



Annexure- KHA

Citizen Charter

The department of implementing Citizen's Charter of the respective bank

Subject: Quarterly (October – December 2025) progress report on execution (1st/ 2nd/3rd/4th) of work plan regarding the implementation of Commitment of Services

Annual work plan of commitment of Service Delivery of the Bank 2025-2026

Activities	Performance Indicators	Annual Target 2026-2027	Implementation Progress				Annual Achievement	Implementation Department	Evidence Provided	Comment
			1 st Quarter (July-September) 2025	2 nd Quarter (October-December) 2025	3 rd Quarter (January-March) 2026	4 th Quarter (April-June) 2026				
1	2	3	4	5	6	7	8 (7+6+5+4) =	9	10	11
Quarterly Update of Commitment of Service Delivery	Has it been updated?	Update 4 times	Complete	Complete				Citizen Charter working committee & focal point		
Organize training on commitment of Service Delivery	a. training schedule b. Organizing workshop c. Others	Arrange 4 Training/ Workshop	Incomplete	Incomplete				Citizen Charter working committee & focal point		
Organize awareness Sessions among stakeholders on service delivery	Arrange Sessions	Arrange 2 awareness sessions	Incomplete	Incomplete				Citizen Charter focal point		
Implementation of the decisions taken by the service delivery monitoring committee	Report Submission	a. Finalizing report b. Upload final report on the website	Complete	Complete				Citizen Charter focal point		

Nazmus Sakib

Signature and seal of the official preparing the Report

Nazmus Sakib

AVP, CIB, HSBC

Focal Point – Citizen Charter implementation Institution

MASHRUR HASAN KHAN

SVP, CIB, HSBC