



بینکنگ محاسب پاکستان Banking Mohtasib Pakistan

PRESS RELEASE

PR No-03/23

Muzaffarabad: May 3, 2023

Inauguration of Banking Mohtasib's Regional Office at Muzaffarabad

The Managing Director, State Bank of Pakistan Banking Services Corporation, Mr. Muhammad Ashraf Khan formally inaugurated the Regional Office of Banking Mohtasib Pakistan at SBP BSC, Muzaffarabad premises today (May 3, 2023).

Speaking on the occasion, he lauded the role of Banking Mohtasib Pakistan in resolving the banking customers' grievances.

Mr. Muhammad Kamran Shehzad, Banking Mohtasib Pakistan briefed the participants in detail about the complaint resolution statistics and procedure being followed at his institution.

The Office had commenced operation after a soft opening on 1st November, 2022. Now with full-fledged commencement of its operation, this Office would further facilitate the complainants of Muzaffarabad, Azad Jammu & Kashmir and its adjoining areas as earlier the banking customers of these areas had to travel to Rawalpindi for redressal of their grievances. The number of Regional Offices of BMP has now risen to seven, besides the Secretariat in Karachi.

It may be pointed out that the services of Banking Mohtasib are free of cost and the complainants do not need to engage an advocate / legal counsel to plead their cases.

The inauguration ceremony was attended, among others, by representatives from Business Community, Academia, Banking Industry and District Bar Association.



Banking Mohtasib Pakistan Secretariat: 5th Floor Shaheen Complex M.R.Kiyani Road, Karachi.

Tel: 92-21-99217334-38, Fax: 92-21-99217375, 99213904 E-mail: info@bankingmohtasib.gov.pk Website: www.bankingmohtasib.gov.pk