

Bangladesh National Museum
Ministry of Cultural Affairs
Government of Bangladesh
www.bangladeshmuseum.gov.bd

CITIZEN CHARTER

1. Vision & Mission:

Vision : Concern Nation to preserve National History –Cultural Tradition and Bio diversity.

Mission : To improve the Nation's mental development and excellence by collecting, preserving, researching, displaying, publishing and entertaining attractive exhibits of historical and important objects in combination with modern technology.

2. Committed for service:

2.1. Public service:

Seria l No.	Name of service	System of service	Essential Papers and Found place	Service cost and process	Time for service	Responsible officer (Name, Designation, Phone number, E-mail)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Museum Visit	People can visit Bangladesh National Museum paying the fee to the ticket counter of the main gate.	Collecting Ticket by selected fee	Entry Fee for Bangladeshi People: 1.0-3 Years free of cost 2. 10 Tk. for 3-12 years. 3. 20 Tk. for 12 to Adult. And 4. 300 Tk. for the pepple of SAARC Countries. 5. 500 Tk. for other Foreigners.	Instant (N.B. Saturday to Wednesday 10.30 am to 5.00 pm. Friday: 3.30 pm to 7.30 pm. The Museum remain closed in Thursday and other Government holidays.	Mr. Samiran Roy Senior Accounts Officer Bangladesh National Museum Phone: +88-02-9612921 Mobile: +88-01710612868 +88-01923619580 e-mail: samir_nm20@yahoo.com Intercom: 218
2.	Antiquities Display in gallery	Four Curatorial departments of Bangladesh National Museum are displaying and curetting artifacts with detail information of conservation treatment in 45 galleries.		By selected tickets	Always	Dept. of History and classical art Mr. Noor -E -Nasreen Keeper Phone: +88-02-9671751 Mobile: +88-01711-249424 e-mail: pubbnm@gmail.com Intercom-202 (Gallery no-16, 17,18,19,20,21(partly), 32 (partly), 33 (partly) 37, 38, 39 and 40

						<p>Dept. of Ethnography and Decorative art Mr. Asma Ferdousi Keeper (Current charge) Phone: +88-02-9671751 Mobile: +88-01716-197575 e-mail: k.ferdousi@gmail.com Intercom-211 (Gallery no-11, 12, 13, 14, 15, 21(partly), 22, 23, 24, 25, 27, 28, 29, 30, 31 and 32 (partly))</p> <p>Dept. of Contemporary art and World Civilization Dr. Bijoy Krishna Banik Keeper Phone: +88-02-9675593 Mobile: +88-01711397880 e-mail-mohor05@yahoo.com Intercom: 204 (Gallery no-26, 34, 35, 36, 41, 42, 43, 44 and 45)</p> <p>Dept. of Natural History Mr. Kankan Kanti Barua Keeper (Current charge) Phone: +88-02-9675559 Mobile: +88-01712-125358 e-mail: kankanbnm@gmail.com Intercom: 207 (Gallery no-1, 2, 3, 4, 5, 6, 7, 8, 9 and 10)</p>
3.	Guide service	<p>(a). Providing guide service and information of 45 galleries in Bangladesh National museum by Guide lecturers.</p> <p>(b) Bangladesh National Museum provides Guide service for Local(Vip and special guests), Foreigners (Vips and special guests), student of school, college and universities</p>	Public Education Department.	Free of cost	Schedule time of Bangladesh National Museum	<p>Dr. Shihab Shahriar Keeper Department of Public Education Phone: +88-02-9675051 Mobile: +88-01727171731 e-mail: editor.boitha@gmail.com Intercom-205</p>

