

Training Workshop

on

“Citizens’ Charter”

Course No. 208/2022, Duration: December 20, 2022

Zoom ID	:	83903595753
Password	:	1234

Session Program:

Date	Time	Subject	Resource Persons
20-12-2022 Tuesday	10:15-10:30	Opening Speech	Mr. Md. Harunur Rashid GM, RBL
	10:30-11:45	An Overview on Citizens’ Charter	Mr. Badre Munir Firdaus Joint Secretary, FID, MOF
	12:00-01:15	Reporting & Completion of Citizens’ Charter	Mr. Faisal Ahmad AGM, RBL

Course Coordinators	:	Mr. S M Salehur Rahman, SPO (Faculty), RBTA
	:	Ms. Sharmin Rahman, Senior Officer, RBTA
Assistant Course Coordinator	:	Ms. Nilufa Akhter, Junior Officer, RBTA
Course Director	:	Ms. Naznin Sultana, AGM (Sr. Faculty), RBTA
Principal	:	Mr. Md. Safayet Hossain, DGM & Principal, RBTA

Refreshment: 11:45am-12:00pm

Ref: RBTA/Release order/2022/1653

Date: 20-12-2022

Online Training Workshop on “**Citizens’ Charter**”

Course No. 208/2022, Duration: December 20, 2022

Subject: **Letter of Participation.**

The participants mentioned in the attached sheet participated in the Online training entitled “**Citizens’ Charter**” held on December 20, 2022 Organized by Rupali Bank Training Academy.



Md. Safayet Hossain
Deputy General Manager & Principal

- The Participants will be entitled Tk. 200.00 for purchasing mobile data.

Online Training Workshop on "Citizens' Charter"
Course No. 208/2022, Duration: December 20, 2022

List of Participants:

SL No.	Name	Designation	Reg. No.	Place of Posting
01	Bappy Roy	PO	13836	Bhabanipur Br.
02	Md. Rakib Hasan	SO	12154	Agarpur Br.
03	Md. Rafiqul Islam	SPO	11302	Shikarpur Br.
04	A. N. M Iftekhar – UI - Ahsan	PO	10556	Dibuapur Br.
05	Md. Monirul Islam	PO	10973	Pathorghata Br. Barguna
06	Md. Zulfiker Ali Haider	SPO	8307	Banglabazar Branch
07	Md. Mosharef Hossain	SO	11673	Ilisha Junction Bazar Br. Bhola
08	Syed Arifur Rahman	PO	11501	Putiakhali Bandar Br.
09	Kazi Sujon	SO	13220	Kawkhali Br.
10	Md. Oliullah	SPO	9597	Rupali Sadan Corporate Br. Cox's Bazar
11	Md. Iftakher Uddin Buinya	SPO	10229	Bandarban Corp. Br. Banderban
12	Mohammad Taiyeb	SPO	10248	Pahartali Branch
13	Rafiqul Islam Khan	SPO	10795	Dhanialapara Branch
14	Md. Azad Hossain	SPO	11319	Ramgarh Branch
15	Omar Faruqe	PO	10436	Khagrachari Branch
16	Subhas Kanti Das	SPO	20035	Cuet Branch
17	Hillol Deb	PO	10429	Gomdandi Branch
18	Mohammad Shakawoat Hossain	PO	10682	Patherhat Branch
19	Abdullah Al Mamun	PO	12149	Shakpura Chowmony Br.
20	Md. Sala Uddin	PO	10628	Anowara Branch
21	Md. Shazadul Islam Juel Mozumder	PO	10875	Potiya Branch,
22	Jafar Ahmed Chowdhury	PO	20093	Chandanaish Branch, Ctg.
23	Mohammad Sharif Ahmed	SO	13253	Kachua Br.
24	Mohammad. Nazrul Islam	SO	15709	Chitoshi Bazar Branch, Chandpur
25	Md. Saifuddin	PO	13729	Basurhat Br.
26	Anisur Rahaman	SO	15676	Motiganj Branch, Feni
27	Sahidur Rahman	PO	10402	Senbag Branch, Noakhali
28	Md. Saiful Islam	SO	11623	Karihati Bazar Br. Noakhali
29	Ashiful Alam	SO	13167	Nasirnagar Branch, Brahmanbaria
30	Abdullah Al Mamun	SO	13177	Vitibishara Br.

