

## **Annual Action Plan on Implementation of Citizen's Charter for the year 2025-2026**

<b>SL.</b>	<b>Action Plan</b>	<b>Timeline</b>	<b>Related Party</b>
01	Meeting to be held for updating Action Plan for the year 2025-2026	Yearly	Citizen's Charter Monitoring Team
02	Citizen's Charter to be published and updated on quarterly basis	On-going	Citizen's Charter Implementation Team
03	Mandatory Citizen's Charter e-learning & physical training to be launched for all staff members	On-going	Citizen's Charter Implementation Team
04	Clint/stakeholder meeting to be done at branches	Twice yearly	Citizen's Charter Focal Point
05	Branch visit to aware staffs as well as customers regarding Citizen's Charter	Twice Half Yearly	Citizen's Charter Monitoring Team