



Trust Bank Limited

Annexure – kha

Progress report on “Citizen Charter Implementation Plan” for 1st Quarter (July-Sep, 2024) and evidence submission

Annual action plan for implementation of Citizens Charter of the Bank for Year 2024-2025

Activities	Performance Indicator	Annual Target (2024-25)	1 st Quarter (July – September) 2024	2 nd Quarter (October – December) 2024	3 rd Quarter (January – March) 2025	4 th Quarter (April – June) 2025	Annual Achievement 2024-25	Implement ation Division	Evidence submitted	Rem arks
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, 2024-25	To be updated 4 times	Done	N/A	N/A	N/A	Achieved in 1 st 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, 14 July, 2024) (Thursday, 19 September, 2024) B.Training conducted on Customer Service Management in following manner: (Thursday, 12 September, 2024) (Wednesday, 18 September, 2024)	4 Training / workshop to be organized	Done	N/A	N/A	N/A	4 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 24.09..2024 (Shambhuganj),	1 briefing session to be organized	Done	N/A	N/A	N/A	1 Program 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 st Quarter	TBL	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 **Facilitator of Citizens Charter**

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

Time	Topics/Subject	Speaker
Sunday, 14 July, 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.	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, 15 July, 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, 16 July, 2024 (3rd Day)		

Wednesday, 11 September, 2024 (13thDay)		
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	Green Banking, Sustainable Financing & ESRM Guidelines.	Mr. Sheikh Ahasan Kabir, SPO, CRM Division, HO
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
Time	Topics/Subject	Speaker
Thursday, 12 September, 2024 (14thDay)		
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

Wednesday, 18 September, 2024 (2nd Day)		
10:00 - 11:00	HR Management at Branch Level	Mr. Md. Kamal Hossain Sarker SEVP & Head of CRM & CCO
11:15 - 13:30	Managing- Funded & Non-Funded Business and Enhancing Customer Relationship	Mr. A. K. M. Sajedul Haque VP, CRM Division Head Office
14:15 - 15:15	Strategies for Control and Management of Non-Performing Loan.	Mr. Md. Abu Zafar Shamsuddin EVP Recovery & Monitoring Division
15:30 - 16:30	Various types of Reporting and its Impact	Mr. Md. Mahfuzur Rahman SAVP & CFO Head Office
16:30 - 17:00	Library work/Group study/Clarification of quarries	Principal/Coordinator

Thursday, 19 September, 2024 (3rd Day)		
10:00 - 11:00	Leadership, Team Work & Team Management	Brig Gen Mirza Baker Sarwar Ahmed, ndc, psc (Retd) (Guest Speaker)
11:15 - 13:30	Bank Ethics Motivation	
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
17:00 - 18:00	HR-IS Demonstration	Two Representative from HRD

