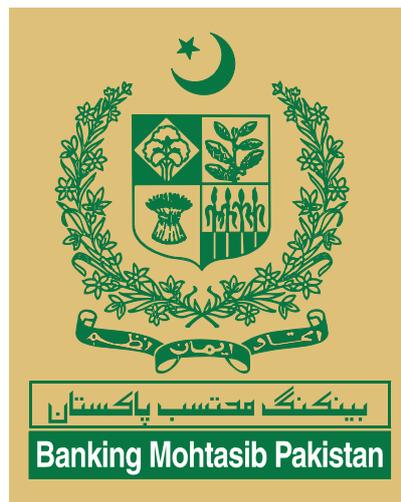
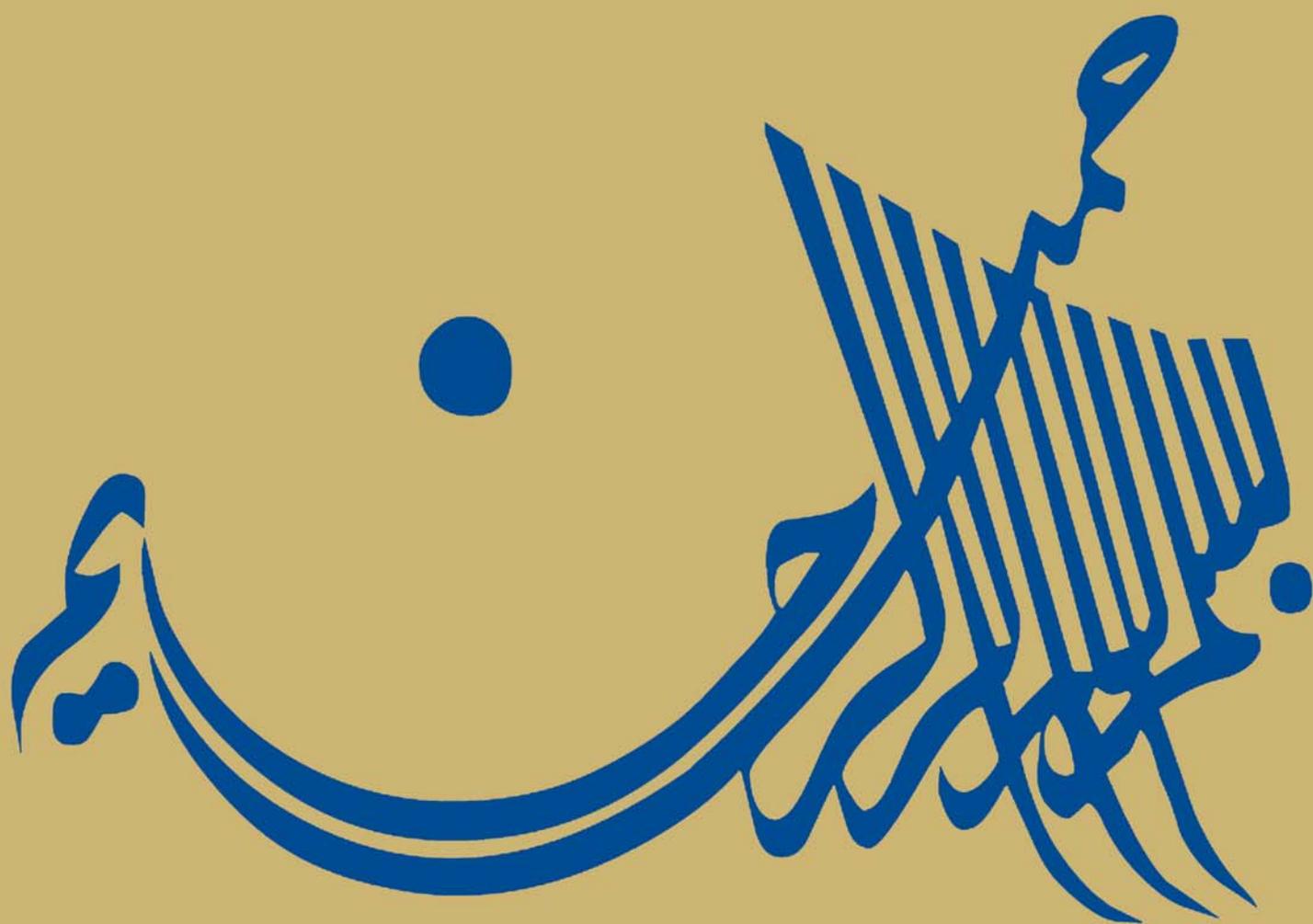


Annual Report 2014



بیکنگ محاسب پاکستان
Banking Mohtasib Pakistan



**The tenth Annual Report
of
Banking Mohtasib Pakistan
for the year ended
31 December 2014
submitted to the
Governor, State Bank of Pakistan,
under Section 82G of the
Banking Companies Ordinance, 1962.**

Mission Statement

As an independent statutory body established to resolve disputes between consumers and banks, it is our commitment to deliver free of cost, speedy solutions for all disputes referred to us, in a manner that is impartial, fair and equitable to all parties.

Core Values

We function as a closely-knit team and take collective responsibility for individual decision-making. We have full ownership of our Core Values and firmly believe that by living these values, both in our professional and personal lives, we can make a difference.

Responsive

We receive a large number of disputes daily. We use a practical and rational approach to find fair and amicable outcomes in a manner that is informal and speedy.

Compassionate

Disputes, howsoever petty, cause unnecessary pain and stress. We analyze each dispute with an open mind and if necessary listen to parties concerned, patiently and sympathetically, so as to find a practical and equitable solution.

Flexible

We believe that most disputes can be resolved in a friendly and amicable manner. We do not allow rigidity to dictate the dispute resolution process. Instead, we endeavor to create an environment where all concerned are encouraged to be reasonable and conciliatory.

Trustworthy

We treat all those we meet with respect, courtesy and compassion because only by doing so we gain their confidence and trust.

Transparent

We are neither consumer champions nor advocates. Neutrality and openness underpin our deliberations. Our service is free of charge. We respect confidentiality in all disputes and institute a process of conciliation that is acceptable to both parties. Decisions taken by us are consistent, clear and balanced so that any rational mind can appreciate the reasoning behind our findings.

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From the Desk of Banking Mohtasib



It's a matter of immense pleasure and pride for me and for my team of Advisors and Managers that in the outgoing year most of the complaints received in the office of the Banking Mohtasib were settled through an amicable resolution after hearing and conferring with the parties to the dispute. This is an indicator of the evolution of a new emerging trend which requires us to dedicate towards complaint resolution an enhanced human resource having better inter personal skills to achieve conciliatory resolutions of disputes. Adversarial hearings and adjudications are thereby reduced to the minimum levels possible. My colleagues deserve appreciation for handling and resolving higher volume of informal complaints than heretofore in the previous years.

I am also happy to share that we were able to overcome our lingering challenges by upgrading our internal IT systems called the Banking Ombudsman Complaint Tracking System (BOCTS) on target and bringing in better human resource to operate it effectively. All these measures will go a long way in making our services much more compatible with potential demand of our stakeholders i.e. the Customers and the Banking Industry.

Dealing with a formal complaint requires a triangular exercise between the complainant, the bank and the adjudicator and requiring responses from each for an expeditious decision. Although we strive to offer a speedy resolution of customer's grievances it is not always possible to do so owing to complexities in some cases of the facts, the law, and statutory rules involved. In such cases we ensure that complainants are kept informed of progress by all available means including telephone and emails. Satisfaction of the complainant is of prime importance for us and we strive hard to achieve that end.

We all live and operate in challenging and demanding times. An Institution like ours has to be capable of rising to those expectations while respecting due process and without compromising quality of work. As such let me reassure that we as an institution would continue to strive hard to continue to work with higher commitment to achieve our mission to resolve disputes between consumers and banks with free of cost and speedy solutions while relentlessly guarding our principles of impartiality, fairness, compassion and transparency, without taking sides.

ANISUL HASSNAIN
Banking Mohtasib Pakistan

Our Role

The institution of Banking Mohtasib is set up under Banking Companies Ordinance, 1962 ("BCO") and Federal Ombudsmen Institutional Reforms Act 2013 to help settle individual disputes between customers and banks providing financial services including the disputes between the banks – fairly, reasonably, amicably and informally, but in accordance with the Law.

The Law under which Banking Mohtasib was created provides that the Ombudsmen must be independent, impartial and autonomous, (both administratively and financially), in the execution of its functions relating to adjudication of complaints.

Our services are free of cost to parties to the disputes. The Complainants do not have to accept findings we make. They are always free to opt for a representation to the President of Islamic Republic of Pakistan. But if they accept our decision, it becomes binding for both parties.

Our services are confidential and subject to the laws of banking secrecy. We do not publish the names of the banks or of their customers whose complaints we handle. We do not write Rules for bank businesses, providing the financial services or fine them if rules are broken. That is the job of the Regulator.

Legal Framework

The Office of the Banking Mohtasib Pakistan (BMP) is an independent institution established in the year 2005 under **Part IV-A of Banking Companies Ordinance, 1962**, to resolve customers' grievances against commercial banks and disputes between banks.

Subsequently, an Act of Parliament called **The Federal Ombudsmen Institutional Reforms Act, 2013 (Act XIV of 2013)**, was promulgated in March 2013, the provisions of which have effect notwithstanding anything contained in any law for the time being in force. It repeals by implication whatever is inconsistent with it in the other enactments and confers upon all Ombudsmen additional powers as also provisions for review and for representation to the President of Pakistan.

Jurisdiction

The Banking Mohtasib's role in the financial industry is to resolve disputes through a process, which is largely conciliatory, and where such mediation is unsuccessful, to adjudicate and pass a speaking order to decide the dispute.

In relation to all banks operating in Pakistan, the Banking Mohtasib has been empowered to entertain complaints of the following nature:

- Failure to act in accordance with banking laws and regulations including policy directives or guidelines issued by the State Bank of Pakistan from time to time.
- Delays or fraud in relation to the payment or collection of cheques, drafts, or other banking instruments or transfer of funds

- Fraudulent or unauthorized withdrawals or debit entries in accounts
- Complaints from exporters or importers relating to banking services and obligations including letters of credit
- Complaints from holders of foreign currency accounts whether maintained by residents or non-residents
- Complaints relating to remittances to or from abroad
- Complaints pertaining to markup or interest rates on the ground of a violation of an agreement or of State Bank of Pakistan directives
- Complaints relating to payment of utility bills

In relation to banks in the public sector, the Banking Mohtasib is authorized to entertain complaints against such banks on the following additional grounds as well:

- Corruption or mala fide practices by the bank officers

- Gross dereliction of duty in dealing with customers

- Inordinate delays in taking decisions

However, Banking Mohtasib cannot accept complaints relating to bank's policy matters. For example, the following matters lie outside the jurisdiction of the Banking Mohtasib:

- To direct that loans, advances, or finances be given to a complainant.
- To consider complaints against bank's loan and mark-up policies, risk policies, or product and service pricing as included in its schedule of charges and/or any other policy matter.
- Grievances of bank employees or ex employees pertaining to terms and conditions of their service also fall outside the jurisdiction of the Banking Mohtasib.

Under Section 18 of Act XIV of 2013 (Federal Ombudsmen Institutional Reforms Act), the Banking Mohtasib has exclusive jurisdiction over matters falling in his purview.

Empowerment of the Office of Banking Mohtasib

Act XIV of 2013 (Federal Ombudsmen Institutional Reforms Act) enhanced the effectiveness of the Federal Ombudsmen with focus on providing speedy and inexpensive relief and to promote good governance. The following institutional reforms standardized and provided additional powers to the Office of the Banking Mohtasib:

1. Standardization of Ombudsman Institutions:

Act XIV of 2013 has an overriding effect on the laws presently in force and operates to standardize the working of all Federal Ombudsmen institutions in Pakistan.

2. Financial and Administrative Autonomy:

In terms of Section 17 of the Act, the Banking Mohtasib is the Chief Executive and Principal Accounting Officer of the Office who enjoys complete administrative and financial autonomy, and the expenditure of the Mohtasib's Office is charged to the "Federal Consolidated Fund" within the allocated budget.

3. Powers of a Civil Court:

In addition to powers exercised under the relevant legislation, all Federal Ombudsmen by virtue of Act XIV of 2013 have the following powers of a civil court:

- a. Granting temporary injunctions
- b. Implementation of the recommendations, orders, or decisions.

The Mohtasib may stay the operation of an order or decision impugned before it for a period not exceeding sixty days. He also has powers under the Contempt of Court Ordinance, 2003.

