

Dhaka airport launches three digital services

STAFF CORRESPONDENT

Passengers using the capital's Hazrat Shahjalal International Airport will now be able to easily access information and lodge complaints, using the newly-launched website, 24/7 call centre and customer relationship management software.

"The new website will be extremely helpful for passengers, providing information about everything from flight schedules to check-in procedures," said Group Captain Kamrul Islam, executive director, HSI, during the inauguration ceremony of the three new services.

The website supports both Bangla and English, so that travelers from all over the world can learn about the airport's various services related to domestic and international flights.

It will also feature the activities of various organisations working at HSI.

The web-portal will also highlight all the rules for those traveling to or arriving from abroad.

The 24/7 call centre will also be operated in both Bangla and English, so that it is accessible to passengers from all over the world. Apart from passengers, people can also get various information related to the airport through this service.

The two numbers for the call centre are 09614-013600 and 13600.

"Our main objective is to ensure quality service to all passengers traveling through the airport. I think the launch of the new website, call centre and customer relationship management software will play a significant role in providing a better experience to the passenger," Kamrul Islam added.

He also said various complaints from passengers will be recorded weekly, fortnightly, and monthly. Passengers will also be notified about the matter when resolving their complaints through the Customer Relationship Management (CRM) team.

The 24/7 call centre will also be operated in both Bangla and English, so that it is accessible to passengers from all over the world.

The new CRM software will enable HSI to better store and resolve passenger complaints and suggestions. It will also help personalise passenger services and make the airport experience more efficient for everyone, said Kamrul Islam.

CAAB Chairman Air Vice Marshal M Mafidur Rahman said, "I hope these new initiatives will make the airport a more comfortable and pleasant place to travel."

KHULNA-SATKHIRA REGIONAL HIGHWAY

Renovated in 2020, deteriorated by 2023

DIPANKAR ROY, Khulna

Dilapidated, riddled with potholes, and patches of deteriorated bitumen -- such is the situation of Khulna-Satkhira regional highway.

Repaired in 2020 spending Tk 160 crore, the road was damaged significantly within just the next three years, with the 33km Khulna section of this 64km road being the most defaced.

The status quo has sparked public outrage as locals and project insiders allege the use of substandard materials during its construction.

Meanwhile, the Roads and Highways Department blamed the frequent plying of heavy vehicles, mostly stone-laden trucks from Bhomra Land Port in Satkhira who use this road to enter the capital, for the road's miserable state.

The renovation work of the road's Khulna section began in 2018, covering the stretch from



PHOTO: HABIBUR RAHMAN

Khulna city's zero point to Atharo Mile in Dumuria upazila.

The project was completed in June 2020, and was among the 100 roads and highways, spanning across 50 districts, inaugurated by the prime minister on December 21 of the following year.

According to Khulna RHD, the

road's width was expanded from 18 to 36 feet under the project. Additionally, eight culverts, drainage systems in market areas, and strategically placed bus stops were also constructed under this project.

Visiting various areas along the road, including Koilya Bazar,

Gutudia, Dumuria, Kharnia, Chuknagar, and Atharo Mile, it was evident that the condition of the road has significantly deteriorated.

The bitumen (a black, viscous mixture of hydrocarbons used for road surfacing) rutted in some places, creating small holes on the surface.

"The bitumen began to deteriorate within a year of renovation, leading to frequent accidents. Such poor work quality is disappointing," said Nittananda Mondal, a resident of Dumuria's Bandha village.

The uneven road surface makes it difficult for drivers to maintain control over their vehicles, said Biprodas Bairagi, a rickshaw v-puller of Batiaghata upazila's Chaksailami area, who uses the road to transport goods to Gallyamary.

"Speeding buses and goods-laden trucks multiply the risks," he added.

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Man gets life term for killing wife

STAFF CORRESPONDENT, Ctg

A Chattogram court yesterday sentenced a man to life term imprisonment for killing his wife in Mirsarai upazila around 13 years ago.

Priyo Lal Das, 41, who is on the run, was convicted in absentia, court sources said.

The court of 5th Additional District and Sessions Judge Muhammad Sharifur Rahman also fined him Tk 50,000, in default of which he will have to suffer six more months in jail, said Public Prosecutor Sheikh Iftekhar Saimul Chowdhury.

An arrest warrant has been issued against the convict.

According to the case, in March 2010, Priya Lal Das got married to Sujatabala Das with family consent.

