

এক্সপোর্ট ইমপোর্ট ব্যাংক অব বাংলাদেশ পিএলসি


সংযোজনী- খ

সংশ্লিষ্ট ব্যাংকের সিটিজেন'স চার্টার বাস্তবায়নকারী বিভাগঃ মার্কেটিং এন্ড ডেভেলপমেন্ট ডিভিশন

বিষয়ঃ “সেবা প্রদান প্রতিশ্রুতি বাস্তবায়ন কর্মপরিকল্পনা” সম্পাদন সংক্রান্ত (১ম/২য়/৩য়/৪র্থ) ত্রৈমাসিক (জুলাই - সেপ্টেম্বর, ২০২৪) অগ্রগতি প্রতিবেদন ও প্রমাণক সরবরাহ

ব্যাংকের সেবা প্রদান প্রতিশ্রুতি বাস্তবায়ন বার্ষিক কর্মপরিকল্পনা, ২০২৩-২০২৪

কার্যক্রম	কর্মসম্পাদন সূচকসমূহ	বাৎসরিক লক্ষ্যমাত্রা, ২০২৩-২০২৪	বাস্তবায়ন অগ্রগতি, ২০২৩-২০২৪				বাৎসরিক অর্জন ২০২৩-২০২৪	বাস্তবায়নকারী বিভাগ	প্রদত্ত প্রমাণক	মন্তব্য
			১ম ত্রৈমাসিক (অক্টোবর-ডিসেম্বর, ২০২৩)	২য় ত্রৈমাসিক (জানুয়ারী-মার্চ, ২০২৪)	৩য় ত্রৈমাসিক (এপ্রিল-জুন, ২০২৪)	৪র্থ ত্রৈমাসিক (জুলাই-সেপ্টেম্বর, ২০২৪)				
১	২	৩	৪	৫	৬	৭	৮	৯	১০	১১
সেবা প্রদান প্রতিশ্রুতি ত্রৈমাসিক ভিত্তিতে হালনাগাদকরণ	হালনাগাদ করা হয়েছে কিনা?	৪ বার হালনাগাদ করা	হালনাগাদ করা হয়েছে	হালনাগাদ করা হয়েছে	হালনাগাদ করা হয়েছে	হালনাগাদ করা হয়েছে	৪র্থ ত্রৈমাসিকে লক্ষ্যমাত্রা অর্জন	সিটিজেন চার্টার ইমপ্লিমেন্টেশন সেল		
সেবা প্রদান প্রতিশ্রুতি বিষয়ক প্রশিক্ষণ আয়োজন	ক. প্রশিক্ষণ কর্মসূচী খ. কর্মশালা আয়োজন গ. অন্যান্য	৪ টি প্রশিক্ষণ/কর্মশালা আয়োজন করা	১ টি প্রশিক্ষণ/কর্মশালা আয়োজন করা হয়েছে	১ টি প্রশিক্ষণ/কর্মশালা আয়োজন করা হয়েছে	১ টি প্রশিক্ষণ/কর্মশালা আয়োজন করা হয়েছে	১ টি প্রশিক্ষণ/কর্মশালা আয়োজন করা হয়েছে	৪র্থ ত্রৈমাসিকে লক্ষ্যমাত্রা অর্জন	ইবিটিআরএ		
সেবা প্রদান বিষয়ে স্টেকহোল্ডারগণের সমন্বয়ে সভা আয়োজন	সভা আয়োজন	২টি সভা আয়োজন করা	স্টেকহোল্ডারগণের সমন্বয়ে ২ টি সভার আয়োজন করা হয়েছে	স্টেকহোল্ডারগণের সমন্বয়ে ২ টি সভার আয়োজন করা হয়েছে	স্টেকহোল্ডারগণের সমন্বয়ে ২ টি সভার আয়োজন করা হয়েছে	স্টেকহোল্ডারগণের সমন্বয়ে ২ টি সভার আয়োজন করা হয়েছে	৪র্থ ত্রৈমাসিকে লক্ষ্যমাত্রা অর্জন	২টি শাখা		
সেবা প্রদান প্রতিশ্রুতি পরিবীক্ষণ কমিটির সিদ্ধান্ত বাস্তবায়ন	রিপোর্ট প্রণয়ন করা	ক. রিপোর্ট চূড়ান্ত করা খ. চূড়ান্ত রিপোর্ট ওয়েবসাইটে আপলোড করা	চূড়ান্ত রিপোর্ট ওয়েবসাইটে আপলোড করা হয়েছে	চূড়ান্ত রিপোর্ট ওয়েবসাইটে আপলোড করা হয়েছে	চূড়ান্ত রিপোর্ট ওয়েবসাইটে আপলোড করা হয়েছে	চূড়ান্ত রিপোর্ট ওয়েবসাইটে আপলোড করা হয়েছে	৪র্থ ত্রৈমাসিকে লক্ষ্যমাত্রা অর্জন	আইটিডি		

