



Prime Bank Limited

<https://www.primebank.com.bd>

## Citizen's Charter

25<sup>th</sup> July 2023

<b>Citizen's Charter</b>	
<b>Prime Bank Ltd.</b>	
<b>25/07/2023</b>	
<b>1. Vision &amp; Mission</b>	
<b>Vision</b>	To be the best Private Commercial Bank in Bangladesh in terms of efficiency, capital adequacy, asset quality, sound management and profitability having strong liquidity.
<b>Mission</b>	To build Prime Bank Limited into an efficient, market-driven, customer focused institution with good corporate governance structure.
	Continuous improvement of our business policies, procedure and efficiency through integration of technology at all levels.

<b>2.1 - Citizen Service (নাগরিক সেবা)</b>						
<b>SL</b>	<b>Service Name</b>	<b>Method of Providing Service</b>	<b>Required Documents &amp; Place of Receipt</b>	<b>Service Charge and mode of payment</b>	<b>Timeline for Service</b>	<b>Responsible Officer (Name, Designation, Contact Number &amp; Email)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1	Account Opening	Physical Presence/Online	<b>Required Documents: Individual Account</b> 1. Completed AOF 2. Recent Passport Size Photo of Applicant 3. NID/ Valid Passport/ Copy of Birth Certification 4. Address Proof Documents 5. Income Proof Document 6. Latest Proof of Return (PSR) copy (If Applicable) 7. Nominee's Photo ID and Recent Passport Size Photo (attested by Applicant)  * During Account Opening, Branch may request for any other appropriate document(s).	Initial Deposit as per Schedule of Charges Mode of Payment: Cash Deposit/ Cheque/Pay Order/Online Transfer	0-4 days	Respective Relationship Manager/Dealing Officer

2	New Cheque Book issuance	Physical Presence/Online	<p>Individual Account:</p> <p>a. Required documents:</p> <p>1. Physical Presence: Place Cheque requisition slip at Branch</p> <p>2. Online: Through MyPrime app</p> <p>b. Place of documents receipt: Branch</p>	<p>As per Schedule of Charges</p> <p>Mode of Payment: Account Debit</p>	2-4 days	Respective Relationship Manager/Dealing Officer
3	Card Service	Physical Presence	<p>Debit Card</p> <p>a. Required documents:</p> <p>Passport sized photo and signed application form (Applicant must have account with PBL)</p> <p>b. Place of documents receipt: Branch</p>	<p>As per Schedule of Charges</p> <p>Mode of Payment: Account Debit</p>	<p>Within 4 days for Dhaka City Branches.</p> <p>Within 5 days for out of Dhaka Branches, Metro Location</p> <p>Within 6 days for out of Dhaka Branches, Rural Location</p>	Respective Relationship Manager/Dealing Officer
			<p>Credit Card</p> <p>a. Required documents:</p> <p>* Card Application Form duly Filled up</p> <p>NID (Applicant , Lab Printed Photo (Applicant duly attested)</p> <p>* Lab Printed Photo (Nominee attested by applicant)</p> <p>* CIB Enquiry and Undertaking Forms of applicant</p> <p>* Income Proof Document/s as per policy</p> <p>* Bank Statement as per policy</p> <p>* Proof of Submission of Tax Return</p> <p>*PBL reserves the right to ask for additional document(s) to ensure due diligence</p> <p>b. Place of documents receipt: Branch</p>	<p>As per Schedule of Charges</p> <p>Mode of Payment: Credit Card bill payment</p>	Within 7 days	Respective Relationship Manager/Dealing Officer

4	Locker Service	Physical Presence	a. Required documents: * 3 copies of PP photo of applicant and 2 copies of nominee. * NID/Passport of both Applicant & Nominee * Duly filled up and signed locker application form. * Applicant must be an account holder of PBL b. Place of documents receipt: Branch	As per Schedule of Charges Mode of Payment: Account Debit	Same day based on availability	Respective Relationship Manager/Dealing Officer
5	Pay order issuance	Physical Presence	a. Required documents: * Duly filled up and signed Pay Order Application Form * Account Payee Cheque (favoring "Yourselves Account Pay Order") in absence of physical presence of accountholder b. Place of documents receipt: Branch	As per Schedule of Charges Mode of Payment: Account Debit	Instant	Respective Relationship Manager/Dealing Officer
6	Passport Endorsement (Card)	Physical Presence	a. Required documents: Original Passport/s and PBL Card b. Place of documents receipt: Branch	N/A	Same day	Respective Relationship Manager/Dealing Officer
7	Passport Endorsement (Cash)	Physical Presence	a. Required documents: * Original Passport/s with Travel VISA * TM Form * Ticket & other related documents (if applicable) * Duly Filled up FCY Issuance Form b. Place of documents receipt: AD Branch	As per Schedule of Charges Mode of Payment: Account Debit	Instant	Respective Relationship Manager/Dealing Officer
8	Prize Bond Purchase/Sale	Physical Presence	a. Required documents: * Prize Bond (for Sale) * Local Cash Currency (For Purchase) * Photo ID will be required for Large Volume Transactions b. Place of documents receipt: Branch	N/A	Instant	Respective Relationship Manager/Dealing Officer
9	PIN Generation (Debit Card/ Credit Card)	Through IVR	a. Required documents: N/A (Customer will be duly verified by Contact Center agent). b. Place of documents receipt: Contact Center	As per Schedule of Charges Mode of Payment: Account Debit (Debit Card) Bill Generation (Credit Card)	Instant	Respective Relationship Manager/Dealing Officer

10	Cash Withdrawal	Physical Presence/ATM	a. Required documents: Cheque Leaf/Card b. Place of documents receipt: Branch/ATM	As per Schedule of Charges (Inter City * Account Debit) No Charge (Intra City)	Instant	Respective Relationship Manager/Dealing Officer
11	Cash Deposit	Physical Presence	a. Required documents: * Filled up Deposit Slip * Photo ID ( if bearer and applicable) b. Place of documents receipt: Branch	As per Schedule of Charges (Inter City * Account Debit) No Charge (Intra City)	Instant	Respective Relationship Manager/Dealing Officer
12	In-house cheque transfer	Physical Presence	a. Required documents: * properly signed cheque b. Place of documents receipt: Branch	N/A	Instant	Respective Relationship Manager/Dealing Officer
13	Cheque Clearing	Physical Presence	a. Required documents: Cheque Leaf In Order with material information and signature Positive Pay Confirmation (If applicable) b. Place of documents receipt: Branch	As per Schedule of Charges Mode of Payment: Account Debit	As per Bangladesh Bank Guideline	Respective Relationship Manager/Dealing Officer
14	Inward Clearing transactions	Software/Application	a. Related information from originating Bank through Bangladesh Bank.	N/A	As per Bangladesh Bank Guideline	Clearing Team, Head Office Mobile phone # 01755524639 and 01708130818. Phone # +8802-41040480 E-mail: bach@primebank.com.bd
15	Sanchaypatra /Bond Purchase & Encashment	Branch	a. Required documents: As per Instruction of the Snachayaptra/ Bond Issuing Authority b. Place of documents receipt: Branch	N/A	For SanchayPatra: 0-1 day For FCY Bond : 1-2 days	Rowshan Akter, First Assistant Vice President, Mob- <b>01915230955</b> , E-mail- sanchayapatra_cmo@primebank.com.bd

