



**Biman Bangladesh Airlines**  
**KUWAIT**

## STATION INFORMATION

### **Country Manager**

Mohammed Hafizul Islam  
Mob: +965 9981 3462  
Email: [kwiiu@bdbiman.com](mailto:kwiiu@bdbiman.com)

### **Station Manager**

Mohammed Nazmul Imam  
Mob: +965 9936 7919  
Email: [kwikk@bdbiman.com](mailto:kwikk@bdbiman.com)

### **Office address and working hours at Kuwait :**

**Reservation & City Sales Office:** Al -Homaizi Building,Al-Soor Streer,P.O.Box-23837,Safat-13099,Kuwait .

**Contact:** +965 22452977-8. **Email :**[kwiiu@bdbiman.com](mailto:kwiiu@bdbiman.com) & [kwikk@bdbiman.com](mailto:kwikk@bdbiman.com)

**Sat - Thu** 08:30Am to 01:00Pm and 04.30Pm to 08.00Pm

### **GSA-Al Athla Travel Company**

Al -Homaizi Building,Al-Soor Street,P.O.Box-23837,Safat-13099,Kuwait .

**Contact:**+965 22441040/22441042/22439764

**Email :**[zaminnaqvi@alathlatravel.com](mailto:zaminnaqvi@alathlatravel.com) (Manager.Commercial).

[john@alathlatravel.com](mailto:john@alathlatravel.com)(Manager.Finance)

**Cargo Call Centre, Biman.Kuwait +965 22452977-8 . Sat - Thu** 08:30Am to 01:00Pm and 04.30Pm to 08.00Pm

# **BIMAN KUWAIT 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.

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Office
1	<b>Ticketing</b>	Can be booked and collected from Biman Sales office, Biman approved IATA travel agents and Biman Website.	Passport, visa.	Price will vary as per availability of seat/baggage allowance/class.	Within 01 (one) working day	<b>Kuwait City:</b> Al –Homaizi Building,Al-Soor Street,P.O.Box-23837,Safat-13099,Kuwait Contact: +965 22452977-8. Email :kwiiuu@bdbiman.com
2	<b>Cancellation and Rebooking</b>	Respected passenger may contact Biman Reservation or Biman sales office or ticket issuing travel agent.	Ticket or booked PNR (Passenger Name Record) or travel date/sector along with name.	Rebooking/date change fee before 24hrs of Journey KWD-4.500. Cancellation within 24hrs of flight departure/no-show at airport-KWD- 19.000. Boarding Gate No-Show-KWD-19.000. Refund Charge:KWD-19.000.	Immediate	<b>Kuwait City:</b> Al –Homaizi Building,Al-Soor Street,P.O.Box-23837,Safat-13099,Kuwait Contact: +965 22452977-8. Email :kwiiuu@bdbiman.com
3	<b>Wheel Chair</b>	Wheel chair to be booked while issuance of ticket .	Passport, Visa, Biman Medical Fitness Form duly filled by doctor. Certificate is valid for 72 hours from the date of issuance. Form is available at Biman sales/city office.	Wheel chair charge to Bangladesh Points KWD-11. 000. Ambo lift Charge KWD-20.000( <b>Where applicable</b> ) . Charge to be deposited in advance during issuance of ticket or may pay at Airport through issue EMD.	Immediate	<b>Kuwait City:</b> Contact: +965 22452977-8. Email :kwiiuu@bdbiman.com  <b>Airport Office:</b> Station Manager Contact:+965 9936 7919 Email:kwikk@bdbiman.com

4	<b>Stretcher patient</b>	Stretcher for patient to be booked well in advance and after confirmation from head office ticket will be issued.	Passport, visa, Accompanying doctor/nurse/passenger passport & Visa, Biman Medical Form duly filled by doctor which will be valid for 72 hours from the date issue along with indemnity signed by passenger. Form is available at Biman sales/city office..	Stretcher fare will be available after confirmation of all formalities. Ticket will be issued from Biman sales office after confirmation through Biman Reservation at city office.	Within 03 (three) working days depending on space availability and stretcher confirmation from Dhaka.	<b>Kuwait City:</b> Al –Homaizi Building,Al-Soor Street,P.O.Box-23837,Safat-13099,Kuwait Contact: +965 22452977-8. Email :kwiuu@bdbiman.com
5	<b>Pregnant Lady</b>	Proper information to be produced while booking to agent/Biman counter.	Passport, Visa, Proof of pregnancy duration by doctor up to 26 weeks only. For 27-32 months of pregnancy, passenger can travel after providing doctors certificate clearly mentioning fit for 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 other than ticket price.	Immediate	<b>Kuwait City:</b> Al –Homaizi Building,Al-Soor Street,P.O.Box-23837,Safat-13099,Kuwait Contact: +965 22452977-8. Email :kwiuu@bdbiman.com
6	<b>VIP/CIP</b>	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.	Immediate	<b>Kuwait City:</b> Al –Homaizi Building,Al-Soor Street,P.O.Box-23837,Safat-13099,Kuwait Contact: +965 22452977-8. Email :kwiuu@bdbiman.com

