



The Premier Bank Limited

Service Quality Department

Subject: “Citizen’s Charter Implementation Working Plan” related (1st /**2nd** /3rd /4th) Quarter (January –December, 2025) progress report and proof supply

Citizen’s Charter Implementation Yearly Working Plan 2025.

Operation	Operation implementation Index	Yearly Target 2025	Implementation Progress				Yearly Achievement	Implementation Department	Proof Documents	Remarks
			1 st Quarter (January-March)	2 nd Quarter (April-June)	3 rd Quarter (July-September)	4 th 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			2(50%)	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			2(50%)	Service Quality Department	Training Session Attendance copy	Done
Meeting call with Stakeholders	Meeting Arrangement	Two (2) Meeting Arrangement	0	1			1(50%)	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			2(50%)	Service Quality Department	Copy of Report	Done