প্রতিবেদন প্রস্তুতকারী কর্মকর্তার স্বাক্ষর ও সিল


Md. Nazrul Islam
SAVP & Deputy Head
Marketing & Development Division
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Head Office, Dhaka.

ফোকাল পয়েন্ট-সিটিজেন'স চার্টার বাস্তবায়নকারী প্রতিষ্ঠান: এক্সপোর্ট ইমপোর্ট ব্যাংক অব বাংলাদেশ লিমিটেড



Export Import Bank of Bangladesh PLC

Citizen Charter

Head Office: “EXIM Bank Tower”.

**Plot: 15, Road: 15, Block: CWS(C), Gulshan- 1,
Dhaka- 1212;**

PABX: 09666716246, SWIFT: EXBKBDH, web: www.eximbankbd.com

2.1 Citizen Service (নাগরিক সেবা)

SL	Name of Services	Service Providing Method	Required Documents and Place of Receipt	Fees/Charges and Modes of Payment	Timeline for Service	Service Point
1	Account Opening	Physical Presence to Branch/ Sub Branch/ Agent Outlet	<ul style="list-style-type: none"> - Dully Filled Account Opening Form - NID/ Valid Passport/Birth Certificate of Account holder(in case of having no NID of customer then require Introducer) - Two copies passport size Photo of A/C Holder - NID Copy of Nominee, - One copy passport size Photo of Nominee - Income TAX Return Submission Copy if amount is BDT 10 Lac above - Proof of Income Source Document - Salary Certificate/ Appointment Letter for Service Holders /Trade License/ Memorandum and Articles of Association, Form XII and Schedule X - Sale Deed for Sale of Property - Rental Deed/Utility Bills/Ownership Documents for Landlord - Certificate of Registration and Self- Declaration for Self-Employed Professional - Beneficiary Owner's Source of Fund Document in case of Student/Housewife/Unemployed - Customer Declaration (If Any) <p>Place of Receipt: Respective Desk of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet and submit the duly filled Account Opening Form and required documents to Respective Employee for processing.</p>	Same Day	Respective Desk of Branch/Sub Branch/ Agent Outlet

2	Card Service	Physical Presence	<p>Debit Card</p> <p>Required documents:</p> <p>Passport sized photo and signed application form (Applicant must have account with Exim Bank)</p> <p>b. Place of documents receipt: Branch</p> <p>Prepaid Card.</p> <p>Required documents:</p> <ul style="list-style-type: none"> * Completed Exim Prepaid Card Application Form * Recent Passport Size Photograph of Applicant * Photocopy of valid NID (Original Must be shown) * Valid Passport is mandatory for endorsement for International Transactions * Completed KYC Form <p>Visa Islamic Investment Card</p> <p>Required documents:</p> <ul style="list-style-type: none"> * Card Application Form duly Filled up * NID (Applicant , Lab Printed Photo (Applicant duly attested) <p>Place of Receipt: Respective Desk of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet and submit the duly filled Card Application Form and required documents to Respective Employee for processing.</p>	3 working Days	Respective Desk of Branch/Sub Branch/ Agent Outlet
3	Account/Card Information Update	Physical Presence/Online	<p>Savings Account/Current Account (Individual)</p> <p>As per information modification requirement (such as Utility Bill Copy for address update, Proof of Submission of Return for Tax update, etc.)</p> <p>Place of Receipt: Respective Desk of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet and submit the duly filled Update Form and required documents to Respective</p>	3 working days	Respective Desk of Branch/Sub Branch/ Agent Outlet