4. Compatibility with International Ombudsman Institutions:

The standardization and harmonization of Banking Mohtasib Office, its independence, mandate and powers, as well as the requirements regarding the appointment and removal of the Mohtasib and its funding meet the general criteria set out for membership of international ombudsman associations like the International Ombudsman Institute. The Banking Mohtasib now takes an active role both at the regional and international level. This facilitates cooperation, information exchange, sharing of experience, and adoption of international best practices among different Ombudsman institutions.

5. Review and Representation

The Mohtasib has the power to Review under **Section 13 of Act XIV of 2013**, as given below:

- (1) The Ombudsman shall have the power to review any findings, recommendations, order, or decision on a review petition made by an aggrieved party within thirty days of the findings, recommendations, order, or decision.
- (2) The Ombudsman shall decide the review petition within forty five days.
- (3) In review, the Ombudsman may alter, modify, amend, or recall the recommendation, order or decision.

Section 14 of Act XIV of 2013 provides for a Representation to be made to the President in the following terms:

(1) Any person or party aggrieved by a decision, order, findings, or recommendations of an Ombudsman may file representation to the President within thirty days of the decision, order, findings, or recommendations.

(2) The operation of the impugned order, decision, findings, or recommendation shall remain suspended for a period of sixty days, if the representation is made as per sub-Section (1) above.

(3) The representation shall be addressed directly to the President and not through any Ministry, Division, or Department.

(4) The representation shall be processed in the office of the President by a person who had been or is qualified to be a judge of the Supreme Court or has been Wafaqi Mohtasib or Federal Tax Ombudsman.

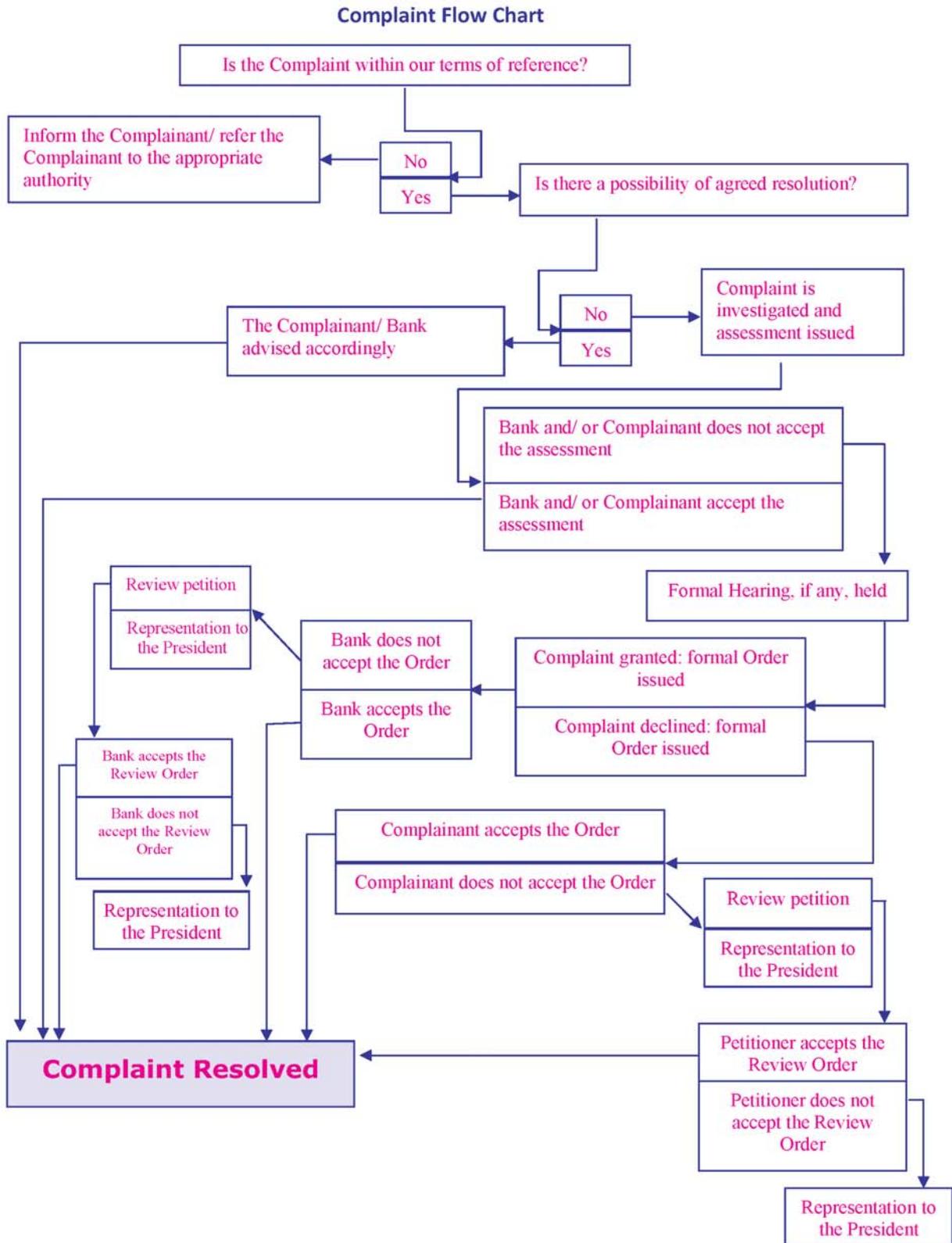
(5) The representation shall be decided within ninety days.

6. Confidentiality

The principle of banking secrecy is strictly followed and abided by the Banking Mohtasib. Therefore, the statements made and the documents produced by the parties in the course of adjudication remain strictly confidential.

Process Flow Chart for Handling Complaints

Our complaint handing process is illustrated as under:



Volume of Complaints

We receive two types of complaints:

a) Informal Complaints: These are complaints which have been submitted without following the procedure as laid down in the BCO. Upon receipt of informal complaints, procedural guidance is provided to complainants and where warranted, banks are asked to resolve the issue by conciliation. In 2014, such complaints received were 3,569 in number, out of which 3,508 complaints were suitably addressed and disposed of up to 31 December 2014. This compares with 3,147 informal complaints received in 2013.

Further breakup of informal complaints is given below:

• Informal services provided to walk-in complainants by our Officers	427
• Complaints made in writing but without completing the prescribed mandatory legal requirements	2,176
• Complaints received via email	966
Total informal complaints	3,569

The monthly average of informal complaints received during 2014 was 297, which reflects 13% increase over the monthly average of 262 such complaints received during 2013.

b) Formal Complaints: These are complaints that are submitted in writing and in accordance with the procedure prescribed in Chapter IV-A of the BCO (that is, on the prescribed complaint form, duly attested by an Oath Commissioner, and after a prior notice has already been served upon the bank). If an informal complaint is not resolved amicably by conciliation, the law requires that a formal complaint must be made in writing in the manner prescribed by it.

Formal complaints received during the period were 937, showing a monthly average of 78 and reflecting a 14% decrease over a total of 1091 formal complaints in 2013 with a monthly average of 91.

The rising trend of informal complaints vis-à-vis decreasing trend of formal complaints indicates our timely intervention for conciliatory resolution of complaints before their conversion into formal complaints.

“...making **information** available
about our **approach** makes it easier
for **consumers** and **Banks**
to resolve **more complaints** themselves.”

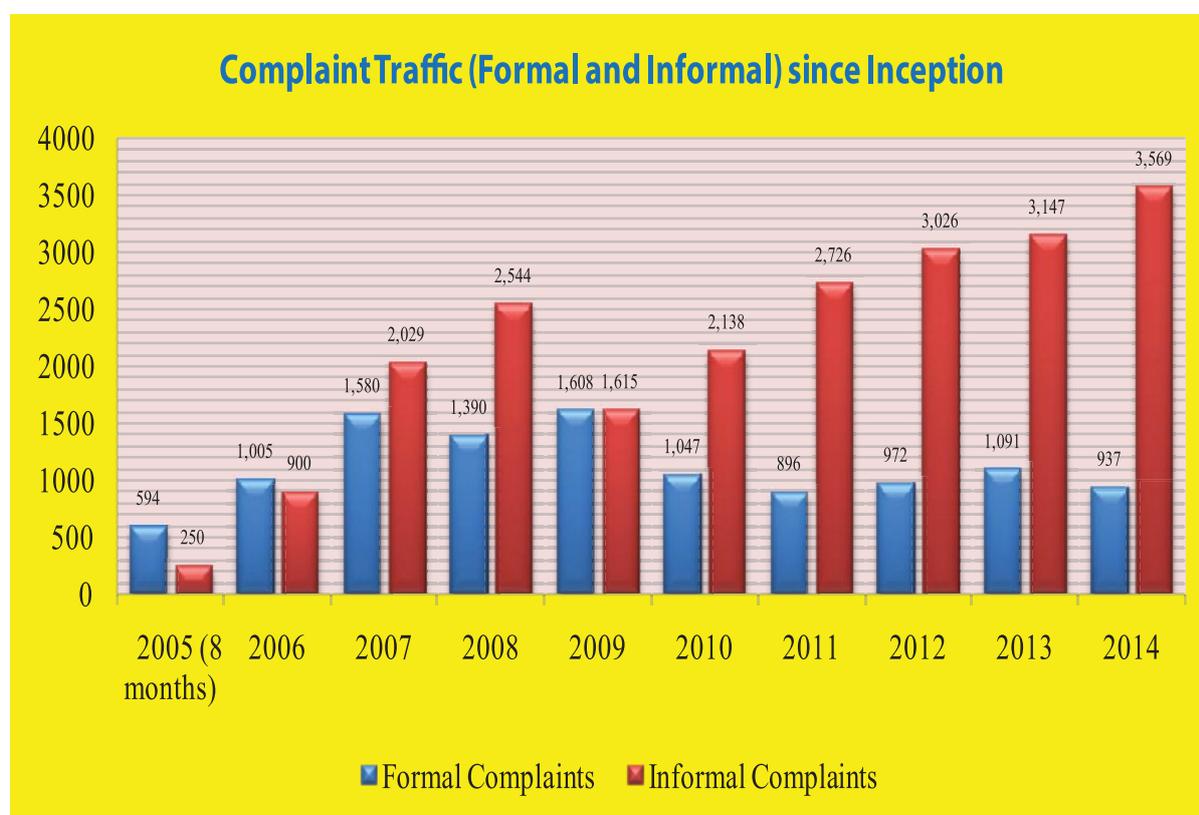
Given below is a yearly comparison of formal and informal complaints received, starting from 2005, the year the Banking Mohtasib Pakistan Office (BMP) started functioning:

Year	Formal Complaints	Informal Complaints	Total
2005 *	594	250	844
2006	1,005	900	1905
2007	1,580	2,029	3609
2008	1,390	2,544	3934
2009	1,608	1,615	3223
2010	1,047	2,138	3185
2011	896	2,726	3622
2012	972	3,026	3998
2013	1,091	3,147	4238
2014	937	3,569	4506
Total	11,120	21,944	33064

* from May 2, 2005

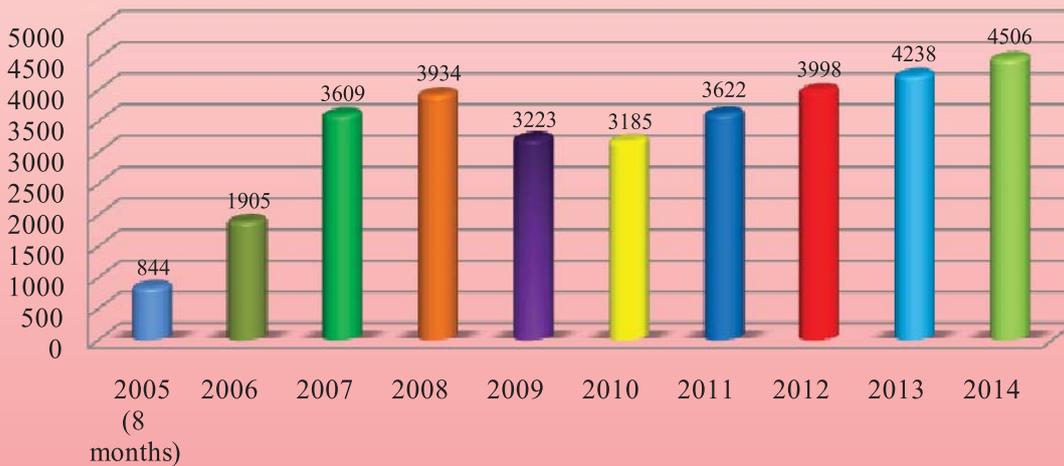
The combined total of formal and informal complaints comes to 4,506 in 2014 and shows an overall increase of 6% over a total of 4,238 complaints in 2013.

