

## AOT will adjust its passenger service charge (PSC) of international and domestic passenger

Dr. Kerati Kijmanawat, President of AOT said, AOT has brought Common Use Passenger Processing System (CUPPS) into use at its 6 international airports under its supervision, namely Suvarnabhumi Airport, Don Mueang International Airport, Chiang Mai International Airport, Mae-Fah Luang Chiang Rai International Airport, Phuket International Airport and Hat Yai International Airport. The use of CUPPS is aimed at enhancing service efficiency and facilitating passengers to use airport services with convenience, rapidity and safety. The aforesaid use of the system is in accordance with the Civil Aviation Authority of Thailand (CAAT)'s Resolution No. 6/2564 dated on 21 June 2021 which set up a civil aviation policy on bringing technology and CUPPS into use at public airports. That policy aimed to develop their operations in terms of modernity and potential in parallel to international standard.

At present, the system consists of three sub-systems (1) Common Use Terminal Equipment (CUTE) which helps to enhance services at check-in counters and provides passengers with international standards 2) Common Use Self Service (CUSS) which reduces passengers' waiting time at check-in area as well as enabling them to check in 6-12 hours in advance before departure (depending on the conditions of each airline) and (3) Common Use Bag Drop (CUBD) which help passengers load baggage with their own. Bringing CUSS into service has caused AOT to have its cost of additional service rate. Therefore, **AOT will adjust its passenger service charge (PSC) of international passenger from 700 Baht per person to 730 Baht per person and domestic passenger from 100 Baht per person to 130 Baht per person. The aforesaid adjustment of PSC will be effective on 1 April 2024 onwards.**

In this connection, the process of considering the adjustment of PSC was made and proposed by AOT to CAAT for its approval of principles in charging the service of CUPPS. CAAT considered and found that the charge of CUPPS was the charge for services relating to aviation (aeronautical charges). AOT; therefore, should bring the charge of CUPPS to be calculated as part of the PSC cost according to Section 56 (1) of the Air Navigation Act. This calculation was made for the accuracy of service type and reflect the actual costs of various services provided by the airport. It was also done for the benefit of passengers and the improvement of facilities at the airport

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according to the statement of Section 60/ 37 showing the significant intent in allowing the licensed airport operators giving services to the public to collect PSC. The Minister of Transport already approved of the aforesaid adjusted PSC.

Dr.Kerati Kijmanawat said, regarding the revenue from the PSC collection, the laws and regulations require airport operators to use the PSC revenue to develop the airports, providing and improving various facilities and airport safety maintenance in accordance with international airport standards, including the development of technology applied at every airport. This will be of benefit to passengers for their safety and convenience from the provided facilities. In addition, the development of the airport will drive the economic growth of the country as a whole. That's why AOT is committed to operating its airport business with good governance, transparency and accountability to enable it to run the business alongside with Thai society and sustainable growth.

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