


SL No	List of services	Details
1.	Biman Sales Office	<p>Biman Bangladesh Airlines has around 36 offices in all the divisional cities including Dhaka and in different countries. These offices provide all assistance in ticket purchase and related matters to the passengers of Biman. The detailed address of these offices can be found by clicking on the following link.</p> <p>https://www.biman-airlines.com/contactus?#global-office</p>
2.	Ground Handling	<p>Biman Bangladesh Airlines skilled staff provides ground handling services to Biman and other airlines at all airports in Bangladesh including Hazrat Shahjalal International Airport.</p>
3.	Cargo service	<p>Biman Bangladesh Airlines has been providing passenger services as well as cargo services with great efficiency.</p> <p>For Cargo Reservation cargospace@bdbiman.com Telephone: 8901500 ex 8710 & 8711 8901771 (dir) (Office hours: 0800 to 2200 LT)</p> <p>For Cargo Export and Export related information cargoexp@bdbiman.com Pabx: 8901500 ex- 8603, 8604 8901269 (dir) (Office Hours: 24 Hours) Mobile : 01777715557</p> <p>Cargo Import and import related information (Cargo Arrival and delivery) importcargo@bdbiman.com PABX: 8901500 Ex-8101 (Office hour 0800 to 2200LT)</p> <p>Biman Cargo Trace and track (URL): https://www.freight.aero/tracking.asp</p>

<p>4.</p>	<p>Bangladesh Airlines Training Center (BATC)</p>	<p>Bangladesh Airlines Training Centre (BATC) is the official training centre of Biman Bangladesh Airlines Ltd. It is the only aviation training facility within Bangladesh, approved under part 147 by CAAB to support Biman Bangladesh and all other local and international Airlines. Its Aerospace and Avionics Engineering faculties achieved EASA (European Aviation Safety Agency) part 147 approvals on 28th February, 2012 for basic B1 and B2 categories of Aircraft maintenance engineering. EASA part 147 approval of BATC is first of its kind among the neighboring countries.</p> <p><u>PRODUCTS AND SERVICE PATTERN IN GENERAL:</u></p> <p>The trained and skilled manpower having license different types of aircraft engineering department is outcome of BATC training. cabin crews and depend on BATC for all kinds of basic recurrent courses. All ground training of all cockpit crew is done at BATC. All other operational training for ground service personnel, Cargo personnel and security personnel are done at BATC. Number of courses is offered for management and business development as well. BATC provides a number of course for outsiders on commercial basis. 3 years' aircraft maintenance engineering is one of those courses. Also courses are offered for travel agency personnel, freight forwarder, Agency personnel and other national and international airliner personnel. Courses are also offered for the defense personnel going to UN mission. BATC prepares a training calendar for a particular year starting from January well in advance after proper TNA and collaboration of the user department.</p> <p>http://www.batc.ac.bd is the official website of BATC which plays a vital role regarding scheduling training and all sorts of other training activities.</p> <p><u>APPROVAL WE HOLD:</u></p>
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<p>Bangladesh Airlines Training Center (BATC)</p>	<p>Civil Aviation Authority of Bangladesh – CAAB Approval BATC holds different kind of CAAB approval since the inception of BATC. It achieved CAAB ANO (AW) part 147 approval since 26th April 2015. Following areas are presently approved by CAAB:</p> <ol style="list-style-type: none"> 01. Courses of aerospace and avionics engineering faculties are approved by CAAB as “CAAB ANO (AW) part 147 approved maintenance training organization” 02. Ground courses of cockpit crew conducted by operations technical faculty of BATC are approved by CAAB. 03. Courses conducted by customer services faculty are approved by CAAB. 04. DGR (Dangerous Goods regulations) CAT – 1,2,3,4,5,6,7 courses conducted by marketing & sales faculty are approved by CAAB. <p>European Aviation Safety Agency-EASA Approval</p> <p>BATC is the one and only training centre among the neighboring countries (India, Pakistan, Nepal, Bhutan, Maldives, Srilanka and Afganistan) that achieved EASA part 147 approval. EASA part 147 approval covers following areas:</p> <ol style="list-style-type: none"> 01. EASA B1.1 and B2 basic course offered by aerospace and avionics engineering faculties are approved by EASA under “EASA part 147 approved maintenance training Organization” 02. Aerospace and avionics engineering faculties are approved by EASA for conducting EASA EASA 66 modular examination for licensing. <p>PRODUCT DEVELOPMENT PRIORITIES AND FUTURE PLAN:</p> <p>Facilitate BATC activity towards CAAB compliance through Engineering training by installing new practical setup of CAAB/EASA.</p> <p>Pilot training by installing full flight simulator</p> <p>After completion of above requirements BATC may be developed as an independent TRTO (Type Rated Training Organization) approved by CAAB.</p>
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	<p>Bangladesh Airlines Training Center (BATC)</p>	<p>1. Developing all human resources for more commercialization, business viability and help to develop sustainable growth of Biman.</p> <p>2. Establishing “Biman University of Aviation & Engineering” which was once approved by Biman Board. By materializing that decision in the form of University or institute affiliated under Dhaka University, BATC can be turned into a center of excellence through its insolvency in the academic arena.</p> <p>For more details: Bangladesh Airlines Training Center (BATC) Hazrat Shahjalal International Airport, Kurmitola, Dhaka, Bangladesh Phone: +880-2-8901308 PABX: +880-2-8901500-9, ex-7400 Email: pbatc@bdbiman.com Web: http://batc.ac.bd/</p>
<p>5.</p>	<p>Biman Flight Catering Centre (BFCC)</p>	<p>Biman Flight Catering Centre (BFCC) is an internationally recognized airlines catering unit of Biman. It was built at a cost of BDT 140 million with a floor area of 67,000 square feet. BFCC came into operations on October 29, 1989. BFCC was designed by ACCA, Australia and implemented by Scandinavian Air Services (SAS). There are 597 employees working in BFCC and the unit remains open 24/7. Our built-in capacity was 8500 meals per day but recently it has been enhanced to 10,000 meals per day. During Hajj, it produces about 13,000 meals per day.</p>  <p>PRODUCTS & SERVICES: We provide an array of in-flight services including food & beverages, cabin dressing, laundry services, in-flight equipment washing, bonded items, entertainment, reading materials, toiletries etc. We have an outlet- sky catering, Sales Center, HSIA to sell snacks items and bakery products. BFCC is also playing a vital role to operate the</p>

