

# Biman launches its ‘Smart’ call centre

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**Online Desk:** Biman Bangladesh Airlines has officially inaugurated its Smart Call Centre with a ceremony held at the national flag carrier’s Balaka headquarters.

Biman’s Managing Director and CEO, Shafiul Azim, inaugurated it by dialing the short code number 13636.

Through this call centre, passengers can avail all kinds of services related to ‘Biman’ by calling the number 13636 using Bangladesh’s mobile networks. Similarly, passengers traveling from abroad can receive services by dialing the number 096109-13636.

Shafiul Azim said that this internally managed call centre is in its initial phase. Plans are underway to enhance passenger services by swiftly incorporating various modern features, including outsourcing part-time employment opportunities to university students and relocating the call centre to a separate establishment.