

## Citizen Charter

**Bangladesh National Museum**  
**Ministry of Cultural Affairs**  
**Peoples Republic Of Bangladesh**  
[www.bangladeshmuseum.gov.bd](http://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 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:

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	Purchase ticket from the counter in front of museum's main gate or from online, link- <a href="http://nationalmuseum.ticket.gov.bd">http://nationalmuseum.ticket.gov.bd</a>	Collecting ticket from given price	Entry Fee For Bangladeshi Chitizen :  1. 0-3 Years free of cost  2. 20 Tk. for 3-12 years.  3. 40 Tk. for 12 to Adult.  And 4. 300 Tk. for the people of SAARC Countries.  5. 500 Tk. for other	Instant  (N.B. Saturday to Wednesday from 10.30 am to 4.30 pm.  Friday: 3.00 pm to 6.30 pm.  The Museum remains closed on Thursday and other Government holidays.	On the spot purchase-  <b>Mr. Samiran roy</b>  Senior Accounts officer Phone: +88-02 -9612921 Mobile: +88-01710612868 e-mail: <a href="mailto:samir_nm20@yahoo.com">samir_nm20@yahoo.com</a>  Intercom: 218  Online purchase-  <b>Mr. Rashedul Alam Prodip</b>  Assistant Keeper, (Osmani Museum), Head of ICT section, Bangladesh National Museum Mobile: +88-01932446556 e-mail: <a href="mailto:monacosprodip@gmail.com">monacosprodip@gmail.com</a>  Intercom: 338/289					

				Foreigners.						
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 <b>Mr. Muhammad Manirul Hoque</b> Keeper (Current charge) Phone: +88-02 -9671751 Mobile: +88-0171766646 e-mail: mmhoque46@gmail.com Intercom: 202  (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 <b>Mr. Shakti Pada Halder</b> Keeper (Current charge) Phone: +88-02 -223360193 Mobile: +88-01712653026 e-mail: <a href="mailto:jadu.sh33@yahoo.com">jadu.sh33@yahoo.com</a> 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 <b>Dr. Sumona Afroz</b> Keeper (Routine charge) Phone: +88-02 -41060681 Mobile: +88-01712-125358 e- mail: <a href="mailto:kankanbnm@gmail.com">kankanbnm@gmail.com</a> Intercom: 247  (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 <b>Md. Matiar Rahman</b> Keeper (Routine charge) Phone: +88-02-9614549 Mobile: +88-01771-222999				

						<p>e-mail:  <a href="mailto:mdmatiarrahman67@gmail.com">mdmatiarrahman67@gmail.com</a></p> <p>Intercom-211</p> <p>(Gallery no-11, 12, 13, 14, 15, 21(partly), 22, 23, 24, 25, 27, 28, 29, 30, 31 and 32 (partly))</p>			
6.	Guide service	<p>(a). Provide guide service and information of 45 galleries in Bangladesh National Museum by Guide lecturers.</p> <p>Guide service for Local Vip and special guests, Foreign visitor, student of the school, college and universities.</p>	Public Education Department.	Free of cost	Schedule time of Bangladesh National Museum	<p><b>Mr. Sayed Shamsul Karim</b></p> <p>Education Officer</p> <p>Department of Public education</p> <p>Phone: +88-02-58614806</p> <p>Mobile: +88-01552375647</p> <p>e-mail:  <a href="mailto:educationbnm@gmail.com">educationbnm@gmail.com</a></p> <p>Intercom-228</p>			
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	<p><b>Mr. Sayed Shamsul Karim</b></p> <p>Education Officer</p> <p>Department of Public education</p> <p>Phone: +88-02-58614806</p> <p>Mobile: +88-01552375647</p> <p>e-mail:  <a href="mailto:educationbnm@gmail.com">educationbnm@gmail.com</a></p> <p>Intercom-228</p>			
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	<p><b>Mr. Kazi Farid Ahmed</b></p> <p>Senior Guide Lecturer</p> <p>Mobile: +88-01916572101</p> <p>e-mail :  <a href="mailto:faridcombnm@gmail.com">faridcombnm@gmail.com</a></p> <p>Intercom: 234</p>			
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)	<p><b>Mr. Mojahar Rahman Shah</b></p> <p>Assistant Keeper (Ethnography) and Publication officer (Additional charge.)</p> <p>Mobile:  +88-01743469844</p> <p>e-mail:  <a href="mailto:mrs1plabon@gmail.com">mrs1plabon@gmail.com</a></p>			