				Employee for processing.		
4	Cheque Book Issue	Physical Presence	MSD/AWCD/MSND Account Required documents: An application from account holder with signature and amount cheque leaves. Place of Receipt: Respective Desk of Branch/Sub Branch	For Schedule of Charges details/ Information visit our website Customer visits Branch/Agent Outlet and submit the duly filled form/Application Form to Respective Employee for processing.	3 working days	Respective Desk of Branch/Sub Branch/ Agent Outlet
5	Looker Service	Physical Presence	* 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 Exim Bank Place of Receipt: Respective Desk of Branch	For Schedule of Charges details/ Information visit our website Customer visits Branch/Agent Outlet and submit the duly filled form/Application Form to Respective Employee for processing.	Same Day	Respective Desk of Branch/Sub Branch/ Agent Outlet
6	Pay Order Issue	Physical Presence	* Duly filled up and signed Pay Order Application Form	For Schedule of Charges details/ Information visit our website Customer visits Branch/Agent Outlet and submit the duly filled form/Application Form to Respective Employee for processing.	Same Day	Respective Desk of Branch/Sub Branch/ Agent Outlet
7	Passport Endorsement	Physical Presence	Original Passport/s and Exim Bank Card Place of Receipt: Respective Desk of Branch	For Schedule of Charges details/ Information visit our website	Same Day	Respective Desk of Branch/Sub Branch/

				Customer visits Branch/Agent Outlet and submit the duly filled form/Application Form to Respective Employee for processing.		Agent Outlet
8	Cash Withdrawal	Physical Presence	<p>Cheque Leaf/Card</p> <p>Place of Receipt: Respective Cash Counter of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet and submit the Cheque to Branch Cash Counter for processing.</p> <p>In case of card holder customer has to visit ATM booth for cash withdrawal</p>	Same Day	Respective Desk of Branch/Sub Branch/ Agent Outlet /ATM Booth
9	Cash Deposit	Physical Presence	<p>* Filled up Deposit Slip</p> <p>* Photo ID (if bearer and applicable)</p> <p>Place of Receipt: Respective Cash Counter of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet/CDM and submit the Deposit Slip to Branch Cash Counter for processing.</p>	Same Day	Respective Desk of Branch/Sub Branch/ Agent Outlet /CDM
10	Fund Transfer with Cheque	Physical Presence	<p>* Properly signed cheque</p> <p>Place of Receipt: Respective Desk of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet and submit the Cheque to</p>	Same Day	Respective Desk of Branch/Sub Branch/ Agent Outlet

				Respective Employee for processing.		
11	Cheque Clearing	Physical Presence	<p>Cheque Leaf In Order with material information and signature</p> <p>Positive Pay Instruction (If applicable)</p> <p>Place of Receipt: Respective Desk of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet and submit the Cheque to Respective Employee for processing.</p>	As per Bangladesh Bank BEFN rules	Respective Desk of Branch/Sub Branch/ Agent Outlet
12	Interbank Fund Transfer (BEFTN/RTGS/N PSB)	Physical Presence/Online	<p>Customer Request with required information (Written/Aiser where applicable)</p> <p>Place of Receipt: Respective Desk of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet and submit the duly signed form to Respective Employee for processing.</p>	As per Bangladesh Bank BEFN rules	Respective Desk of Branch/Sub Branch/ Agent Outlet/Aiser
13	Utility Bill Payment	Physical Presence/Online	<p>Utility Bill Copy (if paid through branch)</p> <p>Place of Receipt: Respective Desk of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet and submit the Utility Bill to Respective Employee for processing.</p>	Same Day	Respective Desk of Branch/Sub Branch/ Agent Outlet/Aiser
14	Challan Deposit	Physical Presence	<p>Pre-printed lip containing required information and amount</p> <p>Place of Receipt: Respective Desk of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent</p>	Same Day	Respective Desk of Branch/Sub Branch/ Agent Outlet

