequent you fly?

Weekly		Monthly		Occasionally	<input checked="" type="checkbox"/>
--------	--	---------	--	--------------	-------------------------------------

2. How do you find ticket prices?

Cheap		Reasonable		Expensive	
-------	--	------------	--	-----------	--

**FRAUD**

3. How long it took you to enter the airport through security checks?

30 m
------

4. How do you find parking space?

Easily		Difficultly		With great hassle	
--------	--	-------------	--	-------------------	--

5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

<del>Polite</del>		Indifferent		Arrogant	
-------------------	--	-------------	--	----------	--

6. How do you find wheel chair, if required?

<input checked="" type="checkbox"/> Easily		Difficultly		With great hassle	
--	--	-------------	--	-------------------	--

7. How you find luggage trolleys?

<del>Easily</del>		Difficultly		With great hassle	
-------------------	--	-------------	--	-------------------	--

8. Have you paid any extra charges to Porter for assistance?

NO
----

9. How you rate the search procedures at entry points of lounges?

Comfortable		<del>indifferent</del>		Irritating	
-------------	--	------------------------	--	------------	--

10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		indifferent		Irritating	
-------------	--	-------------	--	------------	--

11. Have you ever lodge a complaint on help desk?

Yes		No	
-----	--	----	--

12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
-----------------------	--	--------------------------	--	----------------	--

13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		indifferent		Unsatisfactory	
--------------	--	-------------	--	----------------	--

14. Has anybody asked for money for facilitation?

Yes		No	
-----	--	----	--

15. Have you ever sought assistance from help desk established in the lounges?

Yes		No	
-----	--	----	--

16. Are you satisfied with the assistance provided at help desks?

Yes		No	
-----	--	----	--

17. How was your luggage tagging experiences?

Poor		Average		Good	
------	--	---------	--	------	--

18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average		Good	
------	--	---------	--	------	--

19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	<input checked="" type="checkbox"/>
--------	--	------------	--	------------	-------------------------------------

20. How much time it took to go through immigration process?

30 M

21. How was the behavior of immigration staff?

☒ Polite ☐ Indifferent ☐ Arrogant

22. How much time you spent in collection of luggage on conveyor belt?

15 M

23. How was the condition of baggage at arrival?

☒ Intact ☐ Damage ☐ Lost

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

☐ Yes ☐ No

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

☒ Satisfactory ☐ indifferent ☐ Unsatisfactory

26. Any suggestion?

Questionnaire to Assess the Nature of Problems and Quality of Facilities at  
Airports

City Islamabad Flight PA210 Airline AIR BLUE  
Time 11:40 Travelling to DUBAI

1. How frequent you fly?

Weekly		Monthly		Occasionally	<input checked="" type="checkbox"/>
--------	--	---------	--	--------------	-------------------------------------

2. How do you find ticket prices?

Cheap		Reasonable	<input checked="" type="checkbox"/>	Expensive	
-------	--	------------	-------------------------------------	-----------	--

3. How long it took you to enter the airport through security checks?

30 min.

4. How do you find parking space?

Easily		Difficultly		With great hassle	<input checked="" type="checkbox"/>
--------	--	-------------	--	-------------------	-------------------------------------

5. How was the behaviour of Airport Security Force/Security staff at entering points of airports and lounges?

Polite	<input checked="" type="checkbox"/>	Indifferent		Arrogant	
--------	-------------------------------------	-------------	--	----------	--

6. How do you find wheel chair, if required?

Easily		Difficultly	<input checked="" type="checkbox"/>	With great hassle	
--------	--	-------------	-------------------------------------	-------------------	--

7. How you find luggage trolleys?

Easily		Difficultly	<input checked="" type="checkbox"/>	With great hassle	
--------	--	-------------	-------------------------------------	-------------------	--

8. Have you paid any extra charges to Porter for assistance?

NO

9. How you rate the search procedures at entry points of lounges?

Comfortable		indifferent	<input checked="" type="checkbox"/>	Irritating	
-------------	--	-------------	-------------------------------------	------------	--

10. How you rate the search process by ANF, Customs and other agencies?

Comfortable		Indifferent	<input checked="" type="checkbox"/>	Irritating	
-------------	--	-------------	-------------------------------------	------------	--

11. Have you ever lodge a complaint on help desk?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

12. How you feel about the response on your complaint by the concerned?

Prompt & Satisfactory		Delayed but satisfactory		Unsatisfactory	
-----------------------	--	--------------------------	--	----------------	--

13. Have you ever access One Window Facility at departure lounge, if yes what is your assessment?

Satisfactory		Indifferent		Unsatisfactory	
--------------	--	-------------	--	----------------	--

14. Has anybody asked for money for facilitation?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

15. Have you ever sought assistance from help desk established in the lounges?

Yes	<input checked="" type="checkbox"/>	No	
-----	-------------------------------------	----	--

16. Are you satisfied with the assistance provided at help desks?

Yes		No	<input checked="" type="checkbox"/>
-----	--	----	-------------------------------------

17. How was your luggage tagging experiences?

Poor		Average	<input checked="" type="checkbox"/>	Good	
------	--	---------	-------------------------------------	------	--

18. How you found facilities in washrooms/toilets and clean drinking water at airport?

Poor		Average	<input checked="" type="checkbox"/>	Good	
------	--	---------	-------------------------------------	------	--

19. How you experienced the prices at cafeteria and tuck shops at airport lounges?

Normal		Reasonable		Exorbitant	<input checked="" type="checkbox"/>
--------	--	------------	--	------------	-------------------------------------

20. How much time it took to go through immigration process?

30 mins

21. How was the behavior of immigration staff?

Polite	<input checked="" type="checkbox"/>	Indifferent	<input type="checkbox"/>	Arrogant	<input type="checkbox"/>
--------	-------------------------------------	-------------	--------------------------	----------	--------------------------

22. How much time you spent in collection of luggage on conveyor belt?

5 mins

23. How was the condition of baggage at arrival?

Intact	<input type="checkbox"/>	Damage	<input type="checkbox"/>	Lost	<input checked="" type="checkbox"/>
--------	--------------------------	--------	--------------------------	------	-------------------------------------

24. Are you satisfied with the taxi/cab facility and conduct of the drivers available at the Airports?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
-----	--------------------------	----	-------------------------------------

25. Have you ever availed the facilitation in case of delay and cancellation of flights, if yes, what was your experience?

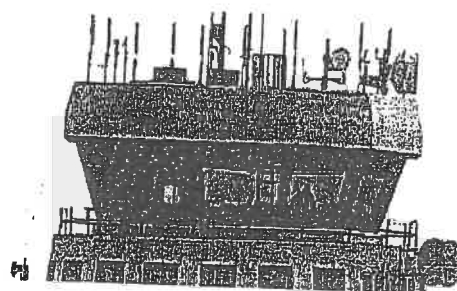
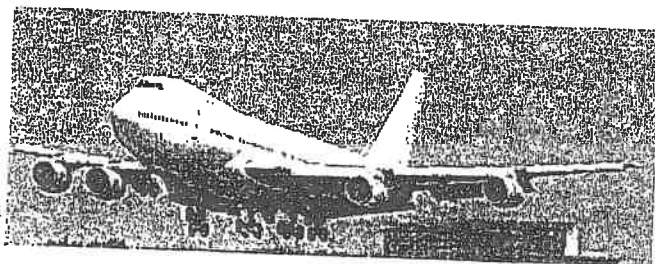
Satisfactory	<input type="checkbox"/>	Indifferent	<input type="checkbox"/>	Unsatisfactory	<input checked="" type="checkbox"/>
--------------	--------------------------	-------------	--------------------------	----------------	-------------------------------------

26. Any suggestion?

There should be proper procedure for boarding. There is no smoking area available. Mostly PIA and AIR BLUE flights are late. Last time I came from Dubai but after one week I got my baggage that was not in good condition.

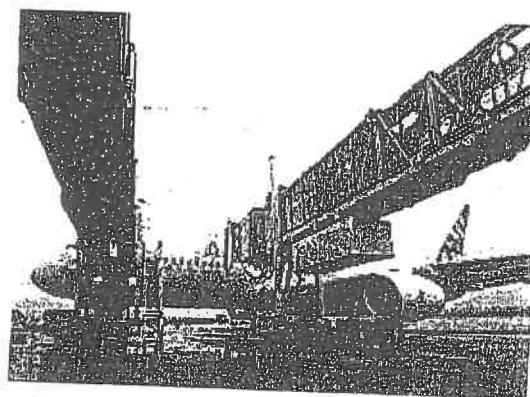
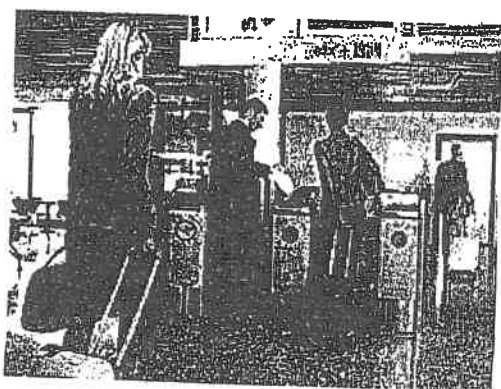


پاکستان سول ایوی ایشن اتھارٹی



## PASSENGER FACILITATION AND CARE

# MANUAL

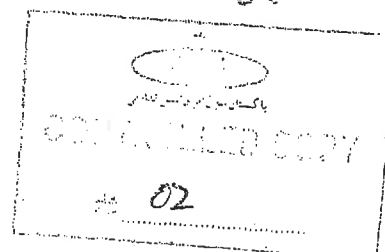


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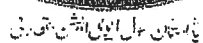
VERSION  
DATE OF IMPLEMENTATION  
OFFICE OF PRIME INTEREST

