

**Trust Bank Limited**

Annexure – kha

Progress report on “Citizen Charter Implementation Plan” for 4th Quarter (April - June, 2025) and evidence submission

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

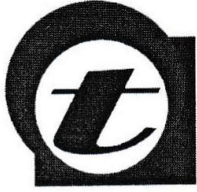
Activities	Performance Indicator	Annual Target (2024-25)	1 st Quarter (July – September) 2024	2 nd Quarter (October – December) 2024	3 rd Quarter (January – March) 2025	4 th Quarter (April – June) 2025	Annual Achievement 2024-25	Implementation Division	Evidence submitted	Remarks
1	2	3	4	5	6	7	8 (7+6+5+4)	9	10	11
Update of Citizens Charter on Quarterly basis	Updated for Quarter-4, 2024-25	To be updated 4 times	N/A	N/A	N/A	Done	Achieved in 4 th Quarter	Operations Division	Uploaded in web page	
Arrangement of training session on Citizens Charter	A.Training program conducted on integrity & ethics in following manner: <u>Ethics in Banking</u> (Sunday, 4 May, 2025) B.Training conducted on <u>Customer Service Management</u> in following manner: (Thursday, 22 May, 2025)	4 Training / workshop to be organized	N/A	N/A	N/A	Done	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 05.05.2025 (Munshiganj, Satkhira, 06.05.2025 (Khulna, Jessore,) 20.04.2025 (NarayanGanj, Matuail)	2 briefing sessions to be organized	N/A	N/A	N/A	Done	3 Programs 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	N/A	N/A	Done	Achieved in 4 th Quarter	Operations Division	Uploaded in web page	

Seal signature of the Reporting Officer

Signature of Focal Point of Citizens Charter

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FAVP, PA-976
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Trust Bank PLC.
Corporate Head Office, Dhaka.

TAHMINA AKHTER
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TBL/HO/TA/TRG/2001/FT-I -02/20/2025

13 April, 2025

SCHEDULE OF TRAINING ON "FOUNDATION TRAINING COURSE - PART I: 02/2025"

With reference to TBL/HO/TA/TRG/2000/SYLLABUS COMMITTEE 01/2025 training on **"Foundation Training Course - Part I: 02/2025"** will be held from **04 to 22 May**, 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, 04 May, 2025 (1st Day)		
10:00 -10:30	Preparatory Test and Group Photo Session.	Principal/Coordinator
10:45 -13:00	Basic of HR Ethics in Banking.	Mr. Md. Fahad Anwar Sinha, SAVP, HRD, HO
14:00 -16:30	Etiquette, Personal Behavior and Professionalism.	Brig Gen Munshi Mizanur Rahman, ndc, psc (Retd) SEVP & Head of HRD
	Stress Management.	
16:30-17:00	Library Work/Group Study/Clarification of Queries .	Principal/Coordinator

Thursday, 22 May, 2025 (14 th Day)		
10:00-11:15	Evaluation Test-2	Principal/Coordinator
✓ 11:45- 14:00	Customer Service Management. Office Management. Banker-Customer Relationship.	Abu Hassanat Md. Rofiqul Mowla SAVP, Manager Credit & Forex SKB Branch
15:00 -16:30	Closing Session.	MD//DMD/Principal





