

BIMAN BANGLADESH AIRLINES LTD						
KOLKATA & DELHI STATION						
Vision:						
** Continuous fulfillment of demand to the customers & stakeholders through extended quality & innovative services.						
** World class service to all our valued customers.						
Mission:						
** Safe, quality and trusted air travelling of the customers and to maximize profit.						
Citizen Charter						
Sl.No	Service Name	Necessary Documents Required	Service value as per rule	Service timing	Contact Address Kolkata Station	Contact Address Delhi Station
1	Ticket sale	While purchasing ticket documents required - valid travel visa & passport.	Depending on the route and availability of class the ticket value is charged.	Office Hours - 9:30-17:30	Biman Sales Office - 99A, Park Street, Siddha Park Building, Kolkata -700016. Phn No: 033 22266672/73	Biman Sales Office - Central Wing, Ground Floor Thapar House, 124 Janpath New Delhi-110001, India Ph: +91 11 41519468 Mb: +91 98 310 986 39
2	Booking Confirmation , re-confirmation & Date Change	Passengers passport, ticket and self representation in Biman Office or travel agent office	Charge required as per company policy.	Office Hours - 9:30-17:30	Do	Do
3	Ticket Cancellation & Refund	Passengers passport, ticket and self representation in Biman Office or travel agent office	Refund with waiver of no-show & penalty charges for more than 1 hour delay flight. Refund charge is applicable for processing refund either cancelling confirmed reservation 24 hours prior to journey, any open dated fully un-utilized ticket or with-in 24 hours of flight time.	Office Hours - 9:30-17:30	Do	Do
4	Advance Seat Confirmation before journey	Passengers passport, confirmed ticket.	Free of Cost	Office Hours - 9:30-17:30	Do	Do
5	No-Show Charge	Booked ticket, passport , visa copy	Penalty charges and no show charges applicable.	Office Hours - 9:30-17:30	Do	Do
6	Reissue	Passengers passport, ticket and self representation in Biman Office or travel agent office	Facility for reissue of tickets with date change charge & difference of fare. Date change with-in 24 hours of flight time will be treated as No-Show. With-in 24 hours refund change along with no show charge will be applied.	Office Hours - 9:30-17:30	Do	Do
7	Biman Reservation	Delay flight information is provided to the passengers through call centre.	Free of Cost	Office Hours - 9:30-17:30	Do	Do
8	Check In at Airport Departure Terminal & Issuance of Boarding Pass	After arriving at Airport Biman Check in Counter documents required - Confirmed Ticket, Passport and valid Visa.	Depending on the route the ticket value is charged.	International passengers should reach airport 3-4 hours prior their journey and the check-in counter closes 1 hour before the departure of flight.	Biman Airport Address: New Terminal Building, NSCBI Airport, Kolkata -700052. Contact No: 033 25691152/53	Biman Airport Address: Terminal-3, Level-3 Room no-3.107, IGIA, Delhi.
9	On call Doctor	On call doctor facility for passenger facing sudden illness.	Certain payment required.	24X 7 service available.	AAI Address: New Terminal Building, Departure Upper, NSCBI Airport, Kolkata -700052.	Biman Airport Address: Terminal-3, Level-3 Room no-3.107, IGIA, Delhi.
10	Ambulance	Transfer to nearest hospital through ambulance if needed.	Certain payment required.	24X 7 service available.	AAI Address: New Terminal Building, Departure Upper, NSCBI Airport, Kolkata -700052.	Biman Airport Address: Terminal-3, Level-3 Room no-3.107, IGIA, Delhi.
11	Wheel Chair	Fit certificate for travel to air from Local Doctor. Filled up form signed by the passenger Doctor and also Biman Doctor.	USD 30 Equivalent in INR. Wheel Chair facilities are available on both arrivals and departures with prior request at the time of reservation.	Office Hours - 9:30-17:30	Biman Sales Office - 99A, Park Street, Siddha Park Building, Kolkata -700016. Phn No: 033 22266672/73	Biman Sales Office - Central Wing, Ground Floor Thapar House, 124 Janpath New Delhi-110001, India Ph: +91 11 41519468 Mb: +91 98 310 986 39
12	Stretcher Case	Fit certificate for travel to air from Local Doctor. Filled up form signed by the your Doctor and also Biman Doctor. Provision for stretcher patients	For stretcher case patients atleast 6-12 seats are required as per aircraft type along with 1 seat for patient attendant. Advance booking is required for such cases and its relevant charges applicable.	Do	Do	Do
13	VIP/CIP handling	Providing VIP handling as per warrant of precedence at Airport along with relevant travel documents / ID cards.	Free of Cost	Office Hours - 4:30-12:30 & Office Hours - 16:00 - 23:30	Biman Airport Address: New Terminal Building, NSCBI Airport, Kolkata -700052. Contact No: 033 25691152/53	Biman Airport Address: Terminal-3, Level-3 Room no-3.107, IGIA, Delhi.