				Outlet and submit the duly signed form to Respective Employee for processing.		
15	Account Closing	Physical Presence	<p>* Individual -Account closing request from the account holder duly signed for individual account , in case of joint account signature of all signatory will be required</p> <p>* Sole Proprietorship Account- Account closing request by the proprietor</p> <p>* Partnership- Resolution from the partners or letter from partners who are empowered to close the account as specified in the partnership deed.</p> <p>Place of Receipt: Respective Desk of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet and submit the duly signed Application form to Respective Employee for processing.</p>	Same Day	Respective Desk of Branch/Sub Branch/ Agent Outlet
16	Dormant Account Activation	Physical Presence	<p>Duly filled Dormant Account Reactivation Form, updated trade license (in case of business account) , other necessary document which are mandatory for account opening but were not taken during account opening.</p> <p>Place of Receipt: Respective Desk of Branch/Sub Branch</p>	<p>For Schedule of Charges details/ Information visit our website</p> <p>Customer visits Branch/Agent Outlet and submit the duly signed Application form to Respective Employee for processing.</p>	Same Day	Respective Desk of Branch/Sub Branch/ Agent Outlet

2.2 Institutional Service (প্রাতিষ্ঠানিক সেবা)

SL	Name of Services	Service Providing Method	Required Documents and Place of Receipt	Fees/Charges and Modes of Payment	Timeline for Service	Service Point
1	Fund Transfer/ Pay Order/ Remittance/Salary/ Standing Instruction	Branch/Online	Exim Website (eximbankbd.com)	For Schedule of Charges details visit our website To see process visit our website	Instant	Branch/Sub Branch/ Online
2	Investment	Branch/Online	Exim Website (eximbankbd.com)	For Schedule of Charges details visit our website	Minimum 3 working days	Branch/Sub Branch/ Online
3	Foreign Exchange and Trade Service	Branch/Online	Exim Website (eximbankbd.com)	To see process visit our website	Minimum 3 working days	Branch/Sub Branch/ Online
4	Correspondent Banking	Branch/Online	Exim Website (eximbankbd.com)	For Schedule of Charges details visit our website	Minimum 3 working days	Branch/Sub Branch/ Online
5	Import Financing	Branch/Online	Exim Website (eximbankbd.com)	To see process visit our website	Minimum 3 working days	Branch/Sub Branch/ Online
6	Export Financing	Branch/Online	Exim Website (eximbankbd.com)	For Schedule of Charges details visit our website	Minimum 3 working days	Branch/Sub Branch/ Online
7	Off-Shore banking	Branch/Online	Exim Website(eximbankbd.com)	To see process visit our website	Minimum 3 working days	Branch/Sub Branch/ Online
8	SWIFT Screening	Branch/Online	Exim Website (eximbankbd.com)	For Schedule of Charges details visit our website	Minimum 3 working days	Branch/Sub Branch/ Online
9	Remittance Service	Branch/Online	Exim Website (eximbankbd.com)	To see process visit our website	3 working days	Branch/Sub Branch/ Online
10	L/C Advising	Branch/Online	Exim Website (eximbankbd.com)	For Schedule of Charges details visit our website	3 working days	Branch/Sub Branch/ Online
11	Guarantee Business	Branch/Online	Exim Website (eximbankbd.com)	To see process visit our website	3 working days	Branch/Sub Branch/ Online



Shariah Based Islamic Bank

Citizen Charter of Export Import Bank of Bangladesh PLC.

