

CITIZEN CHARTER OF BIMAN BANGLADESH AIRLINES, KUALA LUMPUR CITY OFFICE.

S.N O	NAME OF THE SERVICE	PROCESS OF PROVIDING SERVICES	NECESSARY DOCUMENTATION & ITS AVIALABILTY	SERVICE VALUE & MODE OF PAYMENT	TIME FOR RENDERING SERVICE	CONCERNED PERSON/CONTACT DETATILS
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Tickets Sale	Tickets can be purchased from Biman outlet/office & from any Biman approved Travel Agents.	To purchase tickets, passport with visa, travel pass, Residence Card, Manpower clearance and other relevant documents are needed as per destination rules. Contact telephone contact at origin and destination.	Applicable fare, taxes and charges will apply	Office hours (Time:9:30am-5:00pm MON-FRI) SAT-9:30am-01:00pm SUN- Office closed.	Sales Counter Ticketing Incharge Tel: +60321646270-71 Country Manager Mob: +60122736676 Tel: +603-21646131
2.	Confirmation, Re-confirmation, Date change		Confirmed Tickets	Charges and difference of fare where applicable.	Office hours (Time:9:30am-5:00pm MON-FRI) SAT-9:30am-01:00pm SUN- Office closed.	Sales Counter InchargeTel: +60321646270-71
3.	Ticket Cancellation and Refund	If valued passenger is willing to cancel his/her travel journey then he/she may do & ticket amount may also be refunded if he/she wants.	Passenger himself has to carry the passport & ticket which must be shown at Biman outlet for refund purpose & if it is issued from travel agency then passenger has to contact their travel agent for the necessary process.	For full refund process, if ticket is cancelled before 24 hours of departure, no cancellation charge will be applied, only refund charge will be deducted. If ticket is cancelled within 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 MON-FRI) SAT-9:30am-01:00pm SUN- Office closed.	Sales Counter Ticketing Incharge Tel: +60321646270-71

4.	VIP/CIP Service	After the travel confirmation of Honorable VIP/CIP, they are entitled for seat allocation & other relevant services.	Honorable passenger has to produce confirmed tickets.	No charges/Free of Cost	Office hours (Time:9:30am-5:00pm MON-FRI) SAT-9:30am-01:00pm SUN- Office closed.	Airport Station Manager Tel:+603-87764770 Mob: +60193806643
5.	Wheel Chair Service	If valued passengers need wheel chair then he/ she may be allowed for this services by paying charges/ fee in accordance to the destination rules.	Need to produce tickets, medical certificate & must fill up prescribed form provided by Biman Office.	Applicable charges for wheelchair services	Office hours (Time:9:30am-5:00pm MON-FRI) SAT-9:30am-01:00pm SUN- Office closed.	Sales Counter Ticketing Incharge Tel: +60321646270-71 Country Manager Mob: +60122736676
6.	Stretchers Service for Patients	Biman provide stretcher service for in case of emergency to valued passenger.	Biman prescribed form must be filled up and certified by doctor & it is available in Biman office. Prior Information is required.	For Stretcher (Patient) 04 Adult Normal YCL oneway fare plus applicable taxes/related logistics support charges apply. Applicable Fare/taxes for accompanied Doctor/Nurse/Attendant.	Office hours (Time:9:30am-5:00pm MON-FRI) SAT-9:30am-01:00pm SAT- Office closed	Sales Counter Ticketing Incharge Tel: +60321646270-71 Country Manager Mob: +60122736676 Tel: +603-21646131
7.	Unaccompanied Minor	If the passenger is from 02-11years (not exceeding 12 birthday) then minor can travel as unaccompanied child.	Biman prescribed form must be filled 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 the minor.	Office hours (Time:9:30am-5:00pm MON-FRI) SAT-9:30am-01:00pm SAT- Office closed	Sales Counter Ticketing Incharge Tel: +60321646270-71 Country Manager Mob: +60122736676 Tel: +603-21646131

