

Annual Action Plan on Implementation of Citizen's Charter for the year 2026-2027

SL.	Action Plan	Timeline	Related Party
01	Meeting to be held for making action plan for the year 2026-2027	Yearly	Citizen's Charter Monitoring Team
02	Citizen's Charter to be published and updated on quarterly basis	On-going	Citizen's Charter Implementation Team
03	Mandatory Citizen's Charter e-learning & physical training to be launched for all staff members	On-going	Citizen's Charter Implementation Team
04	Clint/stakeholder meeting to be done at branches	Twice yearly	Citizen's Charter Focal Point
05	Branch visit to aware staffs as well as customers regarding Citizen's Charter	Twice Half Yearly	Citizen's Charter Monitoring Team
06	Monitoring the branch activities regarding execution of Citizen's Charter	On-going	Citizen's Charter Monitoring Team