



Trust Bank Limited

Annexure – kha

Progress report on “Citizen Charter Implementation Plan” for 1st/2nd/3rd Quarter (October – December, 2022) and evidence submission
Annual action plan for implementation of Citizens Charter of the Bank for Year 2022-2023

| Activities | Performance Indicator | Annual Target (2022-23) | 1 st Quarter (July – September) 2022 | 2 nd Quarter (October – December) 2022 | 3 rd Quarter (January – March) 2023 | 4 th Quarter (April – June) 2023 | Annual Achievement 2022-23 | 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, 2022-23. | 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 | Taking initiative to organize training program on Citizens Charter | 4 Trainings / workshops to be organized | N/A | Taking initiative | N/A | N/A | On progress | | | |
| Arrangement of briefing sessions with stakeholders on banking services | Taking initiative to organize session with stakeholders by Bank management. | 2 briefing sessions to be organized | N/A | Taking initiative | N/A | N/A | On progress | | | |
| 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 | |
| | | | | | | | | | | |

Asad

Seal signature of the Reporting Officer

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

Tahmina Akhter

Signature of Focal Point of Citizens Charter

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