



Trust Bank Limited

Annexure – kha

Progress report on "Citizen Charter Implementation Plan" for 4th Quarter (April - June, 2024) and evidence submission
Annual action plan for implementation of Citizens Charter of the Bank for Year 2023-2024

Activities	Performance Indicator	Annual Target (2023-24)	1 st Quarter (July – September) 2023	2 nd Quarter (October – December) 2023	3 rd Quarter (January – March) 2024	4 th Quarter (April – June) 2024	Annual Achievement 2023-24	Implementation Division	Evidence submitted	Remarks
1 Update of Citizens Charter on Quarterly basis	2 Updated for Quarter-4, 2023-24	3 To be updated 4 times	4 N/A	5 N/A	6 N/A	7 Done	8 (7+6+5+4)	9 Operations Division	10 Uploaded in web page	11
Arrangement of training session on Citizens Charter	A.Training program conducted on integrity & ethics in following manner: Ethics in Banking (Sunday, 5 May, 2024) B.Training conducted on Customer Service Management in following manner: (Thursday, 23 May, 2024)	4 Training / workshop to be organized	N/A	N/A	N/A	Done	2 Programs has been completed in this quarter	Training Academy	Screen shot of schedule of training is enclosed with the report	
Arrangement of briefing sessions with stakeholders on banking services	Sessions organized with stakeholders by representative of HO management on 16.05.2024 (Gopalganj),	2 briefing sessions to be organized	N/A	N/A	N/A	Done	1 Program has been accomplished in this quarter	Operations Division	Photograph of the session is uploaded with the report	
Implementation of the Decision of Monitoring cell of Citizens Charter	Report preparation & Website upload initiated	A. Finalizing the report. B. Uploading the final report on Website.	N/A	N/A	N/A	Done	Achieved in 4 th Quarter	Operations Division	Uploaded in web page	

Asad
Md. Asadul Islam
 SPO, P.A-976
 Operations Division
 Trust Bank Limited
 Head Office, Dhaka
 Seal signature of the Officer

Tahmina Akhter
TAHMINA AKHTER
 Senior Assistant Vice President
 Trust Bank Limited
 Operations Division
 Head Office, Dhaka
 Signature of Focal Point of Citizens Charter



TBL/HO/TA/TRG/2001/FT-I -01/1/2024

21 April, 2024

SCHEDULE ON FOUNDATION TRAINING COURSE - PART I: 01/2024

With reference to TBL/HO/TA/TRG/2000/SYLLABUS COMMITTEE 01/2024 dated 27 December, 2023 training on “Foundation Training Course - Part I: 01/2024” will be held from 05 to 23 May, 2024 for different level officers at Trust Bank Training Academy as per following schedule. The session will start at 10 AM every day. Reporting time is 09:45 AM.

Time	Topics/Subject	Speaker
Sunday, 05 May, 2024 (1st Day)		
10:00 -10:30	Preparatory Test and Group Photo Session.	Principal/Coordinator
10:45 -13:00	Important Provisions of Service Manual of TBL. Ethics in Banking.	Mr. Md. Fahad Anwar Sinha, SAVP, HRD, HO
14:00 -15:15	Etiquette, Personal Behavior and Professionalism.	Mr. Md. Fahad Anwar Sinha SAVP, HRD, HO
15:30 -16:30	Stress Management.	Mr. S.G.A Alif-Ul-Huq Akash AVP, HRD, HO
16:30-17:00	Library Work/Group Study/Clarification of Queries .	Principal/Coordinator
Monday, 06 May, 2024 (2nd Day)		
10:00 -13:30	Contract Act 1872- an overview. Bank Company Act 1991 (with amendment).	Mr. Mohammad Atiqur Rahman, SAVP, Treasury Front Office, HO
14:15-16:30	Basics of Accounting and Finance for Banking.	Mr. Md. Mahfuzur Rahman, SAVP & CFO, FCAD, HO
16:30-17:00	Library Work/Group Study/Clarification of Queries.	Principal/Coordinator
Tuesday, 07 May, 2024 (3rd Day)		
10:00- 12:15	Bank Accounts (Types, Opening and Documentation). Sanchay Patra. FDR. Locker Operation.	Ms. Tahmina Akhter, SAVP, Operations Division, HO
	Operations in Bank Accounts.	
12:30- 15:15	Local Remittance (PO/DD) and Bills Collection.	Mr. Nazmul Hasan Khan, AVP, SKB Branch
15:30-16:30	Green Banking, Sustainable Financing & ESRM Guidelines.	Mr. Sheikh Ahasan Kabir, SPO, CRM Division, HO
16:30-17:00	Library Work/Group Study/Clarification of Queries.	Principal/Coordinator

Training on “Foundation Training Course - Part I: 01/2024”
Coordinator: Fariha Farzana, Cell No: +8801918085051



Tuesday, 21 May, 2024 (13 th Day)		
Time	Topics/Subject	Speaker
10:00-12:15	ATM, CDM & Digital Salary System.	Major A B M Nurul Islam (Retd), SVP & Head of DSD, HO
12:30-13:30	Overview of Cyber Security Policy in TBL Digital cash and Electronic Payment System. Overview of Cyber Security Policy. Branch Level IT and Server Room Security. Network Overview. Domain and Password Policy. How to use Exchange Mail?	Mr. Mohammed Sakil Mahmud, AVP, IT Division
14:15-16:30	Card Management.	Mr. G.M. Faruque, FAVP, Card Division, HO
16:30-17:00	Clarification of Queries/Recapitulation/ Self Study.	Principal/Coordinator
Thursday, 23 May, 2024 (15 th Day)		
10:00-11:15	Evaluation Test-2	Principal/Coordinator
11:45- 14:00	✓ Customer Service Management. Office Management. Banker-Customer Relationship.	Mr. Abdullah Al Hafiz, SVP, Chief Manager Gulshan Corporate Branch
15:00 -16:30	Closing Session.	MD//DMD/Principal

Period	Time	Break	Time
1 st Period	1000-1100	Tea	1100-1115
2 nd Period	1115-1215	Lunch & Prayer	1330-1415
3 rd Period	1230-1330	Tea	1515-1530
4 th Period	1415-1515		
5 th Period	1530-1630		

COL MD. JAGLUL AHSAN (Retd)
EVP & Principal, Training Academy

BRIG GEN MUNSHI MIZANUR RAHMAN, NDC, PSC (RETD)
SEVP & Head of HRD

AKHLASUR RAHMAN BHUIYAN
DMD & CRO

AHSAN ZAMAN CHOWDHURY
Managing Director (In-Charge)

Training on "Foundation Training Course - Part I: 01/2024"
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