16	Interbank Fund Transfer (BEFTN/RTGS /NPSB)	Branch/Online	a. Required documents: Customer Request with required information (Written/Online where applicable) b. Place of documents receipt: Branch	As per Schedule of Charges Mode of Payment: Account Debit	As per Bangladesh Bank Guideline	Respective Relationship Manager/Dealing Officer
17	Inward BEFTN & RTGS transactions	Software/Application	a. Related information from originating Bank through Bangladesh Bank.	N/A	As per Bangladesh Bank Guideline	Clearing Team, Head Office Mobile phone # 01755524639 and 01708130818. Phone # +8802-41040480 E-mail: bach@primebank.com.bd
18	Personal Loan (Unsecured)	Branch	1. Completed Loan Application Form (LAF) 2. Recent Passport Size Photo of Applicant 3. NID copy 4. CIB Form 5. Tin certificate and Latest Proof of Return (PSR) copy 6. Other Required Documents  Link of required documents: <a href="https://www.primebank.com.bd/conventional/borrow/personal-loan">https://www.primebank.com.bd/conventional/borrow/personal-loan</a>	As per Schedule of Charges Mode of Payment: Account Debit	0-3 days (Decision will be provided)*Disbursement will be effected upon fulfillment of conditions by the borrower	Respective Relationship Manager/Dealing Officer
19	Wage Remittance	Cash Management Operations (CMO)	N/A	N/A	Same day	Muhammad Safikul Islam Mriddha, Assistant Vice President, Mob- <b>01700711540</b> , E-mail- all_nrbbd@primebank.com.bd
20	Wage Remittance- Cash Over Counter (COC) Payments	Branch	a. Required Documents: NID/Passport Copy, PIN number b. Place of Documents Receipt: Branch	N/A	Same day	Concern Branch Remittance Desk

21	Utility Bill Payment	Branch/Online	a. Required documents: Utility Bill Copy (if paid through branch) b. Place of documents receipt: Branch/Online	N/A	Instant	Respective Relationship Manager/Dealing Officer
22	Student File	Branch and CMO	a) Bank account of the financier/student b) Required Document Offer Letter/I-20 for USA, Invoice of Annual Fee and Living Expense, Refund Policy, Educational Certificates, Passport	As per Schedule of Charges Mode of Payment: Account Debit and SWIFT	1-3 days	Respective Relationship Manager/Dealing Officer

**Note:**

1. All the mentioned days mean Working Days only.
2. In all cases, the Time Limit will be applicable only for the customer requests after receiving complete set of relevant supporting documents following rules & regulations and bank's policies.
3. The above time limit is only an indication of approximate time required for rendering the services. However, actual service may take longer/ shorter time depending on circumstances.

2.2 - Institutional Service (প্রাতিষ্ঠানিক সেবা)						
SL	Service Name	Method of Providing Service	Required Documents & Place of Receipt	Service Charge and mode of payment	Timeline for Service	Responsible Officer (Name, Designation, Contact Number & Email)
1	2	3	4	5	6	7
1	Account Services	At Branch	against submission of account opening Form	Service Charge: As per schedule of charges Mode of Payment: From Account	Maximum 5 Working Days, given all the documents are in order	Respective Relationship Manager
2	Lending	Letter	Loan Proposal to respective RM	Service Charge: As per schedule of charges Mode of Payment: From Account	Depends on deal complexity and consideration of management	Respective Relationship Manager

3	Fund Transfer/ BEFTN/ RTGS/ Pay Order/ VAT and Tax payment / salary transfer	PrimePay/ Letter/ Email	Primepay and letter or email at Cash Management Operation (CMO)	Service Charge: As per schedule of charges Mode of Payment: From Account	same day depending during banking hour	Respective Relationship Manager
4	Debt Capital Market (DCM)	Letter/ email	Respective relationship manager or DCM RM	Service Charge: As per schedule of charges Mode of Payment: From Account	Depends on deal/transaction complexity	Respective Relationship Manager
5	Cash Management Solution	Setup form, Service Agreement	Respective relationship manager or TB RM	Service Charge: As per schedule of charges Mode of Payment: From Account	Maximum 3 Working Days for basic solutions. It may take a longer time for any customized and complex implementation.	Respective Relationship Manager
6	Digital Banking - PrimePay	Setup form	Respective relationship manager or TB RM	Service Charge: As per schedule of charges Mode of Payment: From Account	Maximum 3 Working Days	Respective Relationship Manager
7	Automated Challan System (ACS)	Letter/ email	letter or email at Cash Management Operation (CMO)	Service Charge: As per schedule of charges Mode of Payment: From Account	Same day, depending during banking hour if all document are in order	Respective Relationship Manager



8	Trade Services (Import, Export)	Letter/Email/SWIFT	<p>a. Required documents:</p> <ol style="list-style-type: none"> <li>1. Client's Application for service with required information.</li> <li>2. Signed, filled up regulatory forms/ agreement for import/ export.</li> <li>3. Regulatory approval form import/ export if required</li> <li>4. Approved sanction advice for service/ credit facility (if required)</li> </ol> <p>b. Place of documents receipt: Respective Branch/ TSD Hub/ RM</p>	<p>Service Charge: As per schedule of charges</p> <p>Mode of Payment: From Account</p>	Standard Time	Respective Relationship Manager/ TSD Hub
9	Guarantee Service	Letter/Email/SWIFT	<p>a. Required documents:</p> <ol style="list-style-type: none"> <li>1. Client's Application for service with required information.</li> <li>2. Bank Guarantee related documents/ format</li> <li>3. Approved sanction advice for service/ credit facility (if required)</li> </ol> <p>b. Place of documents receipt: Respective Branch/ TSD Hub/ RM</p>	<p>Service Charge: As per schedule of charges</p> <p>Mode of Payment: From Account</p>	Standard Time	Respective Relationship Manager/ TSD Hub
10	Wage Remittance	Cash Management Operations (CMO)	N/A	N/A	Same day	<p>Muhammad Safikul Islam Mriddha, Assistant Vice President, Mob- <b>01700711540</b>, E-mail- <a href="mailto:all_nrbbd@primebank.com.bd">all_nrbbd@primebank.com.bd</a></p>
11	Inward Commercial Remittance	Cash Management Operations (CMO)	<p>a. Required documents:</p> <p>As per GFET-2018 Related proof of document i.e. Invoice, Agreement, Form C declaration, permission from BB/BIDA/NGO Buero etc. (varies case to case)</p> <p>b. Place of documents receipt: Branch/RM/CMO</p>	<p>Bank Charge BDT. 100.00+ Vat BDT. 15.00</p> <p>Tax and Vat will depend on nature of ITT (As per NBR Circular).</p>	0-1 day	<p>Md. Habib Ullah Manik Mozumder, First Assistant Vice President, Mob- <b>01670260325</b>, E-mail- <a href="mailto:remittance_cmo@primebank.com.bd">remittance_cmo@primebank.com.bd</a></p>

