Prime Bank PLC.

https://www.primebank.com.bd

Citizen’s Charter

28 Oct 2026

Citizen's Charter	
Prime Bank PLC.	
28/10/2026	
1. Vision & Mission	
Vision	To be the best Private Commercial Bank in Bangladesh in terms of efficiency, capital adequacy, asset quality, sound management and profitability having strong liquidity.
Mission	To build Prime Bank 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.

2.1 - Citizen Service (নাগরিক 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 Opening	Physical Presence/ Online	**Required Documents: Individual Account** 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	Personal Loan (Unsecured)	Branch/ Direct Sales	1. Duly filled Loan Application Form (LAF) 2. Recent passport size color photographs of applicant and guarantor(s) 3. Copy of NID/passport of applicant and guarantor (s) 4. Copy of Latest utility bill (gas/water/electricity/municipal tax) 5. E-Tin certificate and Latest Proof of Return (PSR) copy (as per NBR guideline) 6. Bank statement 7. Loan related documents 8. Proof of income document (As applicable for customer segment) 9. Cheque as per requirement of Bank 10. Other Required Documents Link of required documents: https://www.primebank.com.bd/conventional/borrow/personal-loan	As per Schedule of Charges Mode of Payment: Account Debit	Within 2- 5 working days (Decision will be provided*) * Depends on all necessary documents and information are available, no discrepancy found and proper verification of submitted documents/ information could be executed. **Disbursement will be effected upon fulfillment of conditions by the borrower	Respective Relationship Manager/Dealing Officer of Branch / Direct Sales
3	Auto Loan	Branch/ Direct Sales	Required Documents: 1. Duly filled Loan Application Form (LAF) 2. Recent passport size color photographs of applicant and guarantor(s) 3. Copy of NID/passport of applicant and guarantor (s) 4. Copy of Latest utility bill (gas/water/electricity/municipal tax) 5. E-Tin certificate and Latest Proof of Return (PSR) copy (as per NBR guideline) 6. Bank statement 7. Loan related documents 8. Proof of income document (As applicable for customer segment) 9. Car Quotation issued by vendor 10. Customer Provided Declaration (if any) 11. Cheque as per requirement of Bank 12. Other Required Documents Link of required documents: https://www.primebank.com.bd/conventional/borrow/auto-loan	As per Schedule of Charges Mode of Payment: Account Debit	Within 4-5 working days (Decision will be provided*) * Depends on all necessary documents and information are available, no discrepancy found and proper verification of submitted documents/ information could be executed. **Disbursement will be effected upon fulfillment of conditions by the borrower	Respective Relationship Manager/Dealing Officer of Branch / Direct Sales

4	Home Loan	Branch/ Direct Sales	Required Documents: 1. Duly filled Loan Application Form (LAF) 2. Recent passport size color photographs of applicant and guarantor(s) 3. Copy of NID/passport of applicant and guarantor (s) 4. Copy of Latest utility bill (gas/water/electricity/municipal tax) 5. E-Tin certificate and Latest Proof of Return (PSR) copy (as per NBR guideline) 6. Bank statement 7. Loan related documents 8. Proof of income document (As applicable for customer segment) 9. Required legal documents 10. Copy of construction approval plan along with approval letter from competent authority 11. Required permission from concern authority in case of Leasehold (if applicable) 12. Cheque as per requirement of Bank 13. Other Required Documents Link of required documents: https://www.primebank.com.bd/conventional/borrow/homes-loan	As per Schedule of Charges Mode of Payment: Account Debit	Within 5-10 working days (Decision will be provided*) * Depends on all necessary documents and information are available, no discrepancy found and proper verification of submitted documents/ information could be executed. **Disbursement will be effected upon fulfillment of conditions by the borrower	Respective Relationship Manager/Dealing Officer of Branch / Direct Sales

