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## PRESS RELEASE

### PCAA TAKES MEASURES TO FACILITATE PASSENGERS

1. **Karachi, January 05, 2016** : In an endeavor to facilitate passengers at the airports in line with National Aviation Policy 2015, approved by the honorable Prime Minister Mian Muhammad Nawaz Sharif, CAA introduces free of charge CAA Help facility for Senior Citizens, Special and Unwell Passengers at major airports namely Karachi, Lahore and Islamabad. In the second phase, such facility will be introduced at other airports. This facility will be in addition to the responsibilities of airlines towards its customers.
2. DG CAA has taken special measures to further improve the existing facilities and comfort at airports. Hygiene inspectors have been introduced to keep round the clock check on cleanliness of the airports. CAA facilitators are available round the clock for providing assistance to the passengers where & when required. A number of other measures are in pipeline to provide comfort to the passengers at the airports.
3. Suggestions for customers' feedback are being analyzed and given weightage in order to further enhance the facilities for the passengers.

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