

CITIZEN CHARTER

**1. Vision & Mission:**

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

**Mission** : To improve the Nation mental development and excellence by collecting, preserving, researching, display, 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	(Visitors can collect ticket only from online, link- <a href="http://nationalmuseumticket.gov.bd">http://nationalmuseumticket.gov.bd</a> ) for the reason of covid-19.	Collecting ticket from online	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. Rashedul Alam Prodip Assistant Keeper, (Osmani Museum), Head of ICT section, Bangladesh National Museum Mobile: +88-01932446556 e-mail: monacosprodip@gmail.com Intercom: 338
2.	Antiquities Display in gallery	Department of History and Classical Art are display and curating 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



3.	Do	Department of Contemporary art And World Civilization are display and curating 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 display and curating 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 curating 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). Provid guide service and information of 45 galleries in Bangladesh National museum by Guide lecturers. Guide service for Local Vip and special guests. Foreign visitor, 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: educat ion b n m@gmail.com Intercom-228

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7.	Wheel Chair service	Ramp, Wheelchair, and special washroom service for the disabled people and senior citizen.	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 on the 1 <sup>st</sup> and 2 <sup>nd</sup> 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	Museum publication and replica of different types of antiquities of Bangladesh National Museum are available in the Souvenir shop.	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 Room no-103	Free of cost	Instant	Mr. Sayed Shamsul Karim Education Officer Department of Public education Phone: +88-02-58614806 Mobile: +88-01552375647 e-mail: educationbnm@gmail.com Intercom-228
11.	Provide Photographs and and information of antiquities	Submission application to Director General of Bangladesh National Museum with detailed information. After the approval by the Director-General and the payment of a charge, the museum will provide photographs with information on	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

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		antiquities				
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/ Openion/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	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	Mr. Rashedul Alam Prodip

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	Lobby				Museum	
18.	Mobile charging service	Mobile charger service in the rest room (Gallery-26) for visitors	2 <sup>nd</sup> floor of Museum	Free	On-time	Assistant Keeper, (Osmani Museum), Head of ICT section, Bangladesh National Museum
19.	Internet browsing service	There are some laptops with internet connection in the rest room (Gallery-26) for visitors	2 <sup>nd</sup> floor of Museum	Free	On-time	Mr. Rashedul Alam Prodip Assistant Keeper, (Osmani Museum), Head of ICT section, Bangladesh National Museum Mobile: +88-01932446556 e-mail: monacosprodip@gmail.com Intercom: 338
20..	Books And Daily Newspapers service	Supply of Books and newspaper in the rest room (Gallery-26) for visitors	2 <sup>nd</sup> floor of Museum	Free	On-time	Mr. Mukesh Chandra Roy Assistant Keeper Contemporary Art and World Civilization Dept. Mobile: +88-01713778826 e-mail: mkbdnet@gmail.com Intercom- 529  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.bangladeshmuseum.gov.bd	Free	Always	Mr. Rashedul Alam Prodip Assistant Keeper, (Osmani Museum), Head of ICT section, Bangladesh National Museum Mobile: +88-01932446556 e-mail: monacosprodip@gmail.com Intercom: 338
23..	Visit Virtual gallery	Visiting the virtual gallery on the website of Bangladesh National	Web link: <a href="http://Vt.bnm.org.bd">http://Vt.bnm.org.bd</a> by Microsoft	Free	Always	Mr. Rashedul Alam Prodip Assistant Keeper, (Osmani Museum), Head of ICT

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		Museum	edge Windows-10			section, Bangladesh National Museum Mobile: +88-01932446556 e-mail: monacosprodip@gmail.com Intercom: 338
24.	E-ticket service	Visitor can purchase e- ticket for museum visit from the Internet	website of the National museum  nationalmuseu mticket.gov.bd and also the	As per ticketing price of National museum website	Always	<b>Mr. Rashedul Alam Prodip</b> Assistant Keeper, (Osmani Museum), Head of ICT section, Bangladesh National Museum Mobile: +88-01932446556 e-mail: monacosprodip@gmail.com Intercom: 338
25.	Luggage counter service	TO Visitor museum gallery visitor must keep their Luggage in the luggage counter near the main gate of National Museum	Keep the bag in language counter and collect token	Free	According to the schedule of visiting hour	<b>Mr. Md. Sultan Mahmud</b> 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, cineplex, and exhibition gallery reservation for the nonpolitical seminar, discussion, and cultural programs	Applying by the selected form  Auditorium section	Submit selected fee	14 Working Days	<b>Mr. Sayma Farzana</b> 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 visitors, various Ministries /	Administratio n section or concerned	Free	7 Working Days	<b>Mr. Gazi Md. Wali-Ul- Haque</b> Joint Secretary Secretary

