

# Bangladesh Services Limited

Owner of InterContinental Dhaka  
1 Minto Road, Dhaka-1000

## Citizen's Charter

### 1. Vision & Mission

#### 1.1 Vision:

To lead the upscale hospitality industry in Bangladesh.

#### 1.2 Mission:

To achieve the highest level of customer satisfaction by maintaining world-class facilities and services blended with culture and tradition of Bangladesh.

### 2. Citizen's Charter:

#### 2.1 Civil Service

Sl. No.	Name of Service	Necessary documents & place of receipt	Cost of service & payment term	Period of service	Officer in charge (name, designation, phone No. & e-mail)
(1)	(2)	(4)	(5)	(6)	(7)
1.	Bill payment	Accounts & Finance	Free	25 working days	Mr. Nisar Ahmed Chief of Accounts & Finance +88 01713049360 nisar.bsl@intercontinental-dhaka.com
2.	Tender document sale	Accounts & Finance	Tk.5,000/= to Tk.10,000/= (depending on the volume of works)	Instantly	Mr. Md. Rafiqul Islam Accounting cum It Officer +88 017202171024 accounts.bsl@intercontinental-dhaka.com
3.	Payment of VAT and tax invoices deducted at source	Accounts & Finance	Free	20 working days	Mr. Md. Rafiqul Islam Accounting cum It Officer +88 017202171024 accounts.bsl@intercontinental-dhaka.com

#### 2.2 Institutional service

Sl. No.	Name of Service	Necessary documents & place of receipt	Cost of service & payment term	Period of service	Officer in charge (name, designation, phone No. & e-mail)
(1)	(2)	(4)	(5)	(6)	(7)
1.	Budget approval	Budget & accessories document	Free	30 working days	Mr. Mohammad Mahbubur Rahman Bhuiyan Managing Director, BSL +88 02 55663030 +88 01711102694 md.bsl@intercontinental-dhaka.com
2.	Ministry related activities	1. Ministry letter/notice 2. BSL's response 3. Supporting documents	Not applicable	Continue	Mr. Mohammad Mahbubur Rahman Bhuiyan Managing Director, BSL +88 02 55663030 +88 01711102694 md.bsl@intercontinental-dhaka.com
3.	To hold Annual General Meeting in time	1. Presentation of audit reports and management reports on business matters to shareholders 2. Documents related to the subject matter	Not applicable	75 working days from approval	Mr. Mohammad Mozammel Hoque Company Secretary, BSL +88 02 58310518 +88 01726454635 secretary.bsl@intercontinental-dhaka.com

Sl. No.	Name of Service	Necessary documents & place of receipt	Cost of service & payment term	Period of service	Officer in charge (name, designation, phone No. & e-mail)
(1)	(2)	(4)	(5)	(6)	(7)
4.	Devident distribution	List of shareholders' dividends and dividend distribution reports	Not applicable	75 working days after dividend recommendation	Mr. Mohammad Mozammel Hoque Company Secretary, BSL +88 02 58310518 +88 01726454635 secretary.bsl@intercontinental-dhaka.com
5.	To supervise the activities of BSL office complex	1. Copy of leave and licence agreement 2. Related documents	Not applicable	Continue	Mr. Mohammad Mozammel Hoque Company Secretary, BSL +88 02 58310518 +88 01726454635 secretary.bsl@intercontinental-dhaka.com
6.	To supervise the activities of BSL Residential complex	1. Copy of flat allotment letter 2. Related documents	Not applicable	Continue	Mr. Mohammad Mahbubur Rahman Bhuiyan Managing Director, BSL +88 02 55663030 +88 01711102694 md.bsl@intercontinental-dhaka.com
7.	Payment of salaries to foreign officials	1. Invoice submitted by InterContinental Dhaka 2. Hotel certification letter. 3. Audit organization certification letter.	Not applicable	7 working days from receipt of bill	Mr. Mohammad Mahbubur Rahman Bhuiyan Managing Director, BSL +88 02 55663030 +88 01711102694 md.bsl@intercontinental-dhaka.com
8.	Intercontinental Hotel Fee Approval and Payment	1. Invoice submitted by InterContinental Dhaka 2. Hotel certification letter. 3. Audit organization certification letter.	Not applicable	7 working days from receipt of bill	Mr. Mohammad Mahbubur Rahman Bhuiyan Managing Director, BSL +88 02 55663030 +88 01711102694 md.bsl@intercontinental-dhaka.com
9.	Approval of appointment of foreign officials	Biographies of officials	Not applicable	30 working days	Mr. Mohammad Mozammel Hoque Company Secretary, BSL +88 02 58310518 +88 01726454635 secretary.bsl@intercontinental-dhaka.com
10.	Foreign officials' work permit application	1. Application by BSL in the prescribed form of the BOI. 2. Appointment letter issued by BSL 3. Decision of the BSL Board of Directors 4. Copy of the appointment related part of the hotel management agreement executed between BSL and IHG. 5. Articles of Association and Memorandum of Association of BSL 6. Photocopy of passport of the officers 7. Five copies of passport size photographs of the officers.	Not applicable	15 working days	Mr. Mohammad Mozammel Hoque Company Secretary, BSL +88 02 58310518 +88 01726454635 secretary.bsl@intercontinental-dhaka.com