						Intercom-348				
10.	First-aid service	Providing first aid for Bangladesh National Museum stuffs, visitors and guests.	Education Branch Room no-103	Free of cost	Instant	<b>Mr. Sayed Shamsul Karim</b> Education Officer Department of Public education Phone: +88-02-58614806 Mobile: +88-01552375647 e-mail: <a href="mailto:edcationbnm@gmail.com">edcationbnm@gmail.com</a> Intercom-228				
11.	Provide Photographs 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 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 <b>Mr.Muhammad Manirul Hoque</b> Keeper (Current charge) Phone: +88-02 -9671751 Mobile: +88-0171766646 e-mail: <a href="mailto:mmhoque46@gmail.com">mmhoque46@gmail.com</a> Intercom: 202 (Gallery no-16, 17, 18, 19, 20, 21(partly), 32 (partly), 33 (partly) 37, 38, 39 and 40				
12.	Do					Dept. of Contemporary art and World Civilization <b>Mr. Shakti Pada Halder</b> Keeper (Current charge) Phone: +88-02 -223360193 Mobile: +88-01712653026 e-mail: <a href="mailto:jadu.sh33@yahoo.com">jadu.sh33@yahoo.com</a> Intercom: 204				
13.	Do					Dept. of Natural History <b>Dr. Sumona Afroz</b> Keeper (Curent charge) Phone: +88-02 -41060682 Mobile: +88-01552431372 e-mail: <a href="mailto:binidu@yahoo.com">binidu@yahoo.com</a> Intercom: 247				

14.	Do					<b>Dept. of Ethnography and Decorative Art</b>  <b>Md. Matiar Rahman</b>  Keeper (Routine charge)  Phone: +88-02-9614549  Mobile: +88-01771-222999  e-mail: <a href="mailto:mdmatiarrahman67@gmail.com">mdmatiarrahman67@gmail.com</a>  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	<b>Mr.Lutfun Nahar</b>  Librarian  Phone: +88-02-9674510  Mobile: +88-01556338606  e-mail: <a href="mailto:bnmlibrary@gmail.com">bnmlibrary@gmail.com</a>  Intercom: 221				
16.	Suggestions/ Openion/ Accusation	Writing on register/ e-mail/ postal letter/ GRS	Reception	Free of cost	7 Working Days	<b>Mr. Md. Aksaruzzaman</b>  <b>Nuri</b>  Keeper  Department of Conservation Chemist  Phone: +88-02 -9675057  Mobile: +88-01722214605  e-mail: <a href="mailto:cc1@bnm.gov.bd">cc1@bnm.gov.bd</a>  Intercom: 206				
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	<b>Mr. Rashedul Alam Prodip</b>  Assistant Keeper, (Osmani Museum), Head of ICT section, Bangladesh National Museum  Mobile: +88-01932446556  e-mail: <a href="mailto:monacosprodip@gmail.com">monacosprodip@gmail.com</a>  Intercom: 338/289				
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	<b>Mr. Rashedul Alam Prodip</b>  Assistant Keeper, (Osmani Museum), Head of ICT section,  Mobile: +88-01932446556  e-mail: <a href="mailto:monacosprodip@gmail.com">monacosprodip@gmail.com</a>				

