

CUSTOMER RESPONSE MANAGEMENT POLICY

DIAL is committed to promoting a customer-centric approach that fosters the effective and efficient response and resolution of complaints at Indira Gandhi International Airport.

This shall be accomplished by:

- a. Aligning the CRM Policy and processes with the organization's mission and departmental objectives.
- b. Complying with or exceeding the applicable OMDA and other such requirements with respect to complaint management.
- c. Liaising with responsible DIAL personnel, concerned departments, stakeholders and customers.
- d. Monitoring and improving periodically, the efficacy of CRM processes.



Varun Narayan Channa

Chief Marketing & Passenger
Experience Officer



Pradeep Panicker

Chief Executive Officer