



Biman Bangladesh Airlines
Barishal

Station Information

District Manager

Office : +88-0431-65221 (direct)

Cell : +88-01777775530

Email: bzluu@bdbiman.com

Office Hours: Sunday to Thursday (09:00am. To 05:00pm.)

Station Manager

Office : +88 02-55061619 (Direct)

Cell : +88-01777775531

Email: bzkk@bdbiman.com

Finance Manager

Office: +88-0431-64994

Cell : +88-01711154736

Email: bzlab@bdbima.com

Office Hours: Sunday to Thursday (09:00am. To 05:00pm.)

Cargo Service

Handling Only Domestic Cargo

Office Hours: Saturday To Thursday—09:00am. To 05:00pm.

Contact: +88-0431-64994

Office Address & Working Hours

City Sales Office

B.S. Tower, 595, Shaheed Nazrul Islam Sarak, Police Line Road.
(1st Floor), Barishal-8200
Contact: +88-0431-64994

Office Hour

District Manager: Sunday to Thursday – 09:00am. To 05:00pm.
Sales Counter: Saturday to Thursday - 09:00am. To 05:00pm.

Airport Office

Address: Barishal Airport, Barishal

Station Manager

Office : +88 02-55061619 (Direct)
Cell : +88-01777775531
Email: bzlkk@bdbiman.com

Biman Barishal Station' s 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.

Passenger Service

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 TAP and Biman's Website	Passport, Visa, Manpower Clearance/NOC/NID or any photo ID	Price will vary as per availability of seat/baggage allowance/class.	Within 01 (one) working day.	1. Address: B.S. Tower, 595, Shaheed Nazrul Islam Sarak, Police Line Road. (1st Floor), Barishal-8200. Contact: +88-0431-64994 2. Around 16 Biman approved TAP agents.
2	Cancellation and Rebooking	Respected passenger may contact Biman sales office or TAP agents	Ticket, Passport and Visa, NID or photo ID	Collection of DOF and other charges as per existing ticketing rules. Cash, Credit/Debit Card and other form of payment (Bkash, Rocket etc.)	Immediate/One Stop Service	1. Address: B.S. Tower, 595, Shaheed Nazrul Islam Sarak, Police Line Road. (1st Floor), Barishal-8200. Contact: +88-0431-64994 2. Around 16 Biman approved TAP agents.
3	Wheel Chair	Wheel chair to be booked while issuance of ticket	Passport, Visa, Biman Medical Fitness Form duly filled and approved by Biman's appointed doctor. Certificate is valid for 72 hours from the date of issuance. MEDA form is available at Biman sales/city office.	Collection of WCHR charges to/from different stations as per existing rules. Cash, Credit/Debit Card and other form of payment (Bkash, Rocket etc.) Charge to be deposited in advance during ticketing/rebooking.	Immediate/One Stop Service	1. Address: B.S. Tower, 595, Shaheed Nazrul Islam Sarak, Police Line Road. (1st Floor), Barishal-8200. Contact: +88-0431-64994

4	Stretcher Patient	Stretcher for patient to be booked well in advance and after stretcher confirmation from head office and other formalities ticket will be issued.	Passport, Visa, Biman Medical Fitness Form duly filled and approved by Biman's appointed doctor. At least one accompanied doctor/nurse/passenger is required. Certificate is valid for 72 hours from the date of issuance.	Ticketing process of Stretcher case will be done after completing all formalities. Ticket will be issued from Biman's own sales office. Other charges like Oxygen cylinder and Ambu-lift are also collected. Cash, Credit/Debit Card	Within 03 (three) working Day depending on space availability and stretcher confirmation from Head Office.(Stretcher facility	1. Address: B.S. Tower, 595, Shaheed Nazrul Islam Sarak, Police Line Road. (1st Floor), Barishal-8200. Contact: +88-0431-64994
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			MEDA form is available at Biman sales/city office.	and other form of payment (Agent's Invoice)	not available on DH-8 Aircraft)	
5	Expectant Mother	Proper information to be produced while booking to agent/Biman sales counter.	Passport, Visa, Proof of pregnancy period/duration by doctor up to 28 weeks only. For 28-32 weeks of pregnancy, passenger can travel after providing doctors certificate clearly mentioning fit 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. Normal passenger fare applicable.	Immediate/One Stop Service	1. Address: B.S. Tower, 595, Shaheed Nazrul Islam Sarak, Police Line Road. (1st Floor), Barishal-8200. Contact: +88-0431-64994 2. Around 16 Biman approved TAP agents.
6	VIP/CIP	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. OSI message will be inserted in PNR.	Immediate/One Stop Service	1. Address: B.S. Tower, 595, Shaheed Nazrul Islam Sarak, Police Line Road. (1st Floor), Barishal-8200. Contact: +88-0431-64994 2. Around 16 Biman approved TAP agents.