1.0  
15-10-2014  
Airport Services Directorate

15/10/2014



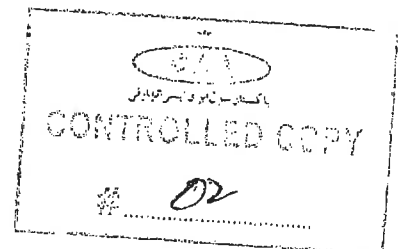
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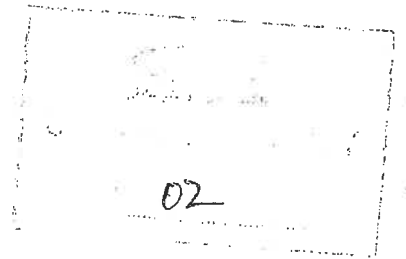


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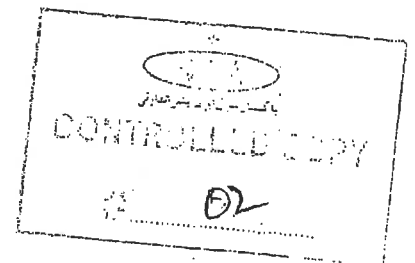
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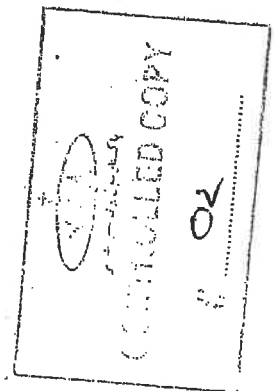
### Weekly Interviews with Passengers

In our continuous efforts towards betterment, Airport Managers shall ensure that a sample of passengers arriving on International & Domestic flights are gently approached to collect some information on structured format. The information shall be regarding their experience during the flight and to find out how well they were treated by the cabin crew.

It is our regulatory role to find out and ensure that our fellow citizens are treated the way they should be in line with international regulations. We shall make our citizens proud and aware that Pakistan CAA is behind the efforts to make their air travels safe and comfortable, on any Airline they choose to travel.

I as Director General Pakistan CAA welcome all officers and staff to join hands and make a difference in aviation industry of Pakistan.

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## SURVEY ON PASSENGER HANDLING AT AIRPORT

Pakistan Civil Aviation Authority is keenly interested in improving quality of facilities & services provided to passengers at airports of Pakistan.

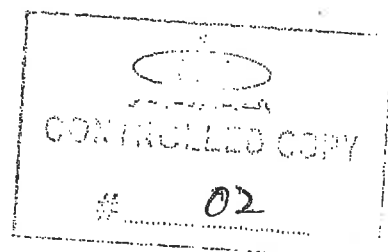
Based upon the increasing movement of passengers at major International Airports of Pakistan. It is observed that there is a need for improvement in passenger handling process and facilities. Our main goal is to train our staff to learn ways of ensuring hospitality, manners and etiquettes towards the passengers.

Keeping in view, a survey was conducted at three major airports - JIAP Karachi, AIIAP Lahore and BBIAP Islamabad to calculate total elapse time on arrival as well as departure by each passenger and observe deficiencies in the processes. The results of survey are provided as a separate manual. Time consumed at these three major airports are varying but there is certainly a need for improvement in our Services & Standards, while handling the Passengers.

Needless to mention that world has achieved very high standards in facilitation, hospitality and services towards their passengers at Airports. Airports in the world have become such comfortable hotspots with high quality facilities being provided to different tiers of passengers, leave apart those travelling First / Business class. In this manual, each process has been deliberated in detail in order to provide seamless services to the Passengers.

It will be the responsibility of supervisory staff of PCAA at Airports to ensure that employees of all agencies working at Airports display courteous and welcoming attitude towards passengers.

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## CODE OF CONDUCT

A code of conduct based on ethics can help service providers to improve their performance and achieve their potential goal. It clarifies community values and provides practical guidance for living by them.

The Code of conduct shall be based on following ethical Principles.

### ➤ Integrity and Impartiality

- Working at Airports involves public trust requiring each employee working at Airport should :
  - a. be committed to the highest ethical standards;
  - b. show respect towards all passengers including employees and the general public;
  - c. acknowledge the primacy of the passenger/public interest and undertake that any conflict of interest issue will be resolved or appropriately managed, and
  - d. be honest, fair and respectful with the traveling passenger/ community

### ➤ Promoting the Public interest

- Airports have a mechanism to provide services and benefits to the traveling passengers therefore all employees at Airports:
  - a. accept and value their duty to be responsive to both the requirements of government and to the public interest;
  - b. accept and value their duty to manage public resources effectively, efficiently and economically;
  - c. value and seek to achieve excellence in service delivery; and

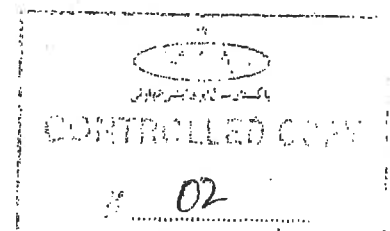
### ➤ Accountability and transparency

- Airport officials should :
  - a. be committed to exercise proper diligence, care and attention;
  - b. be committed to manage information as openly as practicable within the legal framework
  - c. value and seek to operate within a framework of mutual obligation and shared responsibility.

All employees are expected to uphold the code by committing to and demonstrating the intent and spirit of the ethics principles and values.

These Code of conduct are applicable to all employees of Pakistan CAA

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## GLOSSARY OF TERMS AND ABBREVIATIONS/ACRONYMS

**Aircraft operator.** A person, organization or enterprise engaged in or offering to engage in an aircraft operation.

**Airline.** As provided in Article 96 of the Convention, any air transport enterprise offering or operating a scheduled international air service.

**Baggage.** Personal property of passengers or crew carried on an aircraft by agreement with the operator.

**Civil aviation inspector.** A civil aviation inspector is an individual, designated by a Contracting State, who is charged with the inspection of the safety, security or related aspects of air transport operations as directed by the appropriate authority.

**Commencement of journey.** The point at which the person began his journey, without taking into account any airport at which he stopped in direct transit, either on a through-flight or a connecting flight, if he did not leave the direct transit area of the airport in question.

**Deportation order.** A written order, issued by the competent authorities of a State and served upon a deportee, directing him to leave that State.

**Deportee.** A person who had legally been admitted to a State by its authorities or who had entered a State illegally, and who at some later time is formally ordered by the competent authorities to leave that State.

**Direct transit area.** A special area established in an international airport, approved by the public authorities concerned and under their direct supervision or control, where passengers can stay during transit or transfer without applying for entry to the State.

**Disembarkation.** The leaving of an aircraft after a landing, except by crew or passengers continuing on the next stage of the same through-flight.

**Disinfection.** The procedure whereby health measures are taken to control or kill infectious agents on a human or animal body, in or on affected parts of aircraft, baggage, cargo, goods or containers, as required, by direct exposure to chemical or physical agents.

**Embarkation.** The boarding of an aircraft for the purpose of commencing a flight, except by such crew or passengers as have embarked on a previous stage of the same through-flight.

**Flight crew member.** A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.

**Ground equipment.** Articles of a specialized nature for use in the maintenance, repair and servicing of an aircraft on the ground, including testing equipment and cargo- and passenger-handling equipment.

**Immigration control.** Measures adopted by States to control the entry into, transit through and departure from their territories of persons travelling by air.

**Improperly documented person.** A person who travels, or attempts to travel: (a) with an expired travel document or an invalid visa; (b) with a counterfeit, forged or altered travel document or visa; (c) with someone else's travel document or visa; (d) without a travel document; or (e) without a visa, if required.

**Inadmissible person.** A person who is or will be refused admission to a State by its authorities.

**International airport.** Any airport designated by the Contracting State in whose territory it is situated as an airport of entry and departure for international air traffic, where the formalities incident to customs, immigration, public health, animal and plant quarantine and similar procedures are carried out.

**Key Performance Indicator.** The key performance indicator (KPI) is a type of performance measurement. KPIs evaluate the success of an organization or of a particular activity in which engages.

**Lading.** The placing of cargo, mail, baggage or stores on board an aircraft to be carried on a flight.

**Mishandled baggage.** Baggage involuntarily, or inadvertently, separated from passengers or crew.

**Narcotics control.** Measures to control the illicit movement of narcotics and psychotropic substances by air.

**Passenger amenities.** Facilities provided for passengers which are not essential for passenger processing.

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**Person with disabilities.** Any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.

**Public authorities.** The agencies or officials of a Contracting State responsible for the application and enforcement of the particular laws and regulations of that State which relate to any aspect of these Standards and Recommended Practices.

**Public health risk.** A likelihood of an event that may affect adversely the health of human populations, with an emphasis on one which may spread internationally or may present a serious and direct danger.

**Release of goods.** The action by the customs authorities to permit goods undergoing clearance to be placed at the disposal of the persons concerned.

**Removal of a person.** Action by the public authorities of a State, in accordance with its laws, to direct a person to leave that State.

**Removal order.** A written order served by a State on the operator on whose flight an inadmissible person travelled into that State, directing the operator to remove that person from its territory.

**Security equipment.** Devices of a specialized nature for use, individually or as part of a system, in the prevention or detection of acts of unlawful interference with civil aviation and its facilities.