8.	Noshow	If any valued passenger fails to report at the airport in his/her departure time then he/she may book further to travel on next available date as per his/her desire.	Requires booked 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 MON-FRI) SAT-9:30am-01:00pm SAT- Office closed	Sales Counter Ticketing Incharge Tel: +60321646270-71
9.	Telephone Enquiry	Honorable Passengers can get information about the flight status over phone.			Office hours (Time:9:30am-5:00pm MON-FRI) SAT-9:30am-01:00pm SAT- Office closed	Sales Counter Ticketing Incharge Tel: 01-+60321646270-71 bimanairkul@gmail.com Country Manager Mob: 9851037510 Tel: +603-21646131 Email: kuluu@bdbiman.com

CITIZEN CHARTER AIRPORT SERVICE FOR BIMAN PASSENGERS AT KUALA LUMPUR.

S.NO	NAME OF THE SERVICE	PROCESS OF PROVIDING SERVICES	NECESSARY DOCUMENTATION & ITS AVIALABILITY	SERVICE VALUE & MODE OF PAYMENT	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.	Ticket's price must be verified 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: +60193806643 Tel: +60387764770 Email: kulkk@bdbiman.com
2.	Wheelchair/PRM	Wheelchair service with assistance while entry and exist if required.	Confirmed tickets, passport with valid visa & other relevant documents (medical certificate and Biman Medical Form 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: +60193806643 Tel: +60387764770 Email: kulkk@bdbiman.com
3.	Stretchers service for patient	Ambu lift & assistance at airport.	Medical certificate signed by doctor and Indemnity must be given by patient on Biman prescribed form. Submitted to Biman for verification.	Applicable charges	Appear airport before 03 hours of departure time & must complete check-in process before 01 hour of departure.	Station Manager Mob: +60193806643 Tel: +60387764770 Email: kulkk@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: +60193806643 Tel: +60387764770 Email: kulkk@bdbiman.com
5.	Baggage Service Departure	Baggage tag set on Luggage mentioning the destination.	Confirmed tickets, passport with visa & other relevant travel documents.	Check-in -Free of Cost upto free baggage limit. Hand bag (cabin) – 01 piece Free of cost upto 7kg only	Appear airport before 03 hours of departure time & must complete check-in process before 01 hour of departure.	Station Manager Mob: +60193806643 Tel: +60387764770 Email: kulkk@bdbiman.com

6.	Baggage Service Arrival	Distribution at arrival Baggage belt, airport.	Baggage claim tag	Free of cost	Baggage delivery as early as possible.	Station Manager Mob: +60193806643 Tel: +60387764770 Email: kulkk@bdbiman.com
7.	Transit 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	Hotel will be provided to the passenger if flight is delayed more than 08 hours or cancelled . If last moment flight is cancelled and unable to inform the passenger due shortage of time.	Confirm tickets, Passport with valid visa and other relevant documents.	Free of cost.	Upto flight departure	Station Manager Mob: +60193806643 Tel: +60387764770 Email: kulkk@bdbiman.com
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: +60193806643 Tel: +60387764770 Email: kulkk@bdbiman.com
10.	Ground Feeding	Transit Cell/ Duty Control room if flight is delayed more than 03 hours.	Confirm tickets& Boarding Pass.	Free of Cost	Joining passenger: If flight is delayed more than 03 hours then Breakfast, Lunch & Dinner will be provided as per stomach time.	Station Manager Mob: +60193806643 Tel: +60387764770 Email: kulkk@bdbiman.com
11.	Excess Baggage	Check-In Counter, if it is beyond the FBA	Confirmed Tickets	As per Excess Baggage rate.	For Excess Baggage weight the passenger should report 03 hours before at check-in counter and must complete briefingbefore01(one) hour of departure. Excess baggage will be accepted according to the availability of space for narrow bodied aircraft.	Station Manager Mob: +60193806643 Tel: +60387764770 Email: kulkk@bdbiman.com

12.	Disable passenger	Check-In Counter at airport. Assistant along with wheelchair will be provided at arrival & departure.	Confirmed Tickets	Applicable charges will apply.	Report at the Airport before 03 hours of departure and must complete check-in before 01(one) hour.	Station Manager Mob: +60193806643 Tel: +60387764770 Email: kulkk@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: +60193806643 Tel: +60387764770 Email: kulkk@bdbiman.com