12	Outward Commercial Remittance	Cash Management Operations (CMO)	<p>a. Required documents: As per GFET-2018 Related proof of document i.e. Invoice, Agreement, Form C declaration, permission from BB/BIDA/NGO Buero etc. (varies case to case)</p> <p>b. Place of documents receipt: Branch/RM/CMO</p>	<p>Bank Charge: SWIFT- BDT. 500.00 Stationery- BDT. 500.00 Correspondent Bank Charge will be applied as per their charge schedule. TT Commission Maximum BDT. 500.00 (As per BB circular) Tax and Vat will depend on nature of OTT (As per NBR Circular).</p>	0-1day	Abu Hena Mostafa Kamal, First Assistant Vice President, Mob- <b>01711949705</b> , E-mail-remittance_cmo@primebank.com.bd
13	Tuition Fee for Corporate Client	Cash Management Operations (CMO)	<p>a. Required Documents: Duly filled-up signed Form/ or as per Instruction</p> <p>b. Place of Receipt: Nearest Branch/RM/CMO</p>	N/A	Same day	Md. Abul Basher, First Assistant Vice President, Mob- <b>01708149575</b> , E-mail-cmo@primebank.com.bd
14	PrimePay for Corporate Client	Cash Management Operations (CMO)	<p>a. Required Documents: User Creation Form (UCF), Board Resolution (If required)</p> <p>b. Place of Receipt: Nearest Branch/RM/CMO</p>	N/A	1-2 Day	Shekh Mohammad Ehteshamul Huq, Executive Officer, Mob- <b>01708149580</b> , E-mail-cmo@primebank.com.bd

**Note:**

1. All the mentioned days mean Working Days only.
2. In all cases, the Time Limit will be applicable only for the customer requests after receiving complete set of relevant supporting documents following rules & regulations and bank's policies.
3. The above time limit is only an indication of approximate time required for rendering the services. However, actual service may take longer/ shorter time depending on circumstances.

2.3 - Internal Services (অভ্যন্তরীণ সেবা)						
SL	Service Name	Method of Providing Service	Required Documents & Place of Receipt	Service Charge and mode of payment	Timeline for Service	Responsible Officer (Name, Designation, Contact Number & Email)
1	2	3	4	5	6	7
1	Medical/ Health Insurance Claim	Digital & Physical	Money receipt, hospital discharge certificate	Payment through Account	07 Working Days	Responsible Officer/Unit, HRD
2	Maternity Claim Reimbursement	Digital & Physical	Money receipt, hospital discharge certificate	Payment through Account	07 Working Days	Responsible Officer/Unit, HRD
3	Privilege Leave	Digital		N/A	01 Working Day	Responsible Officer/Unit, HRD
4	Sick Leave	Digital	Medical certificate (if required)	N/A	01 Working Day	Responsible Officer/Unit, HRD
5	Maternity Leave	Digital		N/A	01 Working Day	Responsible Officer/Unit, HRD
6	Employee ID Card	Digital & Physical		N/A	05 Working Days	Responsible Officer/Unit, HRD
7	NOC/Experience Certificate	Digital & Physical		N/A	02 Working Days	Responsible Officer/Unit, HRD
8	Home Furnishing Allowance	Digital		Payment through Account	10 Working Days	Responsible Officer/Unit, HRD
9	Staff Home Loan	Digital & Physical	Application with all relevant documents	Payment through Account	10 Working Days	Responsible Officer/Unit, HRD
10	Employee Exit	Digital & Physical		Payment through Account	30 Days (Within notice period)	Responsible Officer/Unit, HRD
11	TA/DA Bill Reimbursement	Physical	Required Documents: Forwarding letter, supporting bills (e.g. Food bill, Hotel bill, Transport bill, etc. as per requirements of the bill)	Service charge: N/A Mode of payment: Salary Account	03 Working Days	Responsible Officer/Unit, FAD

SL	3. Customer's Obligation to the Bank
1	Customers shall follow the banking norms, practices, functional rules etc.
2	Customers shall abide by the terms and conditions prescribed for each banking product and services.
3	Customers shall maintain disciplinary arrangement at the customer service points.
4	Customers shall convey their grievance to the bank in proper way.
5	Customers shall inform the bank for any changes in their address, contact numbers, KYC, TP or any material information.
6	Customers generally shall ask any query at prescribed desk such as Customer Service, Branch Operation Manager, Branch Manager, Contact Center.
7	Customer shall follow banking instructions/information/awareness shared through SMS/Email from time to time.
8	Customer should refrain from making undue/unfair service request.
9	Customer should avoid misunderstanding as far as possible by querying for clarification regarding any product and service.

4. Step to be taken by the service aspirants if they do not receive the promised service				
SL	When to Contact	Whom to contact with	Contact Details	Solution Timeline
1	If responsible person failed to give solutions	Complaint will be handled by	Concerned Branch Manager/ Branch Operations Manager Phone: Branch wise contact details are Published at: <a href="https://www.primebank.com.bd">https://www.primebank.com.bd</a>	0-5 Working Days
2	If the Grievance Redressal Officer fails to resolve within the specified time	Appellate Officer	<p><b>1. Anup Kanti Das (Dhaka Region)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:anup@primebank.com.bd">anup@primebank.com.bd</a> Phone: 01713493925.</p> <p><b>2. Riton Barua (CTG 1)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:ritonramu@primebank.com.bd">ritonramu@primebank.com.bd</a> Phone: 01819307708</p> <p><b>3. Md. Masud Alam (CTG 2)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:ma011525@primebank.com.bd">ma011525@primebank.com.bd</a> Phone: 01715024261</p> <p><b>4. Md. Humayun Kabir (Sylhet)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:humayun@primebank.com.bd">humayun@primebank.com.bd</a> Phone: 01714403130</p> <p><b>5. Tarikul Hasan (Khulna)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:tarikul.hasan@primebank.com.bd">tarikul.hasan@primebank.com.bd</a> Phone: 01713493991</p> <p><b>6. Md. Abdul Halim (Rajshahi)</b> Regional Head, Branch Distribution Network Email: <a href="mailto:abdul.halim@primebank.com.bd">abdul.halim@primebank.com.bd</a> Phone: 01771826000</p>	0-5 Working Days
3	If the Appellate Officer fails to provide solution within the stipulated time	Bank Complaint Management Cell	<p>Hotline 1: 01709 648 733 Hotline 2: 01709 648 744 Hotline 3: 01709 648 755</p> <p>e-mail: <a href="mailto:servicequality@primebank.com.bd">servicequality@primebank.com.bd</a></p>	0-5 Working Days

**Citizen's Charter Implementation Committee:**

Name	Designation	Email
Md. Omar Faruk	SAVP, Branch Distribution Network	<a href="mailto:faruk@primebank.com.bd">faruk@primebank.com.bd</a>
A. S. M Zahidul Islam	SAVP, Human Resources Division	<a href="mailto:asm.zahidul@primebank.com.bd">asm.zahidul@primebank.com.bd</a>
Syed Rayhan Tarique	SAVP & Head, Brand and Communications	<a href="mailto:syed.tarique@primebank.com.bd">syed.tarique@primebank.com.bd</a>
Tanveer Rashid	SAVP & Head, Contact Center	<a href="mailto:tr043001@primebank.com.bd">tr043001@primebank.com.bd</a>

