

## **CITIZEN CHARTER OF BIMAN BANGLADESH AIRLINES, KATHMANDU CITY OFFICE.**

S.N O	NAME OF THE SERVICE	PROCESS OF PROVIDING SERVICES	NECESSARY DOCUMENTATION & ITS AVIALABILTY	SERVICE VALUE & MODE OF PAYMEMENT	TIME FOR RENDERING SERVICE	CONCERNED PERSON/CONTACT DETATILS
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Tickets Sell	Tickets can be purchase from Biman own outlet/office & all international station where Biman operate, also can purchase from any Biman approved Travel Agent.	To purchase tickets, needed passport with visa, travel pass, Residence Card, Manpower clearance and other relevant documents as per destination rules.	To travel onward destination, some charges/ fees may required which will be paid through EMD ( Electronic Miscellaneous Documents)	Office hours (Time:9:30am-5:00pm SUN-THU) FRI-9:30am-01:00pm  SAT- Office closed.	Sales Counter Ticketing Incharge Tel: 01-4434740/4434982  Country Manager Mob: +9779851037510 Tel: +977-01-4434869
2.	Confirmation, Re-confirmation, Date change		Confirm Tickets		Office hours (Time:9:30am-5:00pm SUN-THU) FRI-9:30am-01:00pm  SAT- Office closed.	Sales Counter Incharge and Country Manager Tel: 01-4434740/4434982
3.	Ticket Cancellation and Refund	If honorable passenger willing to cancel his/her travel journey then he/she may do & ticket amount may also be refunded if he/she want.	Passenger himself has to carry the passport & ticket which must be shown at Biman outlet for refund purpose & if it is from travel agency then passenger has to contact their travel agent for the necessary process.	For full refund process, if ticket cancelled before 24 hours of departure, no cancellation charge, only refund charge will be deducted. If ticket cancels after 24 hours of departure then minimum charges for cancelation which is called Noshow charge & refund charges will be deducted from the actual ticket fare.	Office hours (Time:9:30am-5:00pm SUN-THU) FRI-9:30am-01:00pm  SAT- Office closed.	Sales Counter Ticketing Incharge Tel: 01-4434740/4434982  Country Manager Mob: +9779851037510 Tel: +977-01-4434869

4.	VIP/CIP Service	After the travel confirmation of Honorable VIP/CIP, they are entitled for seat allocation & other relevant services.	Honorable passengers has to produce confirm tickets.	No charges/Free of Cost	Office hours (Time:9:30am-5:00pm SUN-THU) FRI-9:30am-01:00pm  SAT- Office closed.	Airport Station Manager Mob: +977-9851026159
5.	Wheel Chair Service	If valued passengers required for wheel chair then he/ she may allow for this services by paying charges/ fee in accordance to the destination rules.	Need to produce tickets, medical certificate & must fill up Biman prescribed form provided by Biman Office.	No charges for the prescribed form.	Office hours (Time:9:30am-5:00pm SUN-THU) FRI-9:30am-01:00pm  SAT- Office closed.	Country Manager Mob: +9779851037510 Station Manager Airport Mob: +9779851026159
6.	Stretchers Service for Patients	Biman provide stretchers service for emergency reason to valued passenger if necessary.	Biman prescribed form must fill up and certified by doctor & it is available in Biman office.	For stretchers travel 6-12 seats required as per type of aircraft and extra one (01) seat required for accompanied. Charges to be paid for this and also prior information is required.	Office hours (Time:9:30am-5:00pm SUN-THU) FRI-9:30am-01:00pm  SAT- Office closed	Sales Counter Ticketing Incharge Tel: 01-4434740/4434982 Country Manager Mob: +9779851037510 Tel: +977-01-4434869
7.	Unaccompanied Minor	From 02years-11yrs Not exceeding 12 birthday then he/she can travel as accompanied child.	Biman prescribed form must be fill -up for unaccompanied minor travel which is available in Biman counter. It is mandatory to mention contact details/ the name of See-Off & Receiver concern person at both end (arrival/departure).	Payment to be made at the time of ticketing as per Slab of age of Minor.	Office hours (Time:9:30am-5:00pm SUN-THU) FRI-9:30am-01:00pm  SAT- Office closed	Sales Counter Ticketing Incharge Tel: 01-4434740/4434982 Country Manager Mob: +9779851037510 Tel: +977-01-4434869