The annual traffic of formal and informal complaints of the Banking Mohtasib function since inception is illustrated below with the help of a bar chart and a trend line chart:





Annual Traffic of Total Complaints since Inception



Monthly Inflow of Formal Complaints

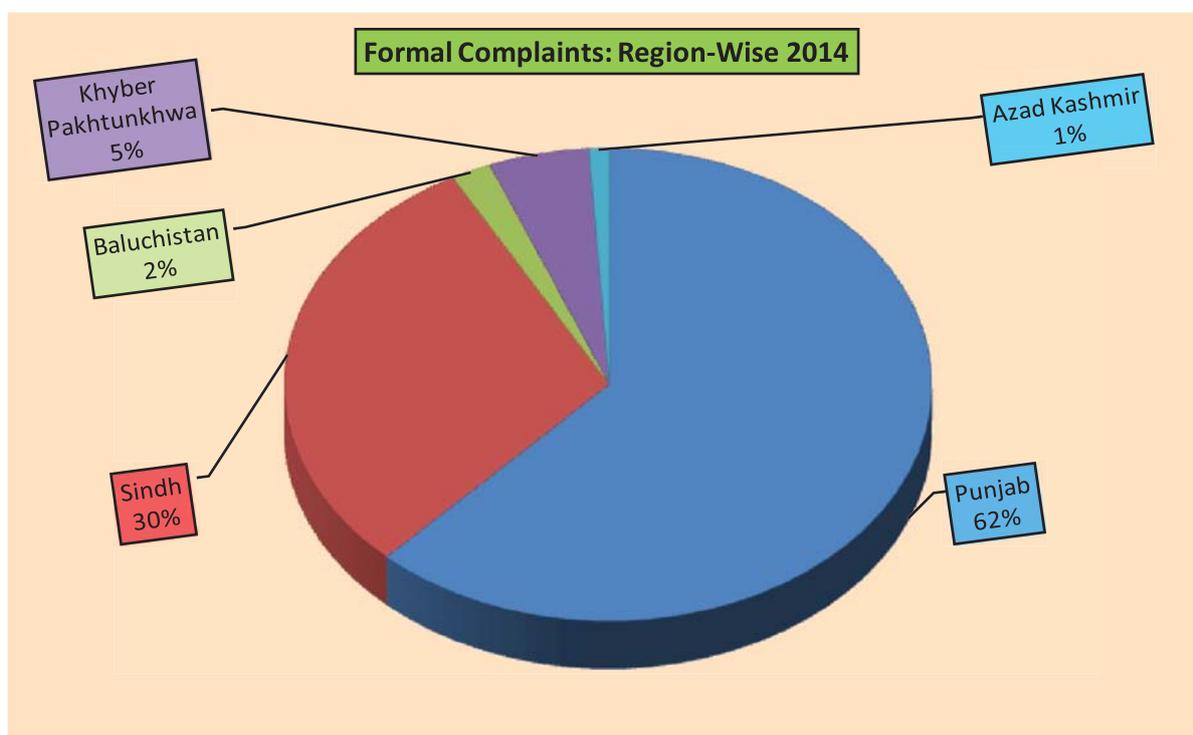
Month	2014	2013
January	86	83
February	57	74
March	77	78
April	74	103
May	93	102
June	51	96
July	67	114
August	74	101
September	97	102
October	72	58
November	82	91
December	107	89
Total	937	1091

The last month of December 2014 brought more complaints as compared to the corresponding month of the previous year resulting into higher number of carried over cases as on January 1, 2015 (see table on page 14).

Breakup of Formal Complaints by Regions - 2014

The Office of Banking Mohtasib Pakistan receives complaints against banks located all over Pakistan. The table given below shows a region-wise breakup of formal complaints while the pie chart compares the percentage of complaints received by the regions in 2014:

Region	# of Complaints	
Punjab		586
Punjab (North/ Central)	316	
Punjab (South)	89	
Lahore	181	
Sindh		279
Karachi	193	
Sindh (other than Karachi)	86	
Baluchistan		20
Khyber Pakhtunkhwa		46
Azad Kashmir		6
Total		937



Punjab North/Central

Attock, Bhakkar, Chakwal, Chiniot, Faisalabad, Gojra, Gujranwala, Gujrat, Hafizabad, Islamabad, Jhang, Jhelum, Kasur, Mandi Bahauddin, Mianwali, Murree, Nankana Sahib, Narowal, Okara, Pakpattan, Rawalpindi, Sahiwal, Sargodha, Shadhra, Sheikhupura, Sialkot, Toba Tek Singh, Wah Cantt

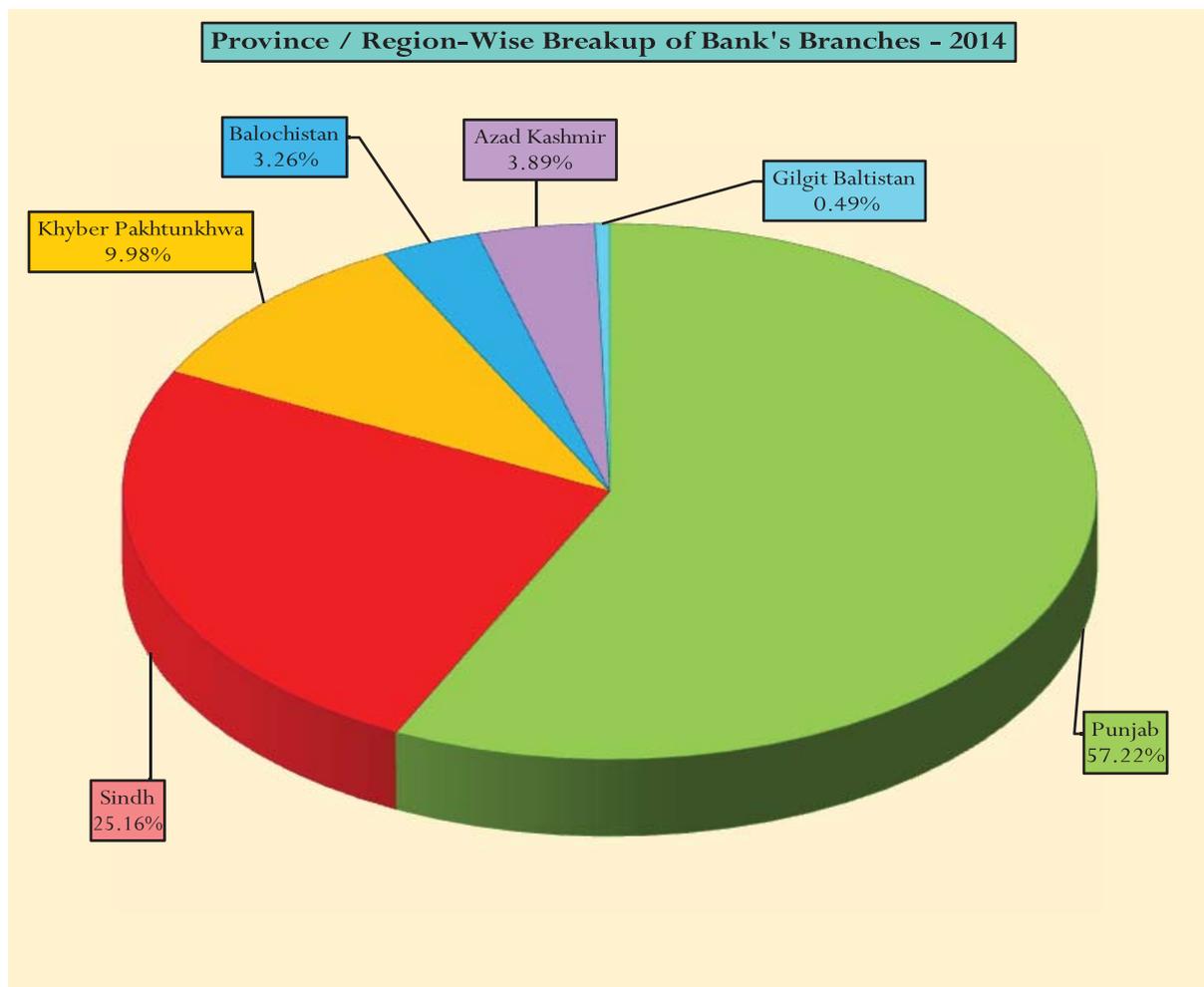
Punjab South

Bahawalnagar, Bahawalpur, Chistian, Dera Ghazi Khan, Khanewal, Layyah, Lodhran, Mozzaffargarh, Multan, Rahim Yar Khan, Sadiqabad, Vehari

Following table along with pie chart show province wise break up of Bank's branches in Pakistan.

Year:2014

Province/Region	No. of Branches	%
Punjab	6633	57.22
Sindh	2916	25.16
Khyber Pakhtunkhwa	1157	9.98
Balochistan	378	3.26
Azad Kashmir	451	3.89
Gilgit Baltistan	57	0.49
Total	11592	



Resolution of Complaints

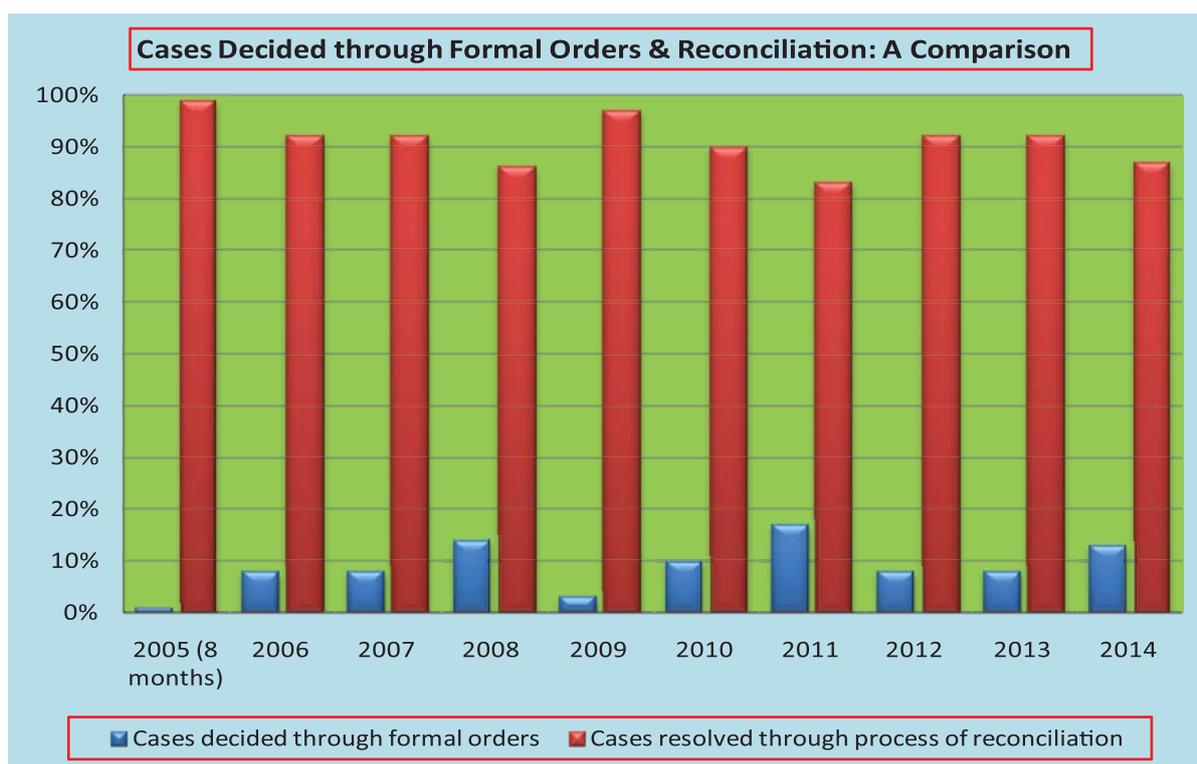
The table given below gives a yearly comparison of total number of complaints resolved at BMP, complaints resolved through reconciliation, and orders passed for resolution since the inception of BMP:

Year	Total Complaints Resolved	Amicably Resolved through Reconciliation	Orders Passed
2005 (8 months)	225	223	2
2006	665	613	52
2007	772	709	63
2008 *	337	290	47
2009	1,776	1,714	62
2010	916	822	94
2011	823	684	139
2012 **	327	301	26
2013	1,637	1,514	123
2014	904	783	121
Total	8,382	7,653	729

* The Office of the Banking Mohtasib remained vacant from 2 May 2008 to 1 May 2009.