**Temporary admission.** The customs procedure under which certain goods can be brought into a customs territory conditionally relieved totally or partially from payment of import duties and taxes; such goods must be imported for a specific purpose and must be intended for re-exportation within a specified period and without having undergone any change except normal depreciation due to the use made of them.

**Travel document.** A passport or other official document of identity issued by a State or organization, which may be used by the rightful holder for international travel.

**Unaccompanied baggage.** Baggage that is transported as cargo and may or may not be carried on the same aircraft with the person to whom it belongs.

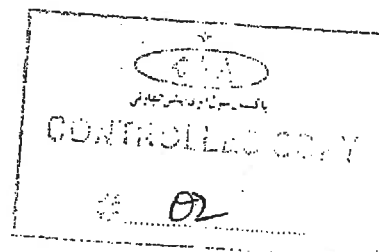
**Unclaimed baggage.** Baggage that arrives at an airport and is not picked up or claimed by a passenger.

**Unidentified baggage.** Baggage at an airport, with or without a baggage tag, which is not picked up by or identified with a passenger.

**Unlading.** The removal of cargo, mail, baggage or stores from an aircraft after a landing.

**Visitor.** Any person who disembarks and enters the territory of a Contracting State other than that in which that person normally resides; remains there lawfully as prescribed by that Contracting State for legitimate non-immigrant purposes, such as touring, recreation, sports, health, family reasons, religious pilgrimages, or business; and does not take up any gainful occupation during his stay in the territory visited.

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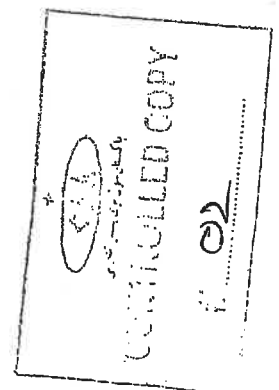




## **ABBREVIATIONS**

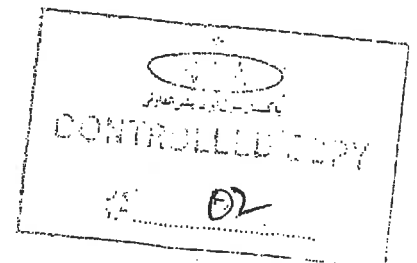
ACFT	Aircraft
ACI	Airport Council International
ANF	Anti Narcotic Force
APS	Airport Services
ASF	Airport Security Force
ASQ	Airport Service Quality
ATS	Air Traffic Services
CERP	Crises and Emergency Response Plan
DFO	Duty facilitation Officer
DGCAA	Director General Civil Aviation Authority
DVO	Duty Vigilance Officer
E & M	Electrical & Mechanical
FIA	Federal Investigation Agency
FOD	Foreign Object Debris.
GOC	Ground Operation Control
HQCAA	Headquarters Civil Aviation Authority
HR	Hour
KPI	Key Performance Indicator
NOTAM	Notice to Airmen
OLS	Obstacle Limitation Surfaces
PCAA	Pakistan Civil Aviation Authority
PX	Passenger
RWY	Runway
SMS	Safety Management System
SOP	Standard Operating Procedure
TWY	Taxiway
UAN	universal Access Number

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## Chapter 1

### KEY PERFORMANCE INDICATORS (KPI,s)

#### 1.1 PURPOSE AND SCOPE

- 1.1.1 The PCAA, in line with best practices has developed this manual 'Passenger Facilitation & Care' for the benefit of all airport Passengers. The objective of PCAA is to maximize utilization of this manual as a tool to effectively ensure the facilitation and care of passengers by all agencies working at Airports.
- 1.1.2 This manual defines standards and Key Performance Indicators (KPIs) for Passenger Facilitation & Care and the Airport Performance Measurement Program. It shall be made available to all stakeholders. Hence, it is expected that the PCAA and all employers on the airports will strive to meet or exceed these standards and KPIs.
- 1.1.3 This manual will continue to evolve and improve to meet the demands of our passengers through changes in operating procedures, facilities, government regulations and the introduction of technology by the aviation industry.

#### 1.2 PROCESSES AND KEY PERFORMANCE INDICATORS

- 1.2.1 The Passenger Care Standards and key performance indicators focus on the most salient elements of airport services and facilities that impact passenger satisfaction. This document focuses mainly on standard practices relating to following areas, but not limited to:

	PASSENGER PROCESS	KEY PERFORMANCE INDICATORS
DEPARTURE PROCESSES	1. Car Park/Drop Lanes	Number of baggage carts / trolleys available
	2. Porter Services	Availability & behavior of porters
	3. Security & Entry checks	Average waiting time Checkpoint processing speed Px/ Hr
	4. Passenger Check- in	Average waiting time Counter processing time Px / Hr
	5. Customs	Average waiting time Processing time Px / Hr
	6. Immigration	Average waiting time Counter processing speed Px / Hr
	7. Security Checks	Average waiting time Checkpoint processing time Px / Hr
	8. Departure Lounges / Transfers	Facilities & seating in lounges Availability & behavior of Retail outlets
	9. Boarding Processes	Time until the last passenger leaves the gate
ARRIVAL PROCESS	10. Aircraft Parking and disembarkation of passengers	Time to park aircraft and engage bridge with Aircraft
	11. Passenger entrance in arrival lounge	Provision of sinology's for smooth flow of passenger & welcome notes
	12. Immigration	Average waiting time Counter processing time Px / Hr
	13. Baggage Collection	Time for first bag to arrive on carousel Time for last bag to arrive on Carousel
	14. Customs	Average waiting time Processing time Px / Hr
	15. Concourse Hall Management	Meeters & Greeters queues & discipline Availability & behavior of Taxi services Traffic management & Car Park discipline



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### 1.3 RESPONSIBILITY OF IMPLEMENTATION

- 1.3.1 Implementation of standards and KPIs set in this manual is key responsibility of respective Airport Manager and sectional heads under his command. It is primarily the Head of Facilitation to ensure physical implementation of these standards. However all other sectional heads are equally responsible for grooming and development of respective staff. The staff deployed at Airport must learn and practice basic hospitality etiquettes.
- 1.3.2 The Airport Manager will have an overall responsibility for all officers and staff regarding their attitude and behavior towards passengers. In **headquarters, Director Airport Services** is responsible for overall monitoring and evaluation of each Airport and shall submit monthly progress report to DGCAA on the basis of actual input from each Airport.

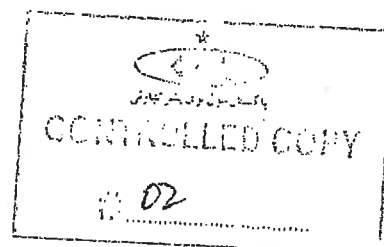
### 1.4 MONITORING AND MEASUREMENT

- 1.4.1 The KPIs and Passenger care standards implemented at PCAA airports shall be measured and monitored regularly against best industry practices to gauge the need for changes or augmentation. The measurement process includes, but is not limited to customer surveys, mystery shopping, facility quality assurance evaluations, internal inspections, focus groups and other data gathered for PCAA.
- 1.4.2 In addition, standard recommendations and best practices manual prepared by Airport Council International (ACI) is provided separately. The manual provides guidelines and international best practices in implementation and measurement of standards and KPIs pertaining to key processes, passengers go through on Arrivals & Departures.

### 1.5 REVIEW AND UPDATE

- 1.5.1 Director Airport Services HQCAA shall be responsible for the review / update this manual on regular or as and when required basis. This manual supersedes all previous documents on the subject.

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## Chapter 2

### PASSENGER HANDLING

#### 2.1 EMPLOYEE MANNERISM

- 2.1.1 Passenger Facilitation & Care should be the idiosyncrasy of each and every member of Airport staff. The mannerism and body language of Airport staff should display the highest level of warmth and welcome towards passengers. The Airport staff should be groomed to the hospitality level not less than what is displayed by staff in high level service industry like hotels.

#### 2.2 EMPLOYEE ATTITUDE

- 2.2.1 PCAA employees shall be properly groomed to be courteous and helpful in receiving and facilitating the passengers. Airport Services (APS) should ensure training and development of employees (deployed on passenger related duties) through formal, informal, internal and external programs. Employees deployed on duties like Facilitation, vigilance, janitorial etc, with whom the passengers come in direct interaction, shall:
- 2.2.1.1 Greet all customers with friendly and smiling face & positive body language
  - 2.2.1.2 Interact with passengers proactively anticipating their needs.
  - 2.2.1.3 Display smiling eye contact toward passengers and fellow employees
  - 2.2.1.4 Project a pleasant, friendly and attentive demeanor and proper posture at all times.
  - 2.2.1.5 Refrain from using foul or inappropriate language at any time.
  - 2.2.1.6 Use courteous language in pleasant tone with passengers and fellow employees.
  - 2.2.1.7 Provide complete assistance and solution to satisfy customers' needs
  - 2.2.1.8 Not gather in a group to chat or use personal mobile phones while on duty.
  - 2.2.1.9 Not eat, drink, chew gum, smoke, or nap/sleep while on duty
  - 2.2.1.10 Assure that passengers' needs are met by providing or calling the appropriate services

#### 2.3 EMPLOYEE APPEARANCE

- 2.3.1 Tidy and groomed appearance is extremely essential for the staff on duty. It is particularly important for the employees interacting with passengers since they are ambassadors of the organization and represent Pakistan Civil Aviation Authority. All Airport staff particularly deployed in Lounges shall be:
- 2.3.1.1 Well groomed, well spoken having pleasant appearance.
  - 2.3.1.2 Equipped with appropriate accessories, as required, while on duty.
  - 2.3.1.3 Wearing nametags with official identification, visible to the public at all times.
  - 2.3.1.4 Wearing clean, neat and pressed uniforms including appropriate footwear.
  - 2.3.1.5 Communicating clearly with the passengers.