8.	Noshow	If any valued passengers failed to report at airport in his/her departure time then h/she may further book to travel on next available date as per his/her desire.	Required booking tickets/valid passport with visa and other relevant travel documents as per destination requirement.	No-show charges and Fare Difference if any and other relevant charges need to pay if required at the time of next confirmation.	Office hours (Time:9:30am-5:00pm SUN-THU) FRI-9:30am-01:00pm  SAT- Office closed	Sales Counter Ticketing Incharge Tel: 01-4434740/4434982 Country Manager Mob: +9779851037510 Tel: +977-01-4434869
9.	Telephone Enquiry	Honorable Passengers can get information about the flight status over phone.			Office hours (Time:9:30am-5:00pm SUN-THU) FRI-9:30am-01:00pm  SAT- Office closed	Sales Counter Ticketing Incharge Tel: 01-4434740/4434982  Country Manager Mob: 9851037510 Tel: +977-01-4434869 Email: ktmuu@bdbiman.com

## **CITIZEN CHARTER AIRPORT SERVICE FOR BIMAN PASSENGERS AT KATHMANDU.**

S.NO	NAME OF THE SERVICE	PROCESS OF PROVIDING SERVICES	NECESSARY DOCUMENTATION & ITS AVIALABILITY	SERVICE VALUE & MODE OF PAYMEMENT	TIME FOR RENDERING SERVICE	CONCERNED PERSON/CONTACT DETATILS
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Passengers Check-In	Check-In counter at airport.	Confirm tickets, passport with valid visa & other relevant documents as destination requirement.	Tickets price must be as per travel sector.	Appear airport before 03 hours of departure time & must complete check-in process before 01 hour of departure.	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com
2.	Wheelchair/PRM	Wheelchair service with assistance while entry and exist if required.	Confirm tickets, passport with valid visa & other relevant documents (medical certificate where applicable)	Applicable charges	Appear airport before 03 hours of departure time & must complete check-in process before 01 hour of departure.	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com
3.	Stretchers service for patient	Ambulance lift (Ambulift) & assistance at airport.	Medical certificate and Indemnity must be given by patient on Biman prescribed form.	Applicable charges	Appear airport before 03 hours of departure time & must complete check-in process before 01 hour of departure.	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com
4.	VIP/CIP Service	Airport Lounge	As per state protocol	Free of Cost	Appear airport before 03 hours of departure time & must complete check-in process before 01 hour of departure.	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com
5.	Baggage Service Departure	Baggage tag set on Luggage mentioning the destination.	Confirm tickets, passport with visa & other relevant travel documents.	Free of Cost upto free baggage limit.	Appear airport before 03 hours of departure time & must complete check-in process before 01 hour of departure.	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com
6.	Baggage Service Arrival	Distribution at arrival Baggage belt, airport.	Baggage claim tag	Free of cost	First baggage delivery within 20min of flight arrival and last baggage within 01(One) hour of flight arrival.	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com

7.	Joining passenger	Transit Counter/ Desk	Confirm tickets for next destination, passport with visa and other relevant documents.	Free of cost.	Minimum connecting time	Transit Desk Dhaka Tel: +88028901275
8.	Hotel Arrangement for joining passenger	Hotel will be provided to the joining passenger if flight is delay more than 08 hours or cancelled till next available connecting flight.	Confirm tickets, Passport with valid visa and other relevant documents.	Free of Cost, Transit visa fee required if passengers want to leave hotel and explore outside.	Upto flight departure	Transit Desk Dhaka Tel: +88028901275
9.	Mishandle Baggage Service	Lost & Found Section, Custom Hall Desk	PIR (Property Irregularity Report) issued for Lost baggage. As per IATA rules, compensation will be provided.	Free of Cost.	Upto Office hours	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com
10.	Ground Feeding	Transit Cell/ Duty Control room if flight delay more than 03 hours.	Confirm tickets & Boarding Pass.	Free of Cost	Joining passenger: If flight delay more than 03 hours then Breakfast, Lunch & Dinner will be provided as per stomach time.	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com
11.	Excess Baggage	Check-In Counter, if it is beyond the FBA	Confirm Tickets	As per Excess Baggage rule.	For Excess Baggage weight 03 hours before will be reported at check-in counter and must complete before 01(one) hour of departure.	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com
12.	Disable passenger	Check-In Counter at airport. Assistant along with wheelchair provided at arrival & departure.	Confirm Tickets	Free of Cost/ No charge	Reporting Airport before 03 hours of departure and must complete check-in before 01(one) hour of departure.	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com
13.	Telephone Service	Prior information regarding flight arrival & departure & lost baggage.	Flight Date, Ticket Number & Bag Tag	Free of Cost	Office Time	Station Manager Mob: 9851026159 Email: ktmkk@bdbiman.com