



Biman Bangladesh Airlines
District Sales Office, Chattogram

STATION INFORMATION

District Manager

Mr. Sajal Kanti Barua
Office : +88-031-650866 (direct)
PABX : +88-031-650671-5/Ext-116
Cell : +88-01777715700
Email: cgpuu@bdbiman.com

Finance Manager

Mr. Md. Nurul Abser
Office : +88-031-650970 (direct)
PABX : +88-031-650671-5/Ext-129
Cell : +88-01817717616
Email: cgpab@bdbiman.com

Officer-In-charge, Reservation/Counter and Cargo Sales

Mr. Riyadh Solaiman
Office (PABX) : +88-031-650671-5/Ext-110
Cell : +88-01552556801
Email: cgprs@bdbiman.com

Station Manager

Mr. Arifuzzaman Khan
Office : +88-031-2500739 (direct)

Cell : +88-01777715701
Email: cgpkk@bdbiman.com

Officer-In-charge, Sales Promotion

Mr. Abdul Mannan
Office : +88-031-650872 (direct)
PABX : +88-031-650671-5/Ext-125
Cell : +88-01766677554
Email: cgpsubg@bdbiman.com

OFFICE ADDRESS AND WORKING HOURS

City Sales Office

Address : Biman Bhaban, 1/2, CDA Avenue, Sholosohar, Nasirabad, Chattogram-4203.

Contact : +88-031-650671-5

Office Hour

District Manager and his Secretariat : Sunday to Thursday – 09:00am. to 05:00pm.

Sales Promotion Section : Sunday to Thursday – 09:00am. to 05:00pm.

Reservation and Counter : Everyday - 08:00am. to 08:00pm.

Airport Office

Address : Shah Amanat International Airport, Chattogram.

Phone: +88-031-2500990-5 and +88-031-2500941-50

Contact :	Duty Officer (Traffic)	+88-031-2500587 (Direct)
		+88-031-2500941-50/Ext-3122
	Duty Officer (Sales)	+88-031-2500941-50/Ext-3121
	Duty Officer (Cargo)	+88-031-2500806 (Direct)
		+88-031-2500941-50/Ext-3119

BIMAN CHATTOGRAM STATION CITIZEN CHARTER

Vision:

- To offer truly acceptable and quality service to Biman clients / passengers.
- To match with day to day variety of demands from passengers and stake holders.

Mission:

- Safe air travel and secure cargo transport along with quality service.
- To assist head office guidelines through expansion of route and above all profit maximization of Biman through increased revenue earning.

PASSENGER SERVICE

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Office
1	Ticketing	Can be booked and collected from Biman Sales office, Biman approved TAP, IATA/BSP travel agents and Biman's Website	Passport, Visa, Manpower Clearance/NOC	Price will vary as per availability of seat/baggage allowance/class.	Within 01 (one) working day.	1. Biman Bhaban, 1/2, CDA Avenue, Sholosohar, Nasirabad, Chattogram. Phone:+88-031-650671-5 2. Airport Sales Counter, Shah Amanat International Airport, Chattogram. 3. Around 90 IATA/BSP and TAP agents.
2	Cancellation and Rebooking	Respected passenger may contact Biman Reservation or Biman sales office or ticket issuing travel agent	Ticket, Passport and Visa.	Collection of DOF and other charges as per existing ticketing rules. Cash, Credit/Debit Card and other form of payment (Bkash, Rocket etc.)	Immediate/One Stop Service	1. Biman Bhaban, 1/2, CDA Avenue, Sholosohar, Nasirabad, Chattogram. Phone:+88-031-650671-5 2. Airport Sales Counter, Shah Amanat International Airport, Chattogram. 3. Around 90 IATA/BSP and TAP agents.
3	Wheel Chair	Wheel chair to be booked while issuance of ticket	Passport, Visa, Biman Medical Fitness Form duly filled and approved by Biman's appointed doctor. Certificate is valid for 72 hours from the date of issuance. MEDA form is available at Biman sales/city office.	Collection of WCHR charges to/from different stations as per existing rules. Cash, Credit/Debit Card and other form of payment (Bkash, Rocket etc.) Charge to be deposited in advance during ticketing/rebooking.	Immediate/One Stop Service	1. Biman Bhaban, 1/2, CDA Avenue, Sholosohar, Nasirabad, Chattogram. Phone:+88-031-650671-5 2. Airport Sales Counter, Shah Amanat International Airport, Chattogram.

4	Stretcher Patient	Stretcher for patient to be booked well in advance and after stretcher confirmation from head office and other formalities ticket will be issued.	Passport, Visa, Biman Medical Fitness Form duly filled and approved by Biman's appointed doctor. At least one accompanied doctor/nurse/passenger is required. Certificate is valid for 72 hours from the date of issuance. MEDA form is available at Biman sales/city office.	Ticketing process of Stretcher case will be done after completing all formalities. Ticket will be issued from Biman's own sales office. Other charges like Oxygen cylinder and Ambu-lift are also collected. Cash, Credit/Debit Card and other form of payment (Agent's Invoice)	Within 03 (three) working days depending on space availability and stretcher confirmation from Head Office.	Biman Bhaban, 1/2, CDA Avenue, Sholosohar, Nasirabad, Chattogram. Phone: 88-031-650671-5.
5	Expectant Mother	Proper information to be produced while booking to agent/Biman counter.	Passport, Visa, Proof of pregnancy period/duration by doctor up to 28 weeks only. For 28-32 weeks of pregnancy, passenger can travel after providing doctors certificate clearly mentioning fit air travel. Crossing 32 weeks of pregnancy, passenger will not be accepted at airport. The certificate is valid for 72 hours from the date of issue.	No extra charge. Normal passenger fare applicable.	Immediate/One Stop Service	1. Biman Bhaban, 1/2, CDA Avenue, Sholosohar, Nasirabad, Chattogram. Phone:+88-031-650671-5 2. Airport Sales Counter, Shah Amanat International Airport, Chattogram.
6	VIP/CIP	While booking or ticketing, respected passenger or representative will inform proper ID/designation/rank of passenger.	Passport, Visa, ID card with proper designation/rank to be produced	No additional charge. OSI message will be inserted in PNR.	Immediate/One Stop Service	As above

