



Trust Bank Limited

Annexure – kha

Progress report on "Citizen's Charter Implementation Plan" for 3rd Quarter (Jan-March, 2026) and evidence submission Annual action plan for implementation of Citizen's Charter of the Bank for Year 2025-2026

Activities	Performance Indicator	Annual Target (2025-26)	1 st Quarter (July – September) 2025	2 nd Quarter (October – December) 2025	3 rd Quarter (January – March) 2026	4 th Quarter (April – June) 2025	Annual Achievement 2025-26	Implementation Division	Evidence submitted	Remarks
1	Update of Citizens Charter on Quarterly basis	2	4	5	6	7	8 (7+6+5+4)	9	10	11
	Updated for Quarter-3, 2025-26	To be updated 4 times	N/A	N/A	Done	N/A	Achieved in 3 rd 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, 18 th January, 2026) (Monday, 2 nd March, 2026) B. Training conducted on Customer Service Management in following manner: (Thursday, 22 January, 2026)	N/A	N/A	Done	N/A	3 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	No Sessions organized with stakeholders.	N/A	N/A	Not done	N/A	No Program has been accomplished in this quarter	Operations Division		
	Implementation of Decision Monitoring cell of Citizens Charter	Report preparation & Website upload initiated	N/A	N/A	Done	N/A	Achieved in 3 rd Quarter	TBL	Uploaded in web page	

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Seal signature of the Reporting Officer

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Operations Division
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Corporate Head Office, Dhaka.

Tahmina Akhter

Signature of Focal Point of Citizens Charter

Tahmina Akhter, CAMS
Vice-President
Trust Bank PLC.
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