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	
	Members/Representatives of Ethics Committee [Committee on Moral, Ethics and Integrity]			
1	Mr. Md. Abdul Wadud	DMD, Head of Commercial and	Convener	
		Medium Business		
2	Mr. A K M Saif Ullah Kowchar,	SEVP & Head of ICC	Member Secretary and	
	FCA		Focal Point	
3	Mr. Md. Shafayat Ullah	EVP & Head of Legal	Member	
4	Ms. Sayeeda Sajed	EVP & Head of Customer	Member	
		Experience		
5	Ms. Haseena Jahan Mili	SVP & Project Head-Operational	Representative	
		Risk		
6	Mr. Md. Mohibur Rahman	SVP & Regional Head of	Representative	
		Branches-4	Representative	
7	Mr. Mohammad Ahtasamul	FVP & Head of Audit &	Alternate Member	
	Hoque	Inspection-ICC	Secretary and Focal Point	
8	Mr. Syed Hasnain Mamun	FVP & Head of Organization	Representative	
		Development & HR Strategy		
9	Mr. Mohammad Mahamudul	FVP & Head of Financial &	Representative	
	Haque	Regulatory Reporting		
10	Mr. Mamun Rahman	FVP & Head of Compliance &	Observer	
		Monitoring		
	Members of NIS Implementation Cell			
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:

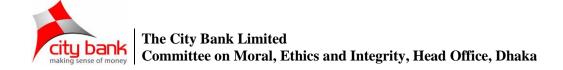
Agenda:

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

The 1st 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:

8.১ সেবা সংক্রান্ত টোল ফ্রি নম্বরসমূহ স্ব স্থা 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.



- 8.8 স্ব স্থ ওয়েবসাইটের অভিযোগ প্রতিকার ব্যবস্থা (GRS) সেবাবঙ্গ 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 প্রদন্ত 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 স্থা প্রদান প্রতিশ্রুতি (সিটিজেনস চার্টার) বান্তবায়ন 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.
- <u>১০.১</u> <u>গুৰাচার পুরস্কার প্রদান:</u> 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 জ্জাচার 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 স্থার দান্তিল 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.

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

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