**Citizen's Charter Monitoring Committee:**

Name	Designation	Email
Anup Kanti Das	SVP, Branch Distribution Network	<a href="mailto:anup@primebank.com.bd">anup@primebank.com.bd</a>
M. M. Faisal Islam	FAVP, Client Experience & Process Governance	<a href="mailto:mm.faisal@primebank.com.bd">mm.faisal@primebank.com.bd</a>
Mohammad Sazzad Hossain	SAVP, ICCD	<a href="mailto:mh120101@primebank.com.bd">mh120101@primebank.com.bd</a>

**Citizen's Charter Focal Point:**

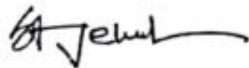
Name	Designation	Email	Contact Number
M. M. Faisal Islam	FAVP, Client Experience & Process Governance	<a href="mailto:mm.faisal@primebank.com.bd">mm.faisal@primebank.com.bd</a>	02-55051639 (Ext. 120)

**Citizen's Charter Alternative Focal Point:**

Name	Designation	Email	Contact Number
Tanveer Rashid	SAVP & Head, Contact Center	<a href="mailto:tr043001@primebank.com.bd">tr043001@primebank.com.bd</a>	01817503555

Subject: Progress report on 'Citizen's Charter Implementation Plan' for 3rd Quarter (July - September, 2023) and evidence submission  
Annual action plan for implementation of Citizen's Charter of the Bank for year 2023

Activities	Performance Indicator	Annual Target (2023)	Implementation progress Year 2023				Annual Achievement 2023 - 24	Implementation Division	Evidence Submitted	Remarks
			1st Quarter, 2023 (January-March, 2023)	2nd Quarter, 2023 (April-June, 2023)	3rd Quarter, 2023 (July-September, 2023)	4th Quarter, 2023 (October-December, 2023)				
1	2	3	4	5	6	7	8 (7+6+5+4) =	9	10	11
Quarterly Update of Citizen's charter	Updated for 3rd Quarter, 2023 (July - September, 2023)	To be uploaded 1 more time in 2023			Done			PBL	Website upload	
Arranging Training on Citizen's Charter	1. Online Training on Citizen's Charter 2. Online training on Ethics & Integrity/Living our Values & Ethics.	4 training / workshops to be organized in 2023.	Covered 135 officials by 04 training programs on Ethics & Integrity /Living our Values & Ethics.	Covered 108 Px by 01 training program on Citizen's Charter.  Covered 60 officials by 01 training program on Ethics & Integrity /Living our Values & Ethics.				Human Resources	Scanned Copy of office orders (enclosed)	
Organizing briefing sessions with stakeholders on banking services	Session organized with stakeholders by higher management	1 more briefing sessions to be organized		Done				PBL		
Implementation of Decision of the Monitoring Cell of Citizen's Charter	Report Preparation and website upload executed	1. Finalizing the report.2. Upload the final report in the website.			Done			PBL	Website Upload	



Seal & Signature of the Reporting Officer

**Salah Ahmed Jewel**  
SEOs Manager  
Service Quality Dept.  
Client Experience & Process Governance  
Prime Bank Limited



Focal Point - Citizen's Charter, Prime Bank Limited

**M. M. Faisal Islam**  
FAVP & Sr. Manager  
Service Quality Dept.  
Client Experience & Process Governance  
Prime Bank Limited

Evidence 1: Office Order of Invitation for Online Learning program on 'Ethics & Governance in Banking' – 23/01/2023

## Rajib Kanti Paul, HR-TDC

Subject:	OFFICE ORDER: Invitation to join the Online learning program on "Ethics & Governance in Banking" via Zoom
Location:	Zoom
Start:	Mon 1/23/2023 3:30 PM
End:	Mon 1/23/2023 5:00 PM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	Rajib Kanti Paul, HR-TDC
Required Attendees:	Sharmin Akther, SVP & HOB of Gareb-E-Newaz Branch; Mollah Farid Ahmed; A K M Abdul Alim Ibne Khabir, HOB, IBB Dilkusha Branch; Md. Imran Hossain; Mohibul Amanul Choudhury, HOB & VP , Moulvi Bazar, Dhaka; Nazneen Akhter; Shamima Pervin; Md. Hashmot Ali Mollah; Hasina Fardous; Rashida Akter Nilu; Tareq Mahmud; Mohammad Nazimuddin Sheikh, VP & HOB, IBB Mirpur Branch; K M. Sakhawat Hossain; Shakil Ahmed Khan, SAVP & Head of Shibpur Branch; B M Touhiduzzaman; Mohammad Kamrul Islam; Md. Monirul Haque Bhuiyan; Shahid Uddin Ahmed; Masud Pervez; Mohammad Tashfin Khan; Md. Emdadul Haque; Noor Mohammad Howlader; Md. Rezaul Karim; Md. Adil Uddin; A K M Humayun Kabir; Sabina Easmin, SAVP & Head of Bashabo Branch; Md. Motiar Rahman; Asif Mohammad Wasih; Md. Azharul Islam; Shariful Ahsan; Md. Rabiul Islam, SAVP, Adamjee EPZ Branch; Sharmin Jahan Khan; Mohammad Ali; Md. Shahtab Rizvi; Hamida Khanam; Tasmim Sultana; Mohammad Rasel Molla; Md. Kamal Hossion; A K M Amirul Islam; Md. Anowar Hossain; Md. Ekramul Haque; Md. Nasimuzzaman; Tanbir Ahmed; Abu Syed Md. Ehsanul Hoque; Md. Jafar Iqbal Khan, Head of Branch; Mohammad Feroz Alam; Md. Monir Hossain Mian; Kushum Akter; Shamsul Haque, FAVP & HoB, Sherpur SME; B M Mizanur Rahman; Md. Atiqur Rashid; Mohammad Shahinur Rahman; Mohammad Mazharul Islam; Mohammed Anwar Hossain; Mohammad Ashaduzzaman; Md. Shahadat Hossain, FAVP & Head of Branch, Jamalpur Branch; Md. Ashfaul Haque; Md. Mukter Hossain; Quazi Abdullah-Al-Mahmud; Zonaid Ahmed; Md. Feroz Al Azad, EVP & Head of ICCD; Shahnaz Akhter, HR-TDC
Optional Attendees:	Ziaur Rahman, SEVP & Head of HR Division; Anup Kanti Das; Md. Wasiul Alam; Md. Omar Faruk

Dear Colleagues,

Greetings from HR Learning & Development!

It is our pleasure to inform that you have been nominated to join the online learning program titled "**Ethics & Governance in Banking**" for all HOB of Dhaka Region 1, 2 & 3 to be held on **Monday, January 23, 2023 from 03:30 PM – 05:00 PM** via **Zoom**. The online session will be facilitated by an Internal Resource Person - Mr. Md. Feroz Al Azad, EVP & Head, ICCD.