5	Secured Overdraft Facility (SOD)	Branch	Required Documents: 1. Duly filled Loan Application Form (LAF) 2. Recent passport size color photographs of applicant 3. Copy of NID/passport of applicant and guarantor (s) 4. E-Tin certificate and Latest Proof of Return (PSR) copy (as per NBR guideline) 5. Security Instrument 6. Any Other Required Documents (if needed)	As per Schedule of Charges. Mode of Payment: Account Debit	- For Prime Bank Securities: Within 1-2 working days (Decision will be provided*) - For Other than Prime Bank Securities or 3rd party securities or Exception approval for Spread and / or Margin: Within 2-4 working days (Decision will be provided*) * Depends on all necessary documents and information are available, no discrepancy found and proper verification of submitted documents/ information could be executed. **Disbursement will be effected upon fulfillment of conditions by the borrower	Respective Relationship Manager/Dealing Officer of Branch / Direct Sales
6	New Cheque Book issuance	Physical Presence/Online	Individual Account: a. Required documents: 1. Physical Presence: Place Cheque requisition slip at Branch 2. Online: Through MyPrime app b. Place of documents receipt: Branch	As per Schedule of Charges. Mode of Payment: Account Debit	2-4 days	Respective Relationship Manager/Dealing Officer
7	Card Service	Physical Presence	Debit Card a. Required documents: Passport sized photo and signed application form (Applicant must have account with PBL) b. Place of documents receipt: Branch	As per Schedule of Charges. Mode of Payment: Account Debit	Within 4 days for Dhaka City. Within 5 days for out of Dhaka Metro Location. Within 6 days for out of Dhaka Rural Locations.	Respective Relationship Manager/Dealing Officer

			Credit Card a. Required documents: * Card Application Form duly Filled up NID (Applicant , Lab Printed Photo (Applicant duly attested) * Lab Printed Photo (Nominee attested by applicant) * CIB Enquiry and Undertaking Forms of applicant * Income Proof Document/s as per policy * Bank Statement as per policy * Proof of Submission of Tax Return *PBL reserves the right to ask for additional document(s) to ensure due diligence b. Place of documents receipt: Branch	As per Schedule of Charges. Mode of Payment: Credit Card bill payment	Within 7 days	Respective Relationship Manager/Dealing Officer
8	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
9	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
10	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
11	Passport Endorsement (Cash)	Physical Presence	a. Required documents: * Original Passport/s with Travel VISA * TM Form * Ticket & other related documents (if applicable)	As per Schedule of Charges. Mode of Payment: Account Debit	Instant	Respective Relationship Manager/Dealing Officer

			* Duly Filled up FCY Issuance Form b. Place of documents receipt: AD Branch			
12	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
13	PIN Generation (Debit Card/ Credit Card)	Through IVR, MyPrime and ATM	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
14	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
15	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
16	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
17	Outward Clearing transaction (cheque)	Physical Presence	a. Required documents: Cheque Leaf in order with material information and signature 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

18	Inward Clearing transactions (cheque)	Software/Application	a. Related clearing item's image from presenting Bank through Bangladesh Bank. b. Related clearing item's materials information and issuer signature. c. Positive pay instruction/call confirmation (If applicable). d. Fund availability in cheque issuing Account.	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
19	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	Md. Rokonuzzaman, Assistant Vice President, Mob- **01712630761**, E-mail: sanchayapatra_cmo@primebank.com.bd
20	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 c. Call confirmation (If received from Bearer). d. Fund availability in Sending Account.	As per Schedule of Charges. Mode of Payment: Account Debit	As per Bangladesh Bank Guideline	Respective Relationship Manager/Dealing Officer
21	Inward BEFTN & RTGS transactions	Software/Application	a. Related information from originating Bank through Bangladesh Bank. b. Valid Beneficiary Account.	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
22	Wage Remittance	Cash Management Operations (CMO)	N/A	N/A	Same day	Rowshan Akter, Assistant Vice President, Mob- **01915230955**, E-mail: all_nrbbd@primebank.com.bd
23	Wage Remittance-Cash Over	Branch	a. Required Documents: NID/Passport Copy, PIN number b. Place of Documents Receipt: Branch	N/A	Same day	Concern Branch Remittance Desk

