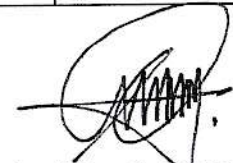


NRB Bank Limited

Subject: Progress report on "Citizen Charter Implementation Plan for "2nd Quarter (April-June,2023) and evidence submission  
Annual action plan for implementation of Citizen Charter of NRB Bank Ltd for the Year 2023

Activities	Performance Indicator	Annual Target 2023	Implementation Progress Year 2023				Annual Achievement 2023	Implementation Division	Evidence Submitted	Remarks
			1 <sup>st</sup> Quarter (January-March),2023	2 <sup>nd</sup> Quarter (April-June),2023	3 <sup>rd</sup> Quarter (July-September), 2023	4 <sup>th</sup> Quarter (October-December), 2023				
1	2	3	4	5	6	7	8(7+6+5+4)=	9	10	11
Quarterly Update of Citizen Charter	Updated for Quarter 2 (April-June,2023)	To be updated 4 times	On Process	Done				Retail Banking	Website uploaded	
Arranging Training on Citizen Charter	A. Discussion Session Regarding the Citizen Charter B. Integrity & Ethics Meeting & Training & Others C. Gender Equality Training D. Sustainable Finance Training	4 Training/Workshop to be organized	Done	Done				Human Resources Division	Website uploaded	Training on Integrity & Ethics as well as Service Excellence techniques are mandatory part of the foundation training in NRB Bank Ltd. Evidence of training schedule is provided as an example.
Organizing briefing sessions with stakeholders on banking services	Session organized with stakeholders by higher management	Regular 3 briefing session to be organized	Done	Done				All Concern		
Implementation of Decision of the Monitoring Cell of Citizen Charter	Report Preparation & Website Upload Initiated	A. Finalize the report B. Uploading the final report on Website	On Process	Done				Implementation & Monitoring Team	Website uploaded	

  
 Reporting Officer, Deputy Focal Point  
 FAVP & Senior Manager, HRD  
 NRB Bank Limited  
 Corporate Head Office

  
 Focal Point of Citizen Charter of NRB Bank Ltd  
 Oli Ahad Chowdhury  
 Head of Retail Banking  
 Retail Banking Division  
 NRB Bank Limited