

**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 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				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				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				Citizen's Charter Implementation Team	Few pictures of the Sesson	
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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