

Dutch-Bangla Bank PLC

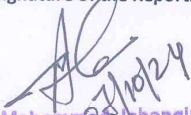
Annexure - Kha

Subject: Prograce report on "Citizen's Charter Implementation Plan" for 3rd Quarter (July - September) 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 2023-24	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- 1, 2024-25	To be updated 4 times	Under Process	-	-	-				
Arranging Training on Citizen's Charter	A. Training Program B. Arrange Workshop C. Others	4 Training/ Workshop to be organized	Processing	-	-	-				
Organizing briefing sessions with stakeholders on banking services	Arranging Meeting	2 briefing sessions to be organized	Continued							
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							

Seal & Signature of the Reporting Officer


Mohammad Jahangir Alam
 SAVP and Manager
 Dutch-Bangla Bank PLC.
 Corporate Branch, Dhaka.
 PA No -213

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


G.M. Hafeez-Or-Rashid
 Vice President
 Head of Monitoring
 Dutch-Bangla Bank PLC.
 IC & CR, Head Office, Dhaka.