#### 2.4 EMPLOYEE SITUATIONAL AWARENESS

- 2.4.1 It is important that employees have considerable knowledge and awareness of handling untoward situations. Airport Managers should regularly carry such inspections and exercises to gauge preparedness of employees. Airport staff shall be capable of handling following situations professionally:
- 2.4.1.1 Report suspicious items and/or activity to concerned agency/ section



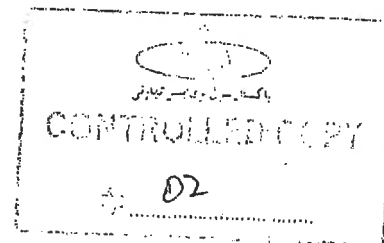
- 2.4.1.2 Coordinate with ASF or other law enforcement personnel regarding security issues.
- 2.4.1.3 Report any item or area that is in need of repair and maintenance.
- 2.4.1.4 Report any alarm/warning for security or fire to the concerned agencies.

## 2.5 EMPLOYEES' KNOWLEDGE

- 2.5.1 All employees shall:
  - 2.5.1.1 Be well informed, capable of providing directions and meet passenger's needs.
  - 2.5.1.2 Convey accurate information using clear and understandable terms.
  - 2.5.1.3 Be capable of handling situations in case of delayed flights
  - 2.5.1.4 Coordinate immediately with all relevant agencies in any untoward situations
  - 2.5.1.5 Know where and how to obtain assistance to resolve passengers' problems.
  - 2.5.1.6 Know how to handle obtain assistance in order to respond to medical emergencies
  - 2.5.1.7 Know to handle operational disruptions as referred in respective SOP in CERP
  - 2.5.1.8 Know where and how to obtain assistance in order to respond to medical emergencies including those relating to Passengers with Reduced Mobility being assisted.

*Note: Please refer to Best Practice Report prepared by Airport Service Quality (ASQ) on 'Staff Courtesy' to benefit from their global experience.*

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S. #	ACTIVITY	RESPONSIBLE PERSON	RESPONSIBILITY
7.	Porter Services	DFO/ Incharge Porter Service	Ensure that porters are in uniform and well behaved wearing name tags / identification
8.	Carts / Trolleys		
	i) Maintenance	E&M Supervisor	Carts / Trolleys should be neat & clean and properly maintained.
	ii) Availability	DFO	<ul style="list-style-type: none"> <li>• Ensure that carts/trolleys are available as per the requirement depending on aircraft type.</li> <li>• In case of shortage facilitation should immediately retrieve carts/trolleys from lounges / concourses</li> <li>• During peak hours system should be developed for reporting shortage of carts/trolleys before complaints or reaction.</li> </ul>
9.	Briefing Hall		
	i) Checking (Passport & Ticket)	ASF	On entering into briefing area
	ii) Checking of Baggage	Customs / ANF	
	iii) Screening of Baggage	ASF	
	iv) Cleaning	Janitorial	
	v) Air-conditioner	E&M Supervisor	Ensure up to the mark cleaning of concourse hall
	vi) Lighting	E&M Supervisor	Ensure availability and serviceability of all A/Cs
	vii) Drinking Water Facility	DFO	Ensure availability and serviceability of all Lights
	viii) Maintenance	E&M Supervisor	Water coolers with disposable glasses should be provided at all times
	ix) Availability (Water & Paper Glass)	DFO	Ensure regular and proper maintenance of Drinking Water Facility
10.	Departure Lounge		
	i) Cleaning	DFO	Ensure availability of water and paper glasses with the water cooler
	ii) Air-conditioner	Janitorial staff	Ensure up to the mark cleaning of concourse hall
	iii) Lighting	E&M Supervisor	Ensure availability and serviceability of all A/Cs
	i) Drinking Water Facility	E&M Supervisor	Ensure availability and serviceability of all Lights
	ii) Maintenance	DFO	
	iii) Availability (Water & Paper Glass)	E&M Supervisor	Ensure regular and proper maintenance of Drinking Water Facility
		DFO	Ensure availability of water and paper glasses at appropriate place

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## Chapter 3

### DEPARTURE LOUNGES AND GATE AREA

#### 3.1 ACTIVITY / RESPONSIBILITY MATRIX

S. #	ACTIVITY	RESPONSIBLE PERSON	RESPONSIBILITY
1.	Arrival at Airport		
2.	Screening & Security		
3.	Car Park	ASF	Security staff should be firm but courteous at all times
	i) Vigilance	Duty Vigilance Officer	Ensure deployment of staff for proper vigilance in car park area to avoid any undesired incident
	ii) Cleaning	Duty Officer Janitorial	Ensure up to the mark cleaning of car park at regular intervals
4.	Concourse		
	i) Cleaning	Duty Officer Janitorial	Ensure up to the mark cleaning of concourse hall
	ii) Lighting, Fans & water coolers	Duty Officer E&M	Ensure availability and serviceability of all Lights, Fans & water coolers
	iii) Discipline	DVO	Ensure availability of vigilance staff to maintain discipline in concourse hall. Ensure that Cab- Drivers and other unwanted staff are not wandering in the concourse hall
5.	FIDS / Signage		
	i) Guidance boards/Signage.	DFO	Ensure availability, serviceability of all Signage and provision of proper guidance to departing passengers
	ii) Cleaning	Janitorial Supervisor	Ensure up to the mark cleaning of all signage/ guidance boards
	iii) Provisioning of Information	Facilitation staff	Ensure display of up-to-date flight information on FID boards and on Inquire 114.
	iv) Lighting	E&M Supervisor	Ensure availability of serviceable Lights in or around the information signage/boxes
6.	Function of Elevator, Escalator		
	i) Maintenance	E&M Supervisor	Ensure regular and proper maintenance of Elevator, Escalator. Place proper signboard during maintenance (which should be in off rush time)
	ii) Cleaning	Janitorial	Ensure regular and proper cleanliness of Elevator, Escalator

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S. #	ACTIVITY	RESPONSIBLE PERSON	RESPONSIBILITY
11.	Toilets		
	i) Maintenance	Civil Works	Ensure regular and proper maintenance of Toilets
	ii) Cleaning	Janitorial / DFO	Ensure up to the mark cleaning of toilets
	iii) Facilities	Janitorial / DFO	Ensure availability of cleaning equipment/ materials
12.	Directional Signage / Guidance	E&M Supervisor / DFO	Ensure availability of cleaning equipment/ materials
	Airline Checking Counter		
	i) Manning	Airline /DFO	All counters with full manning should be available. In case of inadequate manning DFO shall ensure manning in coordination with Concerned Airline operator.
	i) Queuing	DFO	<ul style="list-style-type: none"> <li>• Queuing should be in line with international practices for passenger and avoid congestion.</li> <li>• Dedicated counters should be marked for Business class, senior citizens, diplomats</li> <li>• To handle passenger load of wide bodied aircraft and fast processing of passengers proper queuing should be ensured</li> </ul>
13.	Maintenance	E&M Supervisor	Ensure regular and proper maintenance of Counters.
	Conveyor Belt		
	i) Maintenance	E&M Supervisor	Ensure regular and proper maintenance of Counters.
	ii) Operation	E&M Supervisor / DFO	<ul style="list-style-type: none"> <li>• All stages of check-in Baggage belts should operate</li> <li>• There should be no trash/baggage tags around the belt area</li> <li>• Ensure baggage is weighed properly by counter staff</li> <li>• Courtesy should be extended to senior citizens &amp; women</li> </ul>
14.	Immigration		
	i) Counter Manning	FIA / DFO	<ul style="list-style-type: none"> <li>• All counters with full staff should be available. In case of inadequate manning DFO shall ensure manning in coordination with Assistant Director FIA or equivalent functionary.</li> </ul>
	ii) Queuing	DFO	<ul style="list-style-type: none"> <li>• Queuing should be in line with international practices for passenger and avoid congestion.</li> <li>• Dedicated counters should place for Business class, senior citizens, diplomats</li> <li>• To handle passenger load of wide bodied aircraft and fast processing of passengers proper queuing should be ensured</li> </ul>

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# 02



### 3.2 CRITICAL AREAS

Passengers while taking Domestic or International flights are expected to arrive at Airport well before time. It is for the convenience and benefit of the Passengers to report early and pass through the processes smoothly. The ambience of Departure lounges should therefore be comfortable and equipped with facilities to attract Passengers to come early, sit and relax before boarding their respective flights.

In this manual, the processes through which Passengers go through have been mapped and it is made sure that responsible officials are clearly identified. In case of any emergency, these officials can be contacted for query / assistance.

#### 3.2.1 PASSENGERS ARRIVING IN CAR PARK / DEPARTURE CONCOURSE

3.2.1.1 Passengers either arrive in car park or in most cases get dropped at Departure Bridge in front of domestic or International Departure lounge.

3.2.1.2 The first thing passenger looks for is a Porter and Baggage Carts/Trolley. It is the responsibility of Incharge Porter Services and Duty Facilitation Officer to ensure deployment of required number of Porters and carts/trolleys. The smooth processing of passengers at this point shall be supervised by Senior Facilitation Officer on regular basis, particularly during night operations.

3.2.1.3 It will be the overall responsibility of Airport Manager to discuss and pre schedule the deployment of staff & carts/trolleys in line with flight schedule, Aircraft type and simultaneous number of flights.