Please find the detailed specification of the program as hereunder:

### PROGRAM DETAILS

Program Name : Ethics & Governance in Banking



Date : January 23, 2023 (Monday)  
Time : 03:30 PM - 05:00 PM  
Reporting : 03:20 PM  
Mode/Platform : Zoom Meeting App  
Meeting Link : <https://zoom.us/j/8368171510?pwd=WjNneTF3Zl9xUjBwL0M2bEVtTVVfdz09>  
Meeting ID : 836 817 1510  
Password : t8jApX  
Training Coordinator : Rajib Kanti Paul, HR Learning & Development, Cell: +880 1790121062

**You can attend this training through any device (desktop, laptop, mobile, etc.) where standard internet support will be required.**

**All the participants are requested to follow the below instructions during the online session;**

1. Report on time. If possible, sit in a noise-free room and use headphones.
2. **Video** Option in the zoom apps **should be on** during the whole session and the audio must be mute to avoid noise. **Unmute audio** - if there is any question in the Q/A session.
3. Do not leave your device unattended during the session. Have paper and a pen to take notes.
4. Required to **rename zoom profile name** as follows: **Participant Name, Employee ID** for our record-keeping purpose.

**The attendance of this training program is mandatory.** Please find the nominated participant list in the attachment for your reference.

We wish all the participants a successful digital learning.

Warm regards,

**Rajib Kanti Paul**

Senior Officer, Learning & Development  
Human Resources Division | Prime Bank Limited  
"Simpletree Anarkali", Level 8, 89, Gulshan Avenue, Dhaka- 1212  
Tel: +880 (2) 55068721 X 817 I  
Cell: +880 1790 121 062  
[rajib.paul@primebank.com.bd](mailto:rajib.paul@primebank.com.bd) | [www.primebank.com.bd](http://www.primebank.com.bd)

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## **Evidence 2: Office Order of Invitation for Online Learning program on 'Living our Values & Ethics' – 26/02/2023**

### **Rajib Kanti Paul, HR-TDC**

**Subject:** OFFICE ORDER: Invitation to join the Online Learning Program on " Living Our Values & Ethics" via Zoom

**Location:** Zoom

**Start:** Sun 2/26/2023 2:30 PM

**End:** Sun 2/26/2023 4:00 PM

**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Rajib Kanti Paul, HR-TDC

**Required Attendees:** Sirajul Hoque, VP & Head of Branch; Md. Ruhul Quisth, SAVP & Head of Branch; Md. Mainul Kabir; S. M. Shahidul Islam; Mohammad Abu Ali; Kazi Foorkan Uddin; Md. Abul Hasanat, Head of Chauddagram Branch; Md. Nurul Afsar; Md. Younus; Shakhawat Hossain, AVP, Head of Muradpur Branch; A J M Mozahid Bin Alam; Mohammed Ashif Sobhan; Md. Shoharab Khan; Md. Tajul Islam, HoB, Feni Branch; Syed Shamimul Karim, Head of Branch; Md. Muzibur Rahman; Manash Pal , Chatkhil Branch; Nizam Uddin; A. K.M. Shah Arefin; Suman Kanti Dhar, AVP & HoB, Bhujpur SME Branch; Md. Mahbub Morshed; Mir Ahmed; Mohammad Rafiqul Haque; Md. Zillur Rahaman, FAVP & HOB, Karnafuli EPZ Branch.; Mohammad Abu Syed Chowdhury; Md. Salah Uddin Kader; Md. Awlad Hossen; Rumel Barua; Mohammad Jahangir Alam, HOB, Hajigonj Br., Chandpur; Mohammed Soleman Khan; Shaiful Islam; Abu Sadath Mohammad Mostafizur Rahman; Md. Moqsudul Karim; Md. Tariqul Islam, HOB, Companygonj SME/Agri. Branch"; Md. Abdul Hannan; Md. Feroz Al Azad, EVP & Head of ICCD; Shahnaz Akhter, HR-TDC

**Optional Attendees:** Riton Barua; Bidhan Nath; Md. Wasiul Alam; Md. Omar Faruk; Ziaur Rahman, SEVP & Head of HR Division

Dear Colleagues,

Greetings from HR Learning & Development!

It is our pleasure to inform that you have been nominated to join the online learning program titled "Living Our Values & Ethics" for all HOB of Chattogram region 1 & 2 to be held on **Sunday, February 26, 2023 from 02:30 PM – 04:00 PM** via **Zoom**. The online session will be facilitated by an Internal Resource Person - Mr. Md. Feroz Al Azad, EVP & Head, ICCD.

Please find the detailed specification of the program as hereunder:

#### **PROGRAM DETAILS**

Program Name : Living Our Values & Ethics

Date : February 26, 2023 (Sunday)

Time : 02:30 PM - 04:00 PM

Reporting : 02:20 PM

Mode/Platform : Zoom Meeting App

Meeting Link : <https://zoom.us/j/8368171510?pwd=WjNneTF3Zl9xUjBwL0M2bEVtTVVFdz09>

Meeting ID : 836 817 1510

Password : t8jApX

Training Coordinator : Rajib Kanti Paul, HR Learning & Development, Cell: +880 1790121062

All the participants are requested to follow the below instructions during the online session;

1. Report on time. If possible, sit in a noise-free room and use headphones.
2. Video Option in the zoom apps **should be on** during the whole session and the audio **must be mute** to avoid noise. **Unmute audio** - if there is any question in the Q/A session.
3. Do not leave your device unattended during the session. Have paper and a pen to take notes.
4. Required to **rename zoom profile name** as follows: **Participant Name, Employee ID** for our record-keeping purpose.

*The attendance of this training program is mandatory.* Please find the nominated participant list in the attachment for your reference.

We wish all the participants a successful digital learning.

Warm regards,

**Rajib Kanti Paul**

Senior Officer, Learning & Development

Human Resources Division | Prime Bank Limited

"Simpletree Anarkali", Level 8, 89, Gulshan Avenue, Dhaka- 1212

Tel: +880 (2) 55068721 X 817 |

Cell: +880 1790 121 062

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### **Evidence 3: Office Order of Invitation for Online Learning program on 'Living our Values & Ethics' – 27/02/2023**

#### **Rajib Kanti Paul, HR-TDC**

<b>Subject:</b>	OFFICE ORDER: Invitation to join the Online Learning Program on " Living Our Values & Ethics" via Zoom
<b>Location:</b>	Zoom
<b>Start:</b>	Mon 2/27/2023 2:30 PM
<b>End:</b>	Mon 2/27/2023 4:00 PM
<b>Show Time As:</b>	Tentative
<b>Recurrence:</b>	(none)
<b>Meeting Status:</b>	Not yet responded
<b>Organizer:</b>	Rajib Kanti Paul, HR-TDC
<b>Required Attendees:</b>	Harunur Rashid Chowdhury; Md. Taj Uddin Ahmed; Md. Rezwan Uddin Swhel; Md. Nazrul Islam; Ibrahim Ali; Nasir Uddin Ahmed; Mohammad Hanif; Wasim Ahmed Choudhury; Bishwajit Chandra Paul; AFM Fakharuddin Jaigirdar,(HOB); Md. Ekhlaur Rahman; Arunangshu Kumar Das; Mohammad Abdul Mumit, HoB, Dhaka Dakshin Branch, Prime bank Limited; Kamrul Hossain; Kazi Mosharof Hossain; Md. Abu Sufian; Md. Joynal Abedin Chowdhury; Dhrubajyoti Choudhury; Mohammad Zayed Parvez; Choudhury Md. Zafar Iqbal; Md. Feroz Al Azad, EVP & Head of ICCD; Shahnaz Akhter, HR-TDC
<b>Optional Attendees:</b>	Md. Wasiul Alam; Md. Omar Faruk; Mohammed Humayun Kabir; Anindya Aditya; Ziaur Rahman, SEVP & Head of HR Division

Dear Colleagues,

Greetings from HR Learning & Development!

