



সেবা প্রদানের প্রতিশ্রুতি

হালনাগাদের তারিখ

২৪-০৮-২৩

Citizen's Charter	
Eastern Bank Ltd.	
24.08.2023	
1 - Vision & Mission	
Vision:	To become the most valuable brand in the financial services in Bangladesh creating long-lasting value for our stakeholders and above all for the community we operate in by transforming the way we do business and by delivering sustainable growth.
Mission:	We will deliver service excellence to all our customers, both internal and external.
	We will ensure to maximize shareholders' value.
	We will constantly challenge our systems, procedures and training to maintain a cohesive and professional team in order to achieve service excellence.
	We will create an enabling environment and embrace a team based culture where people will excel.

2.1 - Citizen Service (নাগরিক সেবা)						
Serial	Name of Service	Service Providing Method	Required documents & Place of Receipt	Service Charge and mode of payment	Timeline for Service	Responsible Officer (Name, Designation, Contact Number & Email)
1	2	3	4	5	6	7

1	Account Opening	Physical Presence/Online	<p>Savings Account/Current Account (Individual)a. <u>Required documents:</u> *</p> <p>Completed and Signed Account Opening Form* Recent Passport Size Photo of Applicant* National ID/ Valid Passport/ Copy of Birth Certification (with attested photo)* Nominee's Photo ID and Recent Passport Size Photo (attested by Applicant)* Copy of Recent Utility Bill*Gas/Electricity/WASA/Telephone* Income Proof Document (If required)* Copy of TIN (If required)* During Account Opening, Branch may request for any other appropriate document(s).</p> <p>b. <u>Place of documents receipt:</u> Branch/Online</p>	Initial Deposit as per Schedule of ChargesMode of Payment: Cash Deposit/Cheque/PayOrder/Online Transfer	0-4 days	Respective Relationship Manager/Dealing Officer
2	Account/Card Information Update	Physical Presence/Online	<p>Savings Account/Current Account (Individual)</p> <p>a. Required documents:</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>b. Place of documents receipt: Branch/Online (only selected modifications are available online)</p>	N/A	0-1 day	Respective Relationship Manager/Dealing Officer

3	Cheque Book issuance	Physical Presence/Online	Savings Account/Current Account (Individual) a. <u>Required documents</u> : Through SkyBanking app/Cheque requisition leaf b. <u>Place of documents receipt</u> : Branch	As per Schedule of Charges Mode of Payment: Account Debit	2-4 days	Respective Relationship Manager/Dealing Officer
4	Card Service	Physical Presence	Debit Card a. <u>Required documents</u> : Passport sized photo and signed application form (Applicant must have account with EBL) b. <u>Place of documents receipt</u> : Branch	As per Schedule of Charges Mode of Payment: Account Debit	0-7 day	Respective Relationship Manager/Dealing Officer
			Prepaid Card a. <u>Required documents</u> : * Completed EBL 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* EBL reserves the right to ask for additional document(s) to ensure due diligence b. <u>Place of documents receipt</u> : Branch/EBL Skycare	As per Schedule of ChargesMode of Payment: Cash Payment	0-5 days	Respective Relationship Manager/Dealing Officer
			Credit Card a. <u>Required documents</u> : * Card Application Form duly Filled up NID (Applicant , Lab Printed Photo (Applicant duly attested)	As per Schedule of Charges Mode of Payment: Credit Card bill payment	14-15 days	Respective Relationship Manager/Dealing Officer