#### ✓ 3.2.2 PASSENGERS ENTERING BRIEFING HALL

3.2.2.1 The passengers after collecting cart/trolley enter into Briefing Hall where they are checked by ASF staff for valid travel documents. CAA facilitation staff has to ensure that long queues are avoided at this point and passengers are processed smoothly. In case of long queuing, Duty Facilitation Officer should immediately get in touch with ASF and ensure increase in number of staff.

3.2.2.2 After entering into the Briefing Hall, baggage is put through scanning machines. At this time clear instructions should be displayed for putting all kind of luggage and belongings on the machines. This point should also be monitored for smooth flow of passengers.

3.2.2.3 Passengers also pass through Customs and ANF counters. It is the duty of facilitation staff, headed by a DFO that passengers are processed smoothly. Enough staff is deployed by respective agencies to keep the process moving.

3.2.2.4 Baggage wrapping, an optional service is provided after the baggage screening. The charges for baggage wrapping should be clearly displayed and checks should be made to avoid over charging.

3.2.2.5 Toilets in this area should be clean as per standards prescribed in Chapter 5. Duty Facilitation Officer should make an observatory visit to toilets to ensure that duty Janitorial staff are performing duties. In case of any lapses in cleanliness, DFO shall be answerable.

3.2.2.6 Drinking water arrangements with ample quantity of glasses should be available at all times. Passengers should not be directed to any other place for getting glasses. DFO shall make sure that drinking water area is clean with ample number of glasses.

#### 3.2.3 PASSENGERS OBTAINING BOARDING CARDS

3.2.3.1 Passengers after scanning proceed to get the boarding pass from respective Airline counter. Airline counters should be opened well in time with proper and ample staff manning the counters.

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- 3.2.3.2 This stage is a challenging point in passenger handling process. Although the counters are managed and operated by Airline or operator staff, the responsibility of CAA as a regulator and facilitator cannot be undermined.
- 3.2.3.3 Duty Facilitation Officer (DFO) of the respective shift has to personally watch the processes at this point. He has to make sure that enough number of briefing counters with ample staff are operated and passengers are not humiliated. In case queuing is exceeding prescribed standard times, DFO and his staff has to gently intervene and ask the shift manager of respective Airline to expedite the process.
- 3.2.3.4 Airport Manager and Senior Facilitation Officer should have regular meetings with Airlines and other agencies to discuss facilitating the passengers during peak hours. It should be discussed that how queuing techniques can be used to streamline the processes and facilitate the passengers as much as possible.
- 3.2.3.5 After obtaining boarding pass, passengers are supposed to drop their luggage to TSA compliant machines. This stage is also critical and smooth flow has to be ensured since there are queues all around and passenger has to take out cart/trolley full of luggage. To avoid banging into others, Disney queues or other methods should be applied for clear in and out passages.
- 3.2.3.6 The discipline in this area is sole responsibility of DFO. During night hours, Duty Terminal Managers (DTMs) should take supervisory rounds and indulge themselves if an undesired situation is observed.

**3.2.4 PASSENGERS AT PASSPORT CONTROL**

- 3.2.4.1 Passengers then approach towards Immigration Counters for passport and visa checks. The counters are manned and operated by FIA Immigration wing. Here again, the main responsibility of CAA Facilitation is to ensure smooth processing of the passengers. The queuing and processing instructions are similar to what have been stated in para 3.2.
- 3.2.4.2 In this case, Airport Manager in coordination with Airlines should coordinate with Immigration authorities to maintain a separate counter and a queue for Business Class passengers as is done by Airline while briefing the passengers. It is a worldwide phenomenon and should be provided at International Terminals of our country. DFO and Terminal Managers should observe the processing at this point.

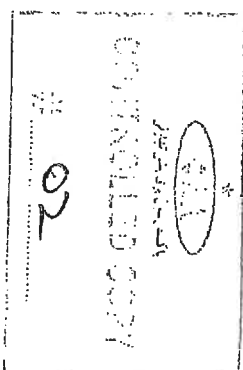
**3.2.5 PASSENGERS APPROACHING DEPARTURE LOUNGES**

- 3.2.5.1 At this point, Passengers are mostly done with most of the processes and now wanting to relax, sit or walk around to eat or shop. The guiding signs and courteous staff is key to facilitate the passengers from here onwards.
- 3.2.5.2 It should be ensured that carts / trolleys are available for old age and children if departure lounges are at a distance. The signs for CIP or airline lounges should be suitably placed for guidance.
- 3.2.5.3 Cleanliness and neat environment is also key responsibility of housekeeping and janitorial staff.

**3.2.6 PASSENGERS AT LAST SECURITY CHECK**

- 3.2.6.1 This is a point where most of the passengers are probably arriving at the same time. It is therefore mandatory for facilitation and vigilance staff to monitor the processes. Management of queues and coordination with ASF remains the responsibility of DFO/ Terminal Manager.

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### 3.2.7 DEPARTURE LOUNGES AND BOARDING GATES

3.2.7.1 Passengers have now reached final place before boarding. The key challenges here are cleanliness of Toilets, comfortable seating, entertainment facilities like TV and retail activities.

3.2.7.2 Commercial Manager has to ensure availability of quality food outlets and other shopping places of passenger interest. The discipline and behavior of all employees of concessionaires have to be closely monitored by commercial staff. During night hours, facilitation staff has to make sure that passengers are looked after and not mistreated.

3.2.7.3 Airlines / operators have to ensure efficient manning of boarding gates. Announcement for boarding has to start in time and should follow international rules for boarding. For example: boarding priorities for Business class, families, kids or row wise boarding has to be clearly announced in disciplined manner.

3.2.7.4 DFO has to ensure smooth boarding process without any mismanagement. It should be strictly monitored that in case flight is delayed, passengers have to be dealt in line with rules and regulations. Their rights have to be protected and CAA has to make sure that Airlines stick to the procedure and do not take passengers for granted.

### 3.3 STANDARDS OF CLEANLINESS

3.3.1 Seating shall be clean and free of debris and stains

3.3.2 Window ledges shall be free of dust and debris.

3.3.3 Windows shall be clean and free of streaks and smudges

3.3.4 Trash receptacles shall be clean and not overflowing

3.3.5 Walls and columns shall have a clean appearance free of dirt and marks

3.3.6 Carpet and floors shall be free of debris and stains and shall appear clean

3.3.7 Ceilings shall be clean and free of dust.

3.3.8 Light fixtures and assemblies shall be clean and free of dust.

3.3.9 Telephones and telephone areas shall be clean and be free of debris

3.3.10 Heating and air conditioning units shall be clean and dust free.

3.3.11 Stanchions, ropes and "tense barriers" shall be clean and free of dust, tape and smudges

3.3.12 Advertising and display areas shall be clean and free of debris

### 3.4 STANDARDS OF CONDITION & FUNCTIONALITY

3.4.1 Seating shall be free of rips, tears and broken parts.

3.4.2 Window sills shall be in good condition, with no marks, scratches or broken piece

3.4.3 Trash receptacles shall be in good working condition, without dents, marks, or peeling paint

3.4.4 Carpet shall be free of holes, rips, worn or frayed areas and flooring shall be free of large gouges, cracks and broken pieces.

3.4.5 Ceilings shall be in good condition, evenly aligned and free of visible damage.

3.4.6 Heating and air conditioning units shall be in good working condition.

3.4.7 Stanchions, ropes and "tense-barriers" shall be in good working condition, with no visible damage or broken parts.

3.4.8 Counters/podiums and kiosks shall be in good condition with no gouges, scratches, graffiti or broken pieces.

3.4.9 Advertising and display areas shall be in good repair and shall be consistent with CAA Standards.

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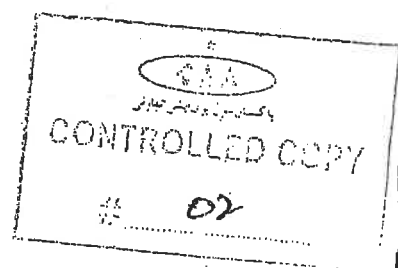


### 3.5 SIGNS, DIRECTIONS, AND INFORMATION

- 3.5.1 Signing shall be visible and adequate to direct customers to all services.
- 3.5.2 Handwritten signs shall not be used and temporary signs must be consistent with the CAA Signing and Way finding Standards
- 3.5.3 Appropriate directional signing shall be visible at every decision point and consistent with CAA Signing and Way finding Standards.