It is our pleasure to inform that you have been nominated to join the online learning program titled "Living Our Values & Ethics" for all HOB of Sylhet Region to be held on **Monday, February 27, 2023 from 02:30 PM – 04:00 PM** via Zoom. The online session will be facilitated by an Internal Resource Person - Mr. Md. Feroz Al Azad, EVP & Head, ICCD.

Please find the detailed specification of the program as hereunder:

#### **PROGRAM DETAILS**

Program Name	: Living Our Values & Ethics
Date	: February 27, 2023 (Monday)
Time	: 02:30 PM - 04:00 PM
Reporting	: 02:20 PM
Mode/Platform	: Zoom Meeting App
Meeting Link	: <a href="https://zoom.us/j/8368171510?pwd=WjNneTF3ZlloXUJhWLOM2bEVtTVVfZr09">https://zoom.us/j/8368171510?pwd=WjNneTF3ZlloXUJhWLOM2bEVtTVVfZr09</a>
Meeting ID	: 836 817 1510
Password	: t8jApX
Training Coordinator	: Rajib Kanti Paul, HR Learning & Development, Cell: +880 1790121062

**All the participants are requested to follow the below instructions during the online session;**

1. Report on time. If possible, sit in a noise-free room and use headphones.
2. **Video** Option in the zoom apps **should be on** during the whole session and the audio must be mute to avoid noise. **Unmute audio** - if there is any question in the Q/A session.
3. Do not leave your device unattended during the session. Have paper and a pen to take notes.

4. Required to **rename zoom profile name** as follows: **Participant Name, Employee ID** for our record-keeping purpose.

***The attendance of this training program is mandatory.*** Please find the nominated participant list in the attachment for your reference.

We wish all the participants a successful digital learning.

Warm regards,

**Rajib Kanti Paul**

Senior Officer, Learning & Development

Human Resources Division | Prime Bank Limited

'Simpletree Anarkali', Level 8, 89, Gulshan Avenue, Dhaka- 1212

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## **Evidence 4: Office Order of Invitation for Online Learning program on ‘Living our Values & Ethics’ – 09/05/2023**

### **Rajib Kanti Paul, HR-TDC**

**Subject:** OFFICE ORDER: Invitation to join the Online Learning Program on "Living Our Values & Ethics" via Zoom

**Location:** Zoom

**Start:** Tue 5/9/2023 3:30 PM

**End:** Tue 5/9/2023 5:00 PM

**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Rajib Kanti Paul, HR-TDC

**Required Attendees:** A K M Abdul Alim Ibne Khabir, HOB, IBB Dilkusha Branch; Mohibul Amanul Choudhury, HOB & VP, Moulvi Bazar, Dhaka; Md. Hashmot Ali Mollah; Hasina Fardous; K M. Sakawat Hossain; Mohammad Kamrul Islam; Shahid Uddin Ahmed; Noor Mohammad Howlader; Md. Rezaul Karim; Md. Rabiul Islam, SAVP, Adamjee EPZ Branch; Hamida Khanam; Mohammad Rasel Molla; Md. Ekramul Haque; Abu Syed Md. Ehsanul Hoque; Md. Monir Hossain Mian; B M Mizanur Rahman; Quazi Abdullah-Al-Mahmud; Mohammed Anwar Hossain; Mohammad Ashaduzzaman; Md. Ashfaul Haque; Md. Mukter Hossain; Zonaid Ahmed; Md. Imran Hossain; Nazneen Akhter; Shamima Pervin; Rashida Akter Nilu; Tareq Mahmud; Shakil Ahmed Khan, SAVP & Head of Shibpur Branch; Md. Monirul Haque Bhuiyan; Sabina Easmin, SAVP & Head of Bashabo Branch; Md. Motiar Rahman; Asif Mohammad Wasih; Md. Shahtab Rizvi; Md. Kamal Hossain; A K M Amirul Islam; Md. Anwar Hossain; Md. Nasimuzzaman; Tanbir Ahmed; Md. Jafar Iqbal Khan, Head of Branch; Taslima Khan; Mohammad Mazharul Islam; Sharmin Akther, SVP & HOB of Gareb-E-Newaz Branch; Mollah Farid Ahmed; Mohammad Nazimuddin Sheikh, VP & HOB, IBB Mirpur Branch; Masud Pervez; Mohammad Tashfin Khan; Md. Emdadul Haque; Md. Adil Uddin; A K M Humayun Kabir; Md. Azharul Islam; Shariful Ahsan; Sharmin Jahan Khan; Mohammad Ali; Salim Wahed Siddique; Tasmim Sultana; Mohammad Feroz Alam; Kushum Akter; Shamsul Haque, FAVP & HoB, Sherpur SME; Mohammad Shahinur Rahman; Md. Shahadat Hossain, FAVP & Head of Branch, Jamalpur Branch; Md. Feroz Al Azad, EVP & Head of ICCD; Shahnaz Akhter, HR-TDC

**Optional Attendees:** Ziaur Rahman, SEVP & Head of HR Division; Md. Wasiul Alam; Anup Kanti Das; Md. Omar Faruk; Muhammad Masum; Parvez Hasan

Dear Colleagues,

Greetings from HR Learning & Development!

It is our pleasure to inform that you have been nominated to join the online learning program titled "Living Our Values & Ethics" for all HOB of Dhaka Region 1, 2 & 3 to be held on **Tuesday, May 09, 2023 from 03:30 PM – 05:00 PM** via **Zoom**. The online session will be facilitated by an Internal Resource Person - Mr. Md. Feroz Al Azad, EVP & Head, ICCD.

Please find the detailed specification of the program as hereunder:

#### **PROGRAM DETAILS**

Program Name : Living Our Values & Ethics  
Date : May 09, 2023 (Tuesday)

Time : 03:30 PM - 05:00 PM  
Reporting : 03:20 PM  
Mode/Platform : Zoom Meeting App  
Meeting Link : <https://zoom.us/j/8368171510?pwd=WlNneTF3ZlpxUjBwL0M2bEVtTVVEdz09>  
Meeting ID : 836 817 1510  
Password : t8jApX  
Training Coordinator : Rajib Kanti Paul, HR Learning & Development, Cell: +880 1790121062

**All the participants are requested to follow the below instructions during the online session;**

1. Report on time. If possible, sit in a noise-free room and use headphones.
2. **Video** Option in the zoom apps **should be on** during the whole session and the audio **must be mute** to avoid noise. **Unmute audio** - if there is any question in the Q/A session.
3. Do not leave your device unattended during the session. Have paper and a pen to take notes.
4. Required to **rename zoom profile name** as follows: **Participant Name, Employee ID** for our record-keeping purpose.

