



## Trust Bank Limited

Annexure – kha

Progress report on “Citizen Charter Implementation Plan” for 1<sup>st</sup> Quarter (July-Sep, 2023) 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 <sup>st</sup> Quarter (July – September) 2023	2 <sup>nd</sup> Quarter (October – December) 2023	3 <sup>rd</sup> Quarter (January – March) 2024	4 <sup>th</sup> Quarter (April – June) 2024	Annual Achievement 2023-24	Implementation Division	Evidence submitted	Remarks
1	2	3	4	5	6	7	8 (7+6+5+4)	9	10	11
Update of Citizens Charter on Quarterly basis	Updated for Quarter-1, 2023-24	To be updated 4 times	Done	N/A	N/A	N/A	Achieved in 1 <sup>st</sup> Quarter	Operations Division	Uploaded in web page	
Arrangement of training session on Citizens Charter	A. Training program conducted on integrity & ethics in following manner: Ethics in Banking (Sunday, 16 July, 2023)  B. Training conducted on Customer Service Management in following manner: (Monday, 17 July, 2023)	4 Training / workshop to be organized	Done	N/A	N/A	N/A	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 10.08.2023, 23.08.2023, 24.08.2023, 07.09.2023	2 briefing sessions to be organized	Done	N/A	N/A	N/A	4 Programs has been accomplished in this quarter	Operations Division	Photograph of the session is uploaded with the report	
Implementation of Decision of the Monitoring cell of Citizens Charter	Report preparation & Website upload initiated	A. Finalizing the report. B. Uploading the final report on Website.	Done	N/A	N/A	N/A	Achieved in 1 <sup>st</sup> Quarter	TBL	Uploaded in web page	

Seal signature of the Reporting Officer

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Signature of Focal Point of Citizens Charter

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