

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.

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Index	operation	implementation	yearly Larget		Impleme	entation Progress	ž.	Yearly	Implementation	Proo
Scharter Scharter Scharter Service Quality Department		Index	100	1 st Quarter (January- March)	2 nd Quarter (April-June)	3 rd Quarter (July-September)	4 th Quarter (October-December) **	Achievement	neparunent	Docume
Is Charter 4 times Updating task 1 1 1 1 2 2 2 50% Department	1	2	3	4	ъ	6	7	8(7+6+5+4)=	9	10
Updating or not? Training Session Work Shop arranging four (4) 1 1 1 2 (50%) Department Others Meeting Arrangement Arrangement Arrangement Preparation of Finalize Report Uploading report in the website 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Citizen's Charter	Is Charter	4 times Updating task	1	1				Service Quality	Citize
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Arrangement Arrangement . Department Preparation of Finalize Report 1 1 1 2(50%) Service Quality Department the website	Meeting call with	Meeting	Two (2)Meeting	0	Д			1(50%)	Service Quality	Meetir
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	Implementation of decision of	Preparation of report	Finalize Report Uploading report in	ь	Ъ			2(50%)	Service Quality Department	Copy o
	Citizen's Charter Monitoring		the website		2011	1,000			8	

Md. Mostafa Kamal Senior Executive Officer & Head of Service Quaity Dept. Charations Division

Nd. Kaiser Alam Mozumder Nd. Kaiser Alam Mozumder Seniar Wee President & Head of Hy Operations Seniar Wee President & Head Office Banani, Dhaka-1213 Head Office Banani, Dhaka-1213