BIMAN BANGLADESH AIRLINES
CITIZEN CHARTER
DAMMAM

GENERAL INFORMATION :

DAMMAM

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Officer
1	Ticketing	Can be booked and collected from Biman Sales office, Biman approved IATA travel agents and Biman Website	Passport, visa	Price will very as per availability of seat/baggage allowance/class.	Within 01 (one) working day	Regional Manager: +996552255895 Email: dmmuu@bdbiman.com
2	Passenger check-in	Passenger will report at check- in counter	Confirmed ticket, Passport, Visa	No extra charge other than confirmed ticket	Reporting 03 hours' before flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 15 minutes of flight departure.	Station Manager Tel: +966552299349 Email : dmmkk@bdbiman.com
3	Wheel chair	Will be arranged getting wheel chair booking and payment receipt	Booking for wheel-chair along with Dr. certify on BG script medical form (03 copy)	Wheelchair charge to Dammam to BD points SAR 415.00 Charge to be deposited in advance during issuance of ticket	Reporting 03 hours' before flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 15 minutes of flight departure.	Station Manager Tel: +966552299349 Email : dmmkk@bdbiman.com

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4	**Stretcher patient**	Stretcher patient carrying ambulance will enter through separate gate. His representative will contact check-in counter	Passport, visa, Biman medical certificate for air travel (issuance of certificate is valid till 48 hours from the date of issue). Also one attendant .	Stretcher patient ticket along with all related charges to be paid in advance at sales counter Ticket fare is 4 times of normal fare	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour of flight departure. Boarding gate will be closed before 20 minutes of flight departure.	Station Manager Tel: +966552299349 Email : dmmkk@bdbiman.com
5	**Baggage (departure)**	Will be tagged at check-in counter	Confirmed ticket, Passport , visa	Other than free baggage allowance passenger has to pay SAR 40/ KG for DAC/CGP/ZYL	do	Station Manager Tel: +966552299349 Email : dmmkk@bdbiman.com

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6	**Baggage (Arrival)**	To be collected from arrival baggage belt	Baggage claim-Tag	Free	Within 30 minutes	Station Manager Tel: +966552299349 Email : dmmkk@bdbiman.com
7	**Mishandle Baggage**	Passenger will report at Lost & Found Counter at Airport. As a first course of action PIR will be issued if baggage not arrived by them.	Confirmed ticket, Passport, visa, claim-tag,	Free	Office hours: 24 Hours	Station Manager Tel: +966552299349 Email : dmmkk@bdbiman.com
8	**Ground Feeding**	If flight delayed more than 04 hours food will be served	Passport, visa, boarding pass,	Free	As per stomach time till flight departure	Station Manager Tel: +966552299349 Email : dmmkk@bdbiman.com

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09	**Excess Baggage**	Check-in counter	Confirmed ticket	For excess piece/weight other than *Free Baggage Allowance, passenger has to pay additional charge SAR 40 per KG for all BD points. Also Special package offer 23 KG/01 PC against SAR 350.00 PAX can apply additional .	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 20 minutes flight departure.	Station Manager Tel: +966552299349 Email : dmmkk@bdbiman.com
10	Passengers Advance City check-in	City terminal DMM.	Confirmed ticket , passport , visa .	Free	Reporting with in 24 Hours of flight Departure but before 6 Hours .	Station Manager Tel: +966552299349 Email : dmmkk@bdbiman.com