			<ul style="list-style-type: none"> * Lab Printed Photo (Nominee attested by applicant) * CIB Enquiry and Undertaking Forms of applicant * Income Proof Document/s as per policy * Bank Statement as per policy * Proof of Submission of Tax Return *EBL reserves the right to ask for additional document(s) to ensure due diligence <p>b. <u>Place of documents receipt</u>: Branch</p>			
5	Locker Service	Physical Presence	<p>a. <u>Required documents</u>:</p> <ul style="list-style-type: none"> * 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 EBL <p>b. <u>Place of documents receipt</u>: Branch</p>	As per Schedule of Charges Mode of Payment: Account Debit	Same day based on availability	Respective Relationship Manager/Dealing Officer
6	Pay order issuance	Physical Presence	<p>a. <u>Required documents</u>:</p> <ul style="list-style-type: none"> * Duly filled up and signed Pay Order Application Form * Account Payee Cheque (favoring "Yourselves Account Pay Order") in absence of physical presence of accountholder <p>b. <u>Place of documents receipt</u>: Branch</p>	As per Schedule of Charges Mode of Payment: Account Debit	Instant	Respective Relationship Manager/Dealing Officer
7	Passport Endorsement (Card)	Physical Presence	<p>a. <u>Required documents</u>:</p> <p>Original Passport/s and EBL Card</p> <p>b. <u>Place of documents receipt</u>: Branch</p>	N/A	1 day	Respective Relationship Manager/Dealing Officer

8	Passport Endorsement (Cash)	Physical Presence	<p>a. <u>Required documents:</u> * Original Passport/s with Travel VISA * TM Form * Ticket & other related documents (if applicable) * Duly Filled up FCY Issuance Form</p> <p>b. <u>Place of documents receipt:</u> Branch</p>	As per Schedule of Charges Mode of Payment: Account Debit	Instant	Respective Relationship Manager/Dealing Officer
9	Prize Bond Purchase/Sale	Physical Presence	<p>a. <u>Required documents:</u> * Prize Bond (for Sale) * Local Cash Currency (For Purchase) * Photo ID will be required for Large Volume Transactions</p> <p>b. <u>Place of documents receipt:</u> Branch</p>	N/A	Instant	Respective Relationship Manager/Dealing Officer
10	PIN Generation (Debit Card/ Credit Card)	Through IVR	<p>a. <u>Required documents:</u> N/A. <u>Place of documents receipt:</u> Contact Center</p>	As per Schedule of Charges Mode of Payment: Account Debit (Debit Card) Bill Generation (Credit Card)	Instant	Respective Relationship Manager/Dealing Officer
11	Cash Withdrawal	Physical Presence/ATM/CRM	<p>a. <u>Required documents:</u> Cheque Leaf/Card</p> <p>b. <u>Place of documents receipt:</u> Branch/ATM/Cash Recycling Machine</p>	As per Schedule of Charges (Inter City * Account Debit) No Charge (Intra City)	Instant	Respective Relationship Manager/Dealing Officer

12	Cash Deposit	Dropbox/ Physical Presence/ CRM	a. <u>Required documents:</u> * Filled up Deposit Slip * Photo ID (if bearer and applicable) b. <u>Place of documents receipt:</u> Branch/DropBox/Cash Recycling Machine	As per Schedule of Charges (Inter City * Account Debit) No Charge (Intra City)	Instant	Respective Relationship Manager/Dealing Officer
13	In-house cheque transfer	Physical Presence	a. <u>Required documents:</u> * properly signed cheque b. <u>Place of documents receipt:</u> Branch	N/A	Instant	Respective Relationship Manager/Dealing Officer
14	Cheque Clearing	Physical Presence	a. <u>Required documents:</u> Cheque Leaf In Order with material information and signature Positive Pay Confirmation (If applicable) b. <u>Place of documents receipt:</u> Branch	As per Schedule of Charges Mode of Payment: Account Debit	As per Bangladesh Bank Guideline	Respective Relationship Manager/Dealing Officer
15	Sanchaypatra/ FCY Bond Purchase & Encashment	Physical Presence	a. <u>Required documents:</u> As per Instruction of the Snachayaptra/ Bond Issuing Authority b. <u>Place of documents receipt:</u> Branch	N/A	For SanchayPatra : 1 day For FCY Bond : 1-2 day	Respective Relationship Manager/Dealing Officer
16	Interbank Fund Transfer (BEFTN/RTGS/NPSB)	Branch/Online	a. <u>Required documents:</u> Customer Request with required information (Written/Online where applicable) b. <u>Place of documents receipt:</u> Branch	As per Schedule of Charges Mode of Payment: Account Debit	As per Bangladesh Bank Guideline	Respective Relationship Manager/Dealing Officer

