



# Citizen Charter Progress Report

## The Premier Bank PLC.

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	Implementati on Department	Proof Documents	Remarks
			1st Quarter (January-March)	2nd Quarter (April-June)	3rd Quarter (July-September)	4th Quarter (October-December)				
1	2	3	4	5	6	7	8(7+6+5+4)=	9	10	11
Citizen's Charter Updating on Quarterly Basis	Is Charter Updating or not?	4 times Updating task	1	1	1	1	4(100%)	Service Quality Department	Citizen Charter Copy	Done
Citizen's Charter Training Arrangement	Training Session Work Shop arrangement Others	Arranging four (4) training/ Work Shop	1	1	1	1	4(100%)	Service Quality Department	Training Session Attendance copy	Done
Meeting call with Stakeholders	Meeting Arrangement	Two (2) Meeting Arrangement	0	1	0	1	2(100%)	Service Quality Department	Meeting Minutes	Done
Implementation of decision of Citizen's Charter Monitoring Committee	Preparation of report	Finalize Report Uploading report in the website	1	1	1	1	4(100%)	Service Quality Department	Copy of Report	Done

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SVP & Head of HR Operations  
Alternative Focal Point

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**Md. Naquibul Islam**  
SEVP & Head of Operations Division  
Focal Point