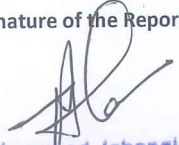


Dutch-Bangla Bank PLC										
Subject: Prograce report on "Citizen's Charter Implementation Plan" for 4th Quarter (April-June) and evidence submission										
Annual action plan for implementation of Citizen's Charter of the Bank for the year 2024-25										
Activities	Performance indicator	Annual 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	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	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	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	Done	Done		Citizen's Charter Monitoring Committee	Website Uploaded	

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. Haroon Or-Rashid  
 Vice President  
 Head of Monitoring  
 Dutch-Bangla Bank PLC.  
 IC & CD, Head Office, Dhaka.