17	Personal Loan (Unsecured)	Branch/Online	<p>a. <u>Required documents:</u>* Loan File duly Filled up* NID (Applicant & Guarantor), * Lab Printed Photo (Applicant duly attested)* Lab Printed Photo (Guarantor attested by applicant)* Business Card/Office ID (Guarantor * Service Employment)* Trade Licence/Business Card (Guarantor * Businessman)* Original LOI/ Salary Certificate (as per policy) & Cash voucher copy (if applicable)* Valid contract agreement/letter for contractual employee * Valid BMDC Certificate/ Professional Certificates (if applicable)* Rent or Lease Documents (if applicable)* Title Deed, Mutation Copy & Latest Land Development Tax receipt (if applicable)* Information of Reference Persons* CIB Enquiry and Undertaking Forms of applicant* Bank Statement as per policy* Proof of Submission of Tax Return* Office ID & Business Card (Both Applicant & Guarantor)* Sanction Letter of existing loan for last 12 months repayment status</p> <p>b. <u>Place of documents receipt:</u> Branch/ Online Request (where applicable)</p>	As per Schedule of ChargesMode of Payment: Account Debit	0-4 days (Decision will be provided)*Disbursement will be effected upon fulfillment of conditions by the borrower	Respective Relationship Manager/Dealing Officer
18	Remittance Service	Branch	<p>a. <u>Required documents:</u> As per Foreign Exchange Policy Department (FEPD) guideline and to ensure complete KYC (vaires case to case)</p> <p>b. <u>Place of documents receipt:</u> Branch</p>	N/A	0-1 day	Respective Relationship Manager/Dealing Officer
19	Utility Bill Payment	Branch/Online	<p>a. <u>Required documents:</u> Utility Bill Copy (if paid through branch)</p> <p>b. <u>Place of documents receipt:</u> Branch/Online</p>	N/A	Same day	Respective Relationship Manager/Dealing Officer

20	USA VISA fee deposit	Branch/Online	a. <u>Required documents:</u> * Pre-printed USA Visa Application Fee Deposit Slip containing * CGI Ref. No. * Bank Deposit Slip b. <u>Place of documents receipt:</u> Branch/Online	N/A	1	Respective Relationship Manager/Dealing Officer
21	Chinese VISA fee	Branch	a. <u>Required documents:</u> Bank Deposit Slip containing correct information with applicant's Passport number b. <u>Place of documents receipt:</u> Branch	N/A	1	Respective Relationship Manager/Dealing Officer
22	RJSC Fee	Branch	a. <u>Required documents:</u> Pre-printed instruction with required information and amount b. <u>Place of documents receipt:</u> Branch	N/A	Same day	Respective Relationship Manager/Dealing Officer
23	Tax Challan Deposit	Branch	a. <u>Required documents:</u> ETIN Copy Tax Deposit Slip b. <u>Place of documents receipt:</u> Branch	N/A	Instant	Respective Relationship Manager/Dealing Officer
24	Passport Application Fee	Branch	a. <u>Required documents:</u> Pre-printed lip containing required information and amount b. <u>Place of documents receipt:</u> Branch	N/A	Instant	Respective Relationship Manager/Dealing Officer

Note:

- 1 All Indicative Days mean Working Days only.
- 2 In all cases, the Time Limit will be applicable only for customer requests after receiving complete set of relevant supporting documents following rules & regulations and bank's policies.
- 3 The above Time Limit is only an indication of approximate time required for rendering services. However, actual service may take longer/ shorter time depending on circumstances.

2.2 - Institutional Service (প্রাতিষ্ঠানিক সেবা)