4.	Wheel Chair service for diasable and senior citizen	Ramp, Wheel chair and special wash room service for disable and senior citizens.	Bangladesh National Museum	Free of cost	According to schedule of gallery visiting hour	Mr. Sayed Shamsul Karim Education Officer Department of Public education Phone: +88-02-58614806 Mobile: +88-01552375647 e-mail : edcationbnm@gmail.com Intercom-228
5.	Selected area for Breast Feeding to Babies	There are selected place for breast feeding for mother and child at 2 nd and 3 rd floor	Bangladesh National Museum	Free of cost	According to the schedule of gallery visiting hour	Mr. Kazi Farid Ahmed Assistant keeper (current charge) Contemporary art and World Civilization department. Mobile: +88-01727-171731 e-mail : faridkazi1966@yahoo.com Intercom: 234
6.	Sell service by Souvenir shop	Research book, Journal, View card, Souvenir, Yearly report, Album, <i>Jadughar samacar</i> , Documentary and replica of different types of antiquities of Bangladesh National Museum are available in Souvenir shop for sale	Souvenir shop	By paying selected price in Souvenir shop	Instant (Suvivor shop is open According to schedule of gallery visiting hour of Bangladesh National Museum)	Mr. Sankar Kumar Saha Publication officer Mobile: +88-01912 547891 e-mail: shankarkumarsaha@yahoo.com Intercom-334
7.	First aid service	Providing first aid for Bangladesh National Museum stuffs, visitors and guests	Education Branch	Free of cost	Instant	Mr. Sayed Shamsul Karim Education Officer Department of Public education Phone: +88-02-58614806 Mobile: +88-01552375647 e-mail : edcationbnm@gmail.com Intercom-228
8.	Images and informations of antiquities given for education, research and publications.	Submission of a filled-up prescribed form or Application on blank paper with detail information. After the approval of Director General and the payment of charge the museum will provided photographs with information	Applying on selected form/blank paper to Director General, Bangladesh national Museum	Pay the selected fee in Accounts section	10 Working Days	Dept. of History and classical art Mr. Noor. E .Nasreen Keeper Phone: +88-02-9671751 Mobile: +88-01711-249424 e-mail : pubbnm@gmail.com Intercom-202 Dept. of Ethnography and Decorative art Mr. Asma Ferdousi Keeper (Current charge) Phone: +88-02-9671751 Mobile: +88-01716-197575

						e-mail: k.ferdousi@gmail.com Intercom-211 Dept. of Contemporary art and World Civilization Dr. Bijoy Krishna Banik Keeper Phone: +88-02-9675593 Mobile: +88-01711397880 e-mail: mohor05@yahoo.com Intercom: 204 Dept. of Natural History Mr. Kankan Kanti Barua Keeper (C.C) Phone: +88-02-9675559 Mobile: +88-01712-125358 e-mail: kankanbnm@gmail.com Intercom: 207
9.	Library Use	Application prescribed form by readers and researchers and approved by Director General, Bangladesh National Museum	Library	Free of cost	5 Working Days	Mr. Lutfun Nahar Librarian (Current charge) Phone: +88-02-9674510 Mobile: +88-01556338606 e-mail: bnmlibrary@gmail.com Intercom: 221
10.	Suggations/ Openion/ Accusation	Writing on registrar/ e-mail/ postal letter	Reception	Free of cost	7 Working Days	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e-mail: kalipadabnm@gmail.com Intercom-216
11.	Visit Branch Museums: (1) Indipende nce Museum, Shohoraw arde Uddan, Dhaka (2) Ahsan Monzil Museum, Dhaka (3) Shilpacha rya Zainul Abedin Shangrah shala,	Visitor can visit Branch Museums by Purchasing ticket by paying selected fee from ticket counter of branch museums	Branch Museums	For Bangladeshi People: (1) 0 to 3 years free of cost. (2) 10 Tk. for 3-12 years. (3) 20 Tk. for 12 to Adult. (4) 300 Tk for the people of SAARC Countries. (5) 500 Tk. for other foreigners.	Instant N.B. Saturday to Wednesday 10.30 Am to 5.00 Pm. Friday 3.30 Pm to 7.30 Pm. Thursday and any other Government holiday Museum is closed	1. MR. Md. Golam Kawser Assistant Keeper Independence Museum, Dhaka. Phone: +88-01746763245 e-mail: gkawsar86@yahoo.com 2. Mr. Md. Elias Khan Deputy Keeper Ahsan Monzil Museum Phone: +88-02-57391122 Mobile: +88-01552390370 e-mail: pddisplay@gmail.com 3. Mr. Mukul Datta Deputy Keeper (C.c.) Shilpiccharya Zainul Abedin Shangarahashala, Mymensingh Phone: +88-091-66960 Mobile: +88-01717-276150 e-mail: dkzainul@gmail.com

