

Minutes of the Quarterly Meeting of the Committee on Moral, Ethics and Integrity

A meeting of the CBL Committee on Moral, Ethics and Integrity (Ethics Committee) was held on 08 January 2019 at 10:30 am at CBL Head Office. The meeting was presided over by Mr. Md. Abdul Wadud, DMD, Head of Commercial & Trade Business and CAMLCO and Convener of the Committee.

The following members of the Committee on Moral, Ethics and Integrity and NIS Implementation Cell attended in the meeting:

Sl.	Name	Designation	Status in the Committee
Members/Representatives of Ethics Committee [Committee on Moral, Ethics and Integrity]			
1	Mr. Md. Abdul Wadud	DMD, Head of Commercial & Trade Business and CAMLCO	Convener
2	Ms. Nishat Anwar	EVP & Head of HR	Member
3	Mr. Mohammad Ahtasamul Hoque	FVP & Head of Monitoring & Compliance, ICC	Alternate Member Secretary and Focal Point
4	Ms. Parul Das	EVP & Head of Finance	Representative
5	Mr. Mohammed Anisur Rahman	EVP & Head of IT	Representative
6	Mr. Md. Anwarul Islam	SVP & Unit Head, Court Operation	Representative
7	Ms. Farzana Hoque	SAVP & Unit Head, Market Risk	Representative
8	Mr. Chowdhury Farman Mehdi	EO & Associate Manager, Brand Communications - Cards	Representative
Members of NIS Implementation Cell			
9	Mr. Md. Shohel Alam	SEO & Manager, Compliance-ICC	Member
10	Ms. Ismat Ara	SEO & Manager, Compliance-ICC	Member
Observers			
11	Ms. Sayeeda Sajed	EVP & Head of Customer Experience	Observer
12	Mr. Md. Babul Hossain	SAVP, Procurement & Contract Mgt. and Acting Head of Procurement	Observer

With the permission of the Chair, Mr. Mohammad Ahtasamul Hoque started the discussion as per placed agenda of the meeting. The resolutions of the meeting are as under:

Agenda:

1. Review of 2nd Quarterly Implementation Report of Annual Work Plan for the Financial Year 2018-2019 or the period from October 2018 to December 2018.
2. Miscellaneous.

Agenda 01: Review of 2nd Quarterly Implementation Report of Annual Work Plan for the Financial Year 2018-2019 or the period from October 2018 to December 2018.

The 2nd Quarterly Implementation Report of Annual Work Plan for the Financial Year 2018-2019 or the period from October 2018 to December 2018 was presented to the Committee in the meeting. The Committee noted the key discussion points from the implementation status of the work plan and adopted the following resolutions:

- ১.৩ স্ব স্ব ওয়েবসাইটে শুদ্ধাচার আইকন হালনাগাদকরণ: The Committee was informed that NIS related information were uploaded in the bank's website under different Tabs, those are updated regularly. The Committee advised to place all NIS related information under one Icon and continue to keep the information updated on regular basis with the help of Brand, Communications & Marketing Division.
- ১.৪ উত্তম চর্চার (Best Practice) তালিকা প্রণয়ন করে বাংলাদেশ ব্যাংকে প্রেরণ: The Committee was informed that bank's list of best practices was defined in the year 2010, those were updated in the year 2013. An updated list of best practices (do's and don'ts) has been incorporated under the recently

launched i-Case Program. Ms. Sayeeda Sajed, EVP & Head of Customer Experience will provide this list for sending to Bangladesh Bank. The Committee advised to inform MD & CEO and AMD-Retail, Small and Medium Business & Chief Communications Officer for sending the list to Bangladesh Bank.

