

# BIMAN ABU DHABI STATION CITIZEN CHARTER



# **Total Manpower in** **Abu Dhabi Station**

- ❑ Regional Manager : **Mr. Nidan Chandra Barua**  
Cell No. : 00971 50 6146768, auhuu@bdbiman.com
- ❑ Station Manager : **Mr. Ahmad Fayaz**  
Cell No. : 00971 50 7839456, auhkk@bdbiman.com
- ❑ Finance Manager : **Mr. B. M. Ferdous Kabir**  
Cell No. : 00971 50 6131293, auhab@bdbiman.com
- ❑ Operation Manager : **Mr. Md. Monjur Morshed**  
Cell No.: 00971 56 7875376, auhow@bdbiman.com
- ❑ Asstt. Station Manager : One ( vacant )



## **Office address and Working hours :**

### **GSA - Al Rumaithy Travel Agency, Abu Dhabi :**

Reservation & City Office: Sk. Zayed 2<sup>nd</sup> Street/ Electra Road, Bldg. No. 5213,  
P.O.Box No. 4356, Abu Dhabi.

Contact: +971 2 6325124. Email : [auhuu@bdbiman.com](mailto:auhuu@bdbiman.com), [alrumati@eim.ae](mailto:alrumati@eim.ae)

Timing : Sun - Thu : morning 08:00am to 01:00pm // afternoon : 04:30pm to 07:30pm  
Fri & H/day - afternoon : 04:30pm to 07:30pm

### **GSA - Al Rumaithy Travel Agency, Al Ain :**

Sales Office / Ticketing Counter (AAN) : , Al Ain.

Contact: +971 3 7640567. Email : [tohid....@gmail.com](mailto:tohid....@gmail.com)

Timing : Sun - Thu : morning 08:00am to 01:00pm // afternoon : 04:30pm to 07:30pm  
Fri & H/day - afternoon : 04:30pm to 07:30pm

## ► 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	Ticketing	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	<p>Abu Dhabi : +971 2 6325124 Email: auhuv@bdbiman.com</p> <p>Al Ain : +971 3 7640567.</p>
2	Cancellation and Rebooking	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 AED100.00. Cancellation within 24 hour's of flight departure/No-show at Airport-AED 230.00.	Immediate	<p>Abu Dhabi : +971 2 6325124 Email: auhuv@bdbiman.com</p> <p>Al Ain : +971 3 7640567.</p>
3	Wheel Chair	Wheel chair to be booked while issuance of ticket	Passport, Visa, Biman Medical Fitness Form duly filled by Doctor. Certificate is valid for 48 hours from the date of issuance. Form is available at Biman sales/city office.	Wheel chair charge to Abu Dhabi to BD points AED 695.00. Charge to be deposited in advance during issuance of ticket	Immediate	<p>Abu Dhabi : +971 2 6325124 Email: auhuv@bdbiman.com</p> <p>Al Ain : +971 3 7640567.</p>

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Office
4	Stretcher patient	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 48 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.	Abu Dhabi : +971 2 6325124 Email: auhuh@bdbiman.com  Al Ain : +971 3 7640567.
5	Pregnant Lady	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 07 hours' air travel. Crossing 32 weeks of pregnancy, passenger will not be accepted at airport. The certificate is valid for 48 hours from the date of issue.	No extra charge other than ticket price.	Immediate	Abu Dhabi : +971 2 6325124 Email: auhuh@bdbiman.com  Al Ain : +971 3 7640567.

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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	Abu Dhabi : +971 2 6325124 Email: auhuhu@bdbiman.com  Al Ain : +971 3 7640567.
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	Abu Dhabi : +971 2 6325124 Email: auhuhu@bdbiman.com  Al Ain : +971 3 7640567.
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-website, no-show charge can be deposited at Biman sales office..	Passport, visa & ticket copy.	No-show charge AED 230.00	Immediate	Abu Dhabi : +971 2 6325124 Email: auhuhu@bdbiman.com  Al Ain : +971 3 7640567.

## **CARGO SERVICE :**

- ▶ **Cargo Import :** For receiving delivery of goods - Cargo Village, Abu Dhabi International Airport ( beside the Terminal - 2 ), Office hour : 24 X 7.
  