12	Central Trade Processing	Branch/Online	Exim Website (eximbankbd.com)	For Schedule of Charges details visit our website	3 working days	Branch/Sub Branch/ Online
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2.3 Internal Service (অভ্যন্তরীণ সেবা)

SL	Name of Services	Service Providing Method	Required Documents and Place of Receipt	Fees/Charges and Process	Timeline for Service	Service Point
1	Interior Decoration and Furniture	Physical	Application form Quotation Place of Receipt: General Services Division	Payment is deducted from Bank's internal account	Depending on setup	General Services Division
2	Head Office/Branch/Sub Branch premises Management	Physical	Quotation Place of Receipt: General Services Division	Payment is deducted from Bank's internal account	Depending on setup	General Services Division
3	IT equipments	Physical	Application form Place of Receipt: Information and Technology Division	Payment is deducted from Bank's internal account	Depending on stock	Information and Technology Division
4	Training and Workshop	Physical and Online	Training Materials Place of Receipt: EBTRA	Payment is deducted from Bank's internal account	Depending on training and workshop duration	EBTRA
5	Business Card Requisition Processing	Physical	Requisition Form Place of Receipt: General Services Division	Payment is deducted from Bank's internal account	5 working days	General Services Division
6	NOC and Experience Certificate	Physical and Digital	Application Form Place of Receipt: HRD	Payment is deducted from Bank's internal account	2 working days	Human Resources Division
7	Sick Leave	Digital	Application Form Place of Receipt: HRMS	Not Applicable	1 working day	Human Resources Division
8	Maternity Leave	Digital	Application Form	Not Applicable	1 working day	Human Resources Division

			Place of Receipt: HRMS			
9	Furniture and Equipment Allowance	Physical	Application Form Place of Receipt: HRD	Not Applicable	2 working days	Human Resources Division
10	Employee ID Card	Physical	Application Form Place of Receipt: HRD	Not Applicable	3 working days	Human Resources Division
11	Hospital and Maternity Claim	Physical	Application Form Place of Receipt: HRD	Payment through account	3 working days	Human Resources Division
12	Meeting and Conference Arrangement	Physical and Online	Related Circular and Schedule of Program	Payment is deducted from Bank's internal account	According to program	CABD and Marketing Division

SL	3. Customer's Obligation to the Bank
1	Customer should submit application with fully required documents of promised services.
2	Customers should follow the banking rules and regulations.
3	Customers should maintain disciplinary arrangement at the customer service points.
4	Customers shall convey the bank any changes in their address, contact numbers or any material information.
5	Customers should ask for information from branch, contact center, email, website, verified social media.
6	Customer should present prior to the appointment date.
7	Customer should follow banking instructions and information shared through SMS/Email from time to time
8	Customer should refrain from making unfair service request

4. Customer's obligation when did not get promised service

SL	When to Contact	Whom to Contact	Contact Address	Execution Deadline
1	If responsible person fail to solve issue	Complaint Execution Officer Mr. Ishtiaq Ahmed For Head Office and Managers for Branch/Sub Branch	Name and Designation: Mr. Ishtiaq Ahmed, SAVP Phone: 01714091130 Email: ishtiaq_id@eximbankbd.com Website: http://eximbankbd.com	7 working day
2	If complaint execution officer fail to solve issue on time	Appeal Officer Mr. Md. Humayun Kabir, AMD	Name and Designation: Mr. Md. Humayun Kabir, AMD Phone: 01713099836 Email: hkabir@eximbankbd.com Website: http://eximbankbd.com	7 working day
3	If appeal officer fail to solve issue on time	Bank Complaint Management Cell	email: info@eximbankbd.com	7 working day