** The Office of the Banking Mohtasib remained vacant from 2 May 2012 to 17 March 2013.

The following graphic illustration depicts the yearly comparison in percentage of total cases decided through formal orders and cases resolved through reconciliation process against total cases resolved:



Summary – Complaint Flow in 2014

As on January 1, 2014, there were 138 unresolved formal complaints, while 937 new complaints (formal) were received during the year. Out of these 1,075 complaints, 783 were resolved amicably through reconciliation while orders were passed in 121 cases. 26 complaints were rejected for not falling within our jurisdiction. Thus, 145 formal complaints remained outstanding as on 31 December 2014. The position is summarized as under:

Complaints on Hand as on 1 January 2014	138
New Complaints received	937
Total	1075
Orders issued	121
Amicably resolved through reconciliation	783
Complaints rejected	26
Total	930
Complaints on Hand as on 31 December 2014	145

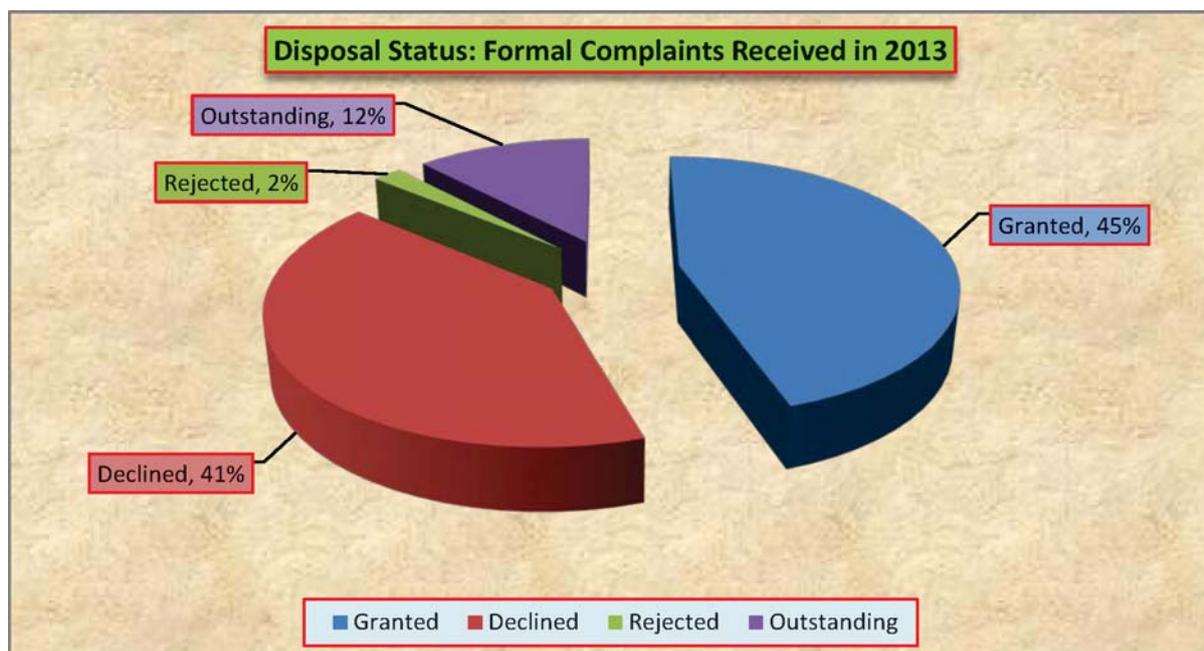
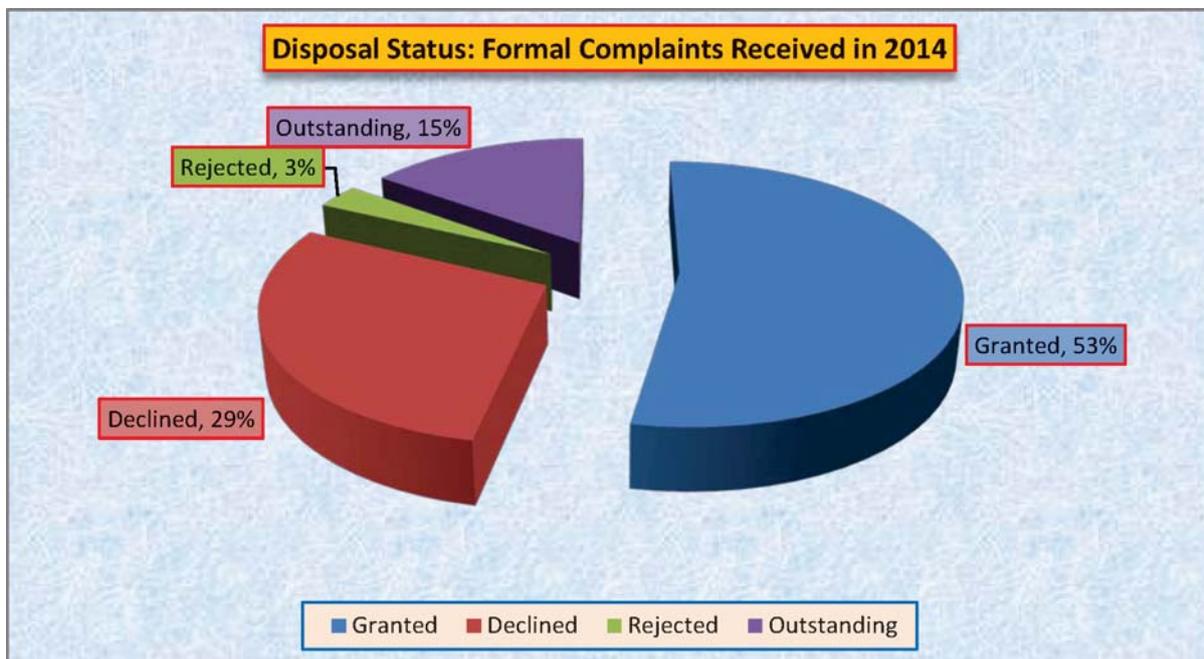
“...poor **communication**
is at the **root**
of many **disputes.**”

Disposal of Complaints

The table given below compares disposal of total formal complaints received in 2014 and 2013, and is followed by pie charts showing the disposal status of the formal complaints received during the year 2014 and 2013

Disposal Status of Complaints in 2014 and 2013

Status	2014	2013
Granted	494	490
Declined	272	443
Rejected	26	24
Outstanding	145	134
Total	937	1091

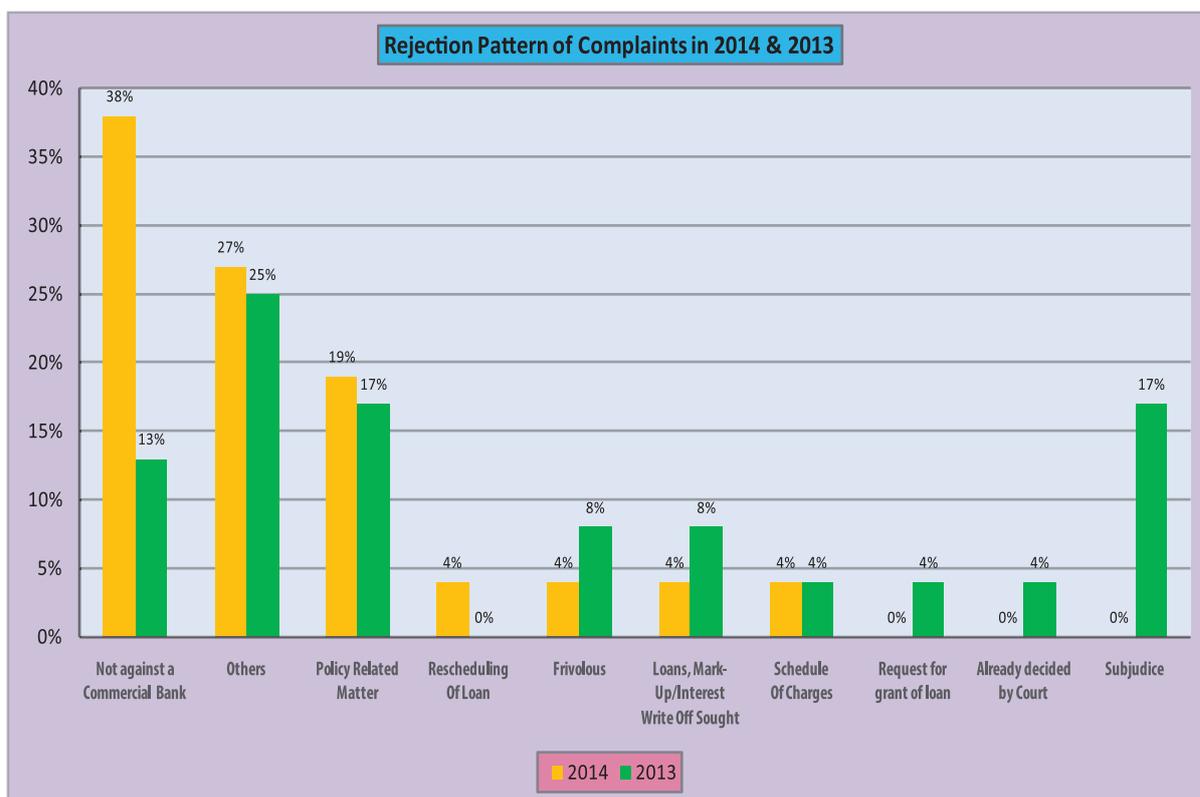


Reasons for Rejection of Complaints

Rejected complaints are those complaints that are found to fall outside the jurisdiction conferred upon the Banking Mohtasib by law as set forth in the BCO, and thus rejected. As given above, 26 complaints (3% of total formal complaints) were rejected in the year 2014.

The following table and bar chart illustrate the rejection pattern of complaints received in 2014:

Reason for Complaint Rejection	2014	2013
Not against a Commercial Bank	10	3
Others	7	6
Policy Related Matter	5	4
Rescheduling Of Loan	1	0
Frivolous	1	2
Loans, Mark-Up/Interest Write Off Sought	1	2
Schedule Of Charges	1	1
Request for grant of loan	0	1
Already decided by Court	0	1
Subjudice	0	4
Total	26	24



The following table shows number of complaints received against each bank during the year 2014 taking into account bank size in terms of its branches.

S. No	Bank	Total Complaints	No. of Branches	Complaints per Branch
1	Albaraka Bank (Pakistan) Limited	5	135	0.04
2	Allied Bank Limited	43	998	0.04
3	Askari Bank Limited	12	267	0.04
4	Bank Al Habib Limited	12	462	0.03
5	Bank Alfalah Limited	58	637	0.09
6	Bank Islami Pakistan Limited	6	213	0.03
7	Barclays Bank Plc	2	7	0.29
8	Burj Bank Limited	6	75	0.08
9	* Citibank N.A.	4	3	1.33
10	Deutsche Bank Ag	1	3	0.33
11	Dubai Islamic Bank Pakistan Limited	7	175	0.04
12	Faysal Bank Limited	49	275	0.18
13	First Women Bank Limited	2	41	0.05
14	Habib Bank Limited	164	1596	0.1
15	Habib Metropolitan Bank Limited	7	240	0.03
16	HSBC Bank Middle East Limited	5	10	0.5
17	JS Bank Limited	4	238	0.02
18	KASB Bank Limited	7	104	0.07
19	MCB Bank Limited	89	1222	0.07
20	Meezan Bank Limited	12	418	0.03
21	National Bank of Pakistan	165	1354	0.12
22	NIB Bank Limited	17	171	0.1
23	Samba Bank Limited	1	28	0.04
24	Silk Bank Limited	10	88	0.11
25	SME Bank Limited	1	13	0.08
26	Soneri Bank Limited	3	246	0.01
27	Standard Chartered Bank (Pakistan) Limited	65	116	0.56
28	Summit Bank Limited	3	188	0.02
29	The Bank of Punjab	24	364	0.07
30	The Punjab Provincial Cooperative Bank Limited	3	152	0.02
31	United Bank Limited	144	1337	0.11
32	Zarai Taraqiati Bank Limited	4	416	0.01
33	Institutions other than banks	2	-	-
Total		937	11592	-

* The Consumer Business Portfolio of Citibank is acquired by HBL w.e.f. February 22, 2013.

