

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 26th June 2019 at 04:00 pm at CBL Head Office. The meeting was presided over by Mr. Md. Abdul Wadud, DMD, Head of Commercial & Trade 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, Trade and Medium Business	Convener
2	Mr. Md. Zabid Iqbal	SEVP & CRO (& Head of RMD)	Member
3	Mr. A K M Saif Ullah Kowchar FCA	SEVP & Head of ICC	Member Secretary and Focal Point
4	Ms. Parul Das	EVP & Head of Finance	Alternate Information Providing Officer
5	Ms. Sayeeda Sajed	EVP & Head of Customer Experience	Member
6	Mr. Anwar Hossain	SVP & Head of Brand & Communication	Member
7	Mr. Mahbub Ahmed Chowdhury	FVP & Head of Procurement	Member
8	Mr. Mohammed Ahtasamul Hoque	FVP & Head of Monitoring & Compliance-ICC	Alternate Member Secretary and Focal Point
9	Mr. Syed Hasnain Mamun	FVP & Head of Organization Development & HR Strategy	Representative
10	Khaled Iftekhar	VP & Head of ATM	Representative
11	Mr. Taher Ali	SAVP & Senior Manager-Channel Support, Coordination & MIS	Representative
12	Nowsin Ara Zerim	EO & Associate Manager-In house Operation Unit-Legal	Representative
Members of NIS Implementation Cell			
13	Mr. Md. Shohel Alam	SEO & Manager, Compliance-ICC	Member
14	Ms. Ismat Ara	SEO & Manager, Compliance-ICC	Member
Observers			
15	Mr. Kazi Reshad Mahboob	VP & Head of Grievance Handling	Observer

At first, the committee welcomed the two new member/representative of member of the committee, Mr. Anwar Hossain, SVP & Head of Brand & Communication and Mr. Syed Hasnain Mamun, FVP & Head of Organization Development & HR Strategy. After that, 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 4th Quarterly Implementation Report of Annual Work Plan for the Financial Year 2018-2019 or the period from April 2019 to June 2019.
2. Miscellaneous.

Agenda 01: Review of 4th Quarterly Implementation Report of Annual Work Plan for the Financial Year 2018-2019 or the period from April 2019 to June 2019.

The 4th Quarterly Implementation Report of Annual Work Plan for the Financial Year 2018-2019 or the period from April 2019 to June 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:

- ২.২ কর্মকর্তা-কর্মচারীদের অংশগ্রহণে HR Manual, Code of Conduct, Manners & Etiquettes, Customer Service, Codes of Business Conduct/ CRP, Service Excellence ইত্যাদি বিষয়ে সচেতনতা বৃদ্ধিস্থলক সভা/প্রশিক্ষণ আয়োজন:** The committee was informed that bank is arranging training regarding the same on regular basis. In this regard, Mr. Md. Zabid Iqbal, CRO suggests that bank can arrange training on manners & etiquette by external professional trainers or in the British Council. Since there is cost involvement in this matter, the committee advised Mr. Syed Hasnain Mamun, Head of Organization Development & HR Strategy to review the whole process and recommend if any improvement is needed in the existing practice of CBL considering budgetary allocation and value addition to the Bank.
- ৩.১ জাতীয় দৈনিকে তজ্জাচার বিষয়ক ছড়া প্রচার:** The committee was informed that a selected rhyme has been published in the daily Bhorer Kagoj on 25th June 2019 in the current quarter. The committee advised to discuss in the next meetings for selection of a rhyme for publication in the newspapers.
- ৩.২ কর্মকর্তাদের শৃঙ্খলাসুলক তথ্যাদির Corporate Memory Management System (CMMS)-এ এন্ট্রি প্রদান:** The committee advised ICCD to cover Corporate Memory Management System (CMMS) in their comprehensive audit on HRD.
- ৪.২ তথ্য অধিকার আইনের আওতার দায়িত্বপ্রাপ্ত কর্মকর্তা (ডিও) ও বিকল্প দায়িত্বপ্রাপ্ত কর্মকর্তার অনলাইন প্রশিক্ষণ সম্পাদন:** The Committee was informed that Chief Information Officer has already obtained training on Rights to Information Act 2009 but he is facing difficulty to download the certificate in support of his completion. The committee advised Mr. Syed Hasnain Mamun to send a letter or physically visit to Bangladesh Bank together with Focal Point & Alternate Focal Point to find out a way to solve the problem.
- ৪.৬ স্বপ্রণোদিত তথ্য প্রকাশ নিদেশিকা হালনাগাদ করে ওয়েবসাইটে প্রকাশ:** The committee advised HRD to prepare a policy and upload the same in the bank's website within the next quarter.
- ৫.১ দাপ্তরিক কাজে অনলাইন রেসপন্স সিস্টেম (ই-মেইল/এসএমএস)-এর ব্যবহার:** The committee advised to include HRD along with IT as the responsible for implementation of this issue.
- ৫.২ ভিডিও/অনলাইন/ টেলি-কনফারেন্স আয়োজন (কাইপ/ম্যাসেনজার, ভাইবার ব্যবহারসহ):** The committee discussed about the volume of video/online/tele-conference done on regular basis by different units of the bank. The committee advised to increase the target in the next quarters if required.
- ৭.৩ শাখা পর্যায়ে সেবা প্রদান প্রতিশ্রুতি (সিটিজেনস্ চার্টার) বাস্তবায়ন অগ্রগতি পরিবীক্ষণ:** Bank's Customer Experience team is monitoring SLA among different divisions and performing video surveillance on the branches. The committee advised to mention these two items under this issue.
- ৮.৩ বকেয়া বিদ্যুৎ, পানি, গ্যাস ও টেলিকোন বিল প্রদান:** The committee was informed that BTTB sends telephone bills very irregularly. However, duplicate BTTB telephone bills can be downloaded from their website for payment. The committee advised Head of Finance to advise GAD to download the pending bills from BTTB website and make payment against those bill at the earliest.

Agenda 02: Miscellaneous: Making the NIS Presentations More Attractive and Meetings More Effective

The committee requested the new members/representatives of members to evaluate the proceedings of the meeting and to make recommendations on how to make the NIS presentation more attractive and to make the meeting more effective. In response, Mr. Syed Hasnain Mamun appreciated the presentation and commented that CBL is very much organized in this regard.

Afterwards, the committee advised as follows:

1. Mr. Syed Hasnain Mamun will review the NIS training materials and suggest if any modification is required to make it more attractive/effective.
2. Training of the relevant staffs of the big branches needs to be ensured first.
3. HRD will arrange online exam on NIS for the employees organization-wide.

4. Internal auditors should check the NIS knowledge of the staffs while performing their comprehensive audit of the branches/divisions on regular basis.
5. The rhymes published in the newspapers may also be shared in the bank's intranet, Facebook page, branch EQM televisions and through email to Cityall.
6. The committee advised to arrange the next quarterly meeting of the committee in the 1st or 2nd week of the last month of each quarter.

At the end, Mr. Md. Abdul Wadud, DMD, Head of Commercial & Trade 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 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 ended with vote of thanks by the Chair.



Mohammad Ahtasamul Hoque
First Vice President
Head of Monitoring & Compliance, ICC
Alternate Member Secretary & Focal Point
CBL Committee on Moral, Ethics and Integrity
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