						Intercom: 338/289				
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	<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: 338/289				
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	<b>Ms. Susmita Biswas</b> Assistant Keeper Contemporary Art and World Civilization Dept. Mobile: +88-01717284804 e-mail: susmitabiswas. bnm@gmail.com Intercom- 529				
21.	Purified water for visitors	There are water dispenser on every floor of the Bangladesh National Museum.	-	Free	On-time	<b>Mr. Kazi Farid Ahmed</b> Senior guide lecturer Contemporary art and World Civilization department. Mobile: +88-01916572101 e- mail : <a href="mailto:faridcombnm@gmail.com">faridcombnm@gmail.com</a> 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	<b>Asma Ferdousi</b> Keeper Public education Phone: +88-02-9675051 Mobile: +88-01716197575 e-mail: <a href="mailto:kferdousi@gmail.com">kferdousi@gmail.com</a> Intercom: 205				
23..	Visit Virtual gallery	Visiting the virtual gallery on the website of Bangladesh National Museum.	Web link: <a href="http://vt.bnm.org.bd">http://vt.bnm.org.bd</a>	Free	Always	<b>Mr. Rashedul Alam Prodip</b> Assistant Keeper, (Osmani Museum), Head of ICT section, Bangladesh National Museum				

			by Microsoft edge Windows-10			Mobile: +88-01932446556 e-mail: monacosprodip@gmail.com Intercom: 338/289				
24.	E-ticket service	Visitor can purchase e-ticket for museum visit from the Internet.	website of the National museum www. national museum ticket.gov.bd	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: 338/289				
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 luggage counter and collect token	Free	According to the schedule of visiting hour	<b>Mr. Md. Sultan Mahmud</b> Senior Security Officer Phone: +88-02-9674043 Mobile: +88-01765037490 e-mail: <a href="mailto:sultanbnm9@gmail.com">sultanbnm9@gmail.com</a> Intercom: 217				
26	Preparation of National Inventory of Intangible Cultural Heritage (ICH) and Safeguarding Services	Assist in uploading and safeguarding the inventory by providing necessary training and expert advice on preparation of national inventory of intangible cultural heritage.	National Inventory Form and applicable website as per UNESCO guidelines – <a href="https://heritagehub.gov.bd/">https://heritagehub.gov.bd/</a>	Free	In case of upload - 7 working days In case of consultation - 3 working days	<b>Asma Ferdousi</b> Keeper (Dept. of Public Education) Phone: +88-02-9671751 Mobile: +88-01716-197575 e-mail: <a href="mailto:k.ferdousi@gmail.com">k.ferdousi@gmail.com</a> Intercom-205				

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 allotment service	Two Auditoriums, cineplex, and exhibition gallery reservation	Applying by the selected form	Submit selected fee	14 Working Days	<b>Mr. Sayma Farzana</b> Assistant Auditorium Manager Phone: +88-02-58616909 Mobile: +88-01918744886/

		for the nonpolitical seminar, discussion, and cultural programs.	Auditorium section			+88-01722972404 e-mail: am@bnm.gov.bd Intercom: 227/186
2.	Provide information	Provide information as per the requirement of visitors, various Ministries / Departments / Agencies By e-mail or letter.	Administration section or concerned departments	Free	7 Working Days	<b>Mr. Gazi Md. Wali-Ul- Haque</b> 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 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- 41060329 Mobile: +88-01552375647 e-mail: <a href="mailto:educationbnm@gmail.com">educationbnm@gmail.com</a> 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 Conservation Dept Phone: +88-02 -9675057 Mobile: +88-01722214605 e-mail: cc1@bnm.gov.bd Intercom: 206



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**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	<b>Mr. Abdul Quddus</b> Senior Administrative Officer Phone: +88-02-223367601 Mobile: +88-01715818493 e-mail: maquddus367@yahoo.com Intercom-216
2.	Yearly Remuneration	An annual award is given for encouraging the employees of Bangladesh National Museum and the employees of branches museum.	Administration and establishment section	Free	Every Financial year ( July –June)	<b>Mr. Abdul Quddus</b> Senior Administrative Officer Phone: +88-02-223367601 Mobile: +88-01715818493 e-mail: maquddus367@yahoo.com Intercom-216
3.	Emergency help	Providing medical/ emergency financial assistance to the employees of	Administration and establishment section	Free	90 working days	<b>Mr. Md. Zohirul Haque</b> Assitant Administrative Officer (Admin and establishment) Mobile: +88-01405873018

