

Bangladesh National Museum
Ministry of Cultural Affairs
Peoples Republic Of Bangladesh
www.bangladeshmuseum.gov.bd

CITIZEN CHARTER

1. Vision & Mission:

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

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 to service:

2.1. Public service:

Serial No.	Name of service	System of service	Necessary documents and place of receipt	Service cost and process	Service delivery deadline	Responsible officer (Name, Designation, Phone number, E-mail)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Museum Visit	People can visit Bangladesh National Museum by paying the fee at the ticket counter of the main gate. N.B. (Visitors can collect ticket only from online, link- http://nationalmuseumticket.gov.bd) for the reason of covid-19.	Collecting ticket from ticket counter by paying fee	Entry Fee For Bangladeshi Chitizen : 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 people of SAARC Countries. 5. 500 Tk. for other Foreigners.	Instant (N.B. Saturday to Wednesday from 10.30 am to 5.00 pm. Friday: 3.30 pm to 7.30 pm. The Museum remains closed on Thursday and other Government holidays.	Mr. Samiran Roy Senior Accounts Officer Phone: +88-02-9612921 Mobile: +88-01710612868 +88-01923619580 e-mail: samir_nm20@yahoo.com Intercom: 218
2.	Antiquities Display in gallery	Departments of History and classical art are displaying and curretting artifacts with brief information in selected galleries.	--	-	Always	Dept. of History and classical art Dr. Bijoy Krishna Banik Keeper(Extra charge) Phone: +88-02 -9675593 Mobile: +88-01711397880 e-mail -mohor05@yahoo.com Intercom: 204 (Gallery no-16, 17,18,19,20,21(partly), 32 (partly), 33 (partly) 37, 38, 39 and 40

Handwritten signature and date: 26/02/2023

Handwritten signature and date: 26/02/2023

Handwritten signature and date: 26/02/2023

Handwritten mark

3.	Do	Departments of Contemporary art and World Civilization art are displaying and curretting artifacts with brief information in selected galleries.	--			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)
4.	Do	Departments of Natural History art are displaying and curretting artifacts with brief information in selected galleries.	--			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)
5.	Do	Departments of Ethnography and Decorative art are displaying and curretting artifacts with brief information in selected galleries.	--			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)
6.	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 the school, college and universities	Public Education Department.	Free of cost	Schedule time of Bangladesh National Museum	Mr. Sayed Shamsul Karim Education Officer Department of Public education Phone: +88-02-58614806 Mobile: +88-01552375647 e-mail: educationbnm@gmail.com Intercom-228

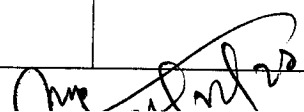
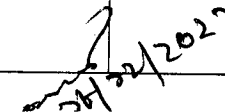


M. H. Khan
26/2/2022

M. H. Khan
27/2/2022

M. H. Khan
27/2/2022

M. H. Khan
27/2/2022

7.	Wheel Chair service	Ramp, Wheelchair, and special washroom service for the disabled and senior citizens.	Bangladesh National Museum	Free of cost	According to the schedule of gallery visiting hour	Mr. Sayed Shamsul Karim Education Officer Department of Public education Phone: +88-02-58614806 Mobile: +88-01552375647 e-mail: educationbnm@gmail.com Intercom-228
8.	Breast Feeding corner service	There are selected place for breastfeeding for mother and child on the 1 nd and 2 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
9.	Sell service by the Souvenir shop	Research book, Journal, View card, Souvenir, Yearly report, Album, Documentary, and replica of different types of antiquities of Bangladesh National Museum are available in the Souvenir shop for sale	Souvenir shop	By paying the selected price	Instant (Souvenir shop is open According to the schedule of gallery visiting hour of Bangladesh National Museum)	Mr. MD. Mijanur Rahman Assistant Keeper (Zia Memorial museum) Publication officer (extra charge,) Mobile: +88-01735563633 e-mail: pubo@bnm.gov.bd Intercom-223
10.	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
11.	Provide Images and information on antiquities	Submission of a filled-up prescribed form or Application on blank paper with detailed information. After the approval of the Director-General and the payment of a charge, the museum will provide photographs with information on antiquities	Applying on selected form/blank paper to Director General, Bangladesh National Museum	Paying the prescribed fee in the Accounts section after approved of Director General	10 Working Days	Dept. of History and classical art Dr. Bijoy Krishna Banik Keeper(Extra charge) Phone: +88-02-9675593 Mobile: +88-01711397880 e-mail -mohor05@yahoo.com Intercom: 204

12.	Do					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
13.	Do					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
14.	Do					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
15.	Library Use	Application on the prescribed form by readers and researchers and approved by Keeper, public education dept. (As per manual-2011) Bangladesh National Museum	Library	Free of cost	5 Working Days	Mr. Lutfun Nahar Librarian Phone: +88-02-9674510 Mobile: +88-01556338606 e-mail: bnmlibrary@gmail.com Intercom: 221
16.	Suggestions/Opinion/Accusation	Writing on register/ e-mail/ postal letter/GRS	Reception	Free of cost	7 Working Days	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.	Wi-Fi Service in Museum Lobby	Wi-Fi Service for visitors in the Lobby of Museum	The main lobby of the Museum	Free	According to the schedule of official time of Museum	Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 Mobile: +88-01712292323 e-mail: shahidur62@gmail.com Intercom: 233

