



Trust Bank Limited

Annexure – kha

Progress report on “Citizen Charter Implementation Plan” for 2nd Quarter (October – December, 2023-24) 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) 2023-24	2 nd Quarter (October – December) 2023-24	3 rd Quarter (January – March) 2023-24	4 th Quarter (April – June) 2023-24	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-2, 2023-24	To be updated 4 times	N/A	Done	N/A	N/A	Achieved in 2 nd Quarter	Operations Division	Uploaded in web page	
Arrangement of training session on Citizens Charter	A. Training program conducted on integrity & ethics in following manner: <u>Ethics in Banking</u> (Tuesday, 17 th October, 2023) (Sunday, 5 th November, 2023)	4 Training / workshop to be organized	N/A	Done	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 12.10.2023	2 briefing sessions to be organized	N/A	Done	N/A	N/A	4 Programs has been accomplished in this quarter in different 4 branches	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.	N/A	Done	N/A	N/A	Achieved in 2 nd Quarter	Operations Division	Uploaded in web page	

Seal signature of the Reporting Officer

Md. Asadul Islam
SPO, P.A-976
Operations Division
Trust Bank Limited
Head Office, Dhaka

Signature of Focal Point of Citizens Charter

TAHMINA AKHTER
Senior Assistant Vice President
Trust Bank Limited
Operations Division
Head Office, Dhaka



TBL/HO/TA/TRG/2001/FT-I -05/1/2023

03 October, 2023

SCHEDULE ON FOUNDATION TRAINING COURSE - PART I: 05/2023

With reference to TBL/HO/TA/TRG/2000/SYLLABUS COMMITTEE 01/2023 dated 24 December, 2022 training on “Foundation Training Course - Part I: 05/2023” will be held from 05 to 23 November, 2023 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 November, 2023 (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.	Brig Gen Mirza Baker Sarwar Ahmed, ndc, psc (Retd) - (Guest Speaker)
15:30 -16:30	Stress Management.	
16:30-17:00	Library Work/Group Study/Clarification of Queries .	Principal/Coordinator
Monday, 06 November, 2023 (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 November, 2023 (3rd Day)		
10:00- 13:30	Bank Accounts (Types, Opening and Documentation). Sanchay Patra. FDR. Locker Operation.	Ms. Tahmina Akhter, SAVP, Operations Division, HO
	Operations in Bank Accounts.	
14:15- 16:30	Local Remittance (PO/DD) and Bills Collection.	Mr. Nazmul Hasan Khan, AVP, SKB Branch
16:30-17:00	Library Work/Group Study/Clarification of Queries.	Principal/Coordinator



Trust Bank Limited
Head Office, Training Academy
Shadhinata Tower (Level 5)
BirSrestha Shaheed Jahangir Gate
Dhaka Cantonment, Dhaka 1206

Tuesday, 17 October, 2023 (3rd Day)

10:00 - 11:00	Leadership, Team Work & Team Management	Col Md. Jaglul Ahsan (Retd) EVP & Principal, TBTA
11:15 - 13:30	Bank Ethics Motivation	Mr. Md. Kamal Hossain Sarker SEVP & Head of CRM & CCO
14:15 - 16:30	Open Discussion on Branch Management	Mr. Md. Mahbubur Rahman, SEVP & Head of Operations
16:30 - 17:00	Closing Session	Principal/Coordinator

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, SUP, psc, G (RETD)
EVP & Principal, Training Academy

HASNA HENA CHOWDHURY
DMD & COO

HUMAIRA AZAM
MD & CEO

Copy To:

1. MD's Secretariat, TBL, H.O., Dhaka
2. DMD's Secretariat, TBL, H.O., Dhaka
3. Human Resource Division, H.O. TBL.
4. General Services & Security Division (GSSD). H.O, TBL: Refreshment & Lunch as per training program to be arranged by General Services & Security Division (GSSD) (Support and Delivery Department).
5. CBMC is requested to arrange a Photographer at opening day.
6. All Concerned Department Heads.
7. Respective Branch Chief Managers/ Managers, TBL
8. Respective Participant.
9. File

Branch Management - 02/2023
Coordinator: A.B.M. Raihan Ferdous, Cell No: +8801712222101