

**BIMAN BANGLADESH AIRLINES LTD
SAIDPUR STATION**

Vision:

** To enhance quality service which will attract our valued customers and to fulfill demand of our passenger that is getting from other carriers.

Mission:

** To strengthen all Biman routes amid maximizing revenue earning.

Citizen Charter

Sl.No	Service Name	Required Documents	Availability of additional documents/Support	Service charge/Mode of Payment	Duration of time	Designated Authorise Person	Higher designated authority
1	Ticket Purchase	Valid travel visa & passport for INTL passenger and for Domestic passenger required any photo ID.	District Sales Office,Saidpur.	Depend on availability of seat/class (Cash/Card).	Instant.	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com	District Manager.District Sales Office,Saidpur.Telephone no-05526-71995 E-mail:spduu@bdbiman.com
2	TAP/Web ticket/Call center booking/purchase	Valid travel visa & passport for INTL passenger and for Domestic passenger required any photo ID.	Concern TAP Agents.Panchagarh,Thakurgaon,Dinajpur,Nilghamari,Saidpur,Rangpur,Lalmoharhat,Kurigra m,Gaibandha. For Web booking .www.biman-airlines.com	Depend on availability of seat/class (Cash/Card).	Instant.	IBE section,Balaka Head office,Biman Bangladesh Airlines Ltd,Kurmitola,Dhala-1229.Tel no 08-8901600 Ext-2538.E-mail:ibebiman@bdbiman.com Call center phone no:01777715613-616	Manager,E-commerce,Balaka Head office,Biman Bangladesh Airlines Ltd,Kurmitola,Dhala-1229.Tel no 08-8901600 Ext-2538.E-mail:ecommerce@bdbiman.com
3	Booking Confirmation , re-confirmation & Date Change	Valid travel visa & passport for INTL passenger and for Domestic passenger required any photo ID.	District Sales Office,Saidpur.	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,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com	District Manager.District Sales Office,Saidpur.Telephone no-05526-71995 E-mail:spduu@bdbiman.com
4	Ticket Cancellation & Refund	Valid passport for INTL passenger and for Domestic passenger required any photo ID.	District Sales Office,Saidpur.	Refund with waiver of no-show & penalty charges for more than 1 hour for INTL & 30 Mints for Domestic delay flight.Refund charge is applicable for processing refund either cancelling confirmed reservation 24 hours prior to journey(Except LHR).	Cancellation/Re-issue-Instant.Credit card sale refund: 02 billing cycle after submission of refund application to Manager Revenue General section,Biman,Dhaka.For TAP refund:02 working days.	Counter staff/Duty officer/Officer in-Charge/Accounts section.District Sales Office,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com,spdab@bdbiman.com	District Manager.District Sales Office,Saidpur.Telephone no-05526-71995 E-mail:spduu@bdbiman.com
5	Advance Seat Confirmation before journey	Ticket & PNR	District Sales Office,Saidpur.	Free of Cost	Instant/Over phone.	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com	District Manager.District Sales Office,Saidpur.Telephone no-05526-71995 E-mail:spduu@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,Saidpur.	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,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com	District Manager.District Sales Office,Saidpur.Telephone no-05526-71995 E-mail:spduu@bdbiman.com
7	Reissue	Valid travel visa & passport for INTL passenger and for Domestic passenger required any photo ID with Ticket.	District Sales Office,Saidpur.	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,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com	District Manager.District Sales Office,Saidpur.Telephone no-05526-71995 E-mail:spduu@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,Saidpur.	As per existing Freedom Fighter rule	Instant.	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com	District Manager.District Sales Office,Saidpur.Telephone no-05526-71995 E-mail:spduu@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 conditions. Required forms to be filled at Biman Sales office along with name, phone number, address of the minor guardian.	District Sales Office,Saidpur.	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,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com	District Manager.District Sales Office,Saidpur.Telephone no-05526-71995 E-mail:spduu@bdbiman.com
10	Stretcher Case	Fit for travel certificate of patient under doctor as well as certified by Biman's doctor.	District Sales Office,Saidpur.	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,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com	District Manager.District Sales Office,Saidpur.Telephone no-05526-71995 E-mail:spduu@bdbiman.com
11	Wheel Chair	Fit for travel certificate patient under doctor.	District Sales Office,Saidpur.	As per existing policy INTL passenger & Domestic Passenger is NIL	Instant.	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com	Station Manager.Airport Office,Saidpur.Telephone no-0177775539 E-mail:spdkk@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,Saidpur.	Free of Cost	Instant.	Counter staff/Duty officer/Officer in-Charge.District Sales Office,Saidpur.Telephone no-05526-71996 E-mail:spdsc@bdbiman.com and Airport Office : Check-in counter in-charge,Phone no:0177775539(Station Manager)	Station Manager.Airport Office,Saidpur.Telephone no-0177775539 E-mail:spdkk@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,Saidpur 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:0177775539(Station Manager)	Station Manager.Airport Office,Saidpur.Telephone no-0177775539 E-mail:spdkk@bdbiman.com

14	Excess baggage	Ticket & PNR	Biman Airport office,Saidpur Airport.	For per kg excess baggage policy.(BDT 176/KG)	Instant with EMD.	Airport Office : Check-in counter In-charge,Phone no:0177775539(Station Manager)	Station Manager.Airport Office,Saidpur.Telephone no-0177775539 E-mail:spdkk@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,Saidpur 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,Saidpur.Telephone no-0177775539 E-mail:spdkk@bdbiman.com
16	Mishandle baggage	For INTL Passenger: Ticket,Passport,Baggage Tags.For Domestic:Ticket,Baggage Tags.	Biman Airport office,Saidpur 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:0177775539(Station Manager)	Station Manager.Airport Office,Saidpur.Telephone no-0177775539 E-mail:spdkk@bdbiman.com

Adress :

City Office

District Sales Office
Biman Bangladesh Airlines Ltd
Bangabandhu Sarak (Rangpur Road),
Saidpur, Nilphamari.
Phone no :05526-71995,05526-71996
Mobile no : 0177775538

Service time : 09.00 - 17.00

Airport Office

Airport Office
Biman Bangladesh Airlines Ltd
Saidpur Airport,Saidpur,Nilphamari.
Mobile no : 0177775539

Service time : Before arrival and after deperature of Flights.