- ▶ **Cargo Export :** For booking of export goods, please contact following Officials :
  - ▶ Mr. Abdul Kader & Mr. Arun
  - ▶ Al Rumaithy Cargo LLC., Muroor Road
  - ▶ Tel : +971 2 4466314
  - ▶ Cell No. : +971 50 4132762
  - ▶ E-mails : alrumati@eim.ae & alrcargo@eim.ae
  
- ▶ **Carriage of Human Remain :**
  - ▶ For booking Carriage of Human Remain, please contact City Office, Biman, Abu Dhabi
  - ▶ Electra Street
  - ▶ Tel : +971 2 6325124



# **GENERAL INFORMATION :**

## **Biman flights arrival and departure from Terminal - 2 ABU DHABI INTERNATIONAL AIRPORT**

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	No extra charge other than confirmed ticket	Reporting 03 hours' before flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 20 minutes of flight departure.	Station Manager Tel: +971 50 6131293 Email : auhkk@bdbiman.com
2	<b>Wheel chair</b>	Will be arranged getting wheel chair booking and payment receipt	Booking for wheel-chair along with payment	Wheelchair charge to Abu Dhabi to BD points AED 695.00. Charge to be deposited in advance during issuance of ticket	Reporting 03 hours' before flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 20 minutes of flight departure.	Station Manager Tel: +971 50 6131293 Email : auhkk@bdbiman.com

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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 48 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 of flight departure. Boarding gate will be closed before 20 minutes of flight departure.	Station Manager Tel: +971 50 6131293 Email : auhkk@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: +971 50 6131293 Email : auhkk@bdbiman.com



Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Officer
5	<b>Baggage ( departure )</b>	Will be tagged at check-in counter	Confirmed ticket, Passport , visa	Other than free baggage allowance passenger has to pay AED 50/ KG for Dhaka/Chittagong/ Sylhet.	do	Station Manager Tel: +971 50 6131293 Email : auhkk@bdbiman.com
6	<b>Baggage ( Arrival )</b>	To be collected from arrival baggage belt	Baggage claim-Tag	Free	Within 30 minutes	Station Manager Tel: +971 50 6131293 Email : auhkk@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: +971 50 6131293 Email : auhkk@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: +971 50 6131293 Email : auhkk@bdbiman.com

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Officer
9	<b>Mishandle Baggage</b>	Passenger will report at Lost & Found Counter at Airport. As a first course of action PIR will be issued if baggage not arrived by them.	Confirmed ticket, Passport, visa, claim-tag,	Free	Office hours: 24x7	Station Manager Tel: +971 50 6131293 Email : auhkk@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: +971 50 6131293 Email : auhkk@bdbiman.com



Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Officer
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 AED 50 per KG for all BD points.	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: +971 50 6131293 Email : auhkk@bdbiman.com
12	<b>Suggestion/ Complaint</b>	Station Manager, Abu Dhabi +971 50 6131293 Email: auhkk@bdbiman.com	Email or letter stating details along with supporting all papers.	Free	Within possible minimum time	Station Manager Tel: +971 50 6131293 Email : auhkk@bdbiman.com

# Biman is expecting your kind attention for following :

## Free Baggage Allowance :

- ❑ **Checked Baggage :** 50/40 Kg will be 02 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
- ❑ **Television :** Maximum 42" TV in original safety packing can be carried on aircraft within permissible allowance / piece.
- ❑ **Blanket :** 01 piece only within permissible baggage allowance
- ❑ **Additional charge :** AED 50.00 per kg will be levied for carriage of any additional checked/hand baggage and weight at check in counter and in boarding gate.
- ❑ **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 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 Abu Dhabi International Airport :

Please do not carry electric items like Fan, Charger Fan, Bicycle, Toys with battery, Laptop, Power bank, all kinds of charger light, oils, re-chargeable batteries etc in checked baggage.

## Carriage of Human Remain :

Carriage of Human Remain is not possible with full passenger load in B-737. Biman may carry human remain in bigger aircraft B-772 / B-773.





# Thanking you