		Bangladesh National Museum and its branches.				e-mail: <a href="mailto:hzoherulbnm@gmail.com">hzoherulbnm@gmail.com</a> Intercom: 235
4.	Yearly Scholarship service	Providing scholarships to the children of the employees of Bangladesh National Museum and employess of branche museum.	Administration and establishment section	Free	Every Financial year ( July –June)	<b>Mr. Md. Zohirul Haque</b> Assitant Administrative Officer (Admin and establishment) Mobile: +88-01405873018 e-mail: <a href="mailto:hzoherulbnm@gmail.com">hzoherulbnm@gmail.com</a> Intercom: 235
5.	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
6.	Earned Leave	Issuing Government order	Applying on the Selected form( BNM form no-8)	Free	05 Days	<b>Mr. Md. Zohirul Haque</b> Assitant Administrative Officer (Admin and establishment) Mobile: +88-01405873018 e-mail: <a href="mailto:hzoherulbnm@gmail.com">hzoherulbnm@gmail.com</a> Intercom: 235
7.	Earned Leave (Out of Bangladesh)	Issu Office order and Government order	Application on Selected form	Free	Issue Office order/ Government order  (a)7 days for non gazette officers  05 working days to sending	<b>Mr. Abdul Quddus</b> Senior Administrative Officer Phone: +88-02-223367601 Mobile: +88-01715818493 e-mail: <a href="mailto:maquddus367@yahoo.com">maquddus367@yahoo.com</a> Intercom-216

					Ministry for GO.	
8.	Recreation leave	Issuing Office Order	Application on blank paper Before 15 days of Recreation leave	Free	7 working days	<b>Mr. Md. Zohirul Haque</b>  Assitant Administrative Officer  (Admin and establishment)  Mobile: +88-01405873018  e-mail: <a href="mailto:hzoherulbnm@gmail.com">hzoherulbnm@gmail.com</a>  Intercom: 235
9.	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. Abdul Quddus</b>  Senior Administrative Officer  Phone: +88-02-223367601  Mobile: +88-01715818493  e-mail: <a href="mailto:maqduddus367@yahoo.com">maqduddus367@yahoo.com</a>  Intercom-216
10.	Advance loan Sanction	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: <a href="mailto:samir_nm20@yahoo.com">samir_nm20@yahoo.com</a>  Intercom: 218
11.	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>  Senior guide lecturer  Contemporary art and World Civilization department.  Mobile: +88-01916572101  e- mail : <a href="mailto:faridcomnbnm@gmail.com">faridcomnbnm@gmail.com</a>  Intercom: 234
12.	Intercom connection service	Intercom connectivity at the office and residential buildings of	AS per regular rules	Free	10 Working Days	<b>Mr. K.M Imran</b>  Assistant Engineer (Electric)  Mobile: +88-01740-417459  Intercom: 347

		the officers as per availability.				
13.	Website Update	Update the information of Bangladesh National Museum and branch museums regularly.	ICT branch	Free	Regularly	<p><b>Mr. Rashedul Alam Prodig</b> Assistant Keeper, (Osmani Museum), Head of ICT section, Bangladesh National Museum</p> <p>Mobile: +88-01932446556 e-mail: monacosprodip@gmail.com</p> <p><b>Intercom: 338/289</b></p>
14.	Allotement of flat/seat in Dormitory	Allotement of flat/seat in dormitory for employees in a residential area of Bangladesh National Museum .	AS per rules of flat/seat allotment	Free	20 Days	<p><b>Mr. Gazi Md. Wali-UI Haque</b> <b>(Joint Secretary)</b> Secretary Bangladesh National Museum</p> <p>Phone: +88-02-9674796 Mobile: +88-01718023966 Fax: +88-02-9667381 E-mail: sectary@bnm.gov.bd</p> <p>Intercom: 201</p>
15.	Quarter Renovation	Quarter renovation of Bangladesh National Museum if needed.	-	Free	90 working days ( More or less depend on work area)	<p><b>Ms. Syeda Bilkish sultana</b> Assistant engineer</p> <p>Phone: +88-02-9675598 Mobile: +88-01715553468 e-mail: <a href="mailto:syedabilkishsultana46@gmail.com">syedabilkishsultana46@gmail.com</a></p> <p>Intercom-219</p>
16.	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	<p><b>Mr. Md. Aksaruzzaman Nuri</b> Keeper Conservation</p> <p>Phone: +88-02 -9675057 Mobile: +88-01722214605 e-mail: <a href="mailto:sultanbnm9@gmail.com">sultanbnm9@gmail.com</a></p>