<p>Biman Flight Catering Centre (BFCC)</p>	<p>Hajj flight smoothly by extending catering support to the pre and post Hajj Flights.</p> <p>CUSTOMERS: We provide full catering services to Biman, Malaysia Airlines, Turkish Airlines, Dragon Air and Cathy Pacific on regular basis along with UN charters and cargo flights. Furthermore, we are providing cabin dressing to fourteen international airlines on regular basis. Causal meal supply and other services to foreign airlines operating from Dhaka is common phenomenon. BFCC also provides catering support to the prestigious VVIP Flights.</p> <p>COMMERCIAL PERFORMANCES: In the fiscal year of 2016-17, we achieved total income of TK. 116.25 crore. A net profit of TK. 15.00 crore.</p> <p>PROFESSIONAL CULINARY COURSES: We are providing international standard cookery courses with the affiliation of world renowned city & guilds, UK since 2015. The course is offered to external as well as internal students. BFCC completed 07 batches and each batch contents 25 students. The class of the 8th batch is going to start in Januyary'2018. This professional course turns unskilled hands into skilled professional and serves as a gateway of local and international career for the Bangladeshi people</p> <p>SOCIAL COMMITMENT: We provide fresh and good quality food that returns from the airlines to orphans. We have enlisted 14 orphanages that are located near to the BFCC to offer food per week and two orphanages come daily in the morning and evening to take delivery of food from BFCC.</p> <p>STANDARDS: BFCC is certified on ISO 9001:2008, ISO 22000: 2005, BSTI (Bakery Products) and complaint on ICQA, Halal production and OH&S.</p> <p>FUTURE PLAN:</p> <ul style="list-style-type: none"> i) The existing catering unit with the capacity of 25,000 meals per day. ii) Establish a hospitality institute to conduct courses on Cookery, F&B and Housekeeping.
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	<p>Biman Flight Catering Centre (BFCC)</p>	<p>iii) Establish a catering unit in Chittagong with 5000 meals per day.</p> <p>For more details: Biman Flight Catering Centre Hazrat Shahjalal International Airport Kurmitola, Dhaka-1229, Bangladesh. Tel : +88 02 8901760-64, +88 02 8956969 Fax : +88 02 8901638 E-mail : operations@bfcc-bd.com Website : www.bfcc-bd.com</p>
<p>6.</p>	<p>Biman Poultry Complex</p>	<p>BACKGROUND: Biman poultry complex was established in 1976 by Biman Bangladesh Airlines. The Complex went into its operation on 10 November, 1980. The complex produces and supplies hybrid one day chicks both layer and broiler from parent stock imported from hatchery of SHAVER breeding farm Canada and supplies dressed meat to Biman Flight Catering Centre (BFCC). The complex also produces agriculture products like paddy, wheat, mustard, vegetable, grows fishes and milk. The total area of the complex is 76.12 acres</p>  <p>CAPITAL FUND: Bangladesh Biman got the fund from government as a ADP loan and invested in complex. Subsequently this loan has been waived by the government and the BPC transfer the loan into equity capital including interest. It is observed that actual interest on this loan till 30/06/2001 total amounting of Taka 37,973,935 has been transferred to Capital fund as per decision of Biman management.</p>  <p>After revaluation of Assets and liabilities of BPC as on 22 July 2007, the net worth stands Tk. 1,434,14 1,400 which represents capital fund of BPC and investment of BBAAL in BPC.</p>