	Counter (COC) Payments					
24	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
25	Student File	Branch and CMO	a) Required Document: Bank account of the financier/student, Appendix-6, Offer Letter, I-20 for USA, estimate relating to annual tuition fee, board and lodging, insurance, incidental expenses etc. issued by the concerned educational institution, Refund Policy, Educational Certificates, Valid Passport, Student declaration , Appendix-1 (TM Form) b) Place of documents receipt: Branch, Student Banking Center of Prime Bank PLC.	As per Schedule of Charges. Mode of Payment: Account Debit and SWIFT	1-3 days	Respective Relationship Manager/Dealing Officer (Branch, Student Banking Center)
26	T-Bill/Bond Investment	Wealth Management & Branch	a. Required documents: As per Instruction of the T-Bill /Bond Issuing Authority b. Place of documents receipt: Branch	As per Schedule of Fees/Charges Mode of Payment: Account Debit	T-Bill/Bond : 1-3 days	Enam Ahmed Hasan, First Assistant Vice President, Mob-**01712329983**, E-mail: wealth_management@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.

2.2 - 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 (online banking platform), or letter to Branch/RM/Cash Management Operations (CMO). Email to CMO is also acceptable subject to having Email Indemnity.	Service Charge: As per schedule of charges Mode of Payment: From Account	same day depending during banking hour	• Respective Relationship Manager • CMO Contact: Md. Nazmul Hasan, Vice President, Mobile: 01732293213, Email: mh010122@primebank.com.bd
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 Cash Management 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, Supporting documents for Authorizers	Respective relationship manager or Cash Management 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 to Branch/RM/Cash Management Operations (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 Managerx • CMO Contact: Md. Nazmul Hasan, Vice President, Mobile: 01732293213, Email: mh010122@primebank.com.bd
8	Trade Services (Import, Export)	Letter/Email/ SWIFT	a. Required documents: 1. Client's Application for service with required information. 2. Signed, filled up regulatory forms/ agreement for import/ export. 3. Regulatory approval form import/ export if required 4. Approved sanction advice for service/ credit facility (if required) b. Place of documents receipt: Respective Branch/ TSD Hub/ RM	Service Charge: As per schedule of charges Mode of Payment: From Account	Standard Time	Respective Relationship Manager/ TSD Hub
9	Guarantee Service	Letter/Email/ SWIFT	a. Required documents: 1. Client's Application for service with required information. 2. Bank Guarantee related documents/ format 3. Approved sanction advice for service/ credit facility (if required) b. Place of documents receipt: Respective Branch/ TSD Hub/ RM	Service Charge: As per schedule of charges Mode of Payment: From Account	Standard Time	Respective Relationship Manager/ TSD Hub
10	Wage Remittance	Cash Management Operations (CMO)	N/A	N/A	Same day	Rowshan Akter, Assistant Vice President, Mob- **01915230955**, E-mail: all_nrbbd@primebank.com.bd