Serial	Name of Service	Service Providing Method	Required document & Place of Receipt	Service Charge and mode of payment	Timeline for Service	Responsible Officer (Name, Designation, Contact Number & Email)
1	2	3	4	5	6	7
1	Fund Transfer/Pay Order/Remittance/Salary/Standing Instruction/Sweep/TT	Letter/Email/Mobile or Internet Application	EBL Website(ebl.com.bd)	Service Charge: As per schedule of charges Mode of Payment: From Account	Immediately	Respective Relationship Manager
2	Lending	Letter/Email	EBL Website(ebl.com.bd)	Service Charge: As per schedule of charges Mode of Payment: From Account	Maximum 2 Months	Respective Relationship Manager
3	Trade Service	Letter/Email	EBL Website(ebl.com.bd)	Service Charge: As per schedule of charges Mode of Payment: From Account	Maximum 5 Working Days	Respective Relationship Manager
4	Guarantee Service	Letter/Email	EBL Website(ebl.com.bd)	Service Charge: As per schedule of charges Mode of Payment: From Account	Maximum 5 Working Days	Respective Relationship Manager
5	Structured Finance Service	Letter/Email	EBL Website(ebl.com.bd)	Service Charge: As per schedule of charges Mode of Payment: From Account	Standard Time	Respective Relationship Manager
6	Cash Management Solutions	Letter/Email	EBL Website(ebl.com.bd)	Service Charge: As per schedule of charges Mode of Payment: From Account	Standard Time	Respective Relationship Manager
7	Supply Chain Financing Solutions	Letter/Email	EBL Website(ebl.com.bd)	Service Charge: As per schedule of charges Mode of Payment: From Account	Standard Time	Respective Relationship Manager
8	Corporate Advisory Services	Letter/Email	EBL Website(ebl.com.bd)	Service Charge: As per schedule of charges Mode of Payment: From Account	Standard Time	Respective Relationship Manager
9	EBL Connect(Online Platform)	Online	EBL Website(ebl.com.bd)	Service Charge: As per schedule of charges Mode of Payment: From Account	Instant Service	Respective Relationship Manager



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10	Automated Challan System(ACS)	Letter/Online	EBL Website(ebl.com.bd)	Service Charge: Free Mode of Payment: Not Applicable	Same Day	Respective Relationship Manager
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Note:

- 1 All Indicative Days mean Working Days only.
- 2 In all cases, the Time Limit will be applicable only for customer requests after receiving complete set of relevant supporting documents following rules & regulations and bank's policies.
- 3 The above Time Limit is only an indication of approximate time required for rendering services.
However, actual service may take longer/ shorter time depending on circumstances.

2.3 - Internal Services (অভ্যন্তরীণ সেবা)

Serial	Name of Service	Service Providing Method	a. Required documents & Place of Receipt	Service Charge and mode of payment	Timeline for Service	Responsible Officer (Name, Designation, Contact Number & Email)
1	2	3	4	5	6	7
1	Furniture & Equipment Allowance	Physical	Required Document: a. Application Form b. Quotation Place of Receipt: HRD, Head Office	Payment through Account	02 Working Days	Responsible Officer of People's Pay & Benefit Unit, HRD
2	Hospitalization Claim Reimbursement	Digital & Physical	Required Document: a. Online Application b. Discharge Certificate c. Original Bills Place of Receipt: HRD, Head Office	Payment through Account	04 Working Days	Responsible Officer of People's Pay & Benefit Unit, HRD
3	Maternity Claim Reimbursement	Digital & Physical	Required Document: a. Online Application b. Discharge Certificate c. Original Bills Place of Receipt: HRD, Head Office	Payment through Account	04 Working Days	Responsible Officer of People's Pay & Benefit Unit, HRD

4	TA/DA Bill Reimbursement	Digital & Physical	Required Document: a. Online Application b. Original Bills Place of Receipt: HRD, Head Office	Payment through Account	04 Working Days	Responsible Officer of People's Pay & Benefit Unit, HRD
5	Foreign Leave Application	Digital & Physical	Required Document: a. Application Form Place of Receipt: HRD, Head Office	NA	02 Working Days	Responsible Officer of HR Operations Team, HRD
6	Sick Leave	Digital	Required Document: a. Application Form Place of Receipt: HRD, Head Office	NA	01 Working Days	Responsible Officer of HR Operations Team, HRD
7	Maternity Leave	Digital	Required Document: a. Application Form Place of Receipt: HRD, Head Office	NA	01 Working Days	Responsible Officer of HR Operations Team, HRD
8	Employee ID Card	Physical	Required Document: a. ID Card Request Form Place of Receipt: HRD, Head Office	NA	02 Working Days	Responsible Officer of HR Operations Team, HRD