No formal complaint was received against the following banks during the year 2014:

1	HSBC Bank Oman SOAG
2	Industrial and Commercial Bank of China
3	Industrial Development Bank of Pakistan
4	Sindh Bank Limited
5	The Bank of Tokyo and Mitsubishi
6	The Bank of Khyber

Bank-wise Disposal of Complaints

In addition to 937 formal complaints received during the year 2014, 138 complaints carried over from last year and were outstanding as on 31 December 2013. The following table shows bank-wise disposal of these 1075 complaints:

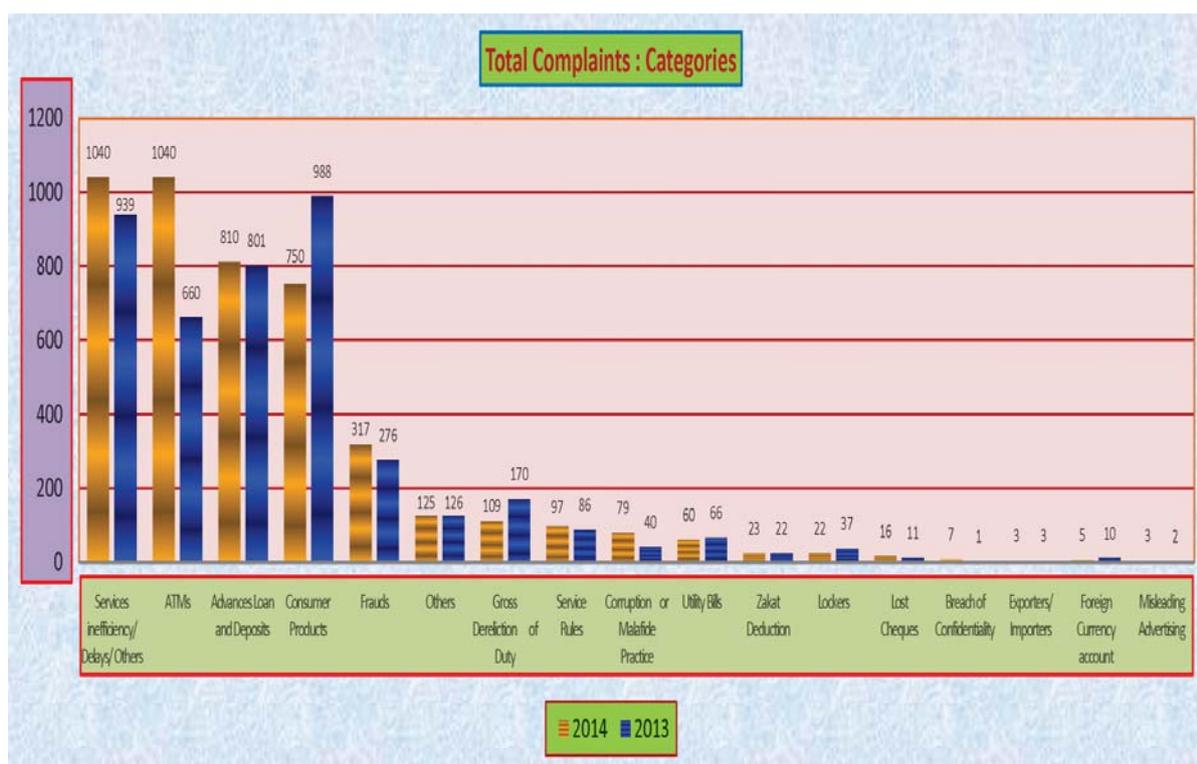
S.No	Bank	Total	Rejected	Declined	Granted	Amount claimed (Rs.)	Amount granted (Rs.)	Outstanding (31-12-2014)
1.	Albaraka Bank (Pakistan) Ltd	6	0	1	4	1,095,000	1,095,000	1
2.	Allied Bank Limited	53	2	21	24	9,884,932	9,859,966	6
3.	Askari Bank Limited	17	0	6	11	5,670,764	5,406,764	0
4.	Bank Al Habib Limited	13	0	10	3	50,911,426	30,608,426	0
5.	Bank Alfalah Limited	69	0	27	31	1,542,822	1,539,573	11
6.	Bank Islami Pakistan Limited	6	0	1	4	890,000	890,000	1
7.	Barclays Bank Plc	2	0	0	0	0	0	2
8.	Burj Bank Limited	6	0	2	2	100,000	100,000	2
9.	*Citibank N.A.	4	0	1	3	4,006,472	4,002,920	0
10.	Deutsche Bank Ag	1	0	0	1	1,294,985	1,294,985	0
11.	Dubai Islamic Bank Pakistan Ltd	8	0	5	1	4,456,000	3,500,000	2
12.	Faysal Bank Limited	53	1	19	31	2,398,677	2,330,823	2
13.	First Women Bank Limited	2	0	1	1	0	0	0
14.	Habib Bank Limited	192	7	55	107	14,183,035	13,728,350	23
15.	Habib Metropolitan Bank Ltd.	7	0	7	0	0	0	0
16.	HSBC Bank Middle East Limited	5	0	4	1	1,988,000	1,988,000	0
17.	JS Bank Limited	5	0	2	3	141,530	141,530	0
18.	KASB Bank Limited	11	0	3	7	3,471,250	3,471,250	1
19.	MCB Bank Limited	102	7	30	48	11,819,307	11,814,351	17
20.	Meezan Bank Limited	14	1	5	4	796,735	796,735	4
21.	National Bank of Pakistan	176	3	33	118	8,512,460	8,259,838	22
22.	NIB Bank Limited	20	0	5	10	2,430,550	2,430,550	5
23.	Samba Bank Limited	1	0	1	0	0	0	0
24.	Silk Bank Limited	13	0	1	11	2,064,406	2,064,842	1
25.	Sindh Bank	1	0	1	0	0	0	0
26.	SME Bank Limited	1	0	0	1	12,504	5,263	0
27.	Soneri Bank Limited	3	0	2	1	5,000	5,000	0
28.	Standard Chartered Bank (Pakistan) Limited	69	1	22	39	9,882,116	9,382,118	7
29.	Summit Bank Limited	6	0	4	2	10,000	10,000	0
30.	The Bank of Punjab	29	3	8	9	367,750	367,636	9
31.	The Punjab Provincial Cooperative Bank Limited	3	0	1	2	0	0	0
32.	United Bank Limited	168	1	46	92	22,245,660	17,688,192	29
33.	Zarai Taraqiati Bank Limited	7	0	4	3	1,363,648	1,363,648	0
34.	Institutions other than banks	2	0	1	1	0	0	0
	Total	1075	26	329	575	161,545,029	134,145,760	145

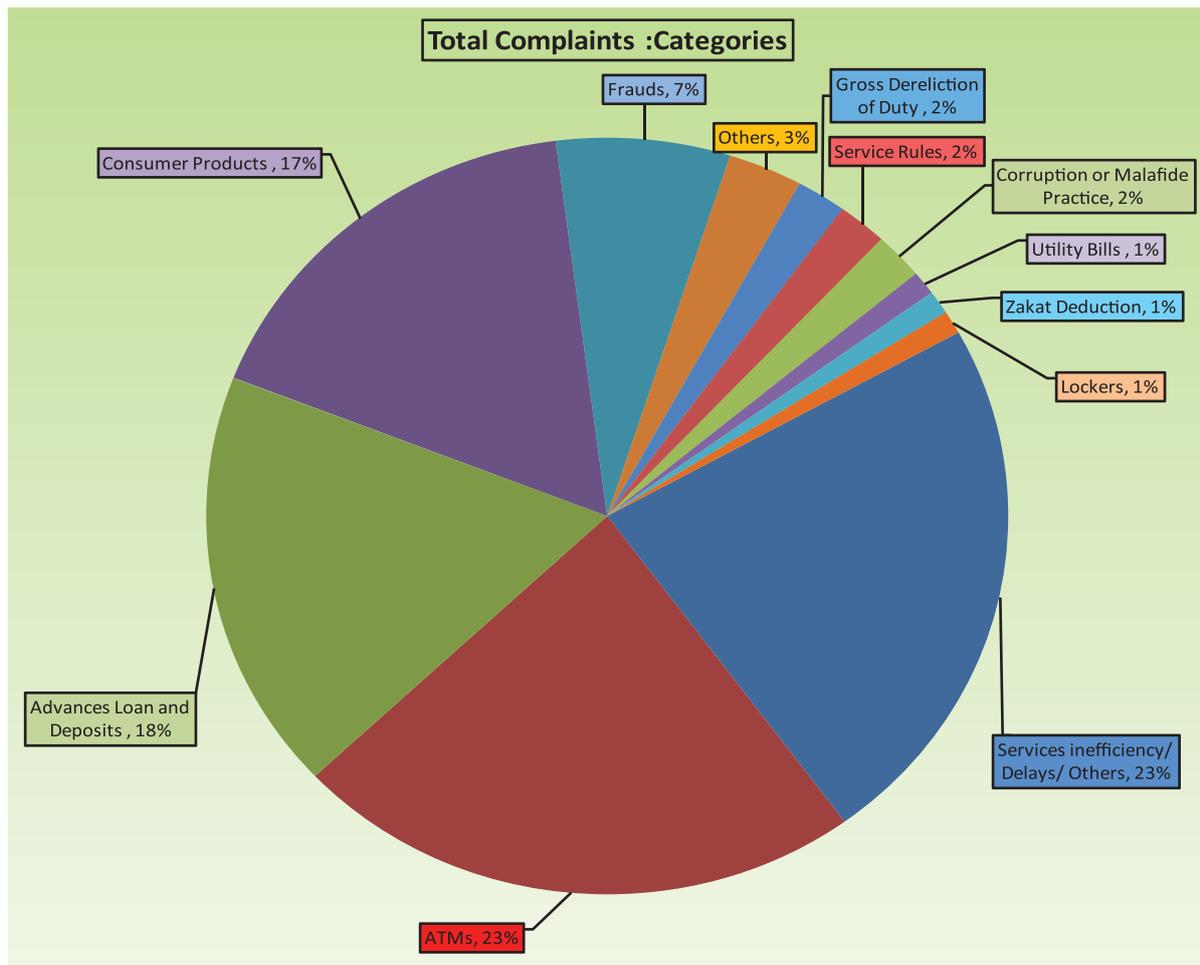
* The Consumer Business Portfolio of Citibank is acquired by HBL w.e.f. February 22, 2013.

Types of Complaints Received

The following table and bar chart illustrate the comparison between the overall (formal and informal) complaints received in the years 2014 and 2013. The complaints are classified under different categories.

