

Your Right to Know about COAST Trust

1. COAST is a Non Government Organization (NGO). This organization is registered with NGO Affairs Bureau (Reg. no. 1242) and Trustee Act of the government of People's Republic of Bangladesh. For operating its microfinance activities COAST is also registered with the Micro credit Regulatory Authority (MRA, Reg. no. 00956 04041 00068) under the Bangladesh Bank (the Central Bank of Bangladesh).
2. COAST is always in favor of marginal people, poor households and their interests.
3. COAST is accountable to the state, people and its beneficiaries for all of its programs, rules and regulations, financial issues, and management.
4. To demonstrate the accountability to the every stakeholder, COAS follows the HAP-I (Humanitarian Accountability Partnership-International) policy and also exercises the HAP accountability framework.
5. Following the Right To Information Act of the government of Bangladesh, COAST keep open all the information about the organization (except the information related to the individual disciplinary actions of employee) and disclose some specific issues spontaneously.
6. Anybody can claim either verbal or written if s/he has any dissatisfaction on the rules of organization, present program/s or even on behavior of any staff. COAST is committed to ensure the privacy of complainant.
7. None of the society ever drops from any services of COAST due to their any claim.
8. COAST responses on any complain that received through mobile/telephone, email, fax, complain box, written application or face-to-face dialogue by 7-30 days.
9. Direct administrative measures are taken if any financial irregularity and unethical behavior is proven against any employee.
10. COAST organizes a yearly meeting to exchange views on program/s with members and stakeholders.
11. COAST assures to provide legal and medical aid in any case of acid throwing, kidnapping and rape in its working area.

Chief Information and Complaint Response Officer (CIO) :
Mostafa Kamal Akanda
Mobile: 01711 455591

Assist. CIO: Rashida Begum
Mobile: 01713 328802

Information Officer:
Chief of the concern Branch and Regional office



COAST Coastal Association for
Social Transformation Trust

Postal Address:
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