



HAVE YOU EVER...?

Have you ever had challenges with getting flight Reschedule information?

Do you require easy efficient access to information, guidelines and an avenue to lay your complaints?

Have you ever wanted to know the weather forecast before making a flying decision?

The Aviation Government Contact Centre (GCC) service has enabled that access!

Dial 0700-011-1111 and reach a professional, multilingual agent that will provide you with the information you require and address any concerns you have.

Aviation GCC ensures that you are only a call away from your airline service provider and industry regulators

In a bid to provide the flying public, airlines and the industry's agencies with top notch services, the Aviation sector has invested in a contact center targeted to ensure easy access to the industry's stakeholders.

The Aviation Government Contact Center is a service designed to provide a sustainable, efficient and convenient means by which the public can make enquiries, complaints or suggestions via various access channels such as calls, email, SMS or live chat. It provides professional multilingual service that caters to various demographic.

Do you speak Hausa, Yoruba, Igbo, English or pidgin?

The Aviation GCC ensures that you can reach the service in your language of choice

Advantages of the Service

- Improved Information Dissemination
- Improved Public Perception of operators and regulators
- Improved Operational Efficiency in the aviation industry
- Improved Staff morale and Productivity
- Stimulated Civic engagement and encouraged participatory Governance
- Strengthened Information sharing and Collaboration among Agencies within the sector such as NCAA, FAAN, NIMET etc.



Case Scenario

Mr. Alabi has a question or complaint and reaches out to the Aviation contact centre via an easy to remember number (0700- 011-1111).

The question or complaint is routed to the appropriate agent based on specific criteria such as issue type, channel chosen, issue complexity, language etc. The details of the interaction with the caller is entered and stored in the Customer Relationship Management (CRM) Tool.

A case number is also created to ensure proper tracking

In the event that the contact centre agent cannot answer the question, it is escalated to the 2nd Level Support desk at the Ministry of Aviation and tracked up till the point of resolution.

Dial 0700011111 today and get immediate responses to your aviation related concerns.



FEDERAL MINISTRY OF AVIATION
"To build a safe, secured and efficient Aviation Industry"




Nigerian Civil Aviation Authority



NiMet

For More Information Contact:

 **0700011111**

 **www.aviation.gov.ng**