

Online Workshop
on

“Citizens Charter”

Course No. 29/2024, Date: 05 March, 2024

Zoom ID	:	88468519905
Password	:	2024

Session Program:

Date	Time	Subject	Resource Persons
05.03.2024 Tuesday	10:00-10:15	Opening Speech	Mr. Mohammad Jahangir Hon'ble MD & CEO Rupali Bank PLC
	10:15-11:30	An Overview on Citizens' Charter	Mr. Badre Munir Firdaus JS, FID, MOF
	11:45-01:00	Reporting & Completion of Citizens' Charter	Mr. Md. Golam Mostofa Joint Secretary, FID, MOF
	01:00-02:00	Feedback & Review Session	Mr. Md. Harunur Rashid GM, Rupali Bank PLC

Course Coordinators	:	Mr. Mohammad Monwar Hossain, DGM & Faculty, RBTA
	:	Mr. Mahbubur Raihan Sazeeb, PO & Assistant Faculty, RBTA
Assistant Course Coordinator	:	Ms. Nilufa Akter, Officer, RBTA
Principal	:	Mr. Mohammad Safayet Hossain, GM, RBTA

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List of Participants:

Sl No.	Name	Designation	Reg. No.	Place Of Posting
01	Mousume Akter	SO	13428	Shyamoli, Dhaka
02	Mahbuba Zerine	SO	12263	Ladies.Br.Mohammadpur
03	Taslina Sultana	PO	13891	Tongi Branch, Gazipur
04	Fathema-Tuz-Zohora	SO	11637	Adabor Corporate Branch
05	Fatima Dilruba	SO	13150	Nikunja Br, Dhaka
06	Tania Sultana	SO	13209	Pallabi,Dhaka
07	Tapati Sikder	SPO	10017	Zonal Office Dhaka North
08	Afruz Jahan Sweety	PO	11276	Uttar Khan
09	Mohammad Nazmul Hudda	SO	15296	Divisional Office Dhaka North
10	Sharmin Sultana	SPO	11057	Divisional Office Dhaka North
11	Most. Shamima Aktar	SPO	11130	Dhaka Cantonment Corporate Branch
12	Ferdouse Begum	SO	13139	Gulshan Corporate Branch
13	Md. Himel Ahmed	SO	14326	Mirpur Corporate Branch
14	Prova Chakraborty	Officer	17021	S.K.Road Corporate Br, Narayanganj
15	Md Fazlur Rahman Chowdhury	AGM	9739	Zonal Office,Dhaka North-West
16	Md. Rakib Hasan	SO	17268	Baira Bazar Branch
17	Md. Abbas Ali	SO	11654	Manikganj Corporate Br
18	Sajib Kumar Mondal	Officer	16963	Savar Bus Stand Branch
19	Md Mijanur Rahman	so	15314	Shahrail Bazar Branch
20	Md. Hasibul Hasan Sohel	Officer	15832	Kushura Branch
21	Md Rezaul Islam	SPO	10145	Gabtohi Hat Br Dhaka
22	Pankoj Kumar Sarker	AGM	9598	Rajbari Corporate Branch
23	Hossain Md. Rashel	SPO	10323	Bmm Branch
24	Md Abul Kalam Azad	SPO	8940	Faridpur Corporate Branch
25	Asit Biswas	Officer	15930	Badarpur Branch, Faridpur
26	Md. Nazim Uddin Molla	SO	15396	Boalmari Bazar
27	Raghunath Ghosh	SO	15403	Pangsha Branch,Rajbari
28	Bidyut Mondal	SO	17379	Pourosava Market, Rajbari
29	Mohammad Julficar Ali	PO	12140	Zonal Office, Faridpur
30	Chandan Kumer Biswas	SO	13744	Zonal Office, Gopalganj