## 2.3 Internal services

Sl. No.	Name of Service	Necessary documents & place of receipt	Cost of service & payment term	Period of service	Officer in charge (name, designation, phone No. & e-mail)
(1)	(2)	(4)	(5)	(6)	(7)
1.	Cafeteria	Not applicable	Not applicable	Morning: 7:00-8:00 Noon: 12:00-3:00 Evening: 6:00-7:00	Md. Billal Hossain Cafeteria Supervisor +88 018 28179407 cafeteria.icd@intercontinental-dhaka.com
2.	Treatment	Hotel dispensary	Not applicable	Instantly	Dr. A K M Aminul Islam Medical Officer +88 019 11438226 medical.centre@intercontinental-dhaka.com
3.	Laundry	Not applicable	Not applicable	Not applicable	Mr. Mahbubur Rahman Laundry Manager +88 013 13088863 mahbubur.rahman@intercontinental-dhaka.com
4.	Leave	Not applicable	Not applicable	3 working days	Mr. Mohammad Mozammel Hoque Company Secretary, BSL +88 02 58310518 +88 01726454635 secretary.bsl@intercontinental-dhaka.com
5.	Annual salary increment	Not applicable	Free	30 working days	Mr. Md. Mahbubur Rahman Bhuiyan President BSL Employees Gratuity Fund Trust +88 01711102694 md.bsl@intercontinental-dhaka.com
6.	Promotion given	Accounts & Finance	Free	15 working days	Mr. Md. Mahbubur Rahman Bhuiyan President BSL Employees Gratuity Fund Trust +88 01711102694 md.bsl@intercontinental-dhaka.com
7.	Retirement benefits	Accounts & Finance	Free	30 working days	Mr. Mohammad Mozammel Hoque Company Secretary, BSL +88 02 58310518 +88 01726454635 secretary.bsl@intercontinental-dhaka.com
8.	Contribution of the company to the Contributory Provident Fund	Accounts & Finance	Free	1 working day	Mr. Md. Mahbubur Rahman Bhuiyan President BSL Employees Gratuity Fund Trust +88 01711102694 md.bsl@intercontinental-dhaka.com
9.	Gratuity	Accounts & Finance	Free	15 working days	Mr. Md. Mahbubur Rahman Bhuiyan President BSL Employees Gratuity Fund Trust +88 01711102694 md.bsl@intercontinental-dhaka.com
10.	Give loan from provident fund	Accounts & Finance	Free	30 working days	Mr. Nisar Ahmed President, Trusty BSL Employees Provident Fund +88 01713049360 nisar.bsl@intercontinental-dhaka.com
11.	Training	Not applicable	Not applicable	1 hour, 2 hours, day long (as per training nature)	Departmental Head & Training Manager
12.	Overtime allowance	Not applicable	Not applicable	5 working days	Departmental Head

3. **Services provided by the subordinate departments/agencies/other institutions:**  
Not applicable.

4. **Our expectations from you:**

Sl. No.	Promise/Things to do to get the desired service
1.	Submit a complete application;
2.	Be present before the scheduled time for the required service;
3.	Pay the required fees in due course;
4.	Provide your valuable feedback after receiving the services.

5. **Given Readdress System (GRS):**

If you are dissatisfied with the service you receive, please contact the responsible officer. If you do not receive a solution from him, please contact him using the following method and inform him of your problem.

Sl. No.	When to join	Who to contact	Contact address	Settlement time limit
1.	If the responsible officer cannot provide a solution	Grievance Redressal Officer (ANIC)	Mr. Mohammad Mozammel Hoque Company Secretary (Joint Secretary) Mobile: +88 01726454635 Phone: +88 02 58310518 Fax: +88 02 58310514 E-mail: secretary.bsl@intercontinental-dhaka.com Website: www.bsl.gov.bd	30 working days
2.	If the Grievance Redressal officer fails to provide a solution within the specified time	Appeals Officer	Mr. Md. Didarul Islam Joint Secretary (Admin) Ministry of Civil Aviation & Tourism Mobile: +88 01818033017 Phone: +88 02 223357427 Fax: +88 02 9515499 E-mail: jsadmin@mocat.gov.bd Website: www.mocat.gov.bd	20 working days
3.	If the appeal officer is unable to provide a solution within the specified time	Cabinet Department Grievance Management Cell	Complaint Reception Center, Gate No. 5, Bangladesh Secretariat, Dhaka. Website: www.grs.gov.bd	60 working days