




## The Premier Bank Limited

### Service Quality Department


Subject: "Citizen's Charter Implementation Working Plan" related (1st /2nd /3rd /4th) Quarter (January –December, 2023) progress report and proof supply

Citizen's Charter Implementation Yearly Working Plan 2023.

Operation	Operation Implementation Index	Yearly Target 2023	Implementation Progress				Yearly Achievement	Implementation Department	Proof Documents
			1 <sup>st</sup> Quarter (January-March)	2 <sup>nd</sup> Quarter (April-June)	3 <sup>rd</sup> Quarter (July-September)	4 <sup>th</sup> Quarter (October-December) *			
1	2	3	4	5	6	7	8(7+6+5+4)=	9	10
Citizen's Charter Updating on Quarterly Basis	Is Charter Updating or not?	4 times Updating task	1	1			2(50%)	Service Quality Department	Citizen Charter Copy
Citizen's Charter Training Arrangement	Training Session Work Shop arrangement Others	Arranging four (4) training/ Work Shop	1	1			2(50%)	Service Quality Department	Training Session Attendance copy
Meeting call with Stakeholders	Meeting Arrangement	Two (2) Meeting Arrangement	0	1			1(50%)	Service Quality Department	Meeting Minutes
Implementation of decision of Citizen's Charter Monitoring Committee	Preparation of report	Finalize Report Uploading report in the website	1	1			2(50%)	Service Quality Department	Copy of Report



**Md. Mostafa Kamal**  
Senior Executive Officer &  
Head of Service Quality Dept  
Operations Division  
The Premier Bank Limited.



**Md. Kaiser Alam Mozumder**  
Senior Vice President & Head of HR Operations  
Human Resources Division  
The Premier Bank Limited  
Head Office: Banani, Dhaka-1213