*Note: Please refer to Best Practices Report prepared by Airport Service Quality (ASQ) on 'Managing Waiting Times' to benefit from their global experience.*

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## Chapter 4

## ARRIVAL LOUNGES &amp; BAGGAGE CLAIMS

## 4.1 ACTIVITY / RESPONSIBILITY MATRIX

S. #	ACTIVITY	RESPONSIBLE PERSON	RESPONSIBILITY
1.	Aircraft Landing & Taxing	Duty Aerodrome Controller	Ensure safe, expeditious and orderly flow of arriving and Departing aircraft
2.	Aircraft Parking	Duty Fire Officer / Marshaller	Ensure safe, smooth and ordinary parking of aircraft at parking stand
3.	AVIO Bridge		
	iii) Bridge maintenance	E&M officer	Ensure regular and proper maintenance of Passenger Boarding Bridges
	iv) Bridge allocation	GOC Controller	Allot bridge to arriving aircraft as per laid down procedure
4.	Passengers Boarding Stairs	Airline/ Ground Handler	Stairs should be clean with side railing. It is a sensitive point when lots of passengers are boarding at one time. All safety measures should be ensured by Airline/ Operator.
5.	Walking Corridor		
	i) Cleaning	Janitorial Supervisor	Ensure up to the mark cleaning of corridor
	ii) Air-conditioner	E&M Supervisor	Ensure availability and serviceability of all A/Cs
	iii) Lighting	E&M	Ensure availability and serviceability of all Lights
	iv) Guidance boards/Signage	Duty Facilitation Officer	Ensure availability, serviceability of all Signage and provision of proper guidance to arriving passengers
6.	Function of Elevator, Escalator		
	i) Maintenance	E&M officer	Ensure regular and proper maintenance of Elevator, Escalator
	ii) Cleaning	Janitorial	Ensure regular and proper cleanliness of Elevator, Escalator
7.	Immigration	FIA / CAA	
	ii) Counter Manning	FIA / DFO	On arrivals passengers report to Arrival Lounge for verification of visa and travel documents. <ul style="list-style-type: none"> <li>All counters with full manning should be available. In case of inadequate manning DFO shall ensure manning in coordination with Assistant Director FIA</li> </ul>

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S. #	ACTIVITY	RESPONSIBLE PERSON	RESPONSIBILITY
	iii) Queuing	Duty Facilitation Officer	<ul style="list-style-type: none"> <li>• Queuing should be in line with international practices for passenger and avoid congestion.</li> <li>• Dedicated counters should be placed for Business class, senior citizens, diplomats</li> <li>• To handle passenger load of wide bodied aircraft, fast processing of passengers proper queuing should be ensured</li> </ul>
8.	Transfer Facilities	Aircraft/ Airline Operators	
9.	Arrival Lounge		<p>After clearance from immigration, passengers shall arrive in arrival lounge. To handle these passengers</p> <ul style="list-style-type: none"> <li>• Porter counter should be manned with pleasant and efficient staff ready to provide assistance/ services.</li> <li>• Porter shall assist passengers during the process.</li> </ul>
	iv) Drinking Water Facility		
	a. Maintenance	E&M	Ensure regular and proper maintenance of Drinking Water Facility
	b. Availability (Water & Paper Glass)	DFO	Ensure availability of water and paper glasses at appropriate place
	v) Toilets		
	a. Maintenance	Civil Works	Ensure regular and proper maintenance of Toilets
	b. Cleaning	Janitorial / DFO	Ensure up to the mark cleaning of toilets
	c. Facilities	Janitorial / DFO	Ensure availability of cleaning equipment/ materials
10.	Porter Services	DFO	Ensure that porters are in uniform and well behaved
11.	Trolleys		
	i) Maintenance	E&M	Carts/Trolleys should be neat & clean and properly maintained.
	ii) Availability	DFO	<ul style="list-style-type: none"> <li>• Ensure that carts/trolleys are available as per the requirement depending on aircraft type.</li> <li>• In case of shortage facilitation should immediately retrieve carts/trolleys from lounges / concourses</li> </ul>
12.	Baggage Belt Function		
	i) Maintenance	E&M	Ensure regular and proper maintenance of Belts
	ii) Allotment	FIDS / Facilitation	Ensure timely allotment and announcement regarding allocation of belt for specific flight

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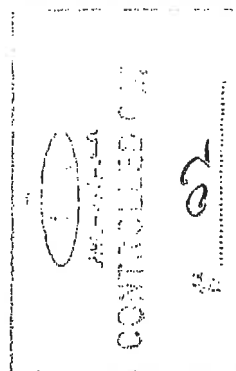
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## PASSENGER FACILITATION &amp; CARE MANUAL

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S. #	ACTIVITY	RESPONSIBLE PERSON	RESPONSIBILITY
			be ensured
15.	Walking Corridor		
	i) Cleaning	Janitorial Supervisor	Ensure up to the mark cleaning of corridor
	ii) Air-conditioner	E&M Supervisor	Ensure availability and serviceability of all A/Cs
	iii) Lighting	E&M Supervisor	Ensure availability and serviceability of all Lights
16.	Passenger Boarding (AVIO) Bridge		
	i) Bridge maintenance	E&M Supervisor	Ensure regular and proper maintenance of AVIO Bridges
	ii) Bridge allocation	GOC Controller	Allot bridge to arriving aircraft as per laid down procedure
17.	Passengers Boarding through Stairs/Bus	Airline / Ground Handler	<ul style="list-style-type: none"> <li>• Ample number of neat &amp; Airconditioned buses</li> <li>• Arrangement for disable passengers</li> <li>• DFO/TM responsible for monitoring</li> </ul>



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## 4.2 CRITICAL AREAS (ARRIVALS)

- 4.1.1 Passengers preparing to arrive at an Airport are in a certain frame of mind. Particularly those arriving from abroad and on long haul flights may also be looking for immediate needs. It is the responsibility of ground staff of all agencies and Facilitation staff of CAA to look after them well and treat them as guests. All Facilitation & Vigilance staff should given special training and education on treating Passengers arriving on International flights.
- 4.1.2 Arriving Passengers after leaving the aircraft enters in Aerobridges, the first impression of an Airport. The key challenges here are maintenance and cleanliness of bridge. Officer Incharge E&M shall ensure proper maintenance and serviceability of Aerobridges to warrant availability of Bridges on 24 hours basis without any interruption. He should also ensure that Bridge is engaged with the aircraft within specified time and should ask for explanation in case of delay.
- 4.1.3 SFO should ensure using aesthetical ways of welcome signs for the passengers in shape of a small tripod or a culturally designed picture of the arriving city with welcome note. Boarding bridge should not be crowded with staff from Airlines/operators or other protocol agencies.

### 4.2.1 PASSENGERS AT PASSPORT CONTROL

- 4.2.1.1 On arrivals passengers approach towards Immigration Counters for passport and visa checks. The counters are manned and operated by FIA Immigration wing. Here again, the main responsibility of CAA Facilitation is to ensure smooth processing of the passengers.
- 4.2.1.2 The queuing should be in line with international practices for Passenger wait time and avoid congestion. Dedicated counters should be manned to deal with Business class, disables, and diplomats.
- 4.2.1.3 To handle passenger load of wide-bodied aircraft and fast processing of passengers proper queuing should be ensured.
- 4.2.1.4 Airport Manager in coordination with Airlines should plan deployment of staff with Immigration authorities. It is a worldwide phenomenon to have dedicated counters for business class passengers and should be provided at International Terminals of our country.
- 4.2.1.5 DFO and Terminal Managers should be responsible to observe the processing of passengers at this point.

### 4.2.2 PASSENGERS IN BAGGAGE CLAIM AREA

- 4.2.2.1 After Immigration the first thing passenger looks for is a Porter and Baggage carts/Trolley. it is the responsibility of In-charge Porter Services and Duty Facilitation Officer to ensure deployment of required number of Porters and carts/trolleys.
- 4.2.2.2 The smooth processing of passengers at this point shall be supervised by Senior Facilitation Officer on regular basis.
- 4.2.2.3 The porters should be in proper uniform with nametag / identification number.
- 4.2.2.4 Special checks should be ensured to avoid overcharging from passengers
- 4.2.2.5 It will be the overall responsibility of Airport Manager to discuss and schedule the deployment in line with flight schedule, Aircraft type and simultaneous number of flights.

### 4.2.3 BAGGAGE BELT FUNCTION

- 4.2.3.1 In-charge E&M section shall ensure regular and proper maintenance of Conveyor Belts. Ensure timely allotment and announcement regarding

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allocation of belt for specific flight. Baggage belts shall start with warning hooter.

4.2.3.2 Facilitation staff shall ensure that kids / children should not come close to the belt. Proper signs should be placed with Red border line not to be crossed.

4.2.3.3 When belt start moving, ensure that baggage do not fall. In case luggage falls out of conveyor, it shall be the responsibility of porter/facilitation staff to put the luggage back on belt.

#### 4.2.4 LOST BAGGAGE

4.2.4.1 In case Passengers do not receive their luggage on the belt, it is the responsibility of Airline staff and CAA facilitation staff to extend extraordinary cooperation. This time can be very stressful for passengers particularly if they are arriving on long haul flight. Under no circumstances, they should be left unattended or without any assistance.

4.2.4.2 It is the responsibility of Airline staff on duty to register the complaints in a courteous manner and extend full assistance to passengers. All efforts should be made to track the lost baggage and its early retrieval. Passengers should be kept informed about the status of their luggage.

#### 4.2.5 CUSTOM CLEARANCE

4.2.5.1 After obtaining baggage passengers have to pass through Customs checks. It is the duty of facilitation staff, headed by a DFO that passengers are processed smoothly.

4.2.5.2 Enough staff shall be deployed by respective agencies to keep the process moving swiftly.

#### 4.2.6 PASSENGERS IN CONCOURSE HALL

4.2.6.1 The management and discipline in The Concourse Hall is an another challenge for CAA. It is the point when Passengers from highly restricted area are coming out to an area where all sorts of people are present, mostly meters & greeters. However responsibility of Vigilance staff of PCAA increases manifold in this area to ensure that Passengers are safe and not confronted with unpleasant issues.

4.2.6.2 Senior Vigilance officer in coordination with ASF & Police shall make sure implementation of SOPs and measures to ensure safety of Passengers in this area.

4.2.6.3 Airport Manager should specifically collect information about night operations and should discuss it with law enforcing agencies regularly.

4.2.6.4 There should be no chaos of Traffic in arrival lanes and car park. Facilitation staff in coordination with Traffic Police and Car Park contractor should ensure proper functioning in these area.

4.2.6.5 Commercial Manager should at all times be monitoring regarding sale of quality products without any overcharging to Passengers.

4.2.6.6 Airport Manager in coordination with ASF and external law making agencies shall also ensure the Security all around the boundaries of Airport are the highest level of vigil at all times.