***The attendance of this training program is mandatory.*** Please find the nominated participant list in the attachment for your reference.

We wish all the participants a successful digital learning.

Warm regards,

**Rajib Kanti Paul**  
Senior Officer, Learning & Development  
Human Resources Division I Prime Bank Limited  
'Simpietree Anarkali', Level 8, 89, Gulshan Avenue, Dhaka- 1212  
Tel: +880 (2) 55068721 X 817 I  
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[rajib.paul@primebank.com.bd](mailto:rajib.paul@primebank.com.bd) I [www.primebank.com.bd](http://www.primebank.com.bd)



## **Evidence 5: Office Order of Invitation for Online Learning program on 'Citizen's Charter' – 14/06/2023**

**Rajib Kanti Paul, HR-TDC**

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**From:** Shahnaz Akhter, HR-TDC  
**Sent:** Sunday, June 11, 2023 4:58 PM  
**To:** Mohammad Majharul Islam; Rafiqul Islam, FAVP & Manager Operation; Mohammad Mostafa Zahed; Muhammad Abu Syed Bhuiyan; Mahmudul Banna; Mohammad Nurul Momen, FAVP; Mohammad Shamsul Alam, FAVP & Manager Operation, Hathazari branch; Hasan Kamal; Md. Iqbal Hossain; Md. Azmal Huda; Chowdhury Mimi; Sanjib Sen Gupta; Abdul Mabud Azad; Ruma Gosh; Shahnaj Pervin; Sudip Chowdhury; Shahnawaz Begum; Tarannum Meher; Rehena Begum; Md. Kamrul Munshi; Md. Sahed Hossain; Pushpan Chowdhury; Md. Mushfiqur Rahman; Mohammad Atiqul Islam Khan; Mohammad Nurul Huda; Jahirul Islam; Ashish Adhikary; Md. Rashed Billah; Abdullah Al Mahbub; Mohammad Asrar-e-Khuda; Md. Alaaddin Majumder; Md. Abdul Hannan; A.F M Anowar Hossain; Golam Rahman; Mohammad Ali Tanveer; Md. Rezaul Hassan; Md. Shahedul Azam Farukee; Mohammad Saiduzzaman Khan; Hamida Khanam; Mohammad Ashraf-us-Salehin; Abdul Awlad Khan; Ranjan Kumar Roy; Mohammad Bodruddoza; Md. Nasim Goni Chowdhury; Ferdousy Jesmeen; Mohd. Taheruzzaman; Zonaid Ahmed; Md. Abu Sayed; Mohammed Anwar Hossain; Mahfuza Ferdous; Md. Ashfaul Haque; Md. Abdul Karim Patwary; Md. Abdur Razzak; Syed Saifur Rahman; Fayek Ahmed; Md. Jakaria; Mohammad Shahidullah; Hasina Halim; Rabeya Begum; Md. Mojibul Hasan, Prime Bank Ltd.; Syed Mohammad Mashfiq-Ur-Reza; Mohammad Shoel Mazumder; Zahirul Hoque, Bhairab Bazar Branch; Farzana Mahmood; Suraiya Rahman; Md. Safikul Islam; Afroja Khanom; Md. Matiar Rahman; Md. Jasim Uddin Bhuiyan; Muhammad Saiful Islam; Eva Mirza; Abdullah Al Hassan; Muhammad Saifur Rahman; Mirza Rubaiyet Ahmed; Md. Saidur Rahman; Sohrab Hossain, SEO, Tejgaon Br; Shahid Uddin Ahmed; Md. Shahidul Islam, AVP, Bashundhara Branch; Syed Osman Gani; Mohammad Imtiaz Sohel; Mohammed Rezaul Karim Dewan; Mir Habib Ullah; Kushum Akter; Anwarul Islam; A K M Shamsur Rahman; Md. Sharif Hossain; Shamima Nishat; Mohammad Abdur Rahman Khan; Md. Abuzafar Obaidullah Akon; Mohammed Mustafizur Rahman; Md. Atiqur Rashid; Masrul Anam Ahmed; Md. Anisur Rahman; A Md. Shohedul Islam; Mohmmad Al-Amin Patwary; Farhana Zubaida Salim; Md. Rezaul Hasan; Kazi Humaun Kabir; Md. Rakibul Hasan; Fahamida Akter; Rathin Saha; Md. Mahfujur Rahman; Md. Shafiqul Islam; Tazbin Alam Khan; Md. Abdur Rahman, SEO & Branch Operations Manager, Kushtia Branch; Azimul Alam; Md. Abdul Hannan; Robiul Sharif; Md. Akbar Hossain, Manager Operations; Rajiv Kumar Biswas; Rojina Parvin; Md. Shahjahan Kabir; Md. Ashadul Islam; Md. Harisul Islam; Md. Nazmul Haque Prokhor; Md. Zahidul Islam; Md. Golam Moula Mondal; Md. Golam Maola; Md. Nazmul Hasan, HOB, Naogaon Branch; Md. Zahangir Alam, Head of Natore Branch; Md. Hasanuzzaman; Md. Ariful Islam; Abu Faruque Ahmed; Pijush Ghosh; Mst. Asmaul-Husna; Md. Anisur Rahman; Md. Mahabub Hasan Chakder, FAVP, Barolekha Branch, Prime bank Limited; Md. Abdul Mukaddis; Md. Harun-ur-Rashid Khan; Niramoy Roy; Abu Jafar Ratan, BOM, Dhaka Dakshin, Sylhet; Kishore Acharjya; Tanay Kanti Roy; Muhammed Misbah Ahmed; Md. Jewel Ahmed; Mohammad Abdul Mubin; C/J Al Bakee; Md. Ataur Rahman; Md. Shawkat Hussain; Abu Shakil Md. Khaled; Ahteramul Islam; Md. Nazmul Islam; Md. Helal Uddin Ahmed; Ahabab Ahmed; Md. Saidur Rahman; Md. Bani Amin; Mohammad Nasir Uddin Khandaker; G.M. Maksudulla, Junior Officer; Md. Nazimuddin; Anindya Aditya; Parvez Hasan; Bidhan Nath; Md. Masud Alam, SAVP & Regional Head of Branches: Ctg.-2 Region; Tarikul Hasan; Md. Abdul Halim, Regional Head of Branches, Rajshahi Region; Mohammed Humayun Kabir; Md. Omar Faruk; Mahbub Iqbal Morshed; Enamul Hoque  
**Cc:** Ziaur Rahman, SEVP & Head of HR Division; Takiyan Chowdhury, SVP & Head of HR Operations; Md. Wasiul Alam; Group Mail: All Regional Heads of BDN; A. S. M Zahidul Islam; Rajib Kanti Paul, HR-TDC; Kazi Foorkan Uddin; Sirajul Hoque, VP & Head of Branch; Suman Kanti Dhar, AVP & HoB, Bhujpur SME Branch; Rumel Barua;



Cc:

