

Clarification On Social Media Complaints

Wednesday, 21 March 2018 09:31

Civil Aviation Authority has noted with concern various social media complaints including one titled “Entebbe Airport thieves” posted by Tijay James in relation to a passenger who was scheduled to travel to China on Sunday 18th March, 2018.

We would like to assure the public that investigation of this and other complaints already commenced. The passenger was stopped from proceeding with the flight to China by DAS Handling Staff, the handling agents for the airline, because of having a one-way ticket yet travel documentation indicated study for a short period of between 4-5 months.

In addition, the passenger’s admission notice indicated that there was need to have registered with the academic institution by 2nd March, 2018, failure of which would be “regarded as giving up the admission.” The passenger did not present to the handling agents evidence of valid registration.

All the other allegations of extortion are being thoroughly investigated. The travelling public is urged to immediately report any form of extortion experienced during travel through Entebbe International Airport to any of the following; Airport Operations Duty Officer - 0757-270809, General Manager – 0752507618, Manager Operations – 0758483681 or Manager Public Affairs – 0752426559.

It is important for the public to know that while CAA manages and operates Entebbe International Airport, there are several other independent providers of key services at the Airport including, but not limited to Immigration, Customs, Handling agents (ENHAS and DAS) and airlines, among others.

The Authority has and continues to engage all the airport service providers to ensure that complaints are duly addressed to the satisfaction of the airport users.

CAA assures the travelling public that all is being done to ensure that passengers through Entebbe International Airport enjoy a memorable experience.