

Service level agreement " provision of airport equipment at Imam Khomeini airport "

1. Introduction

Imam Khomeini Airport City or in other words, Imam Khomeini deputy of airport operation department provides airport services such as X-ray, gateway in the terminal and equipment such as reception counters, scales, cargo roller conveyor, BHS system, CUTE, inspection check desk and cargo trolleys.

2. Scope

- The scope of this agreement is to agree with all stakeholders in order to standardize the system of dispatch and reception of cargo and passengers and in order to provide optimal welfare services by operational and airport units in accordance with the MOU (Memorandum of understanding) based on structural and regulatory rules and duties.

3. Responsibility

- * Services for the provision of equipment related to cargo and passenger reception systems, including cargo and passenger reception counters, roller conveyors and IT infrastructures is in the passenger reception system to make a coordinated handling system for the users.

- * Inspection equipment such as X-ray and Gateway are necessary to maintain safety in accordance with security regulations and duties.

- * The provision of equipment is in order to make the conditions for informing the flight specifications and announcing the flight status of air transport users and customers.

4. Performance period

- * This service level agreement is valid until it is amended or replaced.

To communicate and report a complaint, you can contact the complaints section and follow up complaints through the link <https://www.ikac.ir/complaints>.