						Intercom: 206
17.	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	<b>Mr. Md. Zohirul Haque</b> Assitant Administrative Officer (Admin and establishment) Mobile: +88-01405873018 e-mail: <a href="mailto:hzoherulbnm@gmail.com">hzoherulbnm@gmail.com</a> Intercom: 235
18.	Salary fixation	Salary fixation for employees of the National Museum in due time.		Free	10 Working Days	<b>Mr. Abdul Quddus</b> Senior Administrative Officer Phone: +88-02-223367601 Mobile: +88-01715818493 e-mail: <a href="mailto:maquddus367@yahoo.com">maquddus367@yahoo.com</a> Intercom-216
19.	Remove salary discrimination	Remove salary discrimination for employees of the National Museum in time.	Applying by the selected form As per law of museum	Free	15 Working Days	<b>Mr. Abdul Quddus</b> Senior Administrative Officer Phone: +88-02-223367601 Mobile: +88-01715818493 e-mail: <a href="mailto:maquddus367@yahoo.com">maquddus367@yahoo.com</a> Intercom-216
20.	Promotion	To give promotion to the employe of Bangladesh National Museum as per rules and regulations.	as per rules and regulations	Free	On time	<b>Mr. Abdul Quddus</b> Senior Administrative Officer Phone: +88-02-223367601 Mobile: +88-01715818493 e-mail: <a href="mailto:maquddus367@yahoo.com">maquddus367@yahoo.com</a> Intercom-216

21.	Uninterrupted water supply	Supplying uninterrupted water to the necessary points of the every floor of the Museum building and residential area of Bangladesh National Museum.	Bangladesh National Museum and residential area of Bangladesh National Museum	Free	Uninterrupted	Mr. Kha Imran Rahman Sub-Assistant Engineer (Electrical) (A.M.M.) Phone: +88 01740 417459 email: <a href="mailto:imranwahid41@gmail.com">imranwahid41@gmail.com</a> Intercom: 347
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### 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	<b>Mr. Md. Aksaruzzaman Nuri</b> Keeper Conservation Dept Phone: +88-02 -9675057 Mobile: +88-01722214605 e-mail: <a href="mailto:cc1@bnm.gov.bd">cc1@bnm.gov.bd</a> Intercom: 206			
2.	If failed the GRS focal point officer in selected time please contact with	The central GRS management system	15 Working days	<b>Md. Mizanur Rahman</b> Joint secretary (Administration and Department) Ministry of Cultural Affairs Phone: 02-55100973 (Office) Mobile: +88-01819434884 Email: <a href="mailto:js_admin@moca.gov.bd">js_admin@moca.gov.bd</a>			

			Website: www.moca.gov.bd  www.moca.gov.bd
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### 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.

### Citizen Charter 2023-2024

#### Progress

Sl. No	Name of Organization	Published Editions
1.	Bangladesh National Museum	<a href="#">1st Edition</a> (29-09-2023)
		<a href="#">2nd Edition</a> (18-12-2023)
		<a href="#">3rd Edition</a> (13-03-2024)
		<a href="#">4th Edition</a> (23-06-2024)
		5th Edition
2.	Ahsan Manzil Museum	1st Edition
		2nd Edition
		3rd Edition
		4th Edition
3.	Zia Memorial Museum	1st Edition
		2nd Edition
		3rd Edition
		4th Edition
4.	Shilpacharya Zainul Abedin Shangrahashala	1st Edition
		2nd Edition
		3rd Edition
		4th Edition
5.	Osmani Museum	1st Edition
		2nd Edition
		3rd Edition
		4th Edition

### Citizen Charter 2022-2023

Sl. No	Name of Organization	Published Editions
1.	Bangladesh National Museum	<a href="#">1st Edition</a>
		<a href="#">2nd Edition</a>
		<a href="#">3rd Edition</a>
		<a href="#">4th Edition</a>
		<a href="#">5th Edition</a>
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