



A Citizen's Charter is a document that outlines the services provided by a public or private institution, the standards of service delivery, and the responsibilities of both the institution and the citizens it serves.

The Citizen's Charter for the Bank would help to establish clear expectations for both customers and the banks themselves. By providing transparent and accountable services, the Bank can help to foster greater trust and confidence in the financial sector, which is crucial for the long-term growth and development of the Bangladeshi economy.

Focal Points

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Citizen's Charter Monitoring Committee

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Newaz Musharraf	Country Head of Global Payments Solutions
Shamsul I Bhuiyan	Wholesale Head of Non-Financial Risk
Shawkat M Ali	Head of Operations
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Mehedi Z Andalib	Head of Compliance Advisory