	<p>Mymansingh</p> <p>(4) Osmani Museum, Shylhet</p> <p>(5) Zia Memorial Museum, Chittagong</p> <p>(6) Jasim Uddin memorial museum and Cultural Center</p> <p>(7) Journalist Kangal Harinath Memorial Museum, Kustia</p>					<p>5. Md. Ziarat Hossain Khan Assistant Keeper (r.c) Osmani Museum, Shylhet Phone: +88-0821-714361 Mobile: +88-01680-504007 e-mail: osmanimuseumak@gmail.com</p> <p>5. Mr. Matiar Rahman Deputy Keeper Zia smriti Museum, Chittagong Phone: +88-031-620341 Mobile: +88-01717-222999 e-mail: ziamuseum@gmail.com</p> <p>6. Mr. Zafar Ali Mia Responsible Officer Palli Kabi Jasim Uddin Sangharashala, Faridpur Phone: +88-0631-62522 Mobile: +88-01819-933955</p> <p>6. Mr. Sayed Ahahsanul Haque Responsible Officer Journalist Kangal Harinath smriti Museum, Kustia Phone: +88-070-2576444 Mobile: +88-01712-627011 e-mail: kangalmuseum@gmail.com</p>
12.	Wi-Fi Service in Museum Lobby	Wi-Fi Service for visitors in Lobby of Museum	Main lobby of Museum	Free	According to schedule of official time of Museum	<p>Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 Mobile: +88-01712292323 e-mail: shahidur62@gmail.com Intercom: 233</p>
13.	Mobile charging service	Mobile charger service in rest room (Gallery-26) for visitors	2 nd floor of Museum	Free	On time	<p>Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 Mobile: +88-01712292323 e-mail: shahidur62@gmail.com Intercom: 233</p>
14.	Internet browsing service	There are some laptops with internet connection in rest room (Gallery-26) for visitors	2 nd floor of Museum	Free	On time	<p>Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 Mobile: +88-017122-92323 e-mail: shahidur62@gmail.com Intercom: 233</p>
15.	Books And Daily Newspapers service	Supply of Books and newspaper in rest room (Gallery-26) for visitors	2 nd floor of Museum	Free	On time	<p>Mr. Shahidur Rahman Khan Registration Officer(C.C) Phone: +88-02-5861441 Mobile: +88-01712-292323 e-mail: shahidur62@gmail.com</p>

						Intercom- 224 Mr. Lutfun Nahar Lybrarian (C.C) Phone: +88-02-9674510 Mobile: +88-01556338606 e- mail: lunarekha@gmail.com Intercom-221
16.	Supply Distil water for visitors	There are water dispenser in every floor of Bangladesh National Museum	-	Free	On time	Mr. Kazi Farid Ahamed Assistant keeper (current charge) Contemporary art and World Civilization department. Mobile: +88-01916572101 e- mail : faridkazi1966@yahoo.com Intercom: 234
17.	Uploading Information in museum website	Adding programs, Notice, Office order, recruitment notice, tender notice etc. in Bangladesh National Museum website	Bangladesh National Museum Website www.bangladeshmuseum.gov.bd	Free	Always	Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 MOBILE: +88-01712292323 e- mail: shahidur62@gmail.com Intercom: 233
18.	Visit Virtual gallery	Visiting the virtual gallery in the website of Bangladesh National Museum	www.bangladeshmuseum.gov.bd এবং URL Address: www.bangladeshmuseum.gov.bd/vt	Free	Always	Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 MOBILE: +88-01712292323 e- mail: shahidur62@gmail.com Intercom: 233
19.	Luggage counter service	Visitor can use Luggage counter near main gate of National Museum for keeping bags and purse	To put bag in language counter and collect token	Free	According to schedule of visiting hour	Mr. Md. Sultan Mahmud Senior Security Officer (Additional charge) Phone: +88-02-9674043 Mobile: +88-01765037490 e- mail: sultanbnm9@gmail.com Intercom: 217

N.B. 1. Service Provided for Public directly. If the service for private institution be same as like public service it will be included as public service.