7	Unaccompanied minor	Passport, visa along with sender's, receiver's full name, address, relationship, mobile, email information are required.	Passport, visa for passenger along with sender & receiver passport, ID copy, 5 sets of Biman's UM/form of indemnity.	Adult fare will be applicable. Receiver cell phone and email to be checked and only after confirmation from him/her ticket will be issued.	Immediate/One Stop Service as per availability.	1. Biman Bhaban, 1/2, CDA Avenue, Sholosohar, Nasirabad, Chattogram. Phone:+88-031-650671-5
8	No-show	Agent may collect no-show charge in favor of their own-issued tickets only. All other tickets issued from Biman's office/outlets & web site, no-show charge can be deposited at Biman sales office..	Passport, visa & ticket copy.	No-show charges are collected as per fare origin/existing ticketing rules.	Immediate/One Stop Service	1. Biman Bhaban, 1/2, CDA Avenue, Sholosohar, Nasirabad, Chattogram. Phone:+88-031-650671-5 2. Airport Sales Counter, Shah Amanat International Airport, Chattogram.

CARGO SERVICE

Cargo import:

For receiving goods shipped from various stations. Documentation, collecting charges and other formalities are executed related to imported goods.

Cargo Export:

For booking and shipments of goods towards different stations.

Contacting Person:

Duty Officer (Cargo)

Shah Amanat International Airport, Chattogram

Tel: +88-031-2500806 (Direct)

+88-031-2500941-50/Ext-3119

CHATTOGRAM AIRPORT SERVICE, BIMAN

General information: Biman flights arrival and departure from Terminal

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Officer
1	Passenger check- in	Passenger will report at check- in counter	Confirmed ticket, Passport , visa	No extra charge other than confirmed ticket	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 20 minutes flight departure.	Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122
2	Wheel chair	Will be arranged getting wheel chair booking and payment receipt	Booking for wheel-chair along with payment	Collection of WCHR charges to/from different stations as per existing rules. Cash, Credit/Debit Card and other form of payment (Bkash, Rocket etc.) Charge to be deposited in advance during ticketing/rebooking.	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 20 minutes flight departure.	Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122
3	Stretcher patient	Stretcher patient carrying ambulance will enter through separate gate. His representative will contact check-in counter	Passport, visa, Biman medical certificate for air travel (issuance of certificate is valid till 72 hours from the date of issue)	Stretcher patient ticket along with all related charges to be paid in advance at sales counter	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 20 minutes flight departure.	Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122

4	VIP/CIP	Business class passenger will be provided lounge	As Per Government warrant of precedence	Free	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 20 minutes flight departure.	Station Manager Tel : +88-031-2500739 (direct) and Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122
---	----------------	--	---	------	--	--

5	Baggage (departure)	Will be tagged at check-in counter	Confirmed ticket, Passport , visa	Other than free baggage allowance, passenger has to pay Excess baggage charge for excess baggage.	As above	Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122
6	Baggage (Arrival)	To be collected from arrival baggage belt	Baggage claim-Tag	Free	Within 30 minutes	Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122
7	Transit passenger	Will report at Transit/Transfer desk	Onward confirmed ticket, Passport along with visa	Free	Minimum connecting time 03 hours.	Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122
8	Hotel arrangement	Hotel accommodation will be arranged if flight delayed more than 08 hours.	As above	Free	Before 2 hours flight departure	Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122
9	Mishandle baggage	Passenger will report	Confirmed	Free	Office hours: 24x7	Duty Officer (Lost &

		at Lost & Found counter Dnata. As a first course of action PIR will be issued if baggage not arrived	ticket, Passport , visa, claim-tag,			Found) Tel: + 88-031-2500941 (Direct) Cell : +88-01777715702
10	Ground feeding	If flight delayed more than 04 hours food will be served	Passport, visa, boarding pass,	Free	Transit or as per stomach time till flight departure	Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122
11	*Excess baggage	Check-in counter	Confirmed ticket	For excess piece/weight other than *free baggage allowance, passenger has to pay additional Excess baggage charge as per rule of destined point.	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 20 minutes flight departure.	Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122
12	Suggestion/complaint	Station Manager Chattogram Tel: +88-031-2500739(direct) Cell:01777715701, Email: cgpkk@bdbiman.com	Email or letter stating details along with supporting all papers.	Free	Within possible minimum time	Station Manager Tel : +88-031-2500739 (direct) Cell : 01777715701. Duty Officer (Traffic) Tel: + 88-031-2500587 (Direct) Tel : +88-031-2500941-50/Ext-3122

Biman is expecting your kind attention for following:

*** Free baggage allowance:**

- Checked Baggage: 30 kg/20 kg will be 02 pieces and 20 kg will be 01 piece suitcase. (If it is carton, then dimension will be within 20"x20"x20")
- Hand baggage: 07 kg/01 piece
- **Request/phone call for extra baggage other than free baggage allowance/size without payment should be avoided.**

Other important information:

- Please ensure passing of all related information while ticketing including both way mobile number along with email.
- VIP/CIP request should be properly added while issuance of ticket with proper designation/rank/position of passengers. As such respected passenger or his representative will book/issue ticket showing supporting ID/papers.
- Additional/special service (if any) should be requested and deposition of fee/charges (if applicable) in advance.