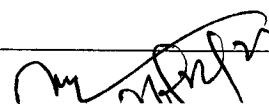
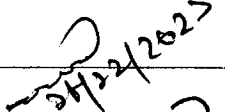

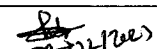
Handwritten signature

Handwritten signature
25/12/2023

Handwritten signature
25/12/23

Handwritten signature
25/12/2023

18.	Mobile charging service	Mobile charger service in the rest room (Gallery-26) for visitors	2 nd floor of Museum	Free	On-time	Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 MObile: +88-01712292323 e-mail: shahidur62@gmail.com Intercom: 233
19.	Internet browsing service	There are some laptops with internet connection in the rest room (Gallery-26) for visitors	2 nd floor of Museum	Free	On-time	Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 MObile: +88-017122-92323 e-mail: shahidur62@gmail.com Intercom: 233
20..	Books And Daily Newspapers service	Supply of Books and newspaper in the rest room (Gallery-26) for visitors	2 nd floor of Museum	Free	On-time	Mr. Shahidur Rahman Khan Registration Officer Phone: +88-02-5861441 Mobile: +88-01712-292323 e-mail: shahidur62@gmail.com Intercom- 224 Mr. Lutfun Nahar Lybrarian Phone: +88-02-9674510 Mobile: +88-01556338606 e-mail: lunarekha@gmail.com Intercom-221
21.	Purified water for visitors	There are water dispenser on every floor of the 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
22..	Uploading Information in museum website	Adding programs, Notice, Office order, recruitment notice, tender notice, etc. to Bangladesh National Museum website	Bangladesh National Museum Website www.banglade shmuseum.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
23..	Visit Virtual gallery	Visiting the virtual gallery on the website of Bangladesh National Museum	Web link: http://Vt.bnm.org.bd by Microsoft edge Windows-10	Free	Always	Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 Mobile: +88-01712292323 e-mail: shahidur62@gmail.com Intercom: 233

24.	E-ticket service	Visitor can purchase e-ticket for museum visit from the Internet	nationalmuseumticket.gov.bd and also the website of the National museum	As per ticketing price of National museum website	Always	Mr. Shahidur Rahman Khan Head of ICT Phone: +88-02-9666356 Mobile: +88-01712292323 e-mail: shahidur62@gmail.com Intercom: 233
25.	Luggage counter service	Visitor can use the Luggage counter near the main gate of National Museum for keeping bags and purse	To put the bag in language counter and collect token	Free	According to the 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. Services are provided for the public directly. If the provided services for private institutions are the same as public service, it will be considered 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 reservation service	Two Auditoriums, One cineplex, One exhibition gallery reservation for the nonpolitical seminar, discussion, and cultural programs	Applying by the selected form Auditorium section	Submit selected fee	14 Working Days	Mr. Sayma Farzana Auditorium Manager Phone: +88-02-58616909 Mobile: +88-01918744886 e-mail: farzana.sayma@gmail.com Intercom: 227
2.	Provide information	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. Gazi Md. Wali-Ul Haque Joint Secretary Secretary Bangladesh National Museum Phone: +88-02-9674796 Mobile: +88-01718023966 Fax: +88-02-9667381 E-mail: sectary@bnm.gov.bd Intercom: 201
3.	Museum visit of different	Under the education program, different	Education section	Free	Instant by permission	Mr. Sayed Shamsul Karim Education Officer

[Handwritten signature]

[Handwritten signature]
24/2/2020

[Handwritten signature]

[Handwritten signature]
24/2/2020

	institute/ Organization	educational institutes/Organizations can visit the National museum free of cost by Application to the Director-General after approval.				Department of Public education Phone: +88-02-58614806 Mobile: +88-01552375647 e-mail: educationbnm@gmail.com Intercom-228
4.	Conservation treatment service	Preservation and retrieval of any institution / personal pattern(Limited) 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 opining etc.
2. The service rendered to anyone/institution under any agreement will be included in 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	An annual award is 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	Administration and establishment section	Free	90 working days	Md. Saddam Hossain Administrative Officer (Admin and establishment) Phone: +88-02-9666732

