

**Trust Bank Limited**

Annexure – kha

Progress report on “Citizen Charter Implementation Plan” for 2nd Quarter (Sep-Dec, 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	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, 2024-25	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: Ethics in Banking (Sunday, 20 October, 2024) B. Training conducted on Customer Service Management in following manner: (Sunday, 20 October, 2024)	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 24.09..2024 (Shambhuganj), 29.10.2024 (Jhenaidah)	2 briefing session to be organized	N/A	Done	N/A	N/A	2 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.	N/A	Done	N/A	N/A	Achieved in 2 nd Quarter	TBL	Uploaded in web page	

Seal signature of the Reporting Officer

FAVP

Signature of Focal Point of Citizens Charter

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TBL/HO/TA/TRG/2001/FT-I -03/1/2024

24 September, 2024

SCHEDULE OF TRAINING ON "FOUNDATION TRAINING COURSE - PART I: 03/2024"

With reference to TBL/HO/TA/TRG/2000/SYLLABUS COMMITTEE 01/2024 dated 27 December, 2023 training on "Foundation Training Course - Part I: 03/2024" will be held from 20 October to 07 November, 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, 20 October, 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 -16:30	✓ Customer Service Management. Office Management. Banker-Customer Relationship.	Mr. Abdullah Al Hafiz, SVP, Chief Manager Gulshan Corporate Branch
16:30-17:00	Library Work/Group Study/Clarification of Queries .	Principal/Coordinator

