

Dutch-Bangla Bank PLC

Subject: Prograce report on "Citizen's Charter Implementation Plan" for 2nd Quarter (October - December) 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- 1, 2024-25 | To be updated 4 times | Under Process | Under Process | - | - | | Citizen's Charter Implementation Team | | |
| Arranging Training on Citizen's Charter | A. Training Program B. Arrange Workshop C. Others | 4 Training/ Workshop to be organized | Processing | 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 | | | | 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 | | | | 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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