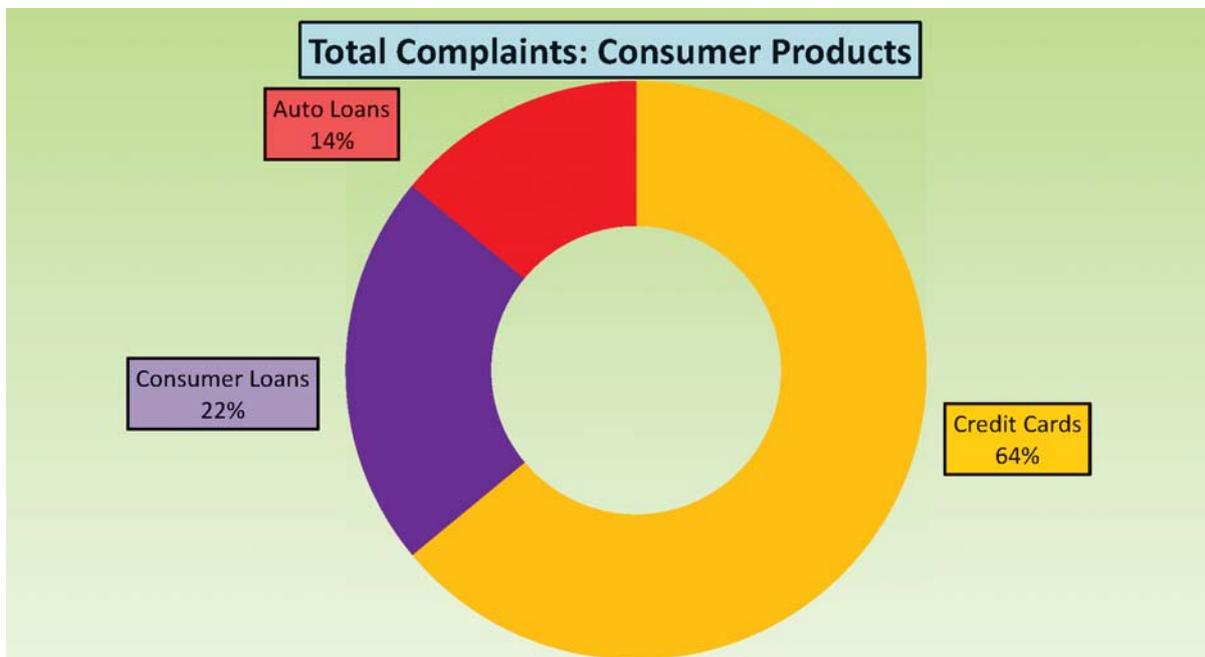
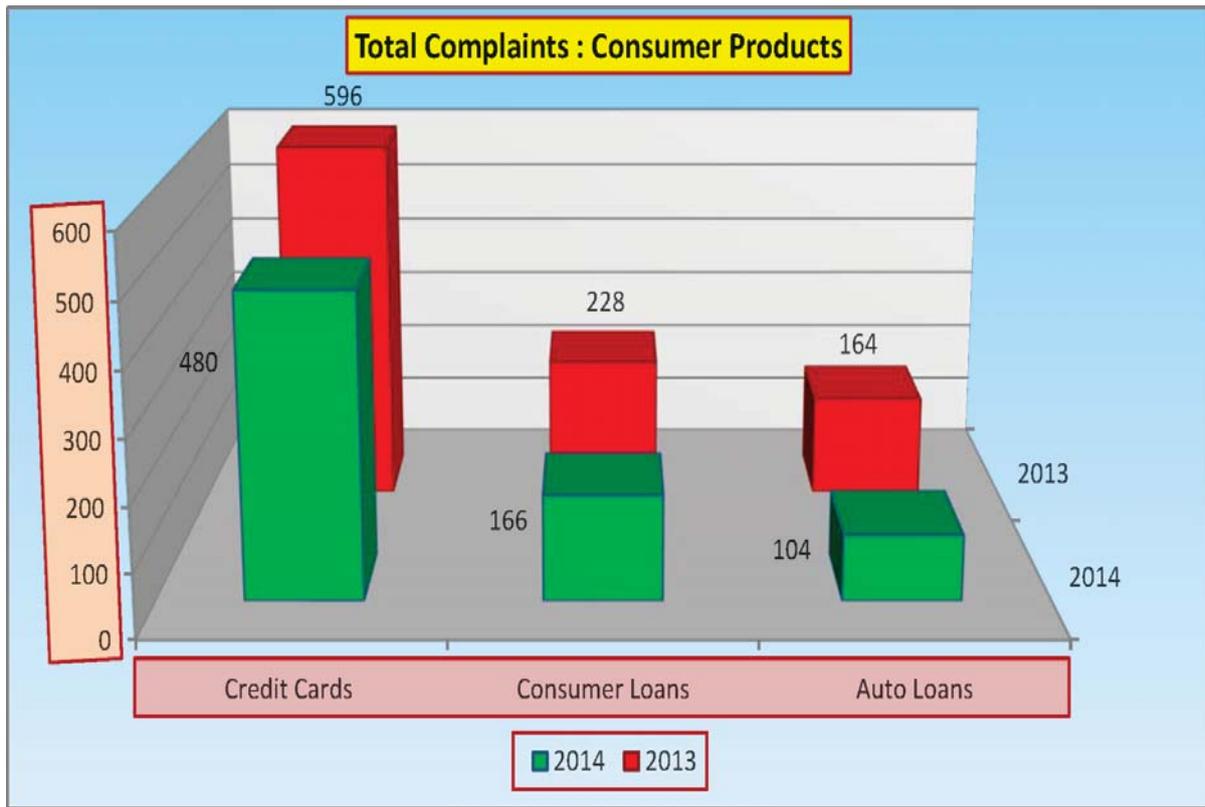
S. No.	Categories	2014	2013
		No. of Complaints	No. of Complaints
1	Services inefficiency/ Delays/ Others	1040	939
2	ATMs	1040	660
3	Advances, Loans and Deposits	810	801
4	Consumer Products	750	988
5	Frauds	317	276
6	Others	125	126
7	Gross Dereliction of Duty	109	170
8	Service Rules	97	86
9	Corruption or Malafide Practice	79	40
10	Utility Bills	60	66
11	Zakat Deduction	23	22
12	Lockers	22	37
13	Lost Cheques	16	11
14	Breach of Confidentiality	7	1
15	Exporters/ Importers	3	3
16	Foreign Currency account	5	10
17	Misleading Advertising	3	2
Total		4506	4238





Complaints received under the category of Consumer Products may further be broken down in three sub-categories as given below:

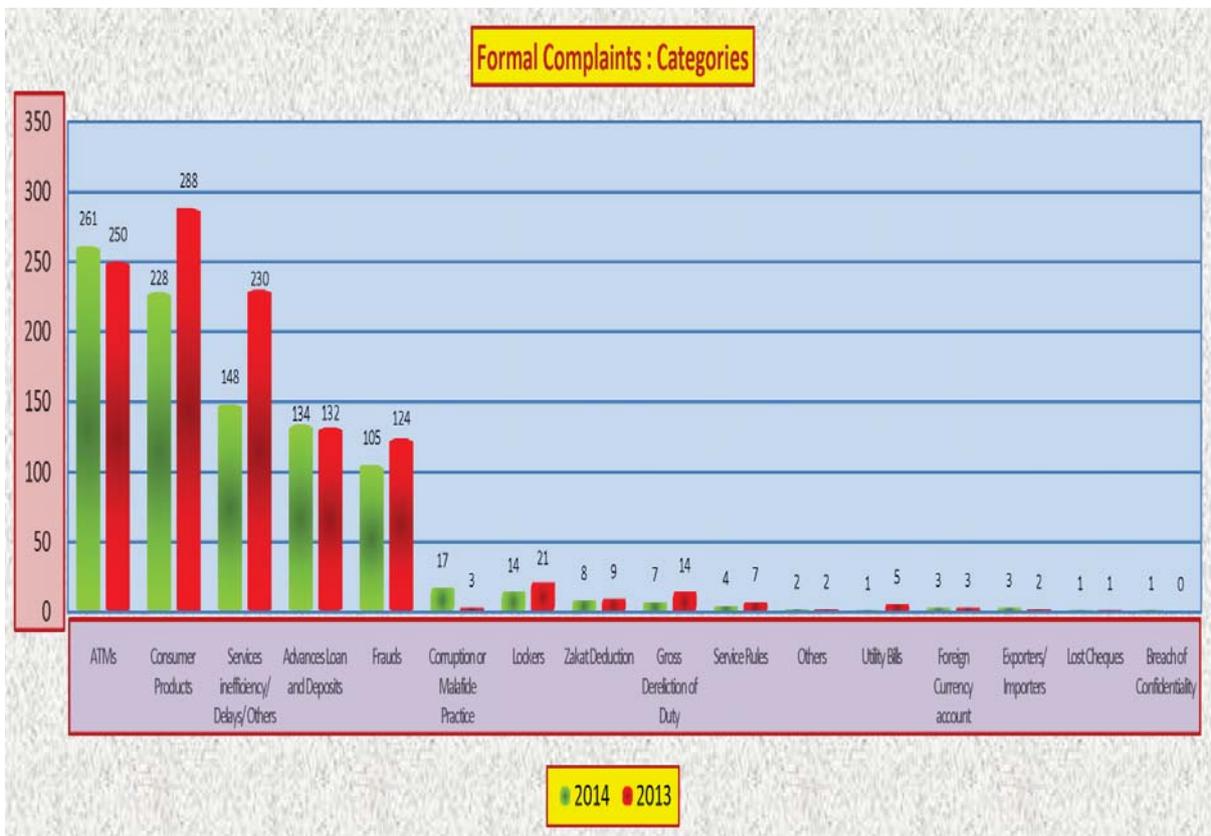
S. No.	Consumer Products (Sub- Categories)	2014	2013
1	Credit Cards	480	596
2	Consumer Loans	166	228
3	Auto Loans	104	164
	Total	750	988

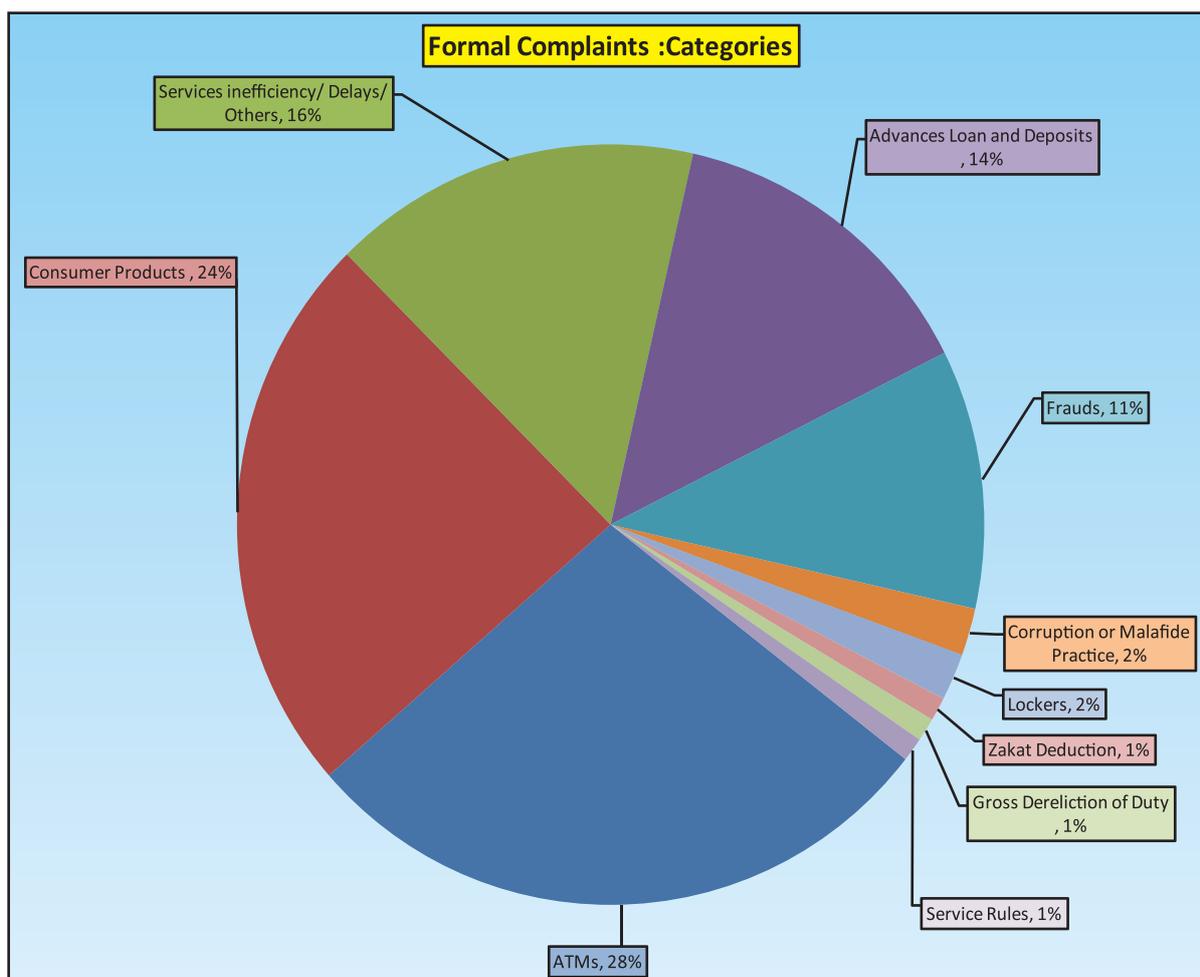


Complaint Categories: Formal Complaints

The following table and bar chart give a comparison between formal complaints received in 2014 and 2013 under different categories:

