


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 2025-26

Activities	Performance indicator	Annual Target 2025-26	Implementation progress Year 2025-26				Annual Achievement 2025-26	Implementation Division	Evidence submitted	Remarks
			1st Quarter (July-September, 2025)	2nd Quarter (October-December, 2025)	3rd Quarter (January-March, 2026)	4th Quarter (April-June, 2026)				
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, 2025-26	To be updated 4 times	Under Process	Under Process	Under Process			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	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	Continued	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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