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31	Mahamudul Hasan	SO	13193	Shariatpur Corporate
32	Sazib Mia	SO	15248	Shibchar
33	Nirban Kumar Biswas	SO	13262	Gopalganj Corporate
34	Nur Mohammad Sujan	SO	13371	Madaripur Corporate
35	Uttam Kumar	SO	17292	Joynagar
36	Mozahid Hossain Bhuiyan	SPO	10802	Narsingdi Corp Br.
37	Md Fayasalmiah	SO (Cash)	15025	Araihazar Branch, Narayanganj
38	Fahmida Sharmin	SO	17326	Tanbazar Corporate Branch, Narayanganj
39	Arjun Mondol	SO	15379	Mirkadim Br. Munshigonj
40	Md. Razaul Karim	Officer	14765	Louhajang BR. Munshigonj
41	Nd Nazmul Islam	SO(AP)	17137	Munshiganj Corporate Br.
42	Trishna Rani Debnath	Officer	17126	Baburhat,Narsingdi Corp. Br
43	Faiz Ahammad	SO (Cash)	15066	Kanainagar Br., Narayanganj
44	Ayesha Rahman	SO	16871	Barpa Br, Narayanganj
45	Md. Naheenul Azad	SO	15650	Gaforgaon Br., Mymensingh
46	F. M. Jahangir Alam	SO	17412	Muktagacha Br.
47	Md. Hasan Tarek	SO	13482	Patuabhang Dorgah Bazar Br.Kishoregonj
48	Diti Rani Saha	SO	13326	Nandail Br.Mymensingh
49	Farhana Akter Popy	SO	11433	Mallikbari Branch, Mymensingh.
50	Md.Mazharul Islam	SO	14217	Gouripur Sub Branch(Under Shyamgonj Br)
51	Fakir Saleh Abdullah Anas	Officer	16059	Kendua Br.Netrokona
52	Mohammad Kamrul Hassan	Officer	14088	Dapunia Bazar Branch,Mymensingh
53	Abdullah Al Mamun	Officer	16125	Khagdahar Bazar Branch, Mymensingh
54	Md Nuruzzaman	SO	13328	Ishwarganj Branch
55	Emrul Kayes Akanda	SO	13140	Thanaghat Br.Mymensingh
56	Shahinul Islam	SO	15490	Bhairab Bazar Br.Kishoregonj
57	Dipak Choudhury	SO	13227	Purabari Br.Mymensingh
58	Md. Shahadat Hossen	SO	15619	Dhara Bazar Br.Mymensingh
59	Md Jakir Hossain	SO	15381	Fatenagar Br.Mymensingh
60	Md. Abdullah Al Mamun	SO	13847	Fulbaria Br.Mymensingh



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Sl No.	Name	Designation	Reg. No.	Place Of Posting
61	Md. Abul Hashem	SO	11831	Balipara Br, Mymensingh
62	Md.Abdul Quium	SO	11772	Kishoreganj Corp.Br.Kishoreganj
63	Mokarram Hossain Murad	SO	13155	Austagram Sub-Br.Kishoreganj(Under Bajitpur Br.)
64	Dipankar Sarker	SO	13340	Netrokona Cor. Br.Netrokona
65	Badhan Ghosh	SO	15446	Nilgonj Br.Kishoreganj
66	Md.Johirul Islam	SO	13434	Zonal Office,Mymensingh
67	Muhammad Mahfuzul Goni Osmani	PO	10813	Divisional Office Mymensingh
68	Md Mustafizur Rahman	PO	13689	Chottobazar Corp.
69	Shyam Sundar Karmaker	SO	13006	Balla Bazar, Tangail
70	Md. Hafizur Rahman	PO	10444	Basail Br.
71	Md. Mostafizur Rahman	Officer	14472	Elasin Branch
72	Shahabuddin Ahmed	SO	15282	Natiapara Br.
73	Niloya Paul	SO	13267	Pathrail Bazar Br, Tangail
74	Md.Mahbub Alam	PO	11715	Ghatail
75	Md. Nasim Uddin	SO	15468	Kalihati Br. Tangail
76	Proshanto Kumar Sarkar	Officer	16497	Pakulla
77	Md. Selim Hossen	PO	10671	Ratangonj Bazar, Tangail
78	Khandakar Atiqure Rahman	PO	10663	Elenga Bus Stand Br.
79	Dibakar Sarker	PO	11406	Sakhipur, Tangail
80	Mohammed Shahjahan	AGM	10059	Zonal Office, Jamalpur
81	Mohommad Golam Mostufa	AGM	10719	Sherpur Town Corporate Br.Sherpur
82	Md.Helal Uddin	SPO	9341	Jamalpur Corporate Br, Jamalpur.
83	Md. Imrul Kaesh	PO	11880	Sarishabari Branch, Jamalpur.
84	Zohurul Islam	SO	11645	Melandah Bazar Br, Jamalpur
85	Md. Kamrul Hasan	SO	12216	Koyra Bazar Branch, Jamalpur
86	Md. Mazharul Islam	PO	11608	Jamuna Sarkarkhana Complex Br. Jamalpur.
87	Abul Haiath Muhammad Hasan Zahid	PO	10406	Bakshiganj Br. Jamalpur



Course Coordinator



Mohammad Safayet Hossain
General Manager & Principal

সেবা প্রদান প্রতিশ্রুতি (CITIZEN'S CHARTER) শীর্ষক কর্মশালার আলোকচিত্র

তারিখ: ০৫-০৩-২০২৪

সেবা প্রদান প্রতিশ্রুতি বাস্তবায়নে ব্যবহারিক নির্দেশনাসমূহ

সেবা প্রদান প্রতিশ্রুতি কার্যকরভাবে বাস্তবায়নের জন্য নিম্নোক্ত নির্দেশনাসমূহ গুরুত্বপূর্ণ:

- ক. সচিবালয় নির্দেশমালা, ২০১৪-এর অষ্টম অধ্যায় (নাগরিক সেবা প্রদান)
- খ. মন্ত্রিপরিষদ বিভাগের সন্ত্রাণালয়/বিভাগ/দপ্তর/সংস্থার সেবা প্রদান প্রতিশ্রুতি (সিটিজেনস চার্টার) প্রণয়ন সংক্রান্ত নির্দেশিকা, ২০১৭