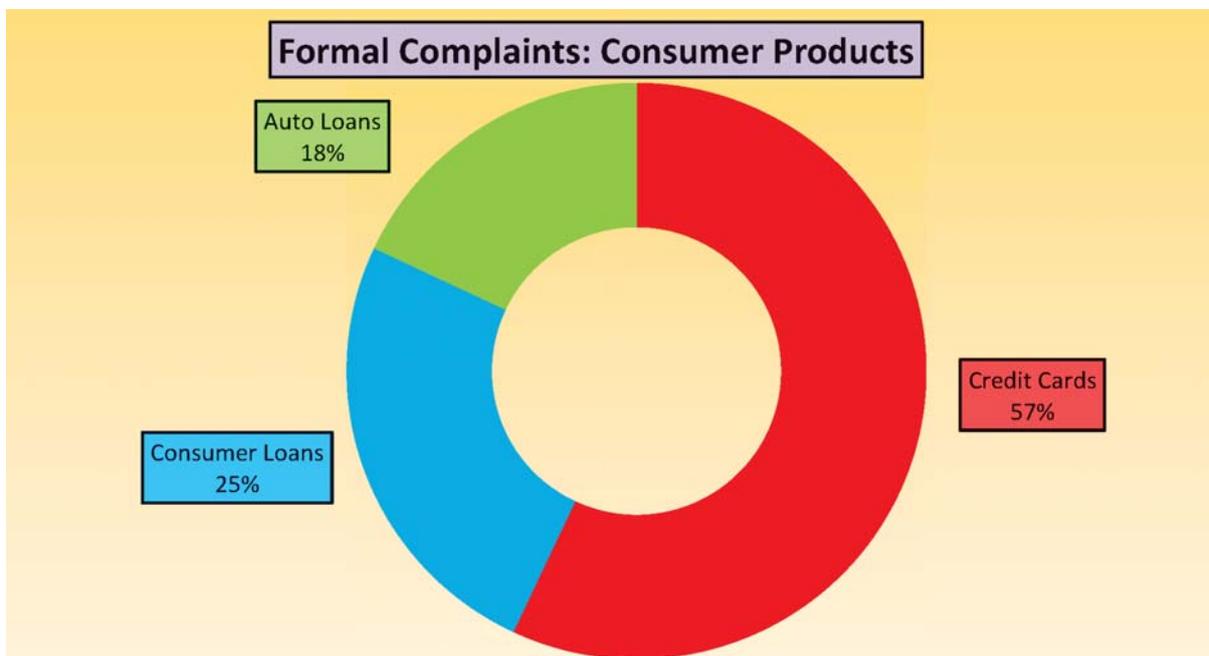
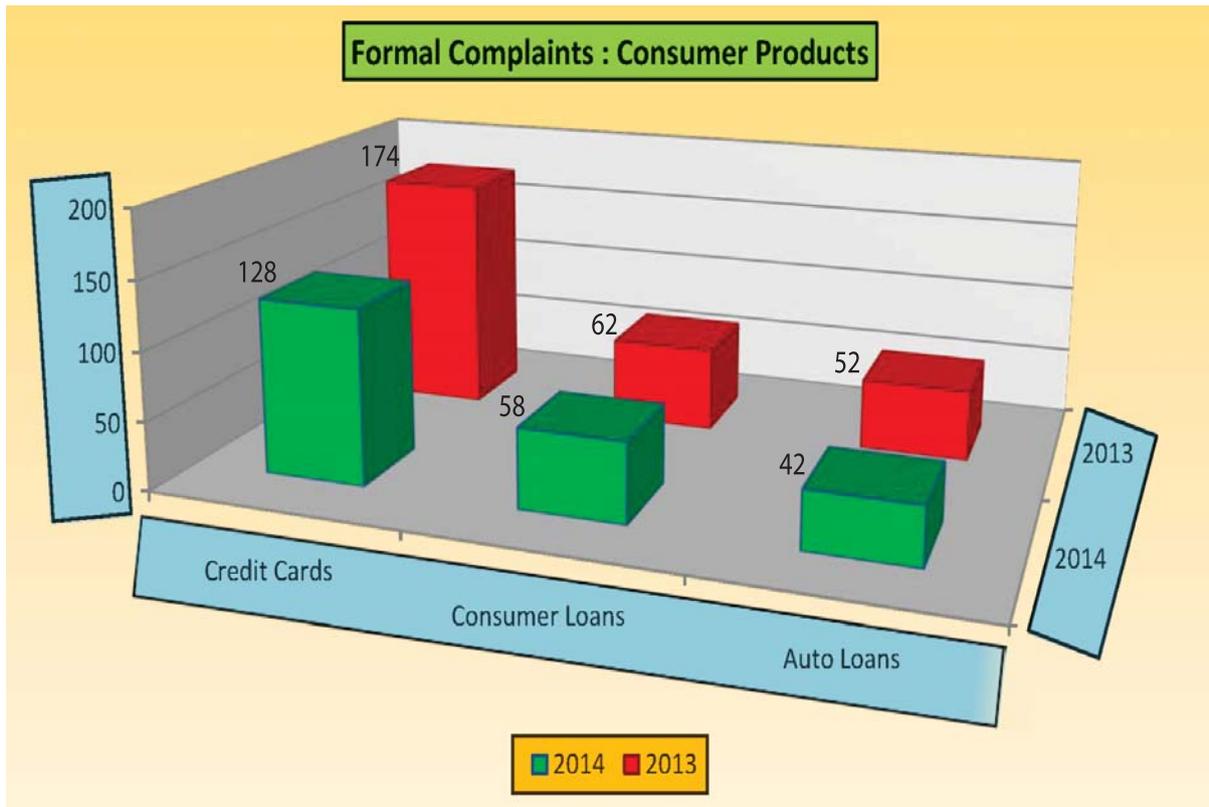
S. No.	Categories	2014	2013
		No. of Complaints	No. of Complaints
1	ATMs	261	250
2	Consumer Products	228	288
3	Services inefficiency/ Delays/ Others	148	230
4	Advances, Loans and Deposits	134	132
5	Frauds	105	124
6	Corruption or Malafide Practice	17	3
7	Lockers	14	21
8	Zakat Deduction	8	9
9	Gross Dereliction of Duty	7	14
10	Service Rules	4	7
11	Others	2	2
12	Utility Bills	1	5
13	Foreign Currency account	3	3
14	Exporters/ Importers	3	2
15	Lost Cheques	1	1
16	Breach of Confidentiality	1	0
	Total	937	1091





Formal complaints relating to consumer products are further broken down in three sub-categories as provided in the following table and chart:

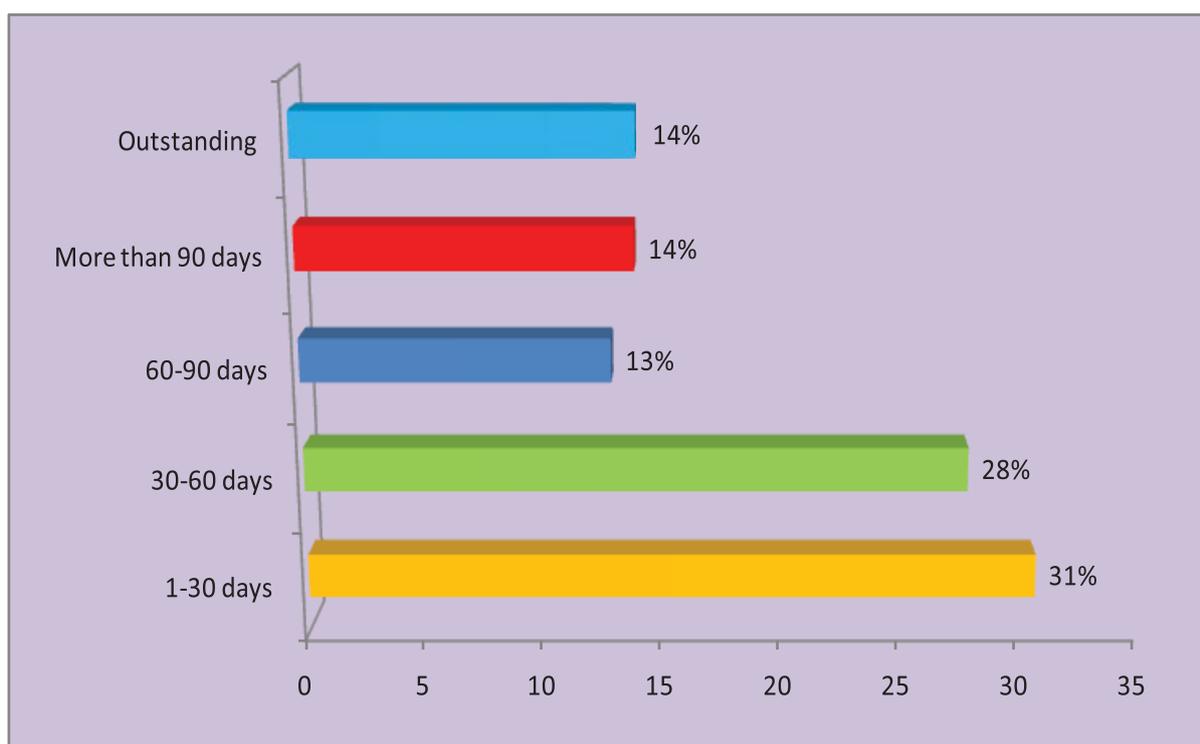
S. No.	Consumer Products (Sub Categories)	2014	2013
1	Credit Cards	128	174
2	Consumer Loans	58	62
3	Auto Loans	42	52
	Total	228	288



“...we see a **similar pattern** of **complaints** about most **banking products** across all **areas** of the country.”

Complaints Resolution Time

No. of Days	No. of Complaints	%
1-30 days	338	31
30-60 days	299	28
60-90 days	142	13
More than 90 days	151	14
Outstanding	145	14
Total	1075	100



[The source data of this report is our in-house complaint processing system called Banking Ombudsman Complaint Tracking System (BOCTS).]

Review Petitions and Representations

As noted earlier, the Mohtasib has the power to Review his decisions under Section 13 of Act XIV of 2013. Moreover, Section 14 of the Act provides that a Representation can be made to the President within thirty days of the decision, order, findings, or recommendations of the Mohtasib.

In the year under review, a total number of 930 formal complaints were resolved against which 41 Representations were made to the President.

Further, Review Petitions were filed in 11 cases out of which nine were dismissed while two petitions were allowed.

Activities and Initiatives

The year 2014 saw us working with a new vigour to resolve disputes between consumers and banks in a fair, impartial, and efficient manner, and to carry on the capacity building process undertaken during the last few years. These initiatives and activities not only improved our service delivery mechanism but also strengthened the overall structure of the organization.

Disposal of Complaints

As on 31 December 2014, the average time taken for resolution of complaints worked out to an average of 38 days as compared to average number of 49 days for complaint resolution during the year ended 31st December 2013.

Human Resource Development

In the year under review, Banking Mohtasib team participated in different conferences, meetings, and workshops organized at national and international levels and given as under:

i. Conference on “Networking of Ombudsmen in the OIC Member States” held on 28th – 29th April, 2014 at Islamabad

The Conference was convened in pursuance of a decision taken in the 39th Session of the Council of Foreign Ministers of the Organization of Islamic Cooperation, held in Djibouti on 15-17th November, 2012, to bring about Networking of Ombudsmen in OIC Member States. The theme of the Conference was “Strengthening the Institution of Ombudsmen in OIC Member States by sharing knowledge, Experience and Ideas. The conference was attended by delegates from 23 OIC Member states.

Mr. Anisul Hassnain, Banking Mohtasib Pakistan, and Mr. Farhat Saeed, Senior Advisor participated in the Conference. The Banking Mohtasib made a presentation at the gathering on the constitution and functioning of the institution of Banking Mohtasib and its

role in dispensation of justice in the financial domain.

He also explained how information and communications technology (ICT) was being put to use effectively in the organization through ‘Banking Mohtasib Complaint Tracking System’ software which is being successfully used in the organization to track complaint disposal right from its receipt till final decision.

ii. Two-days Workshop on “ATM Operations and Settlement/Reconciliation” organized by the Institute of Bankers Pakistan held on 21st – 22nd May, 2014 at IBP Karachi

The workshop aimed to support the banking industry in building customers’ confidence toward ADC/E-banking Products through effective and controlled systems as per SBP guidelines. Various techniques and practices were discussed during the workshop which lead towards an improved ADC Systems and procedure.

The workshop was attended by Senior Advisors, Mr. Anwer A. Chaudhry, Syed Faheemuddin Ahmed and Advisors, Mr. Mushtaq Ahmed, Mr. Nazimuddin Siddiqui, Mr. Liaqat Ali and Mr. Shams Qadri.

iii. Training Course on “Public Procurement under PPRA Rules” 9th-12th September, 2014

The training course was organized by Pakistan Planning and Management Institute, Islamabad, a wing of Ministry of Planning, Development and Reform. The course was mainly based on the Public Procurement Rules and its applicability and was conducted by Senior Government Officials and a Specialist

Senior Government Officials and a Specialist from the World Bank. Mr. Ishtiaq Ali, Senior Manager HR & Admin, attended the course and represented this office.

iv. Training Course on “System of Financial Control & Budgeting” 17th-18th September, 2014

The training course was organized by Audit & Accounts Training Institute, Islamabad, a Department of Auditor General of Pakistan. Mr. Farman Ali Fazal Bhai, Senior Manager Finance attended the course and represented this office.

