



Biman Bangladesh Airlines
Dubai & Northern Emirates

STATION INFORMATION

Regional Manager

Mr. Dilip Kumar Chowdhury

Mob: +971 50 5539045

Email: dxbuu@bdbiman.ae

Station Manager

Mr. MD Aminul Haque

Mob: +971 50 5525936

Email: dxbkk@bdbiman.ae

Operations Manager

Mr. MD Abdus Sattar

Mob: +971 50 5525948

Email: dxbow@bdbiman.ae

Finance Manager

Mr. MD Ashiq Mostafa

Email: dxbab@bdbiman.ae

Office address and working hours:

Dubai:

GSA-Dnata

Reservation & City Office: 1605, Al Masraf Tower, Al Baniyas Road, Deira, Dubai

Contact: +971 4 2220366. Email bimandxb@bdbiman.ae; reza@bdbiman.ae; sumaya@bdbiman.ae

Sun – Thu 09:00am to 05:00pm

Sales Office / Ticketing Counter (DXB): GroundFloor,The Emirate Group Building,AlItihadSt,Deira– Dubai

Contact: +971 4 2032029. Email dnatacounter@bdbiman.ae

Sat – Thu 09:00am to 06:00pm

Ras Al Khamiah:

GSA – Dnata

Sales Office (RAK): Ground Floor, Sony Building, Al Nakheel Area, Ras Al Khaimah

Contact: + 971-7-2281427. Email alaya.ferdousi@dnata.com

Sat – Thu 09:00am to 06:00pm

Sharjah:

GSA- Transworld Air Travel

Head Office & Sales Office: 1, Al Rabban Building, Al Arouba Street, al Marijah, Rolla, Sharjah

Contact: +971 6 5690388. Email valsan@tatravel.ae

Sat – Fri 08:30am – 09:00pm

Fujairah:

National Air Travel Agency (FNATA), Head Office & Sales Office: Ground Floor, Al Faseel Road, Opposite Fujairah Hilton, Fujairah

Contact: + 971 9 222 2316. Email jamil@fnata.ae

Sat – Fri 08:30am – 9:00pm

Cargo Call Centre, Dnata Dubai 04-2111111. Sat – Thu 09:00am to 07:00pm

BIMAN DUBAI STATION CITIZEN CHARTER

Vision:

- To offer truly acceptable and quality service to Biman clients / passengers
- To match with day to day variety of demands from passengers and stake holders

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.

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Office
1	Ticketing	Can be booked and collected from Biman Sales office, Biman approved IATA travel agents and Biman Website	Passport, visa	Price will vary as per availability of seat/baggage allowance/class.	Within 01 (one) working day	Dubai: +971 4 2220366 Email: bimandxb@bdbiman.ae Sharjah: +971 6 5690388. Email: valsan@tatravel.ae Ras Al Khaimah: + 971-7-2281427. Email: alaya.ferdousi@dnata.com Fujairah: + 971 9 222 2316. Email jamil@fnata.ae
2	Cancellation and Rebooking	Respected passenger may contact Biman Reservation or Biman sales office or ticket issuing travel agent	Ticket or booked PNR (Passenger Name Record) or travel date/sector along with name	Rebooking/date change fee AED100.00. Cancellation within 24hrs of flight departure/no-show at airport- AED230.00. Boarding Gate No-Show- AED 760.00.	Immediate	Dubai: +971 4 2220366 Email: bimandxb@bdbiman.ae Sharjah: +971 6 5690388. Email: valsan@tatravel.ae Ras Al Khaimah: + 971-7-2281427. Email: alaya.ferdousi@dnata.com Fujairah: + 971 9 222 2316. Email jamil@fnata.ae
3	Wheel Chair	Wheel chair to be booked while issuance of ticket	Passport, Visa, Biman Medical Fitness Form duly filled by doctor. Certificate is valid for 72 hours from the date of issuance. Form is available at Biman sales/city office.	Wheel chair charge to Chittagong & Sylhet AED 350.00, Dhaka AED 390.00. Charge to be deposited in advance during issuance of ticket	Immediate	Dubai: +971 4 2220366 Email: bimandxb@bdbiman.ae Sharjah: +971 6 5690388. Email: valsan@tatravel.ae Ras Al Khaimah: + 971-7-2281427. Email: alaya.ferdousi@dnata.com Fujairah: + 971 9 222 2316. Email jamil@fnata.ae