9	Busienss Card Requisition Processing	Physical & Digital	Required Document: a. Business Card Requisition Form Place of Receipt: HRD, Head Office	NA	02 Working Days	Responsible Officer of HR Operations Team, HRD
10	NOC/Experience Certificate	Digital	Required Document: a. Certificate Request Place of Receipt: HRD, Head Office	NA	02 Working Days	Responsible Officer of HR Operations Team, HRD

SL	3. Customer's Obligation to the Bank
1	Customers shall follow the banking norms, practices, functional rules etc.
2	Customers shall abide by the terms and conditions prescribed for each banking product and services.
3	Customers shall maintain disciplinary arrangement at the customer service points
4	Customers shall convey their grievance to the bank in proper way or in prescribed form
5	Customers shall convey the bank any changes in their address, contact numbers or any matetial information.
6	Customers generally shall ask any query at prescribed desk such as Customer Service, Branch Operation Manager, Branch Manager, Contact Center
7	Customer shall follow banking intructions/information/awareness shared through SMS/Email from time to time
8	Customer should refrain from making undue/unfair service request

Evidences of Training

The required data for the period of April to June, 2023 is as below;

TRAINING TITLE	PARTICIPANTS' DESIGNATION	SESSION TITLE	SESSION DATE	PARTICIPANT COUNT
Foundation Program On Banking	Relationship Officer	Integrity & Ethics	25-05-2023	34
Foundation Program On Banking	Trainee Assistant Officer	Integrity & Ethics	07-05-2023	46
Foundation Program On Banking	Assistant Officer - Senior Officer	Integrity & Ethics	22-06-2023	30
TOTAL				110
Foundation Program On Banking	Assistant Officer - Senior Officer	Citizen Charter	09-07-2023	30
Foundation Program On Banking	Trainee Assistant Officer	Citizen Charter	17-06-2023	46
TOTAL				76


Eastern Bank Limited

Subject: Progress report on "Citizen Charter Implementation Plan" for 4th Quarter (April - Jun, 2023) and evidence submission

Annual action plan for implementation of Citizen Charter of the bank for Year 2022-23

Activities	Performance indicator	Annual Target 2022 - 23	Implementation progress Year 2022-23				Annual Achievement 2022-23	Implementation division	Evidence Submitted	Remarks
			1st Quarter (July - September, 20__)	2nd Quarter (October - December, 2022)	3rd Quarter (January - March, 2023)	4th Quarter (April - June, 2023)				
1	2	3	4	5	6	7	8 (7+6+5+4) =	9	10	11
Quarterly Update of Citizen Charter	Updated for Quarter-4, 2022-23	To be updated 4 times	N/A	Done	Done	Done	Done	Retail & SME Banking	Website Upload and displayed at Branch	
Arranging Training on Citizen Charter	a. Training Program Conducted on Citizen Charter on 17.06.2023, b. Online Training Conducted on Integrity & Ethics on 25-05-2023, 07-05-2023, 22-06-2023	4 Training/Workshop to be organized	N/A	Done	Done	Done	Done	Human Resources Division	Screenshot of Invitation to training	Integrity & Ethics as well as Citizen Charter is a mandatory part of the foundation training in EBL. Evidence of training schedule is has been shared
Organizing briefing sessions with stakeholders on banking services	Sessions organized with stakeholders by higher management	2 briefing sessions to be organized	N/A	Done	N/A	N/A	Complied for 2022-2023	Retail & SME Banking	N/A	Will be conducted in the 2nd half of the calender year
Implementation of Decision of the Monitoring Cell of Citizen Charter	Report Preparation & Website Upload initiated	A. Finalizing the report B. Uploading the final report on Website	N/A	Done	Done	Done	Done	EBL	Website Upload	

Seal & Signature of the Reporting Officer


Eshrat Mustafiz Eshita
 Senior Manager
 Service and Business Quality
 Retail & SME Banking
 Eastern Bank Limited
 Head Office, Dhaka

Focal point of Citizen's Charter of Eastern Bank Limited


Sabera Sultana Mili
 Head, Service & Business Quality and Sales Governance
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