- ৩.১ **জাতীয় দৈনিকে শুদ্ধাচার বিষয়ক ছড়া প্রচার:** The Committee advised that after publishing a Rhyme in a newspaper, the same would be circulated among all CBL employees through e-mail with a brief introduction for the purpose of increasing employee awareness on national integrity strategy.
- ৩.২ **কর্মকর্তাদের শৃঙ্খলামূলক তথ্যাদির Corporate Memory Management System (CMMS)-এ এন্ট্রি প্রদান:** The Committee was informed that due to job rotation in HRD, the job role of HR employees had been changed. Accordingly, an e-mail was sent by the Focal Point of CBL Ethics Committee to Bangladesh Bank on 17-09-2018 for effecting a few changes in the CMMS User List for CBL. Afterwards, as discussed over phone with the Focal Point of Bangladesh Bank's Ethics Committee, a hard-copy letter on the same was sent to them on 09-12-2018 under joint signature of Alternate Member Secretary & Focal Point and Convener of CBL Ethics Committee. The Committee advised to follow-up with Bangladesh Bank to get an update of the issue.
- ৪.১ **স্ব স্ব ওয়েবসাইটে তথ্য অধিকার সেবাবল্ল হালনাগাদকরণ:** The Committee nominated Ms. Parul Das, EVP & Head of Finance as Alternate Information Providing Officer of CBL under Rights to Information Act, 2009 in its meeting held on 30-07-2018. The Committee decided in its current meeting that AMD-Retail, Small and Medium Business & Chief Communications Officer may be the Appeal Authority under Rights to Information Act, 2009.
- ৫.৪ **ই-টেন্ডার/ই-জিপি-এর মাধ্যমে ক্রয় কার্য সম্পাদন:** Mr. Md. Babul Hossain, SAVP, Procurement & Contract Mgt. and Acting Head of Procurement informed that there is no further development regarding signing of SLA with Bangladesh Bank for E-Tender process.
- ৫.৫ **শাখা পর্যায়ে চালুকৃত অনলাইন/ই-সেবার ব্যবহার সংক্রান্ত কার্যক্রম পরিবীক্ষণ:** The committee was informed that in addition to the internal audit by ICCD, transaction monitoring through Fraud Analyzer System by FCU and review of staff time efficiency by Electronic Queue Management System, the bank has already implemented Transaction Net Promoter Score (TNPS) Survey and Relationship Net Promoter Score (RNPS) Survey to collect feedback from the customers directly on their availed service from CBL.
- ৬.১ **বার্ষিক উদ্ভাবন কর্ম-পরিকল্পনা ২০১৮-১৯ প্রণয়ন:** Ms. Sayeeda Sajed informed that CBL has already selected 3 ideas among 128 innovative ideas received from different employees under i-Care Generous Platform. The ideas are (1) Cards sale through customer referrals, (2) Receipt less ATM machine and (3) Essential mail references.
- ৬.২ **বার্ষিক উদ্ভাবন কর্ম-পরিকল্পনায় অর্ন্তভুক্ত কার্যক্রম বাস্তবায়ন:** Ms. Sayeeda Sajed informed that 1 idea among the selected 3 innovative ideas has already been implemented (Cards sale through customer referrals), the other 2 ideas are in the process of implementation.
- ৭.১ **Procurement Policy & Procedure of CBL অনুযায়ী ক্রয়-পরিকল্পনা ২০১৮-১৯ প্রণয়ন:** The Committee Advised Procurement Division to prepare Annual Purchase Plan in consultation with Finance Division to ensure appropriate budgetary allocation.
- ৭.৪ **আঞ্চলিক কার্যালয়/ শাখা পরিদর্শন/আকস্মিক পরিদর্শন:** The committee advised Customer Experience Division to discuss with the branch employees to increase their awareness on the exchange of Mutilated and torn notes at the counters of the branches.
- ৭.৬ **গ্রাহকদের সাথে সভার আয়োজন:** The committee discussed that MD & CEO and other senior executives meet different customers of the bank regularly. Also, a number of Iftar Parties were arranged last year for the customers. Moreover, our Customer Experience Team discusses with the customers directly if any customer had given a score below 7 out of 10 to his received service


under Transaction Net Promoter Score (TNPS) Survey and Relationship Net Promoter Score (RNPS) Survey Program.

- ৮.৩ বকেয়া বিদ্যুৎ, পানি, গ্যাস ও টেলিফোন বিল প্রদান: The committee was informed that all utility bills (Electricity, Water, Gas and Telephone Bills) of Head Office received up to November 2018 have been paid. Bills of December 2018 will be paid after receiving the bill from concerned service provider. The Committee advised General Administration Division to collect information from Cluster Heads of Branch Banking Division to ascertain if there is any unpaid bill in the branches under their supervision.
- ৯.১ বাংলাদেশ ব্যাংক কর্তৃক ব্যাংকসমূহের কর্মকর্তা/কর্মচারীগণের জন্য প্রণীত 'শুদ্ধাচার পুরস্কার প্রদান নীতিমালা, ২০১৮' অনুযায়ী শুদ্ধাচার পুরস্কার প্রদান: The committee decided to present the Guideline in the meeting of the Board of Directors for their kind consideration.
- ১০.১ শুদ্ধাচার কর্ম-পরিকল্পনায় অন্তর্ভুক্ত বিভিন্ন কার্যক্রম বাস্তবায়নের জন্য বরাদ্দকৃত অর্থের আনুমানিক পরিমাণ: The committee advised to share the budget with HRD and Finance Division for their necessary confirmation.

Agenda 02: Miscellaneous:

At the end, Mr. Md. Abdul Wadud, DMD, Head of Commercial & Trade Business and CAMLCO and Convener of the Committee gave thanks to all members/representatives of the CBL Committee on Moral, Ethics and Integrity and NIS Implementation Cell for attending in the meeting and expected their co-operation for implementing the national integrity strategy in the bank. All members expressed their satisfaction and assured that they will provide all support.

As there were no further agenda to discuss, the meeting was concluded with vote of thanks by the Chair.



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Alternate Member Secretary & Focal Point
CBL Committee on Moral, Ethics and Integrity
The City Bank Limited



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