Md. Mainul Kabir; S. M. Shahidul Islam; Syed Shamimul Karim, Head of Branch; Md. Nurul Afsar; Md. Ruhul Quisth, SAVP & Head of Branch; Md. Zillur Rahaman, FAVP & HOB, Karnafuli EPZ Branch; Md. Salah Uddin Kader; A J M Mozahid Bin Alam; Mir Ahmed; Shakhawat Hossain, AVP, Head of Muradpur Branch; Md. Muzibur Rahman; Mohammed Ashif Sobhan; Nizam Uddin; Md. Moqsudul Karim; Mohammad Abu Ali; Mohammad Rafiqul Haque; A. K.M. Shah Arefin; Manash Pal, Chatkhil Branch; Md. Abul Hasanat, Head of Chauddagram Branch; Md. Mahbub Morshed; Md. Tariqul Islam, HOB, Companygonj SME/Agri. Branch; Md. Awlad Hossen; Md. Tajul Islam, HoB, Feni Branch; Mohammad Jahangir Alam, HOB, Hajigonj Br., Chandpur; Mohammed Soleman Khan; Abu Sadath Mohammad Mostafizur Rahman; Shaiful Islam; Md. Rabiul Islam, SAVP, Adamjee EPZ Branch; Mohammad Ashaduzzaman; Md. Rezaul Karim; Mohammad Rasel Molla; A K M Abdul Alim Ibne Khabir, HOB, IBB Dilkusha Branch; Mohammad Kamrul Islam; Md. Mukter Hossain; Md. Hashmot Ali Mollah; Hasina Fardous; Quazi Abdullah-Al-Mahmud; Mohibul Amanul Choudhury, HOB & VP, Moulvi Bazar, Dhaka; B M Mizanur Rahman; Md. Shakhawat Hossain, New Eskaton Branch; Abu Syed Md. Ehsanul Hoque; Md. Monir Hossain Mian; Md. Ekramul Haque; K M. Sakawat Hossain; Noor Mohammad Howlader; Shahid Uddin Ahmed; Md. Motiar Rahman; Nazneen Akhter; Md. Jafar Iqbal Khan, Head of Branch; Tareq Mahmud; Sabina Easmin, SAVP & Head of Bashabo Branch; A K M Amirul Islam; Rashida Akter Nilu; Shamima Pervin; Md. Imran Hossain; Tanbir Ahmed; Mohammad Mazharul Islam; Md. Nasimuzzaman; Shakil Ahmed Khan, SAVP & Head of Shibpur Branch; Taslima Khan; Md. Kamal Hossain; Md. Shahtab Rizvi; Asif Mohammad Wasih; Md. Anowar Hossain; Shamima Akter; A K M Humayun Kabir; Tasmim Sultana; Md. Emdadul Haque; Sharmin Akther, SVP & HOB of Gareb-E-Newaz Branch; Md. Adil Uddin; Mohammad Nazimuddin Sheikh, VP & HOB, IBB Mirpur Branch; Md. Shahadat Hossain, FAVP & Head of Branch, Jamalpur Branch; Mollah Farid Ahmed; Mohammad Shahinur Rahman; Masud Pervez; Mohammad Rafiqul Islam; Mohammad Ali; Md. Azharul Islam; Salim Wahed Siddique; Mohammad Feroz Alam; Shamsul Haque, AVP & HoB, Sherpur SME; Shariful Ahsan; Sharmin Jahan Khan; Mohammad Tashfin Khan; Shah Mohammad Mohsin; Md. Harunar Rashid; Md. Abdur Rouf; Sk. Md. Salauddin; Md. Abdur Razzaque; Mostafa Mhamud; Md. Shoriful Islam; Syed Delwar Hossain, VP & HOB, Khulna Branch; Mohammed Mamunur Rasid; Md. Abdur Raafi; Md. Wahidul Islam; Md. Anisuzzaman; Md. Shayed Hasan Khan; A S M Wahiduzzaman, HOB, Takerhat SME; Shah Md. Abu Shaleh; Md. Khademul Islam; Shubir Kumar Barua; Kazi Muhammad Rezaul Karim; Md. Faruque Hossain; Tajuddin Ahmed; Abu Hena Md. Mostofa Kamal; Md. Sayeed Imam, HOB Rajshahi; Md. Zalat Ahmed, Head of Branch, Rangpur Branch; Md. Obaidul Hoque; Kazi Mosharof Hossain; Md. Rezwan Uddin Swhel; Md. Joynal Abedin Chowdhury; Dhrubajyoti Choudhury; Mohammad Abdul Mumit, HoB, Dhaka Dakshin Branch, Prime bank Limited; AFM Fakharuddin Jaigirdar, (HOB); Md. Abu Sufian; Md. Taj Uddin Ahmed; Md. Nazrul Islam; Md. Ekhlashur Rahman; Nasir Uddin Ahmed; Arunangshu Kumar Das; Choudhury Md. Zafar Iqbal; Kamrul Hossain; Harunur Rashid Chowdhury; Bishwajit Chandra Paul; Mohammad Zayed Parvez; Mohammad Hanif; Wasim Ahmed Choudhury; Ibrahim Ali  
OFFICE ORDER: Invitation to join the Online Learning Program on "Citizen's Charter" via Zoom  
Attachments: Participant list on Citizen's Charter on June 14, 2023.pdf

Subject:

Attachments:

Dear Colleagues,

Greetings from HR Learning & Development!

It is our pleasure to inform that you have been nominated to join the online learning program titled "Citizen's Charter" to be held on **June 14, 2023** via **Zoom** App. The program will be facilitated by the external resource person, Mr. ATM Kamrul Kabir Bhuiyan, AD & Focal point, Human Resources-01, (Organization Development Wing), Bangladesh Bank.

Please find the detailed specification of the program as hereunder:

**PROGRAM DETAILS**

Program Name : Citizen's Charter  
Date : June 14, 2023 (Wednesday)  
Time : 11:00 AM - 01:00 PM  
Reporting : 10:40 AM  
Mode/Platform : Zoom Meeting App  
Meeting Link : <https://zoom.us/j/8368171510?pwd=WjNneTF3ZloxUjBwL0M2bEVtTVVFdz09>  
Meeting ID : 836 817 1510  
Password : t8jApX  
Training Coordinator : Rajib Kanti Paul, HR Learning & Development, Cell: +880 1790121062

**All the participants are requested to follow the below instructions during the online session;**

1. Report on time. If possible, sit in a noise-free room and use headphones.
2. **Video** Option in the zoom apps **should be on** during the whole session and the audio **must be mute** to avoid noise. **Unmute audio** - if there is any question in the Q/A session.
3. Do not leave your device unattended during the session. Have paper and a pen to take notes.
4. Required to **rename zoom profile name** as follows: **Participant Name, Employee ID** for our record-keeping purpose.

***The attendance of this training program is mandatory.*** Please find the nominated participant list in the attachment for your reference.

Happy Learning!

Warm regards,

**Shahnaz Akhter**

First Assistant Vice President & Head  
HR Learning & Development | Prime Bank Limited  
'Simpletree Anarkali', Level 8, 89, Gulshan Avenue, Dhaka- 1212.  
Tel: +880 (2) 55068721 (Ext: 814) | Cell: +880 1711506960  
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