

BIMAN BANGLADESH AIRLINES LTD
JASHORE,STATION

Vision:

** To enhance quality service which will attract our valued customers and to fulfill demand and needs of passengers.

Mission:

** To Ensure Modern Technology Based Services and maximizing revenue earnings.

Citizen Charter

Sl.No	Service Name	Required Documents	Availability of additional documents/S support	Service charge/Mode of Payment	Duration of time	Designated Authorised Person	Higher designated authority
1	Ticket Purchase for both domestic and International	Valid travel visa & passport for INTL passenger and for Domestic passenger required any photo ID.	District Sales Office,Jashore.	Depend on availability of seat/Booking class /Cash/Card.	Instant	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com	District Manager.District Sales Office,Jashore.Telephone no-0421-71995 e-mail:jsruu@bdbiman.com
2	TAP/Web ticket booking & purchase	Valid travel visa & passport for INTL passenger and for Domestic passenger required any photo ID.	Concern TAP Agents Khulna,Jashore,Benapole,Narail,Kushatia,Satkhira. www.biman-airlines.com	Depend on availability of seat/Booking class /Cash/Card.	Instant	IBE section,Balaka Head office,Biman Bangladesh Airlines Ltd,Kurmitola,Dhaka-1229.Tel no 08-8901600 Ext-2538.E-mail:ibebiman@bdbiman.com Call center phone no:0177715613-616	Manager,E-commerce,Balaka Head office,Biman Bangladesh Airlines Ltd,Kurmitola,Dhaka-1229.Tel no 08-8901600 Ext-2538.E-mail:e-commerce@bdbiman.com
3	Booking Confirmation , re-validation,date Change	Valid travel visa & passport for INTL passenger and for Domestic passenger required any photo ID.	District Sales Office,Jashore.	Depend on availability of seat/booking class (Cash/Card) subject to different destination(Existing tariff policy as per system)	Instant.	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com	District Manager.District Sales Office,Jashore.Telephone no-0421-71995 E-mail:jsruu@bdbiman.com
4	Ticket Cancellation & Refund	Valid passport for INTL passenger and for Domestic passenger required any photo ID.	District Sales Office,Jashore.	Depend on availability of seat/booking class (Cash/Card) subject to different destination(Existing tariff policy as per system)	Instant.Credit card sale refund: 02 billing cycle after submission of refund application to Manager Revenue General section,Biman,Dhaka.F or TAP refund:02 working days	Counter staff/Duty officer/Officer in-Charge/Accounts section.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com ,jsrab@bdbiman.com	District Manager.District Sales Office,Jashore.Telephone no-0421-71995 mail:jsruu@bdbiman.com
5	Advance Seat Confirmation before journey	Ticket & PNR	District Sales Office,Jashore.	Free of Cost	Instant/Over phone.	Counter staff/duty officer/Officer in-Charge.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com	District Manager.District Sales Office,Jashore.Telephone no-0421-71995 E-mail:jsruu@bdbiman.com
6	No-Show Charge	Valid travel visa & passport for INTL passenger and for Domestic passenger required any photo ID with Ticket.	District Sales Office,Jashore.	Depend on availability of seat/class (Cash/Card) subject to different destination(Existing tariff policy as per system)	Instant.	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com	District Manager.District Sales Office,Jashore.Telephone no-0421-71995 E-mail:jsruu@bdbiman.com
7	Reissue	Valid travel visa & passport for INTL passenger and for Domestic passenger required any photo ID with Ticket.	District Sales Office,Jashore.	Depend on availability of seat/class (Cash/Card) subject to different destination(Existing tariff policy as per system).	Instant.	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com	District Manager.District Sales Office,Jashore.Telephone no-0421-71995 E-mail:jsruu@bdbiman.com