14	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.	Depending upon the age of the minor and availability of class, fare will be charged.	Office Hours - 9:30-17:30	Biman Sales Office - 99A, Park Street, Siddha Park Building, Kolkata -700016. Phn No: 033 22266672/73	Biman Sales Office - Central Wing, Ground Floor Thapar House, 124 Janpath New Delhi-110001, India Ph: +91 11 41519468 Mb: +91 98 310 986 39
15	Baggage Service	Baggage tag upto destination	Free of Cost upto certain weight as per company policy.	Check-in Counter		

16	Excess baggage	For every excess baggage a certain amount is charged at the check -in counter in Airport	For per kg excess baggage a certain amount is charged and accordingly EMD is issued as per Biman policy.	Do	Biman Airport Address: New Terminal Building, NSCBI Airport, Kolkata -700052. Contact No: 033 25691152/53	Biman Airport Address: Terminal-3, Level-3 Room no-3.107, IGIA, Delhi.
17	Transit Passengers	Confirmed ticket for onward journey,Passport with valid visa.	free of cost	Minimum Connecting Time (MCT)	Do	Do
18	Hotel Accomodation	HOTAC during delay operation of flight. Document required - Confirmed Ticket, Passport, Visa.	Free of cost	Depending upon the delay flight passengers are provided hotel accomodation.		
19	Ground Feeding	For flight delayed more than 2 hours food is provided for delay flight passengers carrying confirmed ticket.	Free of cost	Depending upon the delay flight passengers are provided breakfast/lunch/dinner	Travel Food Service Lounge Address: New Terminal Building, Departure Upper, NSCBI Airport, Kolkata -700052.	Biman Airport Address: Terminal-3, Level-3 Room no-3.107, IGIA, Delhi.
20	Business Class Lounge facilities	Access to Business Class Lounge for Business class passengers.	Free of cost	Do	Travel Food Service Lounge Address: New Terminal Building, Departure Upper, NSCBI Airport, Kolkata -700052.	Biman Airport Address: Terminal-3, Level-3 Room no-3.107, IGIA, Delhi.
21	Mishandle baggage	Passenger should report for missing baggage. PIR (Property Irregular Report) issued against missing baggage tag along with declaration of items in the baggage before leaving customs hall. Also passenger travel details is required.	Tracing the mishandle baggage. If the baggage is lost then compensation will be made as per IATA rules.	Mishandle baggage delivery 24X7.	Biman Airport Address: New Terminal Building, NSCBI Airport, Kolkata -700052. Contact No: 033 25691152/53	Biman Airport Address: Terminal-3, Level-3 Room no-3.107, IGIA, Delhi.
22	Complaints	Complaints of passengers are handled by our staffs at Airport & City Office.	free of cost	Office Hours - 9:30-17:30	Biman Sales Office - 99A, Park Street, Siddha Park Building, Kolkata -700016. Phn No: 033 22266672/73	Biman Sales Office - Central Wing, Ground Floor Thapar House, 124 Janpath New Delhi-110001, India Ph: +91 11 41519468 Mb: +91 98 310 986 39
23	General Cargo Booking	Provision for sending general cargo like Readymade garments, Diplomatic mails.	AWB Cost as per route/ destination.	Office Hours - 9:30-17:30	Biman Cargo Sales Office - Landmark Building , 1st Floor, 228A, AJC Bose Road Kolkata-700020. Phn No: 033 40052998	Biman Cargo Sales Office - Central Wing, Ground Floor, Thapar House, 124 Janpath New Delhi-110001, India
24	Human Remain Freight	Provision to carry human remain.Documents required- death certificate,Embalming certificate, passport, Visa.	AWB as per freight charges.	Office Hours - 9:30-17:30	Do	Do
25	Restricted goods	Information for carrying restricted items on board are given to the passengers.	Free of cost	Office Hours - 9:30-17:30	Do	Do