On December 8, 2010, Nitai Chandra Das, father of Sujatabala Das, was informed that she had died by suicide over a family dispute.

Later, Mirsarai police recovered the body from the spot and sent it to Chittagong Medical College morgue for post-mortem.

But after the autopsy, police found that she was strangled, prompting the victim's father to file a murder case.

Woman, child crushed under train in Cumilla

UNB, Cumilla

An unidentified woman and a child died after they fell under the wheels of a train at Bijoypur of Laksham upazila in Cumilla district on Wednesday night.

Quoting locals, Masud Alam, officer-in-charge of Laksham Police Station, said the "Sonar Bangla Express" hit the woman and the child while they were crossing Dhaka-Chattogram rail track near Bijoypur around 7:30pm, leaving them both dead on the spot.

On information, police recovered the bodies and sent them to a local hospital morgue.

PRAYER
TIMING

JULY 28

Fazr Juma Asr Maghrib Esha

AZAN 4:20 12:30 5:00 6:50 8:15

JAMAA 4:55 1:15 5:15 6:55 8:45

SOURCE: ISLAMIC FOUNDATION

KALAPARA OF PATUAKHALI 1,320MW power plant to come on stream next June

SOHIRAB HOSSAIN, Patuakhali

Another 1,320MW coal-based thermal power plant is in progress in Patuakhali's Kalapara area. The first of its two units (660MW each) will come on stream in June 2024 and the second unit in October.

The under-construction power plant is located on the banks of the Ramnabad River, just two kilometres north of the 1,320MW Payra Thermal Power Plant in Patuakhali.

Rural Power Company Limited (RPCL) is implementing the project.

Project director Taufiq Islam said the physical progress of the project is 73 percent and the financial progress is 51 percent till June this year.

According to RPCL sources, 915 acres of land in Nishanbaria, Dhankhali and Londa villages of Dhankhali union of Kalapara upazila have been acquired for this project, but the infrastructure construction work is progressing on 500 acres.

The physical structure of the first unit including boiler, main power house, turbine, generator hall has already been completed.

Besides, chimney, central control room, laboratory, fuel oil storage, water storage, transformer grind, fly ash silo, fuel-well pump, rain water reservoir, fire station service and firefighting water tank, regular and irregular waste water storage basin, infrastructural works of administrative building, engineering building, multipurpose hall, workshop, mini fire station have also been completed.

Construction of jetties for

loading-unloading coal and conveyor belts for bringing coal from ships is also underway in the project area. The main equipment of the project -- including the main transformer -- has also been installed and some goods are in the process of discharge at Chattogram Port.

Sources also said currently 5,979

1,320MW Payra Thermal Power Plant has been operational since last year while the construction work of RPCL and Ashuganj power plants are ongoing; and the RPCL's work is almost at the end.

The electricity generated here is being added to the national grid, he said.

Contacted, Kalapara Upazila



Recently visiting the power plant, this correspondent saw that local and foreign workers are doing various types of work including installation of equipment. Apart from this, internal and external road development work is also going on.

PHOTO: STAR

officials and employees -- 972 foreigners and 5,007 Bangladeshis -- are working on the project.

Dormitories, canteens and mosques have been constructed for the officers and employees working at the project site.

Recently visiting the power plant, this correspondent saw that local and foreign workers are doing various types of work including installation of equipment. Apart from this, internal and external road development work is also going on.

Local Dhankhali UP chairman Md Tinu Mridha said his union has three power plants. Among them

Parishad Chairman Rakibul Ahsan said the present government has taken various steps in electricity generation, as a result of which the power situation has significantly improved.

Project director Taufiq Islam said this power plant is being built at a cost of around Tk 2,500 crore.

"If everything goes well, the first unit of the power plant will come into production in June next year and the second unit in October. The electricity generated there will be connected to the national grid through the Payra thermal power transmission line," he added.



PHOTO: SHEIKH NASTR

Two women sow tea seeds into mud-bags while others nurse young plants under the sun at Malonichhara Tea Estate in Sylhet. These seedlings will be planted during May-June next year. The photo was taken yesterday.

The first unit of the power plant will come into production in June and the second unit in October. The electricity generated there will be connected to the national grid.

TAUFIQ ISLAM
Project director

Cumilla Victoria College ex-principal sued in graft case


STAR REPORT

The Anti-Corruption Commission yesterday sued former principal of Cumilla Victoria Government College and two other employees of the college for misappropriating around Tk 2.4 crore.

