

## **QR Code based Grievance Redressal Mechanism for passengers at Bhopal Airport**

A new campaign has been started under the Grievance Redressal Mechanism at Raja Bhoj Airport, Bhopal, in which to remove the problems and complaints faced by the passengers, QR codes have been installed at all commercial outlets by AAI Bhopal. On scanning these QR codes, a complaint can be lodged as per the following steps :-

- List of all commercial outlets of Bhopal airport will open
- Passengers can select the concerned outlet from the above list
- On selection, the option list related to different types of complaints will open, as well as, the telephone number of the manager of the concerned outlet will also be displayed, by calling which the passengers can directly talk to the manager and tell their problems and complaints or
- You can select the option from the option list, like, cleanliness, inappropriate price or any other problem can be shown.
- By selecting the option, the registered complaint will be directly visible in the AAI office.
- Apart from this, the telephone numbers of the Operations and Terminal Management Sections have also been mentioned in the QR Code for immediate redressal. Passengers can get immediate help for their problems by calling the above numbers.

These QR codes are being monitored by the system. Further automation will be done in this, the process of which is going on.

Apart from this, QR codes related to cleanliness or toilets have already been installed. Along with this, recently Integrated Traffic Management System (ITMS) has been installed by AAI, Bhopal for data monitoring related to parking of vehicles. Under the said system, the data of all the vehicles coming and going to the airport, including their arrival & departure time, would be saved for a few days, so that any passenger can scan the available QR code and register vehicle parking, parking charges or other related complaints. On the basis of the complaint, the data of that vehicle will be checked, with the help of which the mistake will be rectified after evaluating the actual situation. If found guilty, notice can also be given to the person concerned.

Through all this, the team of Bhopal Airport is continuously working for the enhancement of passenger facilities and development of Bhopal airport.

