

Dutch-Bangla Bank PLC

Subject: Prograce report on "Citizen's Charter Implementation Plan" for 3rd Quarter (January - March) and evidence submission

Annual action plan for implementation of Citizen's Charter of the Bank for the year 2024-25

Activities	Performance indicator	Annual Target 2024-25	Implementation progress Year 2024-25				Annual Achievement 2024-25	Implementation Division	Evidence submitted	Remarks
			1st Quarter (July-September, 2024)	2nd Quarter (October-December, 2024)	3rd Quarter (January-March, 2025)	4th Quarter (April-June, 2025)				
1	2	3	4	5	6	7	8 (7+6+5+4) =	9	10	11
Quarterly Update of Citizen's Charter	Updated Citizen's Charter for Quarter- 3, 2024-25	To be updated 4 times	Under Process	Under Process	Done	—		Citizen's Charter Implementation Team	Updated Citizen's Charter uploaded in our website	
Arranging Training on Citizen's Charter	A. Training Program B. Arrange Workshop C. Others	4 Training/ Workshop to be organized	Processing	Done	Done	—		Training Research and Development Division	Office Order & Participants List attached	
Organizing briefing sessions with stakeholders on banking services	Arranging Meeting	2 briefing sessions to be organized	Continued	Done	Continued			Citizen's Charter Implementation Team	Few pictures of the Session	
Implementation of Decision of the Monitoring Committee of Citizen's Charter	Report Preparation & Website Upload initiated	A. Finalizing the report B. Uploading the final report on Website	Done	Done	Done			Citizen's Charter Monitoring Committee	Website Uploaded	

Seal & Signature of the Reporting Officer

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Focal Point of Citizen's Charter of Dutch-Bangla Bank PLC.

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