OPERATIONAL UNIT:

- Boiler Unit
- Feed mill unit
- Dairy unit
- Fisheries unit
- Agriculture unit

PRODUCTS:

- Provide poultry products for in-flight meals
- Provided & produce chicken meat, milk, poultry products, fish, fruit & vegetable for Biman employee and local market.
- Ensure to produce chemical free and 100% hygienic poultry, dairy and Agricultural Products.

ACHIEVEMENTS:

- BPC started to supply boneless and cube card chicken meat as per BFCC requirement.
- Produced 1,92,961 kgs. dress boiler meat and 63016 kgs. boneless chicken meat for in-flight meals.
- In the financial year 2016-17 BPC produced DBC 2,27,151 kgs, boneless chicken meat 63,016 kgs, live chicken broiler 68,027 kgs, day old chicks 3,37,800 pcs, milk 1,34,724 liter and red meat 3,693 kgs. BPC earned revenue of Tk. 16.80 crore and incurred expenditure Taka 13.71 crore. Thereby, BPC earned net profit of Taka 3.09 crore during the FY 2016-17.

FUTURE PLAN:

- Initiated to install to pre-fabricated building with environmental control shed which area is (400*50)= 40,000 sqft. and estimated cost Tk. 6.5 crore. The said project will be implemented through Biman project and works division.
- Initiated to install two open layer sheds which area is (10,000*2) = 20,000sqft. and estimated cost Tk. 1.80 crore. The same project will be implemented through Biman project and works division.

Biman Poultry Complex

Ganakbari, Savar, Dhaka

Farm Manager: 01777715754

Sales Center Address

Products

		<p>Sales Center of Biman Poultry Complex near Farm Mobile No. 01777715753</p> <p>Balaka Sales Centre Mobile No- 01777715752</p> <p>Hazrat Shahjalal International Sales center adjacent to the M,T Mobile No.- 01777715751.</p> <p>Dhanmondi Sales Centre Mobile No- 01777715750</p>	<ol style="list-style-type: none"> 1. Dressed chicken. 2. Chicken liver. 3. Chicken throat. 4. Chicken leftover. 5. Legs and Head of the chicken. 6. Eggs 7. Cow's milk. 8. Beef. 9. Tilapia fish. 10. Nylotica fish. 11. Pangas fish. 12. Seasonal vegetables and fruits. 13. Litter of chicken (excrement).
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