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:

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.	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

						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, 32 and 33 (partly) **Dept. of Contemporary art and World Civilization** Dr. Bijoy Krishna Banik Keeper Phone: +88-02 -9675593 Mobile: +88-01711397880 e mail -mohor05@yahoo.com Imtercom: 204 (Gallery no-26, 34,35,36, 41, 42, 43, 44 and 45) **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)
3.	Guide service	(a).Providing guide service and information of 45 galleries in Bangladesh National museum by Guide lecturers. (b) Bangladesh National Museum provides Guide service for Local(Vip and special guests), Foreigners (Vips and special guests), student of school, college and universities	Public Education Department.	Free of cost	Schedule time of Bangladesh National Museum	**Dr. Shihab Shahriar** Keeper Department of Public Education Phone: +88-02-9675051 Mobile: +88-01727171731 e mail : editor.boitha@gmail.com Intercom-205

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 2nd and 3rd 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, *Jadughar samacar*, 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 (Suvinor 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 Imtercom: 204 **Dept. of Natural History** **Mr. Kankan Kanti Barua** **Keepr (C.C)** Phone: +88-02 -9675559 Mobile: +88-01712-125358 email: kankanbnm@gmail.com Intercom: 207
9.	Library Use	Application on 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 registar/ 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) Indipendence Museum, Shohorawarde Uddan, Dhaka (2) Ahsan Monjil Museum, Dhaka (3) Shilpacharya Zainul Abedin Shangrahshala,	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. Tursday 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

	Mymansingh (4) Osmani Museum, Shylhet (5) Zia Memorial Muaseum, Chittagram (6) Jasim Uddin memorial museum and Cultural Center (7) Journalist Kangal Harinath Memorial Muesum. Kustia					**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 **5. Mr. Matiar Rahman** Deputy Keeper Zia smriti Museum, Chittagaon Phone: +88-031-620341 Mobile: +88-01717-222999 E mail: ziamuseum@gmail.com **6. Mr. Zafar Ali Mia** Responsible Officer Palli Kabi Jasim Uddin Sangharashala, Faridpur Phone: +88-0631-62522 Mobile: +88-01819-933955 **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
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	Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 M0bile: +88-01712292323 e mail: shahidur62@gmail.com Intercom: 233
13.	Mobile charging service	Mobile charger service in rest room (Gallery-26) for visitors	2nd floor of Museum	Free	On time	Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 M0bile: +88-01712292323 e mail: shahidur62@gmail.com Intercom: 233
14.	Internet browsing service	There are some laptops with internet connection in rest room (Gallery-26) for visitors	2nd floor of Museum	Free	On time	Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 M0bile: +88-01712292323 e mail: shahidur62@gmail.com Intercom: 233
15.	Books And Daily Newspapers service	Supply of Books and newspaper in rest room (Gallery-26) for visitors	2nd floor of Museum	Free	On time	Mr. Md. Belal Hossan Registration Officer Phone: +88-02-5861441 Mobile: +88-01718596400 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 M0bile: +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 M0bile: +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	Administratio n section or concerned departments	Free	7 Working Days	**Mr. Md. Abdul Mazid** Secretary Bangladesh National Museum Phone: +88-02-9674796 Fax: +88-02-9667381 Mobile: 88-01917030979 e mail: mazidpd@yahoo.com 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 Conservation (Current charge) Phone: +88-02 -9675057 Mobile: +88-01765037490 e- mail: sultanbnm9@gmail.com Imtercom: 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 opining etc.

2. The service rendered to anyone/institution under any agreement will be included into organizational service. Example: Bandwidth.

2.3 Internal 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.	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	Mr. Satara Begum Administrative Officer(Current charge) Admin and establishment Phone: +88-02-9666732 Mobile: +88-01715818786 e mail: bnmad16@gmail.com Intercom: 235
8.	Earned Leave (Out of Bangladesh)	Issuing Office order and Government order	Applying on Selected form	Free	Issue Office order/Government 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.	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 M0bile: +88-01712292323 e mail: shahidur62@gmail.com Intercom: 233
14.	Renovation Quarter	Quarter renovation of Bangladesh National Museum if needed	-	Free	Instant on Necessary time/3 working time	**Mr. Md. Nadir hossain** Assistant engineer Phone: +88-02-9675598 Mobile: +88-01718-233189 E mail: nadirbnm@gmail.com Intercom-219
15.	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
16.	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	Mr. MD. Abdul Mazid Secretary Bangladesh National Museum Contact no: +88-02-9674796 Fax: +88-02-9667381 Mobile: +88-01917030979 E mail: mazidpd@yahoo.com Intercom-201
2.	If failed the GRS focal point officer in selected time please contact with	The central GRS management system	15 Working days	Mr. Md. Khurshad Alam Joint Secretary Ministry of Cultural Affairs Contact no: +88-02-9512276 Mobile: +88-01774813702 E mail: ds2@moca.gov.bd

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.

শহিদুর রহমান খান
সহকারী রেজিস্ট্রেশন অফিসার
ও
আইসিটি শাখা প্রধান
বাংলাদেশ জাতীয় জাদুঘর

22/10/22
দিবাকর সরকার
সংরক্ষণ কর্মকর্তা
বাংলাদেশ জাতীয় জাদুঘর

মোহাম্মদ মাসরুল হক
উপকীপার
ইতিহাস ও ধ্রুপদী শিল্পকলা বিভাগ
বাংলাদেশ জাতীয় জাদুঘর ঢাকা ১০০০

22.10.22
শক্তি পদ হালদার
উপ-কীপার
সমকালীন শিল্পকলা ও বিশ্বসভ্যতা বিভাগ
বাংলাদেশ জাতীয় জাদুঘর
শাহবাগ, ঢাকা-১০০০।