

## **GSS Fact Sheet**

The United States Embassy Dhaka established a new customer friendly website [www.USTravelDocs.com/bd](http://www.USTravelDocs.com/bd) where nonimmigrant visa applicants can schedule their interview appointments. This new customer-friendly system also simplifies fee payment, and the passport/document collection process. This new system also allows group appointment scheduling as well as scheduling appointment as a Travel Coordinator. The website [www.ustraveldocs.com/bd](http://www.ustraveldocs.com/bd) provides step by step instructions (both in English and Bangla) for all procedures e.g., DS-160 completion, fee payment, appointment scheduling, appointment cancelation, appointment rescheduling, emergency appointment, passport pick-up etc. It also includes important Embassy information and answers to frequently asked questions in one convenient location.

For the convenience of applicants located outside of Dhaka, the visa collection center has expanded document/passport drop-off and pick-up locations. This new system allows applicants to take advantage of three different locations to drop-off/pick-up documents and passports.

**Dhaka Office:**

Saimon Center  
Road # 22, House # 4A  
Gulshan 1, Dhaka

**Chittagong Office:**

Ayub Trade Center, 5th Floor,  
1269/B Shekh Mujib Road,  
Agrabad, Chittagong

**Sylhet Office:**

1/A Ananda Tower,  
Jail Road, Sylhet-3100

Under the new online scheduling system, fee payment Bank has been changed from Standard Chartered to HSBC. As of now, GSS has 6 branches to collect MRV fees in Bangladesh.

<b>Branch</b>	<b>Address</b>
Lalbagh Office	203 Water Works Road, Lalbagh, Dhaka 1211
Dhaka Main Office	Anchor Tower, 108, Bir Uttam C R Dutta Road, Dhaka - 1205
Narayanganj Office	50 S M Maleh Road, Tanbazar, Narayanganj 1400
Sylhet Office	Plot 1, Chouhatta, Zindabazar Main Road, Sylhet
Mymensingh Office	Monem Tower, Ground Floor, 65 Choto Bazar, Dr. Bipen Sen Road, Kotowali, Mymansingh
Chittagong Office	CHG Branch, Hosna Kalam Complex, Plot No. 3439, CDA Avenue, East Nasirabad, Chittagong, Chittagong, 4000.0, Bangladesh

This new system also introduces a call center where applicants can ask questions to a customer service representative in English or Bangla.

Within Bangladesh:

Phone number: +88-09610202040

Hours: 8:00 a.m. to 8:00 p.m., Sunday through Thursday (excluding holidays)

From U.S.:

Phone number: +88-017039883466

Hours: Operational 24 hours a day starting Mondays at 5:00 a.m. and ending Fridays at 12:00 a.m.

Applicants can also send their inquiries to [support-bangladesh@ustraveldocs.com](mailto:support-bangladesh@ustraveldocs.com).

**Note:** Applicants with pre-purchased MRV receipts, who either missed their original appointment or never scheduled an appointment, should send an email to [support-bangladesh@ustraveldocs.com](mailto:support-bangladesh@ustraveldocs.com). Once received, consular section will then verify the validity of MRV fee receipt and send a response reply directly to the applicant with an interview date and time. The MRV fee is valid for year from the date of fee payment.