

**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 03 October 2019 at 10:30 am at CBL Head Office. The meeting was presided over by Mr. Md. Abdul Wadud, DMD, Head of Commercial & Medium Business 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
<b>Members/Representatives of Ethics Committee [Committee on Moral, Ethics and Integrity]</b>			
1	Mr. Md. Abdul Wadud	DMD, Head of Commercial and Medium Business	Convener
2	Mr. A K M Saif Ullah Kowchar, FCA	SEVP & Head of ICC	Member Secretary and Focal Point
3	Mr. Md. Shafayat Ullah	EVP & Head of Legal	Member
4	Ms. Sayeeda Sajed	EVP & Head of Customer Experience	Member
5	Ms. Haseena Jahan Mili	SVP & Project Head-Operational Risk	Representative
6	Mr. Md. Mohibur Rahman	SVP & Regional Head of Branches-4	Representative
7	Mr. Mohammad Ahtasamul Hoque	FVP & Head of Audit & Inspection-ICC	Alternate Member Secretary and Focal Point
8	Mr. Syed Hasnain Mamun	FVP & Head of Organization Development & HR Strategy	Representative
9	Mr. Mohammad Mahamudul Haque	FVP & Head of Financial & Regulatory Reporting	Representative
10	Mr. Mamun Rahman	FVP & Head of Compliance & Monitoring	Observer
<b>Members of NIS Implementation Cell</b>			
11	Mr. Md. Shohel Alam	SEO & Manager, Compliance-ICC	Member
12	Ms. Ismat Ara	SEO & Manager, Compliance-ICC	Member

With the permission of the Chair, Mr. Md. Shohel Alam started the discussion as per placed agenda of the meeting. The resolutions of the meeting are as under:

**Agenda:**

1. Review of 1<sup>st</sup> Quarterly Implementation Report of Annual Work Plan for the Financial Year 2019-2020 or the period from July 2019 to September 2019.
2. Miscellaneous.

**Agenda 01: Review of 1<sup>st</sup> Quarterly Implementation Report of Annual Work Plan for the Financial Year 2019-2020 or the period from July 2019 to September 2019.**

The 1<sup>st</sup> Quarterly Implementation Report of Annual Work Plan for the Financial Year 2019-2020 or the period from July 2019 to September 2019 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:

- ৪.১** সেবা সংক্রান্ত টোল ফ্রি নম্বরসমূহ স্ব স্ব তথ্য বাতায়নে দৃশ্যমানকরণ: The Committee discussed about uploading different Government Toll-free numbers in the bank's website. After discussion, the Committee advised Ms. Sayeeda Sajed, EVP & Head of Customer Experience to upload the same.

- ৪.৪ স্ব স্ব ওয়েবসাইটের অভিযোগ প্রতিকার ব্যবস্থা (GRS) সেবাবক্স হালনাগাদকরণ:** The Committee discussed about uploading the number of customer complaints received and resolved in the webpage of bank's Complaint Cell in the bank's website. After discussion, the committee advised to discuss with Bangladesh Bank to get clarification about the Appeal Authority of Complain Cell.
- ৬(ক).৩ প্রদত্ত সেবার সহজীকৃত প্রসেস ম্যাপ প্রস্তুতকরণ এবং ওয়েবসাইটে আপলোডকরণ:** After discussion, the Committee advised the Focal point to visit Bangladesh Bank for understanding the mentioned issue and take necessary action as per their guidance.
- ৮.১ স্ব স্ব সেবা প্রদান প্রতিশ্রুতি (সিটিজেনস চার্টার) বাস্তবায়ন এবং ওয়েবসাইটে প্রকাশ:** After discussion, the Committee advised Ms. Sayeeda Sajed & Ms. Haseena Jahan Mili to prepare a Citizen Charter as per given format and upload in bank's website after necessary approval.
- ১০.১ শুদ্ধাচার পুরস্কার প্রদান:** After discussion, the Committee advised Mr. Syed Hasnain Mamun of HRD to take necessary steps for complete implementation of the integrity award.
- ১০.২ ২০১৮-২০১৯ অর্থবছরে শুদ্ধাচার পুরস্কারপ্রাপ্তদের তালিকা ওয়েবসাইটে প্রকাশ:** The Committee advised Mr. Syed Hasnain Mamun to take necessary steps immediately to publish the list of award winners in the bank's website.
- ১২.২ নির্ধারিত সময়ে ত্রৈমাসিক পরিবীক্ষণ প্রতিবেদন স্ব স্ব দপ্তর/সংস্থায় দাখিল ও ওয়েবসাইটে আপলোডকরণ:** After discussion, the Committee advised to submit the quarterly report to Bangladesh Bank on time and upload all necessary reports in the bank's website as per guideline. The Committee also advised to effect print and edit restriction in all documents before uploading those into the bank's website.

At the end, Mr. Md. Abdul Wadud, DMD, Head of Commercial & Medium Business 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.

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

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Mamun Rahman  
First Vice President  
Head of Compliance & Monitoring  
The City Bank Limited

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A K M Saif Ullah Kowchar FCA  
Senior Executive Vice President  
Head of ICC  
Member Secretary & Focal Point  
CBL Committee on Moral, Ethics and Integrity  
The City Bank Limited