7	Unaccompanied minor	Passport, visa along with sender's, receiver's full name, address, relationship, mobile, email information are required.	Passport, visa for passenger along with sender & receiver passport, ID copy, 5 sets of Biman's UM/form of 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.	Immediate/One Stop Service as per availability.	1. Address: B.S. Tower, 595, Shaheed Nazrul Islam Sarak, Police Line Road. (1st Floor), Barishal-8200. Contact: +88-0431-64994
8	No-show	Agent may collect no-show charge in favor of their own- issued tickets only. All other tickets issued from Biman's office/outlets & web site, no-show charge can be deposited at Biman sales office..	Passport, visa & ticket copy.	No-show charges are collected as per fare origin/existing ticketing rules.	Immediate/One Stop Service	1. Address: B.S. Tower, 595, Shaheed Nazrul Islam Sarak, Police Line Road. (1st Floor), Barishal-8200. Contact: +88-0431-64994

Cargo Service

Cargo Service

Handling Only Domestic Cargo

Office Hours: Saturday to Thursday—09:00am. To 05:00pm.

Contact: +88-0431-64994

Barishal Airport Service , Biman Barishal

General information: Biman flights arrival and departure

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Officer
1	Passenger check- in	Passenger will report at check- in counter	Confirmed ticket, Passport , visa	No extra charge other than confirmed ticket	Reporting before 01 hours' flight departure. Check-in counter will be closed before half an hour before flight departure.	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzkk@bdbiman.com
2	Wheel chair	Will be arranged getting wheel chair booking and payment receipt	Booking for wheel-chair along with payment	Collection of WCHR charges to/from different stations as per existing rules. Cash, Credit/Debit Card and other form of payment (Bkash, Rocket etc.) Charge to be deposited in advance during ticketing/rebooking.	Reporting before 01 hours' flight departure. Check-in counter will be closed half an hour before flight departure.	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzkk@bdbiman.com
3	VIP/CIP	Provided CAAB VIP lounge.	As Per Government warrant of precedence	Free	Reporting before 01 hours' flight departure. Check-in counter will be closed half an hour before flight departure	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzkk@bdbiman.com
4	Baggage (departure)	Will be tagged at check-in counter	Confirmed ticket, Passport , visa	Other than free baggage allowance, passenger has to pay Excess baggage charge for excess baggage.	Reporting before 01 hours' flight departure. Check-in counter will be closed half an hour before flight departure	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzkk@bdbiman.com

5	Baggage (Arrival)	To be collected from arrival baggage belt	Baggage claim-Tag	Free	Within 20 minutes	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzlk@bdbiman.com
6	Transit passenger	Will report at check-in counter	Onward confirmed ticket, Passport along with visa	Free	Minimum connecting time 03 hours.	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzlk@bdbiman.com
7	Mishandle baggage	Passenger will report check-in counter. As a first course of action PIR will be issued if baggage not arrived	Confirmed ticket, Passport, visa, claim-tag,	Free	Two hours before/ after flight departure	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzlk@bdbiman.com
8	Ground feeding	If flight delayed more than 02 hours snack will be served	boarding pass,	Free	As per stomach time till flight departure	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzlk@bdbiman.com
9	*Excess baggage	Check-in counter	Confirmed ticket	For excess piece/weight other than *free baggage allowance, passenger has to pay additional Excess baggage charge as per rule of destined point.	Reporting before 01 hours' flight departure. Check-in counter will be closed before half an hour flight departure.	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzlk@bdbiman.com
10	Suggestion/complaint	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzlk@bdbiman.com	Email or letter stating details along with supporting all papers.	Free	Within possible minimum time	Station Manager Office: +88 02-55061619 Cell : +88-01777775531 Email: bzlk@bdbiman.com

Biman is expecting your kind attention for following:

*** Free baggage allowance:**

- Checked Baggage: 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
- **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 passengers. 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.
- All valued passengers are requested to carry photocopy of NID Card/Passport and produce same to Check-in Counter.
- Any suggestions from valued customers for more better service from inmates of Biman, barishal is always highly appreciated.