Activities     Perform       Activities     Perform       Jpdate     of     Citizens       Update     of     Citizens       Charter     on     Updated for       Dasis     Arrangement of training     A.Training p       Arrangement of training     A.Training p     on       Charter     Session     Session       Charter     B.Training cc     Customer Sr       Claster     Gllowing in     Citizens       Charter     Sessions     Sessions       Arrangement of briefing     Sessions     Sessions       stakeholders     on     HO       banking services     05.05.2025     Sessions	Annual a ance Indicator Quarter-4, 2024- rogram conducted cy & ethics in anner: king Aay, 2025) onducted on ervice Management	izen Charter Implem ction plan for impler Annual Target (2024- 25) 3 To be updated 4 times 4 Training / workshop to be organized					ear 2024-2025 Annual Achievement 2024-25 8 (7+6+5+4) Achieved in 4 <sup>th</sup> Quarter 2 Programs has been completed in		Evidence submitted 10 Uploaded in web page Screen shot of schedule	Rem arks
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Satkhira, 06.05.2025 20.04.2025 Matuail)	organized with s by representative management on (Munshiganj, (Khulna, Jessore,) (NarayanGanj,	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 Report prep Decision of the upload initia Monitoring cell of Citizens Charter	paration & Website	A. Finalizing the report . B. Uploading the final report on Website.	N/A	N/A	N/A	Done	Achieved in 4 <sup>th</sup> Quarter	Operations Division	Uploaded in web page	
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Md. Asadul Islam FAVP, PA-976 Operations Division Trust Bank PLC. Corporate Head Office, Disks.

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



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13 April, 2025

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

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

With reference to TBL/HO/TA/TRG/2000/SYLLABUS COMITTEE 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 (1 <sup>st</sup> 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 Mizanu Rahman, ndc, psc (Retd)		
	Stress Management.	SEVP & Head of HRD		
16:30-17:00	Library Work/Group Study/Clarification of Queries .	Principal/Coordinator		

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





