

# The UAE-Bangladesh Investment Company Ltd.

Erectors House (5<sup>th</sup> Floor), 18 Kemal Ataturk Avenue, Banani C/A, Dhaka-1213, Phone: 9888203

[www.ubinco.com](http://www.ubinco.com)

## Citizen's Charter

### 1. VISION AND MISSION

**Vision** : To contribute in development process of Bangladesh.

**Mission:** Invest in financially viable projects with the private sector for Socio-Economic development of the country.

### 2. SERVICES

#### 2.1) Services of Citizens:

<u>Sl. No.</u>	<u>Name of Service</u>	<u>Method of service</u>	<u>Source of Relevant Documents</u>	<u>Service Charge &amp; Fees</u>	<u>Timeframe</u>	<u>Authorized Officer</u> (Name, Designation, Phone, Fax & E-mail)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Disclose information as per right to information act.	Letter, CD, Fax, Soft copy	Application for information through e-mail/Fax/Postal	Free of Cost/Fees as per rules.	20 working Days	<b>Mr. Md. Faruk Hossain,</b> Head of Finance Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>
2	Corporate Social Responsibility (CSR)	CSR activities like distribution of cloth/relief as requested by different govt. bodies and organization	Application	Free of Cost	As per Company rules	<b>Mr. Md. Faruk Hossain,</b> Head of Finance Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>

3	Public awareness activity	Bill Board/Calendar/ Diary/Daily Newspaper	UBICO Head Office	Free of Cost	As and when required.	<b>Mr. Md. Faruk Hossain,</b> Head of Finance Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>
4	Own website /portal	Online	Online	Free of Cost	Active in order	<b>Mr. Md. Faruk Hosen,</b> Officer-ICT Phone : 9888203, Fax : 58810718, Mobile: 01833332765, E-mail : <a href="mailto:mdfarukhosen@ubinco.com">mdfarukhosen@ubinco.com</a>

## 2.2) Institutional Service

<u>Sl. No.</u>	<u>Name of Service</u>	<u>Medium of service</u>	<u>Relevant Documents &amp; Sources</u>	<u>Fees &amp; Payment Procedure</u>	<u>Timeframe</u>	<u>Authorized Officer</u> (Name, Designation, Phone, Fax & E-mail)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Selection of nominee for various meeting and training organized by Ministry/Bangladesh Bank etc.	Letter, E-mail, Fax	As per format request letter of different body/organization	Free of Cost	As per training module	<b>Mr. Md. Faruk Hossain,</b> Head of Finance Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>
2	Loan Disbursement	Approval by Board	UBICO Head Office	Free of Cost	With 30 Working Days from the date of Board approval	<b>Mr. Aminul Haque,</b> Head of Investment Phone : 9888203, Fax : 58810718, Mobile: 01833332764, E-mail : <a href="mailto:haque@ubinco.com">haque@ubinco.com</a>

3	Re-fixation Interest rate change	Letter, E-mail, Fax	Application of loan	Free of Cost	Within 15 Days after the approval by Board.	<b>Mr. Aminul Haque,</b> Head of Investment Phone : 9888203, Fax : 58810718, Mobile: 01833332764 E-mail : <a href="mailto:haque@ubinco.com">haque@ubinco.com</a>
4	Loan Rescheduling	Client application. As per rescheduling guideline of Bangladesh Bank.	UBICO Head office	Free of Cost	15 Days after the Board approval.	<b>Mr. Aminul Haque,</b> Head of Investment Phone : 9888203, Fax : 58810718, Mobile: 01833332764, E-mail : <a href="mailto:haque@ubinco.com">haque@ubinco.com</a>
5	Credit Information	E-mail or as request by client.	Application for various types of service	Free of Cost	7 Working Days	<b>Mr. Aminul Islam,</b> Deputy Manager Phone : 9888203, Fax : 58810718, Mobile: 01833332767, E-mail : <a href="mailto:aminul@ubinco.com">aminul@ubinco.com</a>
6	Providing information to Regulators/Ministry as demanded.	As demand of Regulators	Letter, E-mail, Fax	Free of Cost	As per instruction of Regulator/Authority.	<b>Mr. Md. Faruk Hossain,</b> Head of Finance Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>
7	CIB service	Online	UBICO's server and Bangladesh Bank server	Free of Cost	Monthly or as and when requested.	<b>Mr. Md. Faruk Hosen,</b> Officer-ICT Phone : 9888203, Fax : 58810718, Mobile: 01833332765, E-mail : <a href="mailto:mdfarukhosen@ubinco.com">mdfarukhosen@ubinco.com</a>

### 2.3) Internal Service

<u>Sl. No.</u>	<u>Name of Service</u>	<u>Medium of service</u>	<u>Relevant Documents &amp; Sources</u>	<u>Fees &amp; Payment Procedure</u>	<u>Timeframe</u>	<u>Authorized Officer</u> (Name, Designation, Phone, Fax & E-mail)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Advance against Salary	Application	Application	Free of Cost	7 Working Days	<b>Mr. Md. Faruk Hossain,</b> Head of Finance Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>
2	Leave	Leave of Application	Application	Free of Cost	7 Working Days	<b>Mr. Md. Faruk Hossain,</b> Head of Finance Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>
3	Employee House Building Loan.	Board approval	Application	Free of Cost	3 Months	<b>Mr. Md. Faruk Hossain,</b> Head of Finance Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>
4	Extra benefit to the employees.	Group insurance policy/medical policy	Human resource department & concern insurance company	Free of Cost	30 working days	<b>Mr. Md. Ataur Rahman,</b> Head of General Service Phone : 9888203, Fax : 58810718, Mobile: 01711846880, E-mail : <a href="mailto:ataur@ubinco.com">ataur@ubinco.com</a>

5	Medical facility to employee and their family members.	Approval by Board	Application	Free of Cost	30 Working Days	<b>Mr. Md. Faruk Hossain,</b> Head of Finance Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>
6	Settlement of retirement benefit.	Approval by Board	Application	Free of Cost	30 Working Days	<b>Mr. Md. Faruk Hossain,</b> Head of Finance Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>

2.4. Services provided by subsidiary Organization:

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### 3. Complaint Management Procedure:

Sl. No.	When will you Communicate	To whom will you Communicate	Contact Address	Timeframe
1	If the assigned officer failed to dissolve the problem.	<b>Mr. Aminul Islam</b> Deputy Manager	Phone : 9888203, Fax : 58810718 Mobile: 018333,32767, E-mail : <a href="mailto:aminul@ubinco.com">aminul@ubinco.com</a>	30 Working Days
2	If Deputy Manager failed to dissolve the matter within the timeframe	<b>Mr. Aminul Haque</b> Manager	Phone : 9888203, Fax : 58810718, Mobile: 01833332764, E-mail : <a href="mailto:haque@ubinco.com">haque@ubinco.com</a>	30 Working Days
3	If Manager failed to dissolve resolve within the timeframe	<b>Mr. Md. Faruk Hossain</b> Assistant General Manager	Phone : 9888203, Fax : 58810718, Mobile: 01833332768, E-mail : <a href="mailto:faruk@ubinco.com">faruk@ubinco.com</a>	90 Working Days