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		Departments / Agencies By e-mail or letter	departments			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 institute/ Organization	Under the education program, different educational institutions/Organizations can visit the National museum free of cost by Application to the Director-General after approval.	Education section	Free	Instant by permission	<b>Mr. Sayed Shamsul Karim</b> Education Officer Department of Public education Phone: +88-02-58614806 Mobile: +88-01552375647 e-mail: educationbnm@gmail.com Intercom-228
4.	Conservation treatment service	By the approval of Director General Preservation and Restoration services can provided for the personal and others institutions object.	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	<b>Mr. Md. Aksaruzzaman Nuri</b> Keeper(C.C) Conservation Dept Phone: +88-02-9675057 Mobile: +88-01722214605 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

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	<b>Mr. Kali Pada Shil</b> Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643 e-mail: kalipadabnm@gmail.com Intercom-216
2.	Yearly remuneration	An annual award is given for encouraging the employees of Bangladesh National Museum	Administration and establishment section	Free	Every Financial year (July -June)	<b>Mr. Kali Pada Shil</b> Senior Administrative Officer Phone: +88-02-9675601

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		and the employees of branches museum				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	90 working days	<b>Md. Saddam Hossain</b> Administrative Officer (Admin and establishment) Phone: +88-02-9666732 Mobile: +88-01625749757 e-mail: saddam323sh@gmail.com Intercom: 235
4.	Yearly Scholarship service	Providing scholarships to the children of the employees of Bangladesh National Museum and employees of branches museum.	Administration and establishment section	Free	Every Financial year (July-June)	<b>Md. Saddam Hossain</b> 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 employees of branch museums, to pay the cost of burial if he/she dies while on duty.	Administration and establishment section	Free	-	<b>Md. Saddam Hossain</b> Administrative Officer (Admin and establishment) Phone: +88-02-9666732 Mobile: +88-01625749757 e-mail: saddam323sh@gmail.com Intercom: 235
6.	Primary treatment service	Provide primary health and necessary medical check to the employees of Bangladesh National Museum	Bangladesh National Museum Room no-133 And Selected room for the branches	Free	Selected 3 days in every week	<b>Dr. Khan Mohammad Shahriar Zaman</b> 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	<b>Md. Saddam Hossain</b> 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)	Issue Office order and Government order	Application on Selected form	Free	Issue Office order/Government order	<b>Mr. Kali Pada Shil</b> Senior Administrative Officer Phone: +88-02-9675601 Mobile: +88-01965349643

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					(a) 7 days for non gazette officers 05 working days to sending Ministry for GO.	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	<b>Mr. Saddam Hossain</b> Administrative Officer Phone: +88-02-9666732 Mobile: +88-01625749757 e-mail: saddam323sh@gmail.com Intercom-235
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	<b>Mr. Kali Pada Shil</b> 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	<b>Mr. Samiran Roy</b> 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	<b>Mr. Kazi Farid Ahmed</b> 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	10 Working Days	<b>Mr. Md. Rubel Mia</b> 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	<b>Mr. Rashedul Alam Prodip</b> Assistant Keeper, (Osmani Museum), Head of ICT section, Bangladesh

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						National Museum Mobile: +88-01932446556 e-mail: monacosprodip@gmail.com Intercom: 338
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 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. Aksaruzzaman Nuri Keeper(C.C) Conservation (Current charge) Phone: +88-02-9675057 Mobile: +88-01722214605 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	7 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 employee of Bangladesh National	as per rules and regulations	Free		Mr. Md Abdul Kuddus Administrative Officer

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		Museum as per rules and regulations				Board of trustees Phone: +88-02-9665596 Mobile: +88-01715818493 E mail: <a href="mailto:maquddus@yahoo.com">maquddus@yahoo.com</a> Intercom-236
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01. Citizen charter will be linked to the branch museum with the Bangladesh National Museum.

### The GRS management system

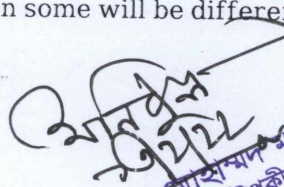
If you are unsatisfied with service, please contact responsible officers. If he/she failures, you can inform your allegation in the following way.


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: <a href="mailto:editor.boitha@gmail.com">editor.boitha@gmail.com</a> 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. A J M Abdullahel Baki Joint secretary (Event) Administration branch- 2 Ministry of Cultural Affairs Contact no: +88-02-9545491(Official) Mobile: +88-01711945969 Email: <a href="mailto:js.anusthan@moca.gov.bd">js.anusthan@moca.gov.bd</a> Website: <a href="http://www.moca.gov.bd">www.moca.gov.bd</a>

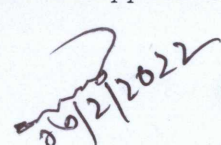
Our expectation to you

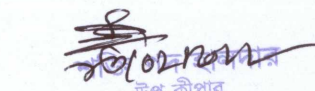
Serial No.	Things to do for committed/required service
1.	Fill up the selected form completely and submit
2.	Pay necessary fees in the correct way
3.	Present before the appointment time

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.

  
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উপকীপার (ই)

  
মোঃ শাহাব শাহরিয়ার  
উপকীপার (ই)

  
মোঃ শাহাব শাহরিয়ার  
উপকীপার (ই)

  
মোঃ শাহাব শাহরিয়ার  
উপকীপার (ই)