Presentation on Citizen's Charter (সেবা প্রদান প্রতিশ্রুতি)

Presented by
Md. GOLAM MOSTAFA
 Joint Secretary
 Financial Institution Division
 Ministry of Finance

Participant list for the first session:

- Abbas ali
- MD. OMAR SHAHRI, SO, P&R
- Fahad Bin Rasel, Balipara Br
- Hasan Zahid, Manager (PO), ...
- Md. Safayet Hossain, GM & Prin...
- Md. Majharul Islam (Manager), ...
- Golam Mostafa, AGM & Hea...
- Raghu Nath Ghosh
- Sharmin Sultana, SPO, (OODN)
- Md. Hasibul Hasan Sohel (138...
- Kh. Atiqur Rahman, P.O. Eleng...
- Proshanto Kumar Sarker (pak...
- Md. Mazharul Islam, Reg-1421...
- Rupali Bank Training Acadamy
- Md. Razaul Karim, Louhajang ...
- Zohurul Islam, P.O. melandah ...
- Mokarram Hossain Mirad, A...
- Md. Imrul Kaash, Manager, S...
- Nilbar Kumar Biswas, SO, Re...
- Md. Abdullah Al Mamun, Fulb...
- ANAS, KENDUA BR, NETROKO...
- Mohammed Shahjahan, AGM...
- Abdul Quyum
- Mahamudul Hasan, Sp
- Hossain Md. Rashed, SPO, Ma...

Participant list for the second session:

- Md. Mahbub Alam (PO), Reg-1...
- Md. Majharul Islam (Manager), ...
- UTTOM KUMAR (SO), Joynago...
- Tareq Hasan, S.O., Manager...
- Bidyut Mondal, SO, Raurashav...
- Md. Fazlur Rahman Chowdhur...
- Dibakar Sarker, PO, Sakhibur...
- Md. Mostafizur Rahman, REG...
- Mahbuba zerin
- Md. Mijanur Rahman
- MD NURUZZAMAN, ISHWAR...
- Ayesha Rahman, SO, Barpa, N...
- Abu Jah Al Mamun, Bhagdah...
- MD NAZIM UDDIN, MG LLA (S...
- Md. Mustafizur Rahman, Chott...
- Mohammad Jullicar Ali, PO, 12...
- Sazib Mia, shibchan branch
- Md. Maimuzul Goni, Samari...
- Mousume Akter, Shyamoli Bra...
- Emrul Kayes Akanda, Thanagh...
- Mozahid (SPO) Narsingdi Cor...
- Tania Sultana, reg-13209, paila...
- Fatima dilruba, Nikunja br
- Taslima Sultana, PO, Tongi Br...
- Md Jafer Hossain, Fatemanag...

Participant list for the third session:

- Afrera Sultana, DGM, Plann...
- Md. Himel Ahmed, SO, Mirp...
- Most. Shamima Akter, Dhak...
- Fahad Bin Rasel, Balipara Br
- Mahamudul Hasan, So
- Md. Nasim Uddin, Kalinahi br
- Trishna Rani Debnath 17126
- Abul Kalam Azad, Faridpur ...
- CHANDAN KUMAR BISWA...
- Hossain Md. Rashed, SPO...
- F. M. Jahangir Alam
- Pankoj Sarker, AGM, RA/JAR...
- Md. Kamrul Hasan, Manag...
- Emrul Kayes Akanda, Thana...
- Nd Nazmul Islam Munshig...
- Fatima dilruba, Nikunja br
- Md. Hafizur Rahman, Man...
- Fathema Tuz Zohora, Adab...
- Mohammad Kamrul Hassa...
- Md shahadat Hossen 15619
- Arjun Mondol, Mirkadim B...
- Monwar Hossain DGM
- prova, s.k road
- Niloya paul, SO, Pathrail Ba...
- Md. Naheenu Azad

Participant list for the fourth session:

- Fatima dilruba, Nikunja br
- Md. Hafizur Rahman, Man...
- Fathema Tuz Zohora, Adab...
- Mohammad Kamrul Hassa...
- Md shahadat Hossen 15619
- Arjun Mondol, Mirkadim B...
- Monwar Hossain DGM
- prova, s.k road
- Niloya paul, SO, Pathrail Ba...
- Md. Naheenu Azad
- Ferdouse Begu, SO, Gulsh...
- Tapati Sikder, SPO, ZODN
- Diti Rani Saha, Nandail Bra...
- MD FAYASALMIAH SO reg ...
- Badhan Ghosh, Reg-15446...
- Farhana akter popy, Mallick...
- Shyam Sundar Karmaker
- MD SELIM HOSSEN (10671...
- Afruz Jahan Sweety PO, Ut...
- Md. Hasan Tara, Patuaban...
- Rezaul Islam, SPO, Gabtoli ...
- Fahmida Sharmi, So, Tanb...
- Sajib Kumar Mondal
- Faiz Ahammed (Kanai Nagar)
- Dipankar sarker, Netrakona...