



***Biman***  
**BANGLADESH AIRLINES LTD.**

**CITIZEN CHARTER**

*Biman Bangladesh Airlines Ltd*

**UK**

## STATION INFORMATION

- **LONDON CITY OFFICE**

Address: 17 Conduit Street, London, W1S 2BJ

### **COUNTRY MANAGER**

Mr. MD Harun Khan

Tel: +00 44 02076290161 (Country Manager)

+00 44 02076290252 (Reservation)

Mob: +00 44 07908117126

Fax: +00 44 02076290736

Email: lonuu@bdbiman.com (Country Manager)

lonrsbg@btconnect.com (Reservation)

bimanlondon@btconnect.com (Country Manager's secretariat)

### **FINANCE MANAGER**

Mr. M M Arifur Rahman

Tel: +00 440207629 0161

Mob: +00 44 02074957480

Email: lonab@bdbiman.com

- **LONDON HEATHROW AIRPORT**

Address: No. 5900D (5<sup>th</sup> Floor), North East Extension, Terminal-4, Heathrow Airport, London, TW6 3FB

### **STATION MANAGER**

Mr. Kazi Zafar M Abdullah

Tel: +00 44 02087457550

Mob: +00 44 07949686823

Fax: +00 44 0208745 6390

Email: lhrkk@bdbiman.com

### **OPERATION MANAGER**

Mr. Zakir Hossain Shallim

Mob: +00 44 07855747502

Fax: +00 44 02087456390

Email: shallem@bdbiman.com

- **CARGO, STORES & PURCHASE OFFICE**

Address: UNIT-03, DNATA City, Northumberland Close, Stanwell, Middlesex, TW19 7LN

TEL: +00 44 01784 425044 (Cargo)

+00 44 01784 425045 (Stores & Purchase)

FAX: +00 44 01784 250619

Email: bimancargouk@yahoo.com (Cargo)

biman\_purchaseuk@yahoo.com (Stores & Purchase)

- **MANCHESTER OFFICE**

St. James Building, Suite- Block FB, Fourth Floor, 61/95 Oxford Street, Manchester, M1 6EG

**DISTRICT MANAGER**

Mr. Debabrota Mallick

Tel: +00 44 0121 228 2636

Mob: +00 44 07538626645

Email: manuu@bdbiman.com

# **BIMAN BANGLADESH AIRLINES LTD, UK APPROVED PASSENGERS SALES AGENTS**

## **1. AEROLEX TRAVELS**

31 Princelet St, Spitalfields, London E1 5LP

Tel: +44 0207 375 1302,

Email: info@aerolex.co.uk

## **2. AEROSPACE TRAVEL AGENTS LTD**

63-65 Princelet St, Spitalfields, London E1 5LP,

Tel: +44 020 7377 5767 ,

Email: info@aerospacetravel.co.uk

## **3. AL-AMIN TRAVELS**

66 Hanbury St, Spitalfields, London E1 5JL,

Tel: +44 020 7375 2669,

Email: alamintrvl@yahoo.co.uk

## **4. BMT GLOBAL LINK LIMITED**

166 Cannon St Rd, Whitechapel, London E1 2LH

Tel: +44 020 7702 8810,

Email: info@bmtuk.com

## **5. CITY VACATION**

372-374 Cranbrook Rd, Ilford IG2 6HW,

Tel: +44 020 8518 1010

Email: sales@cityvacations.co.uk

## **6. HILLSIDE TRAVELS**

3, 388 Green St, Upton Park, London E13 9AP

Tel: +44 020 8552 2033,

Email: sales@hillside-travels.com

### **7. HUSSAIN TRAVEL LTD**

157 Cannon St Rd, Whitechapel, London E1 2LX

Tel: +44 020 7480 7192, +44 0207 488 4783,

Email: [hussaintvl@btclick.com](mailto:hussaintvl@btclick.com)

### **8. IMRAN TRAVEL**

273A Whitechapel Rd, Shadwell, London E1 1BY

Tel: +44 020 7375 0800,

Email: [info@imrantravels.co.uk](mailto:info@imrantravels.co.uk)

