

**Trust Bank Limited**

Annexure – kha

Progress report on “Citizen Charter Implementation Plan” for 3rd Quarter (Jan-March, 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-3, 2024-25	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	A. Training program conducted on integrity & ethics in following manner: Ethics in Banking (Sunday, 12 January, 2025) B. Training conducted on Customer Service Management in following manner: (Thursday, 30 January, 2025)	4 Training / workshop to be organized	N/A	N/A	Done	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 04.03.2025 (Kafur Br.), 05.03.2025 (Bashundhara Br.) 12.03.2025 (Uttara Corporate Br.) 12.03.2025 (Mirpur Br.)	2 briefing session to be organized	N/A	Done	N/A	N/A	4 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	-Finalizing the report. -Uploading the final report on Website.	N/A	Done	N/A	N/A	Achieved in 3 rd Quarter	TBL	Uploaded in web page	

Seal signature of the Reporting Officer

Mr. Asadul Islam
AVP, PA-976
Operations Division
Trust Bank PLC.
Corporate Head Office, Dhaka.

Signature of Focal Point of Citizens Charter

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

AM.

Time	Topics/Subject	Speaker
Sunday, 12 January, 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 Mirza Baker Sarwar Ahmed, ndc, psc (Retd) - (Guest Speaker)
	Stress Management.	
16:30-17:00	Library Work/Group Study/Clarification of Queries .	Principal/Coordinator

Monday, 13 January, 2025 (2nd Day)

Thursday, 30 January, 2025 (15th 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