Contd.....P/2



Page-2

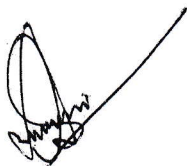
31	Md.Mehadi Hasan Shuvo	SO	New	Gangchar Timber Market Br, Cumilla
32	Jahirul Islam	PO	10617	Araihazar Br.
33	Md. Badrul Alam	SPO	10670	Babuurhat Branch
34	Hossain Md. Rashel	SPO	10323	Bmm Branch
35	Muhammad Alamgir Hossen	PO	10438	Goalanda Mor, Rajbari
36	Mohammad Mofizur Rahman	PO	10331	Joynagor Br.
37	Chandan Kumar Biswas	SO	13744	Tungipara Br.
38	Mohammad Mojibur Rahman	PO	10338	Shahrail Bazar Br.
39	Abdul Alim	PO	13909	Daulatpur Bazar Br.
40	Md. Abul Kashem Sarker	PO	13586	Bashair Bazar Br. Gazipur
41	Mita Roy	SPO	10714	Adabor Br.
42	Md. Fahad Al Haque Patwari	SPO	10709	Kaptan Bazar Br
43	Mohammed Shakil Huda	SPO	10165	Hatkhola Br.
44	Salma Aktar	SPO	11168	Dhaka Ladies Br.
45	Muhammad Hafizur Rahman	SPO	11207	Malibagh Branch, Dhaka
46	Maksudul Hasan	AGM	9638	Nayapaltan Corp. Branch
47	Md. Jahir	SPO	11162	Sadarghat Br, Dhaka
48	Md. Abul Kalam Azad	PO	10542	Totail Br. Dhaka.
49	Mohammad Rashedul Hassan	SPO	10198	Nawabganj Br. Dhaka
50	Md. Zahirul Islam Akond	PO	13726	Muksudpur Br.
51	Bidhan Biswas	SO	15378	Shikaripara Br.
52	Billkis Ara	DGM	9875	Daulatpur Corp. Br. Khulna
53	Shaikh Wayes Uddin	SPO	10503	Batiaghata Br.
54	Md. Hakiz John Noory	PO	13799	Nawabenki Br-2931
55	Md. Mostafizur Rahman	SPO	10843	Kotchhandpur Branch, Jhenaidah
56	Md. Nurul Islam	SPO	11156	Hatkhalishpur Branch, Jhenaidah
57	Md. Ruhul Amin	PO	11586	Moshan Br.
58	Md. Shamim Reza	PO	10575	Mominpur Br.
59	Manirul Islam	PO	13743	Nager Bazar Branch, Bagerhat
60	Md. Habibur Bashar Sumon	PO	11383	Kachua Bazar Branch, Bagerhat