### 4.3 STANDARDS OF CLEANLINESS

4.3.1 Baggage conveyor belts shall be wiped clean and be free of debris.

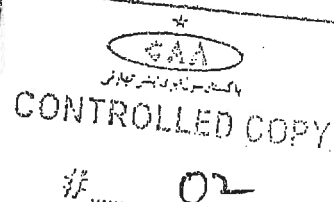
4.3.2 Floors shall be free of debris and stains and shall appear clean.

4.3.3 Trash receptacles shall be clean and not overflowing with debris

4.3.4 Heating and air conditioning units shall be clean and free of dust.

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- 4.3.5 Ceilings shall be clean and free of dust.
- 4.3.6 Light fixtures and assemblies shall be clean and free of dust.
- 4.3.7 Windowsills shall be free of dust and debris.
- 4.3.8 Windows shall be clean and free of streaks and smudges.
- 4.3.9 Walls and columns shall have a clean appearance, free of dirty and marks.
- 4.3.10 Conveyor curtains shall be clean and free of dirt and debris.

#### 4.4 STANDARDS OF CONDITION & FUNCTIONALITY

- 4.4.1 All conveyor belts shall be in good condition with no gouges, scratches, graffiti or broken piece
- 4.4.2 Flooring shall be free of large gouges, cracks and broken pieces
- 4.4.3 Trash receptacles shall be in good condition, without dents, marks or peeling paint.
- 4.4.4 Heating and air conditioning units shall be in good working condition.
- 4.4.5 Ceilings shall be in good condition, evenly aligned and free of visible damage.
- 4.4.6 Seating shall be free of rips, tears and broken parts.
- 4.4.7 Windowsills shall be in good condition, free of scratches or marks.
- 4.4.8 Windows shall be in good condition, free of scratches or marks
- 4.4.9 Walls and columns shall be free of large cracks, holes and graffiti.
- 4.4.10 Cleaning supplies and equipment shall be stored out of customers' view when not in use and closet doors kept closed.
- 4.4.11 All light fixtures shall be in working order with no visible broken parts.
- 4.4.12 Unattended baggage carts / trolleys shall be returned to the dispenser racks promptly and not allowed to collect in an unsightly manner and impede passenger flow.
- 4.4.13 Conveyor curtains shall be in good condition free of rips, tears and broken parts.
- 4.4.14 Speed of arrival baggage delivery shall be consistent with industry practice and may vary depending on load factors, where the aircraft is parked (terminal gate or remote parking location), domestic or international flights but in all cases baggage delivery shall not exceed:
  - 4.4.14.1 For all aircraft, the first bag shall be delivered within fifteen (15) minutes after block time or after the first passenger arrives in the baggage claim area.
  - 4.4.14.2 For narrow-body aircraft, the last bag shall be delivered within thirty (30) minutes after block time.
  - 4.4.14.3 For wide-body aircraft, the last bag shall be delivered within fifty (50) minutes after block time.

#### 4.5 SIGNS, DIRECTIONS, AND INFORMATION

- 4.5.1 Signing shall be visible and adequate to direct customers to all services
- 4.5.2 Handwritten signs shall not be used and temporary signs must be consistent with CAA Signing and Way finding Standards
- 4.5.3 All baggage conveyor belts shall be clearly identified and where applicable, by airline.
- 4.5.4 In the event baggage delivery is delayed, a public address announcement regarding the delay shall be made in the baggage claim area. Passengers shall be kept informed as to the status of baggage delivery
- 4.5.5 Advertising and display areas shall be in good repair and shall be consistent with CAA Signing and Way finding Standards.

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## Chapter 5

### PASSENGER TOILETS

#### 5.1 GENERAL REQUIREMENTS

- 5.1.1 Washrooms and toilets shall have sinks with soap dispensers.
- 5.1.2 All Washrooms and toilets shall have sanitary seat covers available.
- 5.1.3 All washrooms shall have operational Hand dryers and paper towels of good quality
- 5.1.4 All doors must have door locks or latches
- 5.1.5 All Washrooms and toilets shall be equipped with trash receptacles.
- 5.1.6 Paper products shall be provided in adequate supply to meet peak traffic flow.

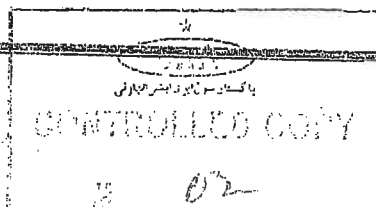
#### 5.2 STANDARDS OF CLEANLINESS

- 5.2.1 Floors shall be free of debris and stains and appear clean and dry.
- 5.2.2 Mirrors & bathroom fittings shall be free of streaks, smudges and watermarks.
- 5.2.3 Entrance passages and doors shall be clean and free of debris.
- 5.2.4 Paper towel holders and/or automatic hand dryers shall be clean.
- 5.2.5 Urinals shall be clean and free of unpleasant odor
- 5.2.6 Tiles and walls shall be clean.
- 5.2.7 Soap dispensers shall be clean and free of soap scum.
- 5.2.8 Toilets and toilet bowls, including the rim, base, seat, cover, chrome fixtures and hinges shall have a polished appearance.
- 5.2.9 Light fixtures and assemblies shall be clean and free of dust.
- 5.2.10 Sanitary dispensers shall be clean.
- 5.2.11 Trash and sanitary receptacles shall be clean, not overflowing and odor free.
- 5.2.12 Baby changing stations shall be clean.
- 5.2.13 Counter tops shall be clean and free of debris and pooling water.

#### 5.3 STANDARDS OF CONDITION & FUNCTIONALITY

- 5.3.1 Floor tiles shall not be broken, missing or stained or have gouges and grout shall be free of missing pieces and discoloration.
- 5.3.2 Mirrors shall be in good condition, free of scratches, marks, de-silvering, cracks and broken pieces.
- 5.3.3 Sinks shall be in good condition, free of scratches, stains and broken pieces.
- 5.3.4 Entrance ways and doors shall be in good condition, free of scratches, dents, marks and scuffs.
- 5.3.5 Paper towel holders and/or automatic hand dryers shall be in good condition, free of marks, scratches, rust and broken pieces.
- 5.3.6 Urinals shall be in good condition, free of chips, marks and broken pieces.
- 5.3.7 Wall tiles shall be in good condition, free of chips, marks and broken pieces and grout shall be free of missing pieces and discoloration
- 5.3.8 Toilets and toilet bowls, including the rim, base, seat, cover, chrome fixtures and hinges shall be in good condition with no broken pieces.
- 5.3.9 All light fixtures shall be in working order with no visible broken parts.

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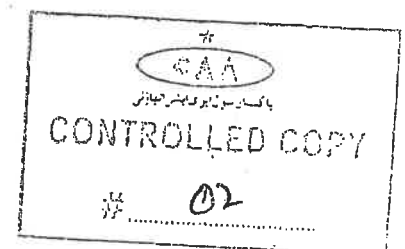
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- 5.3.10 Sanitary dispensers shall be in good condition, free of marks, scratches and broken pieces.
- 5.3.11 Trash and sanitary receptacles shall be in good condition.
- 5.3.12 Baby changing station shall be in good condition, with all necessary parts and free of marks, scratches and scuffs.
- 5.3.13 All walls, doors and partitions shall be free of graffiti, scratches and peeling paint.
- 5.3.14 Ceilings shall be free of cracks and stains.
- 5.3.15 Countertops shall be in good condition with no scratches, cuts, gouges or marks.
- 5.3.16 All caulking joints between fixtures and wall or floor shall be fully filled without gaps.

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## Chapter 6

### RETAIL SERVICES

#### 6.1 STANDARDS OF CLEANLINESS

- 6.1.1 All public areas in the retail space shall be clean, well maintained and free of unpleasant odors
- 6.1.2 Carpet and floors shall be free of debris and stains and shall appear clean.
- 6.1.3 Glass windows and display cases shall be clean
- 6.1.4 Light fixtures and assemblies shall be clean and free of dust
- 6.1.5 All walls and columns shall be clean
- 6.1.6 Ceilings shall be clean and free of dust
- 6.1.7 Sales and cashier areas shall appear neat, organized and clean
- 6.1.8 Heating and air conditioning units and vents shall be clean and free of dust
- 6.1.9 Television monitors shall be clean and free of dust

#### 6.2 STANDARDS OF CONDITION & FUNCTIONALITY

- 6.2.1 Carpets shall be free of holes, rips and worn or frayed areas
- 6.2.2 Floors shall be free of large cracks, gouges and excessively worn areas
- 6.2.3 Entranceways shall be in good condition, free of marks, scratches or any damages
- 6.2.4 Furniture, display cases, shelving and fixtures shall be in good condition with no gouges, scratches, graffiti or broken pieces
- 6.2.5 All light fixtures shall be in working order with no visible broken parts
- 6.2.6 Walls and columns shall be free of large cracks, holes and graffiti
- 6.2.7 Apparel and accessories shall be neatly folded or hung in the appropriate area
- 6.2.8 All displays and racks shall be arranged so as to permit free movement by customers with carry-on baggage
- 6.2.9 Stock shall be stored out of view of customers
- 6.2.10 Ceilings shall not be stained or have any broken tiles
- 6.2.11 Employees' personal belongings shall not be visible to customers
- 6.2.12 Heating and air conditioning units shall be in good working order

#### 6.3 SIGNS, DIRECTIONS AND INFORMATION

- 6.3.1 Store policies regarding credit cards, returns/refunds, etc. shall be clearly displayed.
- 6.3.2 Operators shall prominently display the approved prices list
- 6.3.3 A telephone number shall be visible so customers can call with complaints or compliments
- 6.3.4 Hours of operations shall be prominently displayed and fully observed.
- 6.3.5 Appropriate signs shall be visible and clearly direct customers to all retail facilities.
- 6.3.6 Illuminated signs shall be in proper working condition.
- 6.3.7 Flashing or blinking signs shall not be used, and the use of red LED (Light Emitting Diode) signs is discouraged.
- 6.3.8 Retail areas under construction shall be provided with professional signs on barricades with an "opening date" whenever possible.