### **9. KUSHIARA TRAVELS**

319 Commercial Rd, Shadwell, London E1 2PS,

Tel: +44 020 7702 7460,

Email: [kushiaratravel@hotmail.com](mailto:kushiaratravel@hotmail.com)

### **10.MILFA TRAVEL**

2A Old Montague St, Shadwell, London E1 5NG,

Tel: +44 020 7377 0605,

Email: [milfa121@yahoo.co.uk](mailto:milfa121@yahoo.co.uk)

### **11.SAM TRAVEL & TOURS**

714 Romford Rd, Manor Park, London E12 6BT

Tel: +44 020 3515 1933,

Email: [khaled@samtravel.co.uk](mailto:khaled@samtravel.co.uk)

### **12.PRIME EXPRESS TRAVEL**

Chadderton Way, Oldham OL1 2EF,

Tel: +44 0161 620 8000,

Email: [nurul@primeexpressuk.com](mailto:nurul@primeexpressuk.com)

### **13.SURMA TRAVELS UK LTD**

1st floor, 61-63, Brick Lane, London, E1 6QL,

Tel: +44 020 7247 3977,

Email: [info@surmatravels.com](mailto:info@surmatravels.com)

**14. SAMAD OVERSEAS SERVICE**

13 Waldeck Rd, Luton LU1 1HG,

Tel: +44 01582 876122,

Email: [info@samadoverseas.co.uk](mailto:info@samadoverseas.co.uk)

**15. SYLHET TRAVEL SERVICES LTD**

249 Wilmslow Road, Manchester, M145LW,

Tel: +44 0161 256 4040,

Email: [sales@sylhettravel.com](mailto:sales@sylhettravel.com)

**16. SONAR BANGLA TRAVELS LTD**

87 Green St, Forest Gate, London E7 8JF

Tel: +44 020 84705566 , +44 07980641079

Email: [sonarbanglatravels@yahoo.co.uk](mailto:sonarbanglatravels@yahoo.co.uk)

**17. TRAVEL LINK WORLDWIDE LTD**

33 Princelet St, Spitalfields, London E1 5LP

Tel: +44 0207 375 1661,

E-mail: [sales@travellink.co.uk](mailto:sales@travellink.co.uk)

**18. BRIGHTSUN TRAVEL**

14 Hanworth Road, Hounslow, Middlesex, TN3 1UA

Tel: +44 0208 819 1111, +44 08721155215

Email: [info@brightsun.co.uk](mailto:info@brightsun.co.uk)

**19. CARLSON WAGONLIT TRAVEL**

Global House, A2A Bath Road, Longford, UB7 0EB

Tel: +44 0203 353 1566

Email: [cbetts@carlsonwagonlit.co.uk](mailto:cbetts@carlsonwagonlit.co.uk)

## **BIMAN BANGLADESH AIRLINES LTD, UK APPROVED CARGO AGENTS**

### **1. ULTIMATE WORLD**

27 LONGBRIDGE ROAD, ESSEX IG11 8TN

Tel: +44 0203 609 3822 E-mail: sales@ultimateworld.co.uk

### **2. EAST END LOGISTICS**

116 Mile End Rd, Stepney Green, London E1

Tel: +44 020 77027005, Email: sales@eastendlogistics.com

### **3. R&K CARGO AND TRAVELS**

64 Nelson Street, London E1 2DY

Tel : +44 020 72052223 E-mail: atique57@gmail.com

### **4. UK CARGO**

328 Bethnal Green Road, London E2 0AG

Tel : +44 020 77295558 Email: info@ukcargoservice.co.uk

### **5. MOBILINK CARGO UK LTD**

15 Goodmayes Road, Ilford IG3 9UH

Tel : +44 020 38657366 Email: info@mobilinkcargo.co.uk,  
sales@mobilinkcargo.co.uk

