



بینک مہتاسب پاکستان Banking Mohtasib Pakistan

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Banking Mohtasib Provides Relief of Rs 882.25 Million to Banking Customers during First Half of 2025

Karachi: The Banking Mohtasib Pakistan has granted monetary relief amounting to Rs 882.25 million to the banking customers by disposing of over sixteen thousand (16,006) complaints during the first half (January to June) of the current calendar year, 2025.

Last year, during the first six months, relief of approximately Rs 681.07 million was provided to the banking customers by disposing of over twelve thousand (12,568) complaints. More than Rs 201 million monetary relief has been provided to banking consumers while the number of disposal of complaints rose by about 4000 complaints in first half of 2025 as compared to the same period of 2024.

About 94% (15,084) complaints were resolved amicably while only 6% (922) complaints required resolution through hearings which required issuance of formal Orders from the Banking Mohtasib during the first half of 2025.

There is no letup in the number of complaints being lodged against commercial banks as the Banking Mohtasib Office has received 16,915 new complaints from 1st January to 30th June, 2025, including 3,482 from the Prime Minister's Portal as against 12,568 complaints received during the same period of last year.

In order to protect the banking customers from fraud and forgeries, the Banking Mohtasib Pakistan, Mr. Sirajuddin Aziz has emphasized upon the banking customers not to disclose their personal and financial credentials to any third person. He has also advised them that on receipt of suspicious calls, they should immediately approach the nearest branch of their bank or contact the helpline of the bank.