2.2. Institutional services

Serial No.	Name of service	System of service	Essential Papers and Found place	Service cost and process	Time for service	Responsible officer (Name, Designation, Phone number, E-mail)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Auditorium, Cineplex and exhibition gallery reservation service	Two Auditoriums, One cineplex, One exhibition gallery reservation for non political seminar, discussion and cultural programs	Applying by selected form Auditorium section	Submit selected fee	According to schedule of uses of Bangladesh National Museum gallery	Mr. Rashedul Alam Prodip Auditorium Manager Phone: +88-02-58616909 Mobile: +88-01932446556 e-mail: monacosprodip@gmail.com Intercom: 227
2.	Provide information as per the requirement of the letter from various Ministries / Departments / Agencies	By e - mail or letter	Administration section or concerned departments	Free	7 Working Days	Secretary Bangladesh National Museum Phone: +88-02-9674796 Fax: +88-02-9667381 Intercom: 201
3.	Museum visit of different educational institute, training academy, Organization in education program.	Application to Director General and approval of	Education section	Free	Instant by permission	Mr. Sayed Shamsul Karim Education Officer Department of Public education Phone: +88-02-58614806 Mobile: +88-01552375647 e-mail : edcationbnm@gmail.com Intercom-228
4.	Conservation treatment service of Antiquities	Preservation and retrieval of any institution / personal pattern with the approval of the higher authorities	Application to Director General with details information	Considering the importance of the antiquities selected payment / free of cost as prescribed by the Authority	Selected time as per work	Mr. Md. Sultan Mahmud Keeper(C.C) Conservation (Current charge) Phone: +88-02 -9675057 Mobile: +88-01765037490 e-mail: sultanbnm9@gmail.com Intercom: 206

N. B.

1. Service to any government institution, development organizations, directorate office/organization under the service provides institutions and officially related Non-Government organization. E.G Budget allocation distribution money disburse opening etc.
2. The service rendered to anyone/institution under any agreement will be included into organizational service. Example: Bandwidth.

2.3 Internal Services

Seria l No.	Name of service	System of service	Essential Papers and Found place	Service cost and process	Time for service	Responsible officer (Name, Designation, Phone number, E-mail)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Pension Sanction	Issuing Government Order	Applying on white paper	Free	60 Days	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e-mail: kalipadabnm@gmail.com Intercom-216
2.	Yearly remuneration for employees	Annual award given for encouraging the employees of Bangladesh National Museum and its branches.	Administration and establishment section	Free	Every Financial year (July-June)	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e-mail: kalipadabnm@gmail.com Intercom-216
3.	Emergency help	Providing medical / emergency financial assistance to the employees of Bangladesh National Museum and its branches	Administration and establishment section	Free	Necessary time	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e-mail: kalipadabnm@gmail.com Intercom-216
4.	Stipend for child of stuffs	Providing scholarship to the children of the employees of Bangladesh National Museum and its branches.	Administration and establishment section	Free	Every Financial year (July-June)	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e-mail: kalipadabnm@gmail.com Intercom-216
5.	Payment of all costs for burial of employees	The employees of Bangladesh National Museum and its branch museums, to pay the cost of burial if he/she dies while on duty.	Administration and establishment section	Free	.	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e-mail: kalipadabnm@gmail.com Intercom-216
6.	Primary treatment service	Provide health check and necessary medical care to the employees of Bangladesh National Museum	Room no-133 And Selected room for branch museums doctor	Free	Selected 3 days in every week	Dr. Khan mohammad Shahirar Zaman Part time Doctor of Bangladesh National Museum

