

## MINUTES OF INTEGRITY BUILDING COMMITTEE MEETING

Date of Meeting: June 16, 2022

Sl. No.	Agenda	Discussions	Responsibilities Conferred	Decisions
1	<i>Integrity award (top urgent)</i>	Award of integrity has to be declared in the appropriate time as per Bangladesh Bank scoring mechanism and award winner name has to be published in the website. Integrity award needs to declare with June of years. In the month of December of the same, this matter has to be notified to the Bangladesh Bank. (Instruction of BB attached)	HRD, Committee Chairman, Top Management	1. Meeting decided that Chairman of meeting would discuss this matter with MD Sir. Update: After discussion, it has been decided that MDB will provide integrity award (1 basic salary) to their employee
2	<i>Integrity Poem</i>	Integrity poem to be published on quarterly basis on newspaper also has to submit the same to BB as proof.	PRD	Meeting decided that Chairman of meeting would discuss this matter with MD Sir. Update: After discussion, it has been decided that MDB will publish integrity rhymes on quarterly basis.
3	<i>CMMS entry</i>	Entry in the Corporate Memory Management Service (CMMS) is required to be given as per regulatory requirement against the banker who has committed any financial crime in their respective bank. Matter has raised to HRD.	HRD	Meeting decided that HRD would take necessary initiative to provide entry in the CMMS of Bangladesh Bank. 1. CO&SD will provide the process of unlocking the password to the HRD.
4	<i>Customer Complaint Management</i>	Matter related to customer complaint management has discussed. More emphasis is given to address the complaint on time and settle that issue within 10 days and new BB circular to be followed (BRPD Circular Letter No. 23). BB guideline published in 2014 related to CS&CM states that Complaints resolution standard time is 3-5 days. Based on that since 2014, we have been maintaining the same standard for the bank. Our CS&CM policy, complaints resolution process and citizen charter, GRS (grievance Redress System) are based on that 3-5 days resolution principle.	CS&CM	This agenda has been shifted to the agenda of Customer Services and Complaints Management (CS&CM) meeting. Matter will be discussed there in detail.
5	<i>Citizen Charter</i>	Bangladesh Bank vide its meeting minutes has given a guideline to all schedule bank, for the formation of a committee dealing all the affairs of Citizen Charter. Peer bank's similar committee has given for the ready reference	CS&CM	Committee is required to be formed as it is the instruction of the Bangladesh Bank.

			<p>This committee will consist of 03 (three) members. Members will be as Focal Point, Alternative Focal Point and 2<sup>nd</sup> Alternative Focal Point. The name of the members for those position are as under:</p> <ol style="list-style-type: none"> <li>1. Md. Zahid Hossain – Focal Person</li> <li>2. Md. Rashed Akter – 1<sup>st</sup> Alternate</li> <li>3. Ashrafal Alam – 2<sup>nd</sup> Alternate</li> </ol>
6	<i>Whistle Blowing Policy</i>	Whistle blowing policy to be formulated for the betterment of the financial sector. (Instruction of BB attached)	<p>This committee name will be published in the MDB website as well.</p> <p>Meeting decided that Chairman of meeting would discuss this matter with MD Sir.</p> <p>Update: After discussion, it has been decided that Head of HR, Head of ICC and Head of COSD will constitute a committee to form "Whistle Blowing Policy".</p>
5	<i>Miscellaneous</i>	<ul style="list-style-type: none"> <li>• Update on NIS work plan 2022-23</li> <li>• Training on NIS</li> <li>• Thanks to reconstructed Ethics Committee members</li> </ul>	<p>Ethics Committee</p> <p>Meeting decided that HRD would take necessary initiative to arrange the training.</p>



Md. Zahid Hossain  
DMD and Chairman of NIS