8	Disabled /Awarded Freedom Fighter.	Travel pass& ID,Valid travel visa & passport for INTL passenger and for Domestic passenger required Travel Pass& ID .	District Sales Office,Jashore.	As per existing Freedom Fighter rule	Instant	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com	District Manager.District Sales Office,Jashore.Telephone no-0421-71995 E-mail:jsrto@bdbiman.com
9	Unaccompanied Minor	Handling Facilities for Unaccompanied Minor aged between 02 years to 12 years is available both at arrivals and departures with prior request during reservation and fulfillment of traveling	District Sales Office,Jashore.	Depending upon the age of the minor and availability of class, fare will be charged.	Instant.	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com	District Manager.District Sales Office,Jashore.Telephone no-0421-71995 E-mail:jsrto@bdbiman.com
10	Stretcher Case	Fit for travel certificate of patient under doctor as well as certified by Biman's doctor.	District Sales Office,Jashore.	As per existing policy. Note: Stretcher facility in not available for Dash 8 aircraft.	Subject to various formalities.	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com	District Manager.District Sales Office,Jashore.Telephone no-0421-71995 E-mail:jsrto@bdbiman.com
11	Wheel Chair	Fit for travel certificate patient under doctor.	District Sales Office,Jashore.	As per existing policy for Domestic Passenger WCHR charge at Jashore airport is NIL	Instant	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com	Station Manager.Airport Office,Jashore.Telephone no-0177775539 E-mail:jsrkk@bdbiman.com
12	VIP/CIP handling	Providing VIP handling as per warrant of precedence at Airport along with relevant travel documents / ID cards.	District Sales Office,Jashore.	Free of Cost	Instant	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Jashore.Telephone no-0421-71996 E-mail:jsrto@bdbiman.com and Airport Office : Check-in counter In-charge Phone	Station Manager.Airport Office,Jashore.Telephone no-0177775539 E-mail:jsrkk@bdbiman.com
13	Check In at Airport	Valid travel visa & passport for INTL passenger and for Domestic passenger required any photo ID along with confirmed ticket.	Biman Airport office,Jashore Airport.	Free of Cost	For Intl 3-4 Hours & 1 Hour for domestic Passenger before flight departure.	Airport Office : Check-in counter In-charge,Phone no:0177775529(Station Manager)	Station Manager.Airport Office,Jashore.Telephone no-0177775539 E-mail:jsrkk@bdbiman.com
14	Excess baggage	Ticket & PNR	Biman Airport office,Jashore Airport.	For per kg excess baggage policy(BDT 93.00/KG)	Instant with EMD.	Airport Office : Check-in counter In-charge,Phone no:0177775539(Station Manager)	Station Manager.Airport Office,Jashore.Telephone no-0177775539 E-mail:jsrkk@bdbiman.com
15	Ground Feeding	For flight delayed more than 2 hours Light snacks is provided for delay flight passengers holding confirmed ticket.	Biman Airport office,Jashore Airport.	Free of cost	Depending upon the delay flight.	Airport Office : Check-in counter In-charge,Phone no:0177775539(Station Manager)	Station Manager.Airport Office,Jashore.Telephone no-0177775539 E-mail:jsrkk@bdbiman.com
16	Mishandle baggage	For INTL Passenger: Ticket,Passport,Baggage Tags.For Domestic:Ticket,Baggage Tags.	Biman Airport office,Jashore Airport.	Free of cost	Subject to Trace of baggage location.(After getting baggage Biman will carry to Passenger's assigned address)	Airport Office : Check-in counter In-charge,Phone no:0177775529(Station Manager)	Station Manager.Airport Office,Jashore.Telephone no-0177775529 E-mail:jsrkk@bdbiman.com

Adress :

City Office

District Sales Office
Biman Bangladesh Airlines Ltd
Green Villa,Old Kasba,
Jashore.
Phone no :0421-71995,0421-71996
Mobile no : 01777715728

Service time : 09.00 - 20.30

Airport Office

Airport Office
Biman Bangladesh Airlines Ltd
Jashore Airport,Jashore
0421-71451
Mobile no : 0177775529
Service time(Airport) : Before arrival and after deperature of Flights.