11	Inward Commercial Remittance	Cash Management Operations (CMO)	a. Guidelines: GFET-2018 & BB issued Circulars. Documentation requirements: Invoice, Agreement, Form C declaration, permission from BB/BIDA/NGO Affairs Bureau etc. (varies case to case) b. Place of documents receipt: Branch/RM/CMO	Bank Charge BDT. 100.00+ Vat BDT. 15.00 (for Consumer Customers Charge Nil). Tax and Vat will depend on nature of ITT (As per NBR Circular).	0-1 day	Md. Habib Ullah Manik Mozumder, Assistant Vice President, Mob- **01670260325**, E-mail- remittance_cmo@primebank.com.bd
12	Outward Commercial Remittance	Cash Management Operations (CMO)	a. Guidelines: GFET-2018 & BB issued Circulars. Documentation requirements: Overseas remittance application form, Appendix-1 (TM Form), Appendix as per GFET 2018, Invoice, Agreement, regulatory approval as applicable BIDA/BTRC/Trade license, Certificate of Incorporation, Memorandum & articles of Association etc., Tax/VAT Challan, Job completion certificate, Prior/post permission from BB/BIDA/NGO Buero etc. (varies case to case) b. Place of documents receipt: Branch/RM/CMO	Bank Charge: SWIFT- BDT. 500.00 + 15% VAT Stationery- BDT. 500.00 + 15% VAT 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 purposes of OTT (As per NBR Circular & Act 2023).	0-1day	Abu Hena Mostafa Kamal, Assistant Vice President, Mob- **01711949705**, E-mail- remittance_cmo@primebank.com.bd
13	PrimePay for Corporate Client	Cash Management Operations (CMO)	a. Required Documents: User Creation Form (UCF), Board Resolution (If required) b. Place of Receipt: Nearest Branch/RM	N/A	1-5 Days	Md. Khalek Imtiaz, Senior Officer, Mob- **01950736265**, 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: https://www.primebank.com.bd	0-5 Working Days
2	If the Grievance Redressal Officer fails to resolve within the specified time	Appellate Officer	**1. Md. Imran Hossain (Dhaka North)** Regional Head, Branch Distribution Network Email: imranhossain@primebank.com.bd Phone: 01721050131 **2. Md. Enamul Kabir (Dhaka East)** Regional Head, Branch Distribution Network Email: enamul@primebank.com.bd Phone: 01819241003 **3. Khadem M Iftekhar (Dhaka South)** Regional Head, Branch Distribution Network Email: khadem.iftekhar@primebank.com.bd Phone: 01713061850 **4. Sarker Mehadhi Reza (Chattogram)** Regional Head, Branch Distribution Network Email: sarker.reza@primebank.com.bd Phone: 01713041199 **5. Md. Humayun Kabir (Sylhet)** Regional Head, Branch Distribution Network Email: humayun@primebank.com.bd Phone: 01714403130 **6. Tarikul Hasan (Cumilla)** Regional Head, Branch Distribution Network Email: tarikul.hasan@primebank.com.bd Phone: 01713493991 **7. Md. Abdul Halim (North - Rajshahi, Rangpur)** Regional Head, Branch Distribution Network Email: abdul.halim@primebank.com.bd Phone: 01771826000 **8. Mostafa Mhamud (South – Khulna)** Regional Head, Branch Distribution Network Email: mm080102@primebank.com.bd Phone: 01716588685	0-5 Working Days
3	If the Appellate Officer fails to provide solution within the stipulated time	Bank Complaint Management Cell	Hotline 1: 01709 648 733 Hotline 2: 01709 648 744 Hotline 3: 01709 648 755 e-mail: servicequality@primebank.com.bd	0-5 Working Days

Citizen's Charter Implementation Committee:

Name	Designation	Email
Md. Omar Faruk	VP, Products & Revenue, Consumer Banking	faruk@primebank.com.bd
A. S. M Zahidul Islam	SAVP, Human Resources Division	asm.zahidul@primebank.com.bd
Tanveer Rashid	SAVP & Head, Contact Center	tr043001@primebank.com.bd

Citizen's Charter Monitoring Committee:

Name	Designation	Email
Anup Kanti Das	EVP, Business Risk Management, Consumer Banking	anup@primebank.com.bd
Kazi Reshad Mahboob	SVP & Head, Customer Experience & Service Quality	reshad.mahboob@primebank.com.bd
Mohammad Sazzad Hossain	SAVP, ICCD	mh120101@primebank.com.bd

Citizen's Charter Focal Point:

Name	Designation	Email	Contact Number
Kazi Reshad Mahboob	SVP & Head, Customer Experience & Service Quality	reshad.mahboob@primebank.com.bd	01967809811

Citizen's Charter Alternative Focal Point:

Name	Designation	Email	Contact Number
Tanveer Rashid	SAVP & Head, Contact Center	tr043001@primebank.com.bd	01817503555

Citizen's Charter Report

Prime Bank

Subject: Progress report on 'Citizen's Charter Implementation Plan' for 3rd Quarter (Jul - Sep, 2026) and evidence submission Annual action plan for implementation of Citizen's Charter of the Bank for year 2026.

