

Minutes of the Meeting of the Committee on Moral, Ethics and Integrity

A meeting of the SBI Committee on Moral, Ethics and Integrity (Ethics Committee) for the quarter ended March 2023 was held on 04th April 2023 at 05.00 pm at our Country Office, Address: 128, Gulshan Avenue, Gulshan-2, Dhaka-1212. The meeting was presided over by Mr. Maksudur Rahman, Chairman of Ethics 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. Debajoyti Banerjee	Head of Credit	Member
2	Mr. Raqib al Rashid	SAVP (Compliance)	Member
3	Mr. Kamal Kishore Das	AVP (CAMLCO)	Member
4	Mr. Anjan Chakraborty	FAVP (ALM)	Member

With the permission of the Chair, Shantonu Sarkar started the discussion as per placed agenda of the meeting. The resolutions of the meeting are as under:

Agenda:

1. Customer Complaint Management.
2. CMMS portal
3. Miscellaneous.

Agendum 01:

Customer Complaint Management issue has been discussed. As the team has already been set up at branch level so branches are advised to emphasis more to address the compliant on time and settled that issue within 3-5 days based on the nature and complexity of the complaint.


Agendum 02:

Proper use of CMMS portal has also been discussed. CMMS portal provided by Bangladesh Bank is used in relation of employees information i.e suspend, dismissed. This type of information must be entered with time manner.

Agendum 03:

At the end, Mr. Kamol Kishore Das, AVP (Credit) gave thanks to all members/representatives of the SBI Committee on Moral, Ethics and Integrity for attending in the meeting. As there were no further agenda to discuss, the meeting ended with vote of thanks by the Chair.


(Shantonu Sarkar)
Focal Point


Md. Maksudur Rahman
Chairman

SBI Committee on Moral, Ethics and Integrity

