

MEETING MINUTES of Ethics Committee

Date & Time	Monday, June 22, 2021 (3:00 PM to 4.00 PM)
Venue	MDB Board Room, NB Tower
Participants	<ol style="list-style-type: none"> 1. Md. Zahid Hossain, Deputy Managing Director (Chairman) 2. Md. Ridwanul Hoque, Head of RDD (Member) 3. Mostafa Sarwar, Head of CRMD (Member) 4. Tapash Chakraborty, Head of HRMD (Member Secretary) 5. Mohammad Syejuddin Ahmmed, Head of ICCD (Member) 6. Fazal Abdullah, Head of AMLD (Member) 7. Ashrafal Alam, Acting Head of CO&SD (Member) 8. Md. Abu Sayed, SEO, CO&SD
Agenda No. 01	Review and update of last meeting
Discussion	<p>Meeting started with the permission and giving vote of thanks to the chair.</p> <p>Acting Head of CO&SD gave update about the progress of the last meeting's below agenda of the NIS:</p> <ul style="list-style-type: none"> ▪ GL balancing – FAD has taken initiative. ▪ Slogan selection & rearrangement for the envelope– inclusion of Bangla Slogan. ▪ Online MIS of Complaint Management – No further update ▪ Surprise Inspection – this issue shifted to the agenda of CS&CM ▪ Retention and Destruction policy – to be discussed under separate agenda
Decision	Slogan selection process will be based on voting of all the members and final approval will come from MD& CEO.
Agenda No. 02	Discussion on Work Plan of 2021-2022
Discussion	<p>NIS Work plan for 2021-2022 was shared and also its key areas were highlighted :</p> <ul style="list-style-type: none"> ▪ Entry in CMMS. ▪ Website publication of Integrity award holder. ▪ Publish the report against wrongdoer. ▪ Ensure no gender discrimination. ▪ Slogan publication in the website.
Decision	HRD will look after 1 st four (04) areas of the work plan. It has mentioned that slogans publication in the website has already been done.
Agenda No. 03	Integrity Award and Training
Discussion	Integrity award giving requirement of NIS has been raised again to HR Division. For that rating scale needs to be changed and MD's approval also needs to be taken.
Decision	Chairman himself has taken the responsibility to address the issue to the Managing Director and CEO.
Agenda No. 04	Building strategies of NIS
Discussion	<p>Discussion on recent fraud incidences of Bank Asia Agent (Theft of 2 Cr. Taka from FDR proceeds and Utility Bill Payment) and Dhaka Bank's Bongshal Branch (Theft of 3.77 Cr taka cash by Cash-in-charge and CSM) was held. And also discussed about taking the cautionary measures to prevent frauds of above categories:</p> <p>a. Utility Bill Collection –</p> <ul style="list-style-type: none"> • Token: Provide coin like token to the bill depositors from the CSM's desk. At day end CSM will tally the number issuance and the number of bill receipt at

	<p>teller's counter. If token is misplaced by the customer, then problem may arise. As these tokens are mostly used by Government banks, its usage has been replaced by the queue management system. Depositing multiple bills against one token may still arise the gap of bill depositing method.</p> <ul style="list-style-type: none"> • Queue Management System: Introduce modern queue management system against each service. This will also help to measure TAT against each and every service. If bill depositing service is not availed by the customer, then same problem as mentioned above may arise. • Manual Register: Day-wise bill payer information such as serial no., phone number and bill amount of each bill will be recorded through a manual register, which will be maintained by branch's security in-charge or messenger. Serial number will also be written on the bill. At day end, it will be tallied with actual number of bill receipt. <p>b. Encashment proceeds of the FDR in Agent Banking – Account should be maintained mandatorily for agent banking operations. Encashment proceeds should not be transferred to the account of the agent center for taking cash payment. This also disrupts the SMS confirmation to the customer. Agent also may not give the right amount of money to the agent customer. Exception to the above will be considered for Government, Semi-government, autonomous body and corporate account's standalone FDR/scheme fund, who takes closing proceeds through pay order only.</p> <p>c. Cash and Vault Operations Branch: Below control mechanism can be deployed:</p> <ul style="list-style-type: none"> • Video checking of surprise visit of the BM by the audit • Teller's drawers and pocket should be regularly checked by the CSM and BM. • Video checking of CSM's presence at the time cash opening, closing and safe out of the cash based on requirement by the auditor. • Video checking of CSM's presence at the time of ATM cash loading. • Both teller/cash-in-charge and CSM will handle cash opening, interim cash in/out requirement and cash closing.
Decision	<ul style="list-style-type: none"> • Utility Bill Receipt: Either of the above mentioned processes will be adopted upon discussion with MD and CEO. • No stand-alone FDR/DPS without account: HoRDD will take the data from the agent banking about the number of stand-alone FDRs. If its percentage is low, then bank will make CASA mandatory for agent banking's standalone FDR/scheme deposit (exception to be considered as mentioned in "point b"). • Cash and Vault operations: All the due diligences as mentioned above will be strictly followed by the branch and ICC. In addition to that Cluster Head will conduct surprise cash cheque at least once in a month under their jurisdictions.
Agenda No. 05	Retention and Destruction policy
Discussion	Retention and Destruction policy to be developed by the GSD and ICC Divisions of the bank. Its update has yet to be given by the concerned divisions. Operations has developed a retention and destruction policy of general banking, which is shared for ready reference.
Decision	GSD Division will take necessary steps in this regard. ICC Division will help in this matter to formulate a standard policy for the bank.


 Md. Zahid Hossain
 Deputy Managing Director and Chairman of Ethics Committee

