

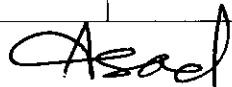



Trust Bank Limited

Annexure – kha

Progress report on “Citizen Charter Implementation Plan” for 3rd Quarter (January – March, 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	N/A	Done	N/A	Achieved in 3 rd Quarter	Operations Division	Uploaded in web page	
Arrangement of training session on Citizens Charter	No Training program is conducted.	4 Training / workshop to be organized in a year.	N/A	N/A	Nil	N/A	No Program has been completed in this quarter	-	-	
Arrangement of briefing sessions with stakeholders on banking services	No briefing Session is organized with stakeholders.	2 briefing sessions to be organized in a year.	N/A	N/A	Nil	N/A	No Program has been accomplished	-	-	
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	N/A	Done	N/A	Achieved in 3 rd Quarter	Operations Division	Uploaded in web page	


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Seal signature of the Reporting Officer

Signature of Focal Point of Citizens Charter