### **6. SHAJALAL GROUP**

231 East India Dock Rd, Poplar, London E14 0EG

Tel : +44 020 7537 1419 Email: shahjalalmoney@gmail.com

### **7. E ONE CARGO**

15 Umberston St, Whitechapel, London, E1 1PY,

Tel : +44 0207 4880544 Email: sufian205@gmail.com

### **8. JMG CARGO**

8 Fordham Street, London E1 1HS

Tel: +44 020 7247 7770 email: info@jmgcargo.com

### **9. MODERN FREIGHT SERVICES**

172 Franciscan Rd, Tooting, London

Tel: +44 02087673990

email: info@modernfreight.co.uk

### **10. DIGICOM TRAVEL & CARGO LTD**

44 Brick Lane, Spitalfields, London E1

Tel: +44 020 7377 0500

Email: digicomcargo@gmail.com

### **11. DOOR 2 DOOR CARGO SERVICE**

84 Bury Park Road, LUTON, LU1

Tel: +44 01582 528090

Email: door2doorcargo@aol.co.uk

### **12. GENERAL CARGO**

1B Fourth Ave, Romford Rd, Manor Park, London E12

Tel: +44 020 7993 6755

Email: info@generalcargo.co.uk

### **13. SHUPTI UK LTD**

107 Windrush Drive, Leicester, LE2 4GL,

Tel: +44 0748788385

Email: shuptiukltd@yahoo.com

### **14. CARGO WAREHOUSE**

124 Upton Lane, Forest Gate, London E7 9LW

Tel: 0207 426 2020

Email: sales@cargowarehouse.co.uk



# BIMAN BANGLADESH AIRLINES LTD, UK STATION CITIZEN CHARTER

## *Vision:*

- To serve international standard service as a commercial airline.

## *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.

## **CITIZEN CHARTER (PURCHASE OF TICKET AND TRAVEL RELATED INFORMATION)**

SL	Name of Service	Maximum Service time period	Required Documentations	Cost of Service and Payment process (Cash or bank transfer)	Designated Office
01	Reservation & Ticketing	Instant	Passport, Visa, Biometric Residence Permit etc.	Price will vary as per availability of seat.	<p>London office, Address: 17 Conduit Street, London, W1S 2BJ. Tel: 0207 629 0252, Email: <a href="mailto:lonrsbg@btconnect.com">lonrsbg@btconnect.com</a>;</p> <p>Manchester office, Address: St. James Building, Suite- Block FB, Fourth Floor, 61/95 Oxford Street, Manchester, M1 6EG, Tel: 0121 228 2636, Email: <a href="mailto:manuu@bdbiman.com">manuu@bdbiman.com</a></p>
02	Rebooking/ Date Change	Instant	Passport, Visa, Biometric Residence Permit etc.	Before 72 hours: £40.00, within 72 hours & after noshow £120.00 (changeable).	
03	Cancellation of confirmed booking and Refund	Agents - 15 Days Own Office- 7 working days	Application with bank account details and passport copy.	Before 72 hours: £105.00, within 72 hours & after noshow £200.00 (changeable).	
04	Seat Pre-assignment	Instant	Ticket	No cost	
05	VIP/CIP Service	Instant	As per entitlement	No cost	
06	Wheelchair Service	Instant	Ticket & prescribed medical certificate if sick/patient .	No cost	
07	Stretcher Service	03 working days, subject to confirmation from Engineering Dept and completed prescribed medical form/payment. Allowed only in economy class.	Ticket, Visa and air travel fitness certificate from attending GP and Biman's prescribed medical form duly filled up by attending GP, counter signed by Biman booking office.	Stretcher fare will be applicable.	
08	Unaccompanied minor	Instant, For aged 5-11 years	Passport, visa for UM along with sender's & receiver's photo ID/contact details and signed indemnity forms.	Adult fare will be applicable.	
09	Expectant mother	Instant	Ticket, passport & 11-12 hours' air travel fitness certificate from attending GP mentioning pregnancy weeks not exceeding 32 weeks.	No cost	
10	Excess baggage sale/EMD	Instant	Confirmed booking & Ticket.	At the rate of £8 per kg (changeable).	
11	Ticketing of web sales Including rebooking/date change	Instant	Confirmed booking	Penalty fee applicable as mentioned in sl. no-2 above (changeable) .	
12	Upgradation & Ticketing of frequent travel	Instant upon advise from concern	Confirmed booking, ticket, passport, visa etc.	No service cost but to collect tax difference if any.	