Contd.....P/3

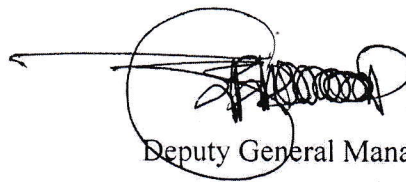


Page-3

61	Muhammad Anwar Hosein	SPO	10138	Trishal Br. Mymensingh
62	Md. Shoukat Ali	SPO	10277	C.K. Ghosh Road, Mymensingh
63	Abdul Malek	SPO	11242	Dhara Bazar Branch, Mymensingh
64	Mohammad Mustafizur Rahman	PO	10278	Muktagacha Br, Mymensingh
65	Zonardon Sarker	SPO	11198	Mallicbari Br. Mymensingh
66	Shyam Sundar Karmaker	SO	13006	Balla Bazar Br.
67	Muhammad Abu Hanif	SPO	10667	Ratongonj Bazar Br.
68	Md. Aminul Islam	SPO	11196	Elenga Busstand Branch
69	Abul Haiath Muhammad Hasa Zahid	PO	10406	Melandah Br.
70	Zohurul Islam	SO	11645	Koyra Bazar Branch, Jamalpur
71	S. M. Mehedi Hasan	SO	13436	Bausha Bazar, Rajshahi
72	Md. Delowar Hossain	SO	13070	Abdulpur Br. Natore
73	Md. Sadiqul Islam	PO	10960	Rhonpur Br. Chapainabgonj
74	Anika Jobaida	SO	13459	Namajgar Br.
75	Md. Safiul Bari	SO	12138	Sukhanpukur Br. Bogura
76	Md. Mizanur Rahman	SO	13724	Altafnagar Br, Bogura
77	Palash Tarafder	SO	13299	Mokamtola Br, Bogura
78	Md. Shamim Hossain	SO	11724	Tomaltola Br, Natore
79	Md. Abdus Sattar	PO	10838	Tmss Branch, Bogura
80	A. K. M Ferdous	SPO	10227	Gaibandha Corp. Br.
81	Mr. Amit Partho Mondol	Officer	15000	Dhaperhat Br, Gaibandha
82	Md. Mizanur Rahman	SPO	10550	Zonal Office, Lalmonirhat
83	Md. Abul Kalam Azad	PO	10679	Dimla Br, Nilphamari.
84	Debabrata Barman	(SO)	14930	Zonal Office, Lalmonirhat
85	Md. Akhtaruzzaman	SO	11650	Kabirajhat Br.
86	Md. Shahinuzzaman	SO	11733	Daudpur Br, Dinajpur
87	Md. Rafiqul Islam	Officer	16907	Bhendabari Br, Rangpur
88	Mr. Ratan Chandra Nath	SO	15202	Tengra Bazar Branch, Moulvibazar
89	Md. Raju Miah	SO	11829	Naluarmukh(Kalar) Bazar Br.
90	Asim Kumar Das	SO	11677	Azimgonj Br.
91	Md.Nizam Uddin	SO	20028	Dolar Bazar Br.
92	Md. Musharaf Hossain	PO	13762	Kurua Br.
93	Azad Hussain	SPO	11084	Rekabi Bazar Br.Sylhet
94	Md. Mahbub Hussain	PO	13582	Kanaighat Br.
95	Abu Md Zakaria	SO	12253	Charkhai Bazar Br.Sylhet
96	Md. Omar Sharif	SO	15671	Planning & Research Division
97	Nazmul Islam	SO	15600	Planning & Research Division
98	Md. Masudur Rahman	SO	11849	Planning & Research Division



Course Coordinator



Deputy General Manager & Principal

সেবা প্রদান প্রতিশ্রুতি (CITIZENS' CHARTER) বিষয়ে অনুষ্ঠিত অনলাইন প্রশিক্ষণ কর্মশালার আলোকচিত্র
তারিখ: ২০-১২-২০২২

সিটিজেন্স চার্টার অনুযায়ী সেবাসমূহের ধরন

সিটিজেন্স চার্টার অনুযায়ী প্রতিশ্রুত সেবাসমূহকে নিম্নোক্ত তিনটি ভাগে ভাগ করা হয়েছে:

- ক) নাগরিক সেবা;
- খ) প্রাতিষ্ঠানিক সেবা; ও
- গ) অভ্যন্তরীণ সেবা।



Presentation Outline

- What is CC?
- Why CC?
- Purpose of CC
- Basic Aspects of CC
- APA Life Cycle/Flow Chart
- Preparation and Approval Process of CC
- Format of CC at different levels
- CC Monitoring and Evaluation
- Operation and Reporting of CC

12/20/2022