4	Stretcher patient	Stretcher for patient to be booked well in advance and after confirmation from head office ticket will be issued.	Passport, visa, Accompanying doctor/nurse/passenger passport & Visa, Biman Medical Form duly filled by doctor which will be valid for 72 hours from the date issue along with indemnity signed by passenger. Form is available at Biman sales/city office..	Stretcher fare will be available after confirmation of all formalities. Ticket will be issued from Biman sales office after confirmation through Biman Reservation at city office.	Within 03 (three) working days depending on space availability and stretcher confirmation from Dhaka.	Dubai: +971 4 2220366 Email: bimandxb@bdbiman.ae Sharjah: +971 6 5690388. Email: valsan@tattravel.ae Ras Al Khaimah: + 971-7-2281427. Email: alaya.ferdousi@dnata.com Fujairah: + 971 9 222 2316. Email jamil@fnata.ae
5	Pregnant Lady	Proper information to be produced while booking to agent/Biman counter.	Passport, Visa, Proof of pregnancy duration by doctor up to 26 weeks only. For 27-32 months of pregnancy, passenger can travel after providing doctors certificate clearly mentioning fit for 07 hours' airtravel. Crossing 32 weeks of pregnancy, passenger will not be accepted at airport. The certificate is valid for 72 hours from the date of issue.	No extra charge other than ticket price.	Immediate	Dubai: +971 4 2220366 Email: bimandxb@bdbiman.ae Sharjah: +971 6 5690388. Email: valsan@tattravel.ae Ras Al Khaimah: + 971-7-2281427. Email: alaya.ferdousi@dnata.com Fujairah: + 971 9 222 2316. Email jamil@fnata.ae
6	VIP/CIP	While booking or ticketing respected passenger or representative will inform proper ID/designation/rank of passenger	Passport, Visa, ID card with proper designation/rank to be produced	No additional charge.	Immediate	Dubai: +971 4 2220366 Email: bimandxb@bdbiman.ae Sharjah: +971 6 5690388. Email: valsan@tattravel.ae Ras Al Khaimah: + 971-7-2281427. Email: alaya.ferdousi@dnata.com Fujairah: + 971 9 222 2316. Email jamil@fnata.ae

7	Unaccompanied minor	Passport, visa along with sender, receiver's full name address mobile, email information are required	Passport, visa for passenger along with sender & receiver passport, ID copy, 3 sets of Biman prescribed form and indemnity.	Adult fare will be applicable. Receiver cell phone and email to be checked and only after confirmation from him/her ticket will be issued.	03 working days	Dubai: +971 4 2220366 Email: bimandxb@bdbiman.ae Sharjah: +971 6 5690388. Email: valsan@tattravel.ae Ras Al Khaimah: + 971-7-2281427. Email: alaya.ferdousi@dnata.com Fujairah: + 971 9 222 2316. Email jamil@fnata.ae
8	No-show	Agent may collect no-show charge in favor of own- issued ticket only. All other tickets issued from Biman& Biman- web site,no-show charge can be deposited atBiman sales office..	Passport, visa & ticket copy.	No-show charge AED 230.00	Immediate	Dubai: +971 4 2220366 Email: bimandxb@bdbiman.ae Sharjah: +971 6 5690388. Email: valsan@tattravel.ae Ras Al Khaimah: + 971-7-2281427. Email: alaya.ferdousi@dnata.com Fujairah: + 971 9 222 2316. Email jamil@fnata.ae

CARGO SERVICE

Cargo import: For receiving delivery of goods - Call center, DNATA Cargo, Dubai Airport free zone, Freight gate 05, Tel: +971 4 21112111
(office hours: 24x7)

Cargo Export: For booking of export goods please contact following official:

Asif Hossain Shah

Sales & Business Development Executive – Cargo

Dnata Cargo Partner

Tel: 971 4 213 6844

Mobile: +971 50551 1971

Email: asif.hussain@dnata.com

DUBAI AIRPORT SERVICE BIMAN

General information: Biman flights arrival and departure from Terminal 1

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Officer
1	Passenger check- in	Passenger will report at check- in counter	Confirmed ticket, Passport , visa	No extra charge other than confirmed ticket	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: +971 4 5049973 Email:dxbkk@bdbiman.com
2	Wheel chair	Will be arranged getting wheel chair booking and payment receipt	Booking for wheel-chair along with payment	Wheelchair charge to Chittagong & Sylhet AED350.00, Dhaka AED390.00. Charge to be deposited in advance during issuance of ticket	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: +971 4 5049973 Email:dxbkk@bdbiman.com
3	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 72 hours from the date of issue)	Stretcher patient ticket along with all related charges to be paid in advance at sales counter	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: +971 4 5049973 Email:dxbkk@bdbiman.com
4	VIP/CIP	Business class passenger will be provided lounge	As Per Government warrant of precedence	Free	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: +971 4 5049973 Email:dxbkk@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 AED 50/ KG for Dhaka/Chittagong/Sylhet.	do	Station Manager Tel: +971 4 5049973 Email:dxbkk@bdbiman.com
6	Baggage (Arrival)	To be collected from arrival baggage belt	Baggage claim-Tag	Free	Within 30 minutes	Station Manager Tel: +971 4 5049973 Email:dxbkk@bdbiman.com
7	Transit passenger	Will report at Transit/Transfer desk	Onward confirmed ticket, Passport along with visa	Free	Minimum connecting time 03 hours.	Station Manager Tel: +971 4 5049973 Email:dxbkk@bdbiman.com
8	Hotel arrangement	Hotel accommodation will be arranged if flight delayed more than 08 hours.	do	Free	Before 2 hours flight departure	Station Manager Tel: +971 4 5049973 Email:dxbkk@bdbiman.com
9	Mishandle baggage	Passenger will report at Lost & Found counter Dnata. As a first course of action PIR will be issued if baggage not arrived	Confirmed ticket, Passport , visa, claim-tag,	Free	Office hours: 24x7	Station Manager Tel: +971 4 5049973 Email:dxbkk@bdbiman.com
10	Ground feeding	If flight delayed more than 04 hours food will be served	Passport, visa, boarding pass,	Free	Transit or as per stomach time till flight departure	Station Manager Tel: +971 4 5049973 Email:dxbkk@bdbiman.com
11	*Excess baggage	Check-in counter	Confirmed ticket	For excess piece/weight other than *free baggage allowance, passenger has to pay additional charge AED 50/KG/ Dhaka/Chittagong/Sylhet.	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: +971 4 5049973 Email:dxbkk@bdbiman.com
12	Suggestion/complaint	Station Manager Dubai 04 +971 4 5049973 , Email: dxbkk@bdbiman.com	Email or letter stating details along with supporting all papers.	Free	Within possible minimum time	Station Manager Tel: +971 4 5049973 Email:dxbkk@bdbiman.com

Biman is expecting your kind attention for following:

*** Free baggage allowance:**

- Checked Baggage: 50/40 kg will be 02 pieces and 20 kg will be 01 piece suitcase. (If it is carton, then dimension will be within 20"x20"x20")
- Hand baggage: 07 kg/01 piece
- Television: Maximum 42" TV in original safety packing can be carried on B-737 aircraft within permissible allowance. Charge will be AED 100.
- Blanket: 01 piece only within permissible baggage allowance
- Additional charge: AED 50.00 per kg will be levied for carriage of any additional checked/hand baggage and weight at check in counter and in boarding gate.
- **Request/phone call for extra baggage other than free baggage allowance/size without payment should be avoided.**

Other important information:

- Please ensure passing of all related information while ticketing including both way mobile number along with email.
- VIP/CIP request should be properly added while issuance of ticket with proper designation/rank/position of passenger .As such respected passenger or his representative will book/issue ticket showing supporting ID/papers.
- Additional/special service (if any)should be requested and deposition of fee/charges (if applicable) in advance.

Restriction at Dubai International Airport:

Please do not carry electric items like Fan, Charger Fan, Bicycle, Toys with battery, Laptop, Power bank, all kinds of charger light, oils, re-chargeable batteries etc in checked baggage.

Carriage of Human Remain:

Carriage of human remain is not possible with full passenger load in B 737. Biman may carry human remain in bigger aircraft.