7	<b>Unaccompanied minor</b>	Passport, visa along with sender, receiver's full name address mobile, email information are required.	Passport, visa for passenger along with sender & receiver passport, ID copy, 3 sets of Biman prescribed form and 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.	03 working days	<b>Kuwait City:</b> Al –Homaizi Building,Al-Soor Street,P.O.Box-23837,Safat-13099,Kuwait Contact: +965 22452977-8. Email :kwiuu@bdbiman.com
8	<b>No-show</b>	Agent may collect no-show charge in favor of own-issued ticket only. All other tickets issued from Biman& Biman-web site,no-show charge can be deposited at Biman sales office..	Passport, visa & ticket copy.	No-show charge KWD 19.000	Immediate	<b>Kuwait City:</b> Al –Homaizi Building, Al-Soor Street,P.O.Box-23837,Safat-13099,Kuwait Contact: +965 22452977-8. Email :kwiuu@bdbiman.com

## CARGO SERVICE

**Cargo import:** For receiving delivery of goods - Call center, Kuwait Airways Import Cargo Section ,Airport,Kuwait ., Tel: +965 22345555  
Extn:2153 (office hours: 24x7)

**Cargo Export:** For booking of export goods please contact following officials:

**Mohammed Giash Uddin**

**Mohammed Salauddin Palash**

Sales & Business Development Executive – Cargo

Al -Homaizi Building, Al-Soor Street,P.O.Box-23837,Safat-13099,Kuwait

Contact: +965 22452977-8.

Email :kwiuu@bdbiman.com.

## KUWAIT AIRPORT SERVICE BIMAN

### General information: Biman flights arrival and departure from Terminal 1

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Officer
1	<b>Passenger check-in</b>	Passenger will report at check- in counter	Confirmed ticket, Passport , visa & Civil ID.	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.	Station Manager Tel: +965 99367919 Email:kwikk@bdbiman.com
2	<b>Wheel chair</b>	Will be arranged getting wheel chair booking and payment receipt	Booking for wheel-chair along with payment	Wheel chair charge to Bangladesh Points KWD-11.000. Ambo lift Charge KWD-20.000( <b>Where applicable</b> ) . Charge to be deposited in advance before Check-in at Airport through issue EMD.	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: +965 99367919 Email:kwikk@bdbiman.com
3	<b>Stretcher patient</b>	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.	Station Manager Tel: +965 99367919 Email:kwikk@bdbiman.com
4	<b>VIP/CIP</b>	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: +965 99367919 Email:kwikk@bdbiman.com



5	<b>Baggage (departure)</b>	Will be tagged at check-in counter	Confirmed ticket, Passport, visa, Civil ID	Other than free baggage allowance passenger has to pay KWD- 4.000/ KG ,one extra pc upto 10kg KWD- 30.000,one pc extra from 11 to 23kg KWD-69.000 forDhaka/Chittagong/Sylhet.	do	Station Manager Tel: +965 99367919 Email:kwikk@bdbiman.com
6	<b>Baggage (Arrival)</b>	To be collected from arrival baggage belt	Baggage claim-Tag	Free	Within 30 minutes	Station Manager Tel: +965 99367919 Email:kwikk@bdbiman.com
7	<b>Transit passenger</b>	Will report at Transit/Transfer desk	Onward confirmed ticket, Passport along with visa	Free	Minimum connecting time 03 hours.	Station Manager Tel: +965 99367919 Email:kwikk@bdbiman.com
8	<b>Hotel arrangement</b>	Hotel accommodation will be arranged if flight delayed more than 08 hours.	do	Free	Before 2 hours flight departure	Station Manager Tel: +965 99367919 Email:kwikk@bdbiman.com
9	<b>Mishandle baggage</b>	Passenger will report at Lost & Found counter at Kuwait. As a first course of action PIR will be issued if baggage not arrived	Confirmed ticket, Passport, visa, claim-tag,	Free	Office hours: 24x7	Station Manager Tel: +965 99367919 Email:kwikk@bdbiman.com
10	<b>Ground feeding</b>	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	Station Manager Tel: +965 99367919 Email:kwikk@bdbiman.com

11	<b>*Excess baggage</b>	Check-in counter	Confirmed ticket	For excess piece/weight other than *free baggage allowance, passenger has to pay additional Charge KWD-4.000/ KG ,one extra pc up to 10kg KWD-30.000,one pc extra from 11 to 23kg KWD-69.000 forDhaka/Chittagong/Sylhet.	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: +965 99367919 Email:kwikk@bdbiman.com
12	<b>Suggestion/complaint</b>	Station Manager Tel: +965 99367919 Email:kwikk@bdbiman.com	Email or letter stating details along with supporting all papers.	Free	Within possible minimum time	Station Manager Tel: +965 99367919 Email:kwikk@bdbiman.com

### **Biman is expecting your kind attention for followings:**

#### **\* Free baggage allowance:**

- Checked Baggage: 60/50 kg will be 02 pieces. (If it is carton, then dimension will be within 20"x20"x20")
- Hand baggage: 07 kg/01 piece

#### **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 passenger .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.

#### **Restriction at Kuwait International Airport:**

Please do not carry electric items like Bicycle, Toys, Scotty with battery, re-chargeable batteries, etc in checked baggage.

**Thanking  
you**

 **Biman**  
**BANGLADESH AIRLINES**  
*Your home in the air*