ACC Assistant Director Rafi Md Nazmus Sadat filed the case against the former principal, Ratan Kumar Saha, former accountant Mohammad Abdul Hannan and office assistant Kazi Zahangir Alam, sources at the ACC said.

According to the case statement, the accused showed Tk 2,40,92,907 was spent in 22 different funds.

However, the investigation officer, during a probe, found no existence of these funds.

<div><div></div><div><div>Agrani Bank Limited</div><div>Establishment & Engineering Division</div><div>Head Office</div><div>9/D, Dilkusha C/A, Dhaka</div><div>Invitation for Tenders</div></div></div>		
1	Procuring entity name	Agrani Bank Limited, Establishment & Engineering Division, Head Office (7 th Floor), 9/D, Dilkusha C/A, Dhaka-1000.
2	Procuring entity district	Dhaka
3	Invitation for	Supply, Installation and Upgradation of CCTV System Agrani Bank Limited 12 Branches of Chattogram Circle
4	Invitation Ref No.	ABL/E&ED/Eng/Mecha-107/2023
5	Date	24/07/2023
KEY INFORMATION		
6	Procurement method	Open Tendering Method
FUNDING INFORMATION		
7	Budget and source of funds	Own fund of Agrani Bank Limited.
PARTICULAR INFORMATION		
8	Tender publication date	24/07/2023
9	Tender last selling date	14/08/2023
		DateTime
10	Tender closing date and time	16/08/20233.00pm
11	Tender opening date and time	16/08/20233.15pm
12	Name & address of the tender document selling office	Agrani Bank Limited, Establishment & Engineering Division, Head Office (7 th Floor), 9/D, Dilkusha C/A, Dhaka-1000.
13	Receiving tender document	Agrani Bank Limited, Establishment & Engineering Division, Head Office (7 th Floor), 9/D, Dilkusha C/A, Dhaka-1000.
14	Place of tender opening	Tender opening will take place at the Primary place
INFORMATION FOR TENDERER		
15	Brief eligibility and qualification of tenderer	Tenderers who have: a. Not been prevented by order of any judicial court from entering into and/or signing contract with the procuring entity. b. Tenderers shall have at least 03(Three) years of overall business experience in similar works preceding the date of publication of IFT. c. Bidder must be the sole agent/commercial distributor of the proposed brand CC Camera of the contract and he/she must submit its all supporting documents. d. Certificate by the bidder stating that he/she had successfully completed CCTV installation, testing and commissioning works at govt/semi-govt autonomous organizations reputed limited company. e. No joint venture company is allowed.
16	Tenderer to attach copies of the following documents	i) Up-to-date valid trade license ii) Up-to-date income tax paid certificate iii) Valid VAT registration certificate iv) TIN certificate v) Minimum amount of liquid asset i.e. working capital or line of credit certificate of the tenderer shall be Tk. 9,00,000.00 (nine lac) only. vi) Catalogue/brochure. vii) The minimum specific experience as Supplier in supply of similar Goods of at least 2 contract(s) successfully completed within the last 3 years, each with a value of at least Tk. 6,75,000/- viii) Tender Submission Letter (Form PG3-1) ix) Bidder must be the sole agent/commercial distributor of the proposed brand CC Camera of the contract and he/she must submit its all supporting documents. x) International Standard Conformity Certificate and every other documents mentioned in TDS.
17	Price of tender document (Tk)	1500/- (Tk one thousand and five hundred only) non-refundable Pay-Order from any branch of Agrani Bank Limited in favor of Agrani Bank Limited, Head Office, Dhaka.
19	Name of official inviting tender	Shyamal Chandra Mahottam
20	Designation of official inviting tender	Deputy General Manager
21	Address of official inviting tender	Agrani Bank Limited, Establishment & Engineering Division, Head Office (7 th Floor), 9/D, Dilkusha C/A, Dhaka-1000.
22	Contact details of official inviting tender	02223381674eedmechanical@agranibank.org
23	a) The Tenderer shall furnish Registration certificate and evidence of being managed by Bangladesh nationals in original and certificates of satisfactory completion of previous work for proposed brand CC Camera of above magnitude from the owner at the time of dropping the Tender documents. b) If communication is disrupted on the date of receiving and opening the tender(s), the same will be received at the same time on the day after next working day. c) Furnishing of any false, misleading documents may result in rejection of tender and may lead to action under Reg. 127 of PPR 2008. d) The authority reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever. No claims will be entertained in this regard.	
GD-1166		
Shyamal Chandra Mahottam Deputy General Manager		