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6.3.9 When a retail outlet is closed for unscheduled reasons, appropriate signs shall be posted advising customers of the nearest, similar operating retail outlet

6.3.10 There shall be no unauthorized postings

#### 6.4 STANDARDS OF RETAIL EMPLOYEES

6.4.1 In addition to the following standards, all employees shall conform to the same Employee Attitude, Appearance, Awareness and Knowledge as outlined in Standard on Employee attitude (Chapter 1)

6.4.2 Employees shall always offer customers a receipt and say "thank you" or an appropriate pleasant closing

6.4.3 Employees shall always give correct change.

6.4.4 Employees shall make every effort to make change for customers

6.4.5 All shops shall have sufficient cash available immediately upon opening to make change for early morning sales

6.4.6 Any complaints shall be dealt with promptly

6.4.7 Employees shall have appropriate knowledge of items being sold

6.4.8 Employees shall not use personal electronic devices, while on duty

#### 6.5 STANDARDS OF PRODUCT

6.5.1 All items shall be sold at "Defined Prices"

6.5.2 Merchandise shall be attractively displayed

6.5.3 PCAA shall ensure that concessionaires provide a variety of items that meet customers' needs, both before and after security, including: reading materials (selection of periodicals and books), candy and snacks, health and beauty items, travel and business supplies, discretionary items such as local gift, souvenirs and toys, and other sundries

6.5.4 Damaged merchandise shall be removed from display areas immediately

6.5.5 Displays shall be maintained to provide an uncluttered appearance

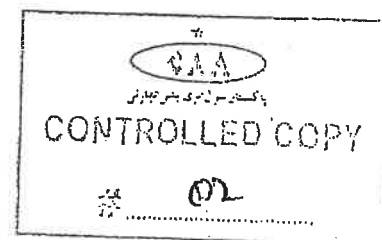
6.5.6 All prices shall be clearly displayed

6.5.7 No items shall remain on shelves past expiration dates

6.5.8 Merchandise shall be stocked in quantities sufficient for normal customer traffic

6.5.9 Merchandise shall be delivered to shops in appropriate carts / trolleys and during non-peak periods or during off-hours whenever possible.

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## Chapter 8

### CURB SIDE & PARKING

#### 8.1 ESSENTIAL REQUIREMENTS AT CURB SIDE & PARKING

- 8.1.1 Parking lot should be clean with proper road markings, parking & directional signs
- 8.1.2 Area should be dedicated for drivers & attendants with proper PA system
- 8.1.3 Strict monitoring should be enforced for discipline & security in Parking area
- 8.1.4 Monitoring cameras & surveillance should be working at all times
- 8.1.5 Baggage trolleys/carts shall be readily available at designated platforms
- 8.1.6 Trash bins shall be available
- 8.1.7 Taxi services shall be readily available where applicable
- 8.1.8 Strict check and monitoring of employees of concessionaires (Taxi, Food outlets, porters) should be carry out
- 8.1.9 Rowdy & misbehaved employee of any department should be withdrawn / removed from Airport

#### 8.2 STANDARDS OF CLEANLINESS

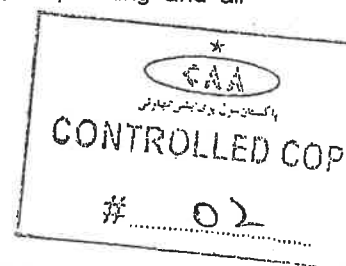
- 8.2.1 All frontages, sidewalks and crosswalks shall be clean and free of debris.
- 8.2.2 Cigarette buds & chewing gums should be removed from all places
- 8.2.3 Trash receptacles shall be clean and emptied to prevent the overflow of debris
- 8.2.4 Awnings or canopies, where present, shall be clean at all times
- 8.2.5 Walls shall be clean and free of stains
- 8.2.6 Light fixtures and assemblies shall be clean and free of dust
- 8.2.7 Decent signs emphasizing cleanliness should be displayed
- 8.2.8 Hourly check by concerned area supervisor and its record in inspection book be maintained
- 8.2.9 Cleaning method particularly 'Jharoo' should be made to ensure dust is collected rather spread all over

#### 8.3 STANDARDS OF CONDITION AND FUNCTIONALITY

- 8.3.1 All frontages, sidewalks and crosswalks shall be smooth and free of large cracks and missing surface areas
- 8.3.2 Entrance and exit doors shall be maintained in good working order.
- 8.3.3 All glass shall be properly cleaned with no damage & cracks.
- 8.3.4 Trash receptacles shall be in good condition, without dents, marks or peeling paint.
- 8.3.5 Curbside check-in counters and self-service check-in kiosks shall be in good condition free of dents, marks and scuffs.
- 8.3.6 All light fixtures shall be in working order with all visible lamps operating and all burned out lights replaced with no visible broken parts.
- 8.3.7 Roadways shall be well maintained and free of potholes.

#### 8.4 SIGNS, DIRECTIONS, AND INFORMATION

- 8.4.1 Directional signs shall be visible, legible and accurate.
- 8.4.2 Signs shall clearly indicate the location of services.
- 8.4.3 All signs shall be written in Urdu and English





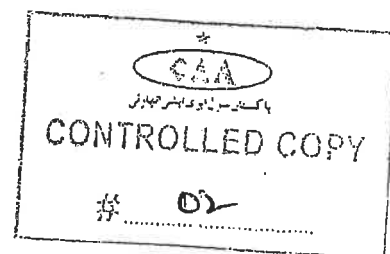
8.4.4 Handwritten signs shall not be used

## 8.5 SPECIFIC RESPONSIBILITY

- 8.5.1 It is the specific responsibility of Airport Manager to depute required Vigilance & Facilitation staff in these areas to ensure
- 8.5.2 Close monitoring & surveillance of the area.
- 8.5.3 Special staff and supervision shall be ensured during night hours and particularly during peak flight loads.
- 8.5.4 Since these are public areas with large number of meters & greeters, special checks shall be ensured to counter pick pockets, thugs and wanderers.
- 8.5.5 Shopkeepers & other concessionaires should be watched to avoid overcharging and low quality products.
- 8.5.6 Director Airport Services shall ensure surprise checks and inspections and take measures for regular improvement.

*Note: Please refer to Best Practice Report prepared by Airport Service Quality (ASQ) on 'Parking Facilities' to take benefit from their global experience.*

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## Chapter 9

### RAMP AND AIRSIDE AREAS

#### 9.1 GENERAL REQUIREMENTS

- 9.1.1 Ramp and airside areas are normally clearly visible to the traveling public from departing and arriving aircraft as well as from airport terminals. Ramp condition, cleanliness and general appearance can greatly influence the overall perception of the airport and work towards accomplishing the goal of achieving customer satisfaction. These standards shall apply to all terminal operators, airlines, cargo facility operators, ground service/handling companies and all their contractors and sub-contractors.

#### 9.2 STANDARDS OF RAMP CLEANLINESS

- 9.2.1 All ramp/Airside areas shall be free of Foreign Object Debris (FOD).
- 9.2.2 All ramp areas under the responsibility of Airside Management of PCAA shall be clean and free of debris, grease and oil.
- 9.2.3 Entrance and exit doors and frames to/from ramp areas shall be free of dirt and grime.
- 9.2.4 All windows visible from ramp/airside shall be clean and free of streaks and smudges.
- 9.2.5 All trash receptacles shall be emptied in order to prevent the overflow of debris.
- 9.2.6 Walls, columns and doors shall be clean and free of graffiti.
- 9.2.7 All service roads, as well as walkways and sidewalks shall be clean and free of debris.
- 9.2.8 Baggage makeup areas shall be clean and free of debris.
- 9.2.9 All drains shall be clear and free of debris.
- 9.2.10 Guard booth interiors shall be clean, free of debris, clutter and graffiti and have no personal items visible.
- 9.2.11 Guard booth windows shall be clean and free of streaks and smudges, and dirt and grime.

#### 9.3 STANDARDS OF EQUIPMENT CLEANLINESS

- 9.3.1 All ground support equipment (motorized and non-motorized equipment) shall be clean and free of debris.
- 9.3.2 Buses shall be clean and have a freshly washed appearance.
- 9.3.3 Bus seating shall be clean and free of graffiti.
- 9.3.4 Bus windows shall be clean and free of streaks and smudges and free of dirt and grime.
- 9.3.5 Bus and/or Mobile Lounge carpet and floors shall be free of debris and stains and shall appear clean.
- 9.3.6 Aircraft loading bridges shall be clean and free of debris and have a freshly washed appearance.

#### 9.4 STANDARDS OF RAMP CONDITION

- 9.4.1 Unserviceable equipment (motorized and non-motorized) shall not be stored at the APRON area. Such equipment should not be in the sight of passengers.
- 9.4.2 All service roads, as well as walkways and sidewalks shall possess clearly defined pavement markings.
- 9.4.3 All fences and barriers shall be well maintained, rust free and properly secured.
- 9.4.4 All light fixtures shall be in working order with no visible broken parts.
- 9.4.5 All ramp surface areas shall be smooth and free of potholes and weeds.

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