						Mobile: +88-01772118811 Intercom-195 And Selected Doctor for branch museums
7.	Earned Leave	Issuing Government order	Applying on Selected form(BNM form no- 8)	Free	05 Days	Md. Saddam Hossain Administrative Officer Admin and establishment Phone: +88-02-9666732 Mobile: +88-01625749757 e- mail: saddam323sh@gmail.com Intercom: 235
8.	Earned Leave (Out of Bangladesh)	Issuing Office order and Government order	Applying on Selected form	Free	Issue Office order/Govern ment order (a) 7 days for non gazette officers (b) 05 days for non cadre gazette officers	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e- mail: kalipadabnm@gmail.com Intercom-216
9.	Recreation leave	Issuing Office Order	Application on blank paper Before 15 days of Recreation leave	Free	7 working days	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e- mail: kalipadabnm@gmail.com Intercom-216
10.	Regularization employees	Issuing Office Order as per related recruitment ordinance of Bangladesh National Museum	Applying on Selected police verification from Administration and establishment department	Free	30 days after passing satisfactory 6 month of probation period	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e- mail: kalipadabnm@gmail.com Intercom-216
11.	Allowance in advance of general provident fund	As per ordinance of Bangladesh National Museum	AS per regular rules	Free	7 Working Days	Mr. Samiran Roy Senior Accounts Officer Bangladesh National Museum Phone: +88-02-9612921 Mobile: +88-01710612868 +88-01923619580 e- mail: samir_nm20@yahoo.com Intercom: 218

12.	Telephone connection in office and residence	Land phone connectivity at the office and residential buildings of the officers as per availability	AS per regular rules	Free	7 Working Days	Mr. Kazi Farid Ahmed Assistant keeper Contemporary art and World Civilization department Mobile: +88-01727-171731 e- mail : faridkazi1966@yahoo.com Intercom: 234
13.	Intercom connection service	Intercom connectivity at the office and residential buildings of the officers as per availability	AS per regular rules	Free	Regularly	Mr. Md. Rubel Mia Assistant engineer (Electric) Mobile: +88-01732068464 Intercom: 284
14.	Website Update	Update the information of Bangladesh National Museum and branch museums regularly	ICT branch	Free	Regularly	Mr. Shahidur Rahman Khan Hesd of ICT Phone: +88-02-9666356 MObile: +88-01712292323 e- mail: shahidur62@gmail.com Intercom: 233
15.	Renovation Quarter	Quarter renovation of Bangladesh National Museum if needed	-	Free	Instant on Necessary time/3 working time	Mrs. Syeda Bilkish sultana Assistant engineer Phone: +88-02-9675598 Mobile: +88-01715553468 e- mail:syedabilkishsultana46@gmail.com Intercom-219
16.	Conservation treatment of Antiquities	Conservation treatment of antiquities which will be sending from all curatorial departments of Bangladesh National Museum.	Filled-up the form which is available at conservation laboratory for conservation treatment (form no- 66) and sending Antiquities	Free	Selected time As per work volum and Importance	Mr. Md. Sultan Mahmud Keeper Conservation (Current charge) Phone: +88-02-9675057 Mobile: +88-01765037490 e-mail: sultanbnm9@gmail.com Intercom: 206
17.	NOC for passport	NOC for employees as per application and upload NOC on the website of Bangladesh National Museum	Applying by white paper	Free	3 Working Days	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e- mail: kalipadabnm@gmail.com Intercom-216

01. Citizen charter will be linked of branch museum with Bangladesh National Museum.

The GRS management system

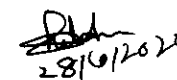
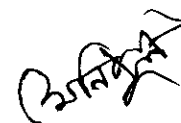
If you are unsatisfied about service, please contact with responsible officers. If he/she failures, you can inform your allegation by the flowing way.

Serial No.	Time of contact	contact address	Time of completion	Responsible officer (Name, Designation, Phone number, E-mail)
1.	If failed the responsible officer please contact with	GRS focal point officer	10 Working Days	Secretary Bangladesh National Museum Contact no: +88-02-9674796 Fax: +88-02-9667381 Intercom-201
2.	If failed the GRS focal point officer in selected time please contact with	The central GRS management system	15 Working days	Mosammat Johra Khatun Deputy Secretary Ministry of Cultural Affairs Contact no: +88-02-9546421 Mobile: +88-01787661556 E mail: thogotwo@yahoo.com

Our expectation to you

Serial No.	Things to do for committed/required service
1.	Fill up selected form completely and submit
2.	Pay necessary fees by correct way
3.	Present before appointment time

N.B: The form must be filled-up through the analyses of the reasons which the application can be rejected. Some meters will be similar for all Institution some will be different.


28/06/2020