	passengers(loyalty members)	department			
13	Direct passenger handling at counter & over telephone	Instant	Passport, visa ,ticket etc.	No cost	
14	Customer service (Agents)	Instant	Existing booking, ticket etc.	No cost	
15	Assistance to Airport office	Instant	Existing booking, ticket etc.	Issuing direct reporting passengers' ticket, rebooking of miscon passenger on OAL services.	

## **CITIZEN CHARTER (AIRPORT SERVICE)**

SL	Name of Service	Maximum Service time period	Required Documentations	Cost of Service and Payment process	Designated Office
01	Passenger Check-in	Starts before 04 hours and closes before 60 minutes prior departure. Boarding gate will be closed before 20 minutes prior departure	Ticket, Passport, Visa, Biometric Residence Permit, CC verification in case of CC paid tickets.	No cost.	Biman Bangladesh Airlines Ltd, UK, London Heathrow Office: No. 5900D (5 <sup>th</sup> Floor), North East Extension, Terminal-4, Heathrow Airport, London, TW6 3FB. Tel; 0208 745 7550, Mobile: 07949686823 Email:lhrkk@bdbiman.com
02	Excess Baggage rate	Above timing	Confirmed booking, ticket etc.	£8.00 per kg. up to 15 kg- £80.00, up to 20 kg - £95.00 and up to 25 kg - £110.00 (changeable).	
03	Wheel-chair / PRM	Generally to be booked before 24 hours prior departure	Confirmed booking, ticket etc.	No cost except DAC bound passengers with USD 10.00 (changeable).	
04	Stretcher patient check-in	Before 03 hours prior departure	Confirmed booking, passport, ticket and filled up prescribed medical form by attending GP along with undertaking.	Stretcher fare applicable.	
05	VIP/ CIP Service	Above timing	As per entitlement	No cost	
06	Baggage service (Departure)	Above timing- Total 40 kg & 50 kg in economy & business classes respectively	Ticket, Passport, Visa etc.	No cost	
07	Baggage Service (Arrival)		Baggage tag, Ticket, Passport etc.	No cost	
08	Lost Baggage claim handling	Passenger will report to Lost & Found section of DNATA and PIR will be issued if baggage not found before leaving the customs area	Ticket, baggage tag, Passport etc. before leaving the customs area	No cost	
08	Transit Passengers	Instant	Onward confirmed ticket, Passport, Visa etc.	No cost	
09	Lay over of miscon , long delay passenger	At misconnection/delay departure time. Hotel & transport provided.	Ticket, Passport, Visa etc.	No cost	

## **CITIZEN CHARTER (CARGO IMPORT AND EXPORT)**

SL	Name of Service	Maximum Service time period	Required Documentations	Cost of Service and Payment process	Designated Office
01	Cargo (Import)	Variable	Air way Bill (AWB)	Inbound Cargo is dealt by Biman Cargo handling agent DNATA. Cost to GHA is variable.	Biman Bangladesh Airlines Ltd, UK cargo office at UNIT-03, DNATA City (Heathrow) , Northumberland Close, Stanwell, Middlesex, TW19 7LN. Tel: 01784 425044 Email: <a href="mailto:bimancargouk@yahoo.com">bimancargouk@yahoo.com</a> ; <a href="mailto:lonuu@bdbiman.com">lonuu@bdbiman.com</a>
02	Cargo (Export)	Variable	Requirements from respective Cargo Sales Agent	Cargo Sales Agents are liable for cargo export. The rate is variable.	
03	Human remain carriage	Instant when ready by funeral house	Requirements from respective Cargo Sales Agent	50% of applicable IATA rate (changeable).	