

**55th CONFERENCE OF
DIRECTORS GENERAL OF CIVIL AVIATION
ASIA AND PACIFIC REGION**

*Denarau Island, Nadi, Fiji
22 — 26 October 2018*

**AGENDA ITEM 6: ECOMONIC DEVELOPMENT OF
AIR TRANSPORT**

**ENSURING AND ENHANCING THE QUALITY OF SERVICES
FOR PASSENGERS TRAVELING BY AIR IN VIET NAM**

Presented by Viet Nam
INFORMATION PAPER

SUMMARY

This paper provides information on the measure taken by Viet Nam in order to ensure the quality of aviation services and protection of consumers traveling by air.

ENSURING AND ENHANCING THE QUALITY OF SERVICES FOR PASSENGERSTRAVELING BY AIR IN VIET NAM

1. INTRODUCTION

1.1 In the period of 10 years (2007-2017), together with the overall growth of the economy, the air transport market of Vietnam has witnessed a high growth with the average growth rate for passenger air traffic by 15.8%. In 2017, the aviation market in Viet Nam reached 62.1 million passengers, an increase of 19% compared to 2016 and 4.3 times more than in 2007. The market is growing rapidly with the participation of many airlines. While many airports are being overexploited, the aviation industry is facing many difficulties in ensuring the quality of services leading to potential risk in breaching the interests of passengers.

1.2 Air transport service is seen as an uninterrupted system from reservation and ticketing, check-in at departure airports and accomplishment of journey at arrival airports. Therefore, together with upgrading and improving the system of ensuring safety and security of aviation, aviation infrastructure, quality of ATM services, the assurance of services quality must be undertaken uniformly for all stages of the air transport chain. In the previous periods, Viet Nam focused on especially ensuring the safety and security of flight operation without paying attention, to the greatest extent, to ensuring and improving the quality of services in air transport including consumer protection.

1.3 Recognizing this, in recent years, the Viet Nam aviation industry has implemented many solutions and specific measures to enhance and improve the quality of aviation services and especially protect consumer benefits. This task is carried out in a uniform manner from regulations, implementation and supervision to all service providers in the air transport chain.

2. DISCUSSION

2.1 Law and Regulations:

- The Law on Civil Aviation of Viet Nam;
- The Decree No. 147/2013/NĐ-CP by the Government on Administrative Sanctions in the field of civil aviation.
- The Circular No. 36/2014/TT-BGTVT by the Ministry of Transport on Services Quality at airports.
- The Circular No. 81/2014/TT-BGTVT by the Ministry of Transport on Air Transport and General Aviation Operations.
- The Circular No.14/2015/TT-BGTVT by the Ministry of Transport on in advance Non-Reimbursable Compensation in Air Transportation.

The regulations relating to the quality of aviation services in Vietnam are basically based on the ICAO's Recommendations and core Principles on the consumer protection. These regulations govern the relationship between consumers and airlines, airport operators from reservation and ticketing, check-in, on-flight until the passengers complete their journey.

2.2 Main contents of state management over service quality and consumer protection

The quality of aviation services is reflected in all stages of aviation transport from reservation and ticketing, check-in, on-flight until the passengers complete their journey. In this line, the passenger is the participating subject and the beneficiary as well and she/he will be subject to losses or damages if the service provided are not the same as those mentioned in the contract. In Viet Nam, the main contents of state management of service quality and protection of consumers' interests are as follows:

First, the provisions of laws require the airline to ensure the open and transparency of the airfare, taxes and charges that passengers have to pay as well as any conditions related to the airfare. The airlines are required to inform passengers of flight information, any change of time of departure, itinerary (passengers should be informed at least 24 hours before departure time) and ensure the privacy of customer.

Second, the airlines are requested to strictly fulfill their responsibility for (i) servicing passengers of delayed/cancelled flight, paying compensation for passengers of cancelled/long-delayed flights, refunding tickets, changing tickets for passengers in case of boarding denial if not due to the fault of passengers, serving disabled and elderly customers; (ii) handling complaints about lost or damaged baggage.

Third, the airlines are required to ensure their facilities that meet basic standards in passenger services such as space, equipment, service procedures, information systems at airports, flight information, disabled passengers, environmental sanitation, free utilities such as wifi, drinking water ... non-air services such as food, souvenir, shopping, taxi.

Fourth, the airports and the regional airport authorities are required to announce hotline numbers at airports and provide authorized persons to deal with passengers' complaints and comments relating to the interests of passengers as well as the liability of the airline during the transportation.

Fifth, Civil Aviation Authority of Vietnam (CAAV) always keeps close eye on On-Time-Performance (OTP) rate of the airlines; issues guidance for airlines and airport enterprises to take solutions and measures to reduce at minimum and overcome the subjective causes leading to the delayed/cancelled flights.

Viet Nam has made rapid growth in air transport with passengers travelling by air first time. To provide passengers with knowledge of laws and regulation on air transportation, the CAAV has issued the Guidance for passenger travelling by air with information pertaining to how to use air transportation services from reservation & ticketing until the end of the journey.

2.3 **Service Quality Supervision**

The CAAV and Regional Airport Authorities shall continuously monitor and supervise the compliance and enforcement of provisions of laws and regulations on assurance of service quality and consumer protection such as monitoring the performance of permitted flights, passenger and cargo services, dangerous goods transportation and inspecting airport operators, responsibilities and obligations of carriers; warning and carrying out administrative sanctions on the enterprises in default. Through the hotline system, the CAAV has settled and requested the airlines to handle complaints of passengers related to service quality and consumer protection.

The CAAV organizes every six months a Conference on service quality assurance with the participation of airlines, airports, air traffic services units and ground handling companies in order to review and resolve issues as to ensuring and improving the quality of services and protecting consumers' rights. Besides, Viet Nam also organizes dialogue meetings every year with the airlines, government agencies operating in airports such as Immigration, Customs, Health and Quarantine on facilitation in line with the ICAO's Annex 6.

2.4 **Outcomes**

In the context of the rapid growth of air transport while there are limitations on airport infrastructure, the CAAV takes due consideration of actual situation in order to issue guidelines and directions for handling issues regarding service quality and consumer protection. In recent years, the aviation industry of Viet Nam has achieved good results in ensuring quality of service with the improvement of the passenger service quality. This is reflected in all stages of the air transport chain

from regulatory to infrastructure investment, management of slot allocation, improvement of OTP rate as well as to the performance of the carrier's liability in case of delay or cancellation of the flight; serving passengers with disabilities as well as handling and resolving complaints of passengers on service quality.

3. ACTION BY THE CONFERENCE

3.1 The Conference is invited to note the information contained in this Paper.

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