



GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
OPP. SAFDAJUNG AIRPORT, NEW DELHI – 110 003

PUBLIC NOTICE

‘Open House’ for Redressal of grievances at Regional Offices

A system of Open House has been successfully introduced at DGCA Headquarters twice a week on Monday and Thursday. The system has resulted in disposal of large number of public grievances and also in identifying several systemic issues which are also being addressed in parallel to improve the efficiency of the system.

Keeping the above in view, the Regional Directors have been directed to fix a particular day in the week for Open House to hear public grievances particularly relating to licences etc. Regional Directors will fix one day of the week on the pattern of Headquarters for the system of Open House which shall be notified on DGCA website. The matters disposed off in the Open House shall be documented in regional offices.

Nasim Zaidi

(Dr Nasim Zaidi)

DIRECTOR GENERAL OF CIVIL AVIATION
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