M. D. Khan *21/2/2017* *21/2/2017* *21/2/2017*

		branches				Mobile: +88-01625749757 e-mail: saddam323sh@gmail.com Intercom: 235
4.	Stipend service	Providing scholarships to the children of the employees of Bangladesh National Museum and its branches.	Administration and establishment section	Free	Every Financial year (July-June)	Md. Saddam Hossain Administrative Officer (Admin and establishment) Phone: +88-02-9666732 Mobile: +88-01625749757 e-mail: saddam323sh@gmail.com Intercom: 235
5.	Payment of all for burial costs	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	-	Md. Saddam Hossain Administrative Officer (Admin and establishment) Phone: +88-02-9666732 Mobile: +88-01625749757 e-mail: saddam323sh@gmail.com Intercom: 235
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 Shahriar 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 the 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/Government order (a) 7 days for nongazette officers (b) 05 days for noncadre gazette officers	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e-mail: kalipadabnm@gmail.com Intercom-216

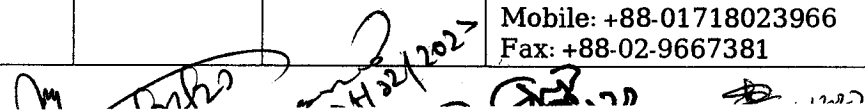
M
26/2/2025

SH 22/2025

20/2/2025

26/2/2025

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 a 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	Allowance in advance of general provident fund as per the ordinance of Bangladesh National Museum	AS per regular rules	Free	7 Working Days	Mr. Samiran Roy Senior Accounts Officer Phone: +88-02-9612921 Mobile: +88-01710612868 +88-01923619580 e-mail: samir_nm20@yahoo.com Intercom: 218
12.	Telephone connection	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 Head of ICT Phone: +88-02-9666356 M0bile: +88-01712292323 e-mail: shahidur62@gmail.com Intercom: 233
15.	Allotted flat/seat in residence	Allotted flat/seat for employees in a residential area of Bangladesh National Museum	AS per rules of flat/seat allotment	Free	20 Days	Mr. Gazi Md. Wali-Ul Haque (Joint Secretary) Secretary Bangladesh National Museum Phone: +88-02-9674796 Mobile: +88-01718023966 Fax: +88-02-9667381



 H 24/2023

						E-mail: sectary@bnm.gov.bd Intercom: 201
16.	Quarter Renovation	Quarter renovation of Bangladesh National Museum if needed		Free	90 working days (More or less depend on work area)	Mrs. Syeda Bilkish sultana Assistant engineer Phone: +88-02-9675598 Mobile: +88-01715553468 e-mail: syedabilkishsultana46@gmail.com Intercom-219
17.	Conservation treatment of Antiquities	Conservation treatment of antiquities which will be sent 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 volume and Importance	Mr. Md. Sultan Mahmud Keeper, Conservation (Current charge) Phone: +88-02-9675057 Mobile: +88-01765037490 e-mail: sultanbnm9@gmail.com Intercom: 206
18.	NOC for passport	NOC for employees as per the application and upload NOC on the website of Bangladesh National Museum	Applying by white paper	Free	3 Working Days	Md. Saddam Hossain Administrative Officer (Admin and establishment) Phone: +88-02-9666732 Mobile: +88-01625749757 e-mail: saddam323sh@gmail.com Intercom: 235
19	Salary fixation	Salary fixation for employees of the National Museum in due time		Free	10 Working Days	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e-mail: kalipadabnm@gmail.com Intercom-216
20	Remove salary discrimination	Remove salary discrimination for employees of the National Museum in time	Applying by the selected form	Free	15 Working Days	Mr. Kali pada Shil Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e-mail: kalipadabnm@gmail.com Intercom-216
21.	Promotion	To give promotion to the employe of Bangladesh National Museum as per rules and regulations	as per rules and regulations	Free		Mr. Md Abdul Kuddus Administrative Officer Board of trustees Phone: +88-02-9665596 Mobile: +88-01715818493 E mail: maquddus@yahoo.com Intercom-236

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

am
24/12/23

24/12/2023

24/12/23

24/12/23

The GRS management system

If you are unsatisfied with service, please contact responsible officers. If he/she failures, you can inform your allegation in the following 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	DR. Shihab Shahriar Keeper Public education department Bangladesh National Museum Phone: +88-02-9675051 Mobile: +88-01727171731 Fax: +88-02-9667381 E-mail: editor.boitha@gmail.com Intercom: 205
2.	If failed the GRS focal point officer in selected time please contact with	The central GRS management system	15 Working days	Mr. Hasna Zahan Khanam Additional secretary Administration branch Ministry of Cultural Affairs Contact no: +88-02-223390665 Mobile: +88-01712547125 Email: js_admin@moca.gov.bd

Our expectation to you

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

[Handwritten signature]
 ২৪/১০/২০
 ১০/১০/২০
 ১০/১০/২০

[Handwritten signature]
 ২৪/১০/২০
 ১০/১০/২০
 ১০/১০/২০

[Handwritten signature]
 ২৪/১০/২০
 ১০/১০/২০
 ১০/১০/২০

[Handwritten signature]
 ২৪/১০/২০
 ১০/১০/২০
 ১০/১০/২০

উপস্থাপিত
 ইতিহাস ও প্রত্নতত্ত্ব বিভাগ
 বাংলাদেশ জাতীয় জাদুঘর, ঢাকা ১০০০