Activities	Performance Indicator	Annual Target (2026)	Implementation progress Year 2026				Annual Achievement 2026	Implementation Division	Evidence Submitted	Remarks
			1st Quarter, 2026 (January-March, 2026)	2nd Quarter, 2026 (April-June, 2026)	3rd Quarter, 2026 (July-September, 2026)	4th Quarter, 2026 (October-December, 2026)				
1	2	3	4	5	6	7	8 (7+6+5+4) =	9	10	11
Quarterly Update of Citizen's charter	Quarterly update of Citizen's Charter		Done	Done	Done			Prime Bank	Website upload	
Arranging Training on Citizen's Charter	Online Training on Citizen's Charter		Covered around 100 officials through an online session briefing the importance of Citizen's Charter.	Covered around 100 officials through an online session briefing the importance of Citizen's Charter.	Covered more than 100 officials through an online session briefing the importance of Citizen's Charter.			Human Resources & Service Quality	Scanned Copy Invitation email (enclosed)	Briefing & Training session was done through a single session.
Organizing briefing sessions with stakeholders on banking services	Session organized with stakeholders by higher management		Done	Done	Done			Human Resources & Service Quality	Scanned Copy Invitation email (enclosed)	Briefing & Training session was done through a single session.
Implementation of Decision of the Monitoring Cell of Citizen's Charter	Report Preparation and website upload executed		Done	Done	Done			Prime Bank	Website upload	

M. Faisal Islam
Assistant Vice President
Customer Experience & Service Quality
Prime Bank PLC

Seal & Signature of the Reporting Officer

Kazi Reshad Mahboob
SVP & Head of Service Quality
Prime Bank

Focal Point - Citizen's Charter, Prime Bank Limited

Evidence: Online Briefing & Learning session on Citizens' Charter

Accept ▾ ? Tentative ▾ ✕ Decline ▾ Propose New Time ▾ Calendar...



Mon 10/26/2026 10:24 AM

Kazi Reshad Mahboob

PrimeServe user refresher Training & Citizen's Charter Briefing

Required Md. Kamrul Munshi; Ashraf Ullah Khan; Rajib Shil; Muhammad Ahsan Ullah; Arif Mohammed; Md. Moinuddin Chowdhury; Jahedul Islam; Muhammad Ershaduzzaman; Sujit Sen Gupta; S.M. Salim Uddin; Md. Amirul Islam; Sumi Das Gupta; Shahnaz Yasmin; Mohammad Riazul Hasan Chowdhury; Md. Mahmudul Hasan; Alam Mohammad Shahrup Chowdhury; Apurbo Barua Mishu; Md. Shihab Uddin; Md. Hassan; S. M. Umme Marjana; Kahena Akter; Abdul Mabud Azad;

Optional M M Faisal Islam

Please respond.

Enterprise Vault + Get more

When Tue 10/27/2026 5:00 PM-5:30 PM **Location** Zoom: https://us04web.zoom.us/j/77817863707?pwd=8aa13wmZKLVHB0olAmhyK4sxaN1osR

Topic: Meeting on PrimeServe
Time: Oct 27, 2026 05:00 PM Dhaka

Join Zoom Meeting
https://us04web.zoom.us/j/77817863707?pwd=8aa13wmZKLVHB0olAmhyK4sxaN1osR.1

Meeting chat link
https://us04web.zoom.us/launch/jc/77817863707

Meeting ID: 778 1786 3707
Passcode: 232323