In addition to above, two studies entitled “Performance Improvement Intervention in all Ombudsmen Offices” & “Independent Service Monitoring Interventions” were carried out by M/s Ernst and Young (EY) and National Consulting for Business & Management Solutions (Pvt.) Ltd (NCBMS) respectively under the Institutional Capacity Building Project of the Forum of Pakistan Ombudsman.

The objective of the studies were to analyze/ review the existing service monitoring system of 12 Ombudsman Offices in Pakistan to

identify deficiencies and bottlenecks to make recommendations for improvement.

Public Awareness

As part of public awareness campaign the advertisements regarding Banking Mohtasib office were made in leading News Papers in English, Urdu, Sindhi, Pushto and Balochi. Further, Complaint Forms, FAQ (Frequently Asked Questions) leaflets and posters titled “Banking Mohtasib and You”, both in English and Urdu, are sent to branches of all commercial banks for awareness of bank customers about Banking Mohtasib’s functions.

The Banking Mohtasib website is regularly updated and carries useful information regarding our scope of service, complaint procedure (with printable complaint forms), and appeal process. Law governing Banking Mohtasib (Chapter IV-A of BCO & The Federal Ombudsmen Institutional Reforms Act, 2013 [Act XIV of 2013]), BMP Annual Reports, briefs on the Federal and Provincial Ombudsmen in Pakistan, and useful links are also available at the website.

“ ... quality is where a case is well handled, the outcome reached is fair & reasonable, and communication is clear & prompt.”

Service Quality in Banks

A brief overview on the service culture existing in commercial banks in Pakistan is given herewith.

Service quality is a general opinion, the client forms regarding its delivery, which is made by a series of successful or unsuccessful experiences. It may be based on Customer's opinion of a product / service that fulfills his or her expectations. It may have nothing to do with the actual excellence of the product / service and is based on the Bank's current public image (corporate image), customer's experience with the Bank's other products/services, and the influence of the opinion leaders, customers' peer group and others.

It is a matter of pride for every Pakistani that the banking industry in Pakistan has made tremendous development in introducing new banking products and providing recent IT related facilities to Account holders. It has also witnessed in the last few years several regulatory changes that gave way to increased competition among all banks. In Pakistan there are various categories of banks: Public sector banks, Private Banks, Foreign banks, Development financial institutions, Specialized banks and Micro-finance banks (which do not fall under the jurisdiction of the Banking Mohtasib). A new fast emerging category is that of Islamic banks. For satisfying customer needs it is important for the banks to give the very best services to its customers. It is an established fact that unless customer needs are taken into account in designing and delivering services, technical superiority alone will not bring success.

The Institution of Banking Mohtasib from its very inception has been extending help to banks' customers who are mainly availing consumer credit and who have no other means to find an early resolution to their grievances. During this period the Institution has achieved the basic objective of the law to provide speedy and inexpensive justice to the general public for their grievances relating to services provided by commercial banks.

Banking Mohtasib provides solutions at the door step of the Complainant. The complaints are heard at Karachi Secretariat or at Regional Offices located near to Complainant's residence or even in cities where Banking Mohtasib does not have its own office. This policy has made it even easier to make and pursue a complaint with reducing cost of travel.

During the year 2014 this office dealt with many complaints regarding faulty ATM machines where due to technical error transaction Slips were generated without the Currency notes being dispensed. In many circumstances the complainants' plight get compounded probably either for lack of appropriate training or due to inability of the concerned staff member of the banks to guide the Complainant properly. This also reflects on the ability of banks' staff towards customer's grievance. In many cases the matter is not even referred to the Acquirer Bank in a manner prescribed by the Central Bank or is referred belatedly causing loss of system generated evidences essentially required for the settlement of disputed transaction. This approach adds to frustration of the Complainants especially owing to loss of evidence. Higher Managements of banks should take appropriate measures to address such very common grievances.

While dealing with complaints regarding ATM transactions, it was observed in many cases that the un-dispensed amount was parked in relative suspense account but no action was taken for its reversal unless the matter was taken up by this office. Similarly, in some cases CCTV camera was not found functioning for one reason or another. SBP has very clearly issued instructions to all banks for installation of CCTV cameras and this process was required to be completed by December, 2008 but non implementation of these instructions was rampantly observed even in the year 2014 in most places specially in rural or less developed areas.

Most of the banks have centralized safe keeping of securities and documents obtained from customers in connection with Credit facilities extended to them. It has however been observed that in most of the cases Title documents, Original Vehicle Files etc. were lost / misplaced at Branch level and Centralized Designated Offices. In some cases the Customers had to seek assistance of this office to obtain securities back from the Bank after adjustment of finance facilities.

Most of the banks have outsourced some of their functions. As per general observation proper training has not provided to 'outsourced staff' as a result of which the customer is dealt with by staff members who lack professional knowledge and do not take ownership and responsibility. That seems to be the main cause of a rising trend of complaints against banks relating to poor service in respect of queries relating to abnormal mark-up and other charges etc. The Senior Management of banks needs to look into this situation and rectify it as soon and as far as possible.

During investigations of frauds in Branches, reported to us, we have come across many

cases of frauds through parallel banking which could have been averted, had the Bank implemented, monitored and placed effective dual control at branches. It is noticed that due to lack of proper screening methods at the time of hiring new staff, the newly recruited staff find a place in another bank after committing fraud during employment with his previous employer and once again the same employee is found involved in similar fraudulent activities at his new place of employment.

Complaint Resolution Units, established in most of the banks for a variety of reasons do not produce or file documents or responses well within the stipulated time despite clear timelines provided by law. Resultantly the Complaint resolution timeliness goes awry which we feel runs against the spirit and objective of Ombudsmen Law meant for speedy and inexpensive resolution of the grievances. We, therefore, feel that complaint resolution mechanism put in place by the banks need to be reviewed to make it more compatible within the requirement of Ombudsmen Law and in line with regulatory instructions.

“...if you can't **explain** it
simply, you don't **understand** it
well enough.”

Albert Einstein

Issues arising in 2014

In the course of our work in the past year we noticed the following systemic deficiencies in the practices of banks we had occasions to deal with:

1. Copy of Account Opening Forms to Customers

BPRD Circular No 07 of 2011 in its Para 4 (v) specifically provides that when a person opens an account with a bank, he must be provided by the bank a copy of the Account Opening Form ("AOF") verified to be a true copy by an authorised officer of the bank. The receipt of such a copy of the AOF must be acknowledged by the customer and a proper record of such an acknowledgement must also be kept at the bank.

In a large number of cases we dealt with, it has come to light that this rule is rarely followed although the bank is careful to get the customer to sign on the original AOF words to the effect that he has received a copy of it. As a result, the customer of the bank is unaware of the terms and conditions applying to his operation of the account, the services offered and the cost of those services.

We are of the view that in order to address this deficiency, banks need to be instructed to send a copy of the AOF to the customer on the customers address immediately after the account has been opened and to retain on its record a prudent proof of delivery such as a courier receipt.

2. Guidelines of the SBP in dealing with customer's complaints

The guidelines for dealing with customer complaints are set out in considerable detail in BPD Circular No 17 of 2004 and the last paragraph thereof provides for the SBP checking the performance, effectiveness and functioning of the Complaint Section of each bank in the course of inspection. Para 2 (iv) of the Circular stipulates that Bank will send a final reply to the complaint received by it within a period not exceeding 45 days.

Now Section 82D in Part IVA of the Banking Companies Ordinance (whereby the institution of the Banking Mohtasib was created) provides that prior to making a complaint to the Banking Mohtasib, "the complainant shall intimate in writing to the concerned bank his intention of filing a complaint and if the bank either fails to respond, or makes a reply that is unsatisfactory to the complainant, within a period of forty five days, the complainant may file a complaint....".

If the BPD Circular and the provisions of Section 82D are read together, it is clear that if the guidelines of the Circular were implemented and followed meticulously, a vast majority of the complaints would be resolved and settled by the Banks within given time of 45 days, of course after thorough investigation wherever called for, before they are formally made to the Banking Mohtasib. The timely completion of investigation by the Bank would as envisaged above is bound to make it easier for both the banks and the Mohtasib to meet the mandatory timelines prescribed by the Act XIV of 2013. With the promulgation of the Federal Ombudsmen Institutional Reforms Act, 2013 (Act XIV of 2013), strict timelines have been imposed for disposal of complaints, thus: By Section 9 of the Act it has been laid down firstly, that the Bank shall submit its written comments within a period of 15 days extendable by 7 days, secondly, a hearing may be adjourned upon a written request for 7 days, and thirdly, that the Mohtasib shall dispose of the complaint within 60 days from the date that it was made.

3. Fair Debt Collection

In the course of adjudicating complaints, we have found that the guidelines for Fair Debt Collection prescribed by the SBP vide BPRD Circular No 13 of 2008 are not being followed faithfully or are flagrantly disregarded. This happens, for the most part, in cases pertaining

to credit cards and car loans. Harassment of family and employers of credit card defaulters by third party contractors is legendary and has gained wide disrepute. Banks need to be directed to adopt best international practices and try assessing the incomes and credit worthiness of persons to whom credit cards are issued including their ability to use plastic cards through ATM machines.

With regard to re-possession of cars it is noticed that no prior notice is served upon the defaulter as required by the Guidelines, and uncalled for intimidation is resorted to in the

process. This would be unnecessary if the banks kept a duplicate key of the car for the payment of which a default has occurred: the recovery team could then re-possess and drive away the car under due intimation and without assaulting the defaulter. We understand that duplicate keys are not retained by banks systematically and are therefore untraceable when required for re-possession purposes. In one case a car was violently re-possessed from a lady when she was on her way to the bank with a prior appointment for the sole purpose of paying off the entire outstanding loan.

“... **injustice** anywhere
is a **threat** to
justice everywhere.”

Martin Luther King Jr.

Case Studies

Case 1: Exhaustion of Remedies Rule

The complainant had availed an auto loan from a bank and had been paying the loan installments regularly but not by the dates he was bound by the loan agreement to pay. The bank therefore levied "late payment charges" by way of penalty for late payments. When the bank demanded payment of Rs. 57,834/- towards the late payment charges, the complainant disputed the levy and then lodged a formal complaint to this Office contending that the bank's demand was wrongful. Upon our enquiry the bank, in its defence, disclosed in detail how the late payments had occurred and how such charges were payable by the borrower in accordance with the provisions of the auto loan contract signed by the complainant. We were of the view that the charges levied by banks in respect of loans, including late payment charges for late payment of installments of loans, fall under the category of policy matters which the banks were free to determine and levy in respect of the various services they offer and render. We noted also that such charges had actually worked out to Rs 115,668/- but on the protestations made by the complainant the bank had waived half of that sum. In the circumstances and for these reasons the complaint was declined.

Under law governing this institution, any complainant aggrieved by an order passed by it can either seek a review of it by means of a Review Petition filed before us or seek its reversal by means of a Representation made to the President of Pakistan. The Complainant did neither.

Instead the complainant went straight to the High Court of Sindh in a Constitutional Petition challenging the Mohtasib's order on a variety of grounds. The Petition was, however, dismissed by the Divisional Bench of the High Court with the following observations:

"We have perused Section 14 of the Act (Act XIV of 2013) which clearly stipulates that any

person or party aggrieved by a decision, order, findings or recommendations of an Ombudsman may file representation to the President within thirty days of the decision, order, findings, or recommendations, besides sub-section (5) to the above Section provides that Representation shall be decided within 90 days.

In view of the above, we are of the considered view that this Court could not entertain this petition, which is accordingly dismissed. However, the petitioner may approach the proper forum for redressal of his grievance, if so advised."

Constitutional Petitions in the nature of petitions for writs are entertained and heard by the High Courts in Pakistan under Article 199 of the Constitution, but only if the Court is first satisfied that the petitioner has no other adequate remedy provided by law available to him. In the present case the Complainant had by passed two time-bound remedies available to him.

Case 2: Issuance of TDR

On January 21, 2014 the Complainant deposited Rs. 1,000,000/- in his account for issuance of TDRs and asked receipts for his deposit as he was going to Saudi Arabia the next day. The Bank officer took his signatures on some blank forms which also included a Fund Transfer Form and told him that preparation of TDRs will take some time so he can collect them from him upon his return from Saudi Arabia. On return to Pakistan after about 8 months the Complainant went to the bank to collect his TDRs. He was handed over TDRs for Rs. 600,000/-. On enquiry about the balance of Rs. 400,000/- he was given a vague and unsatisfactory reply. On further inquiry it was revealed that this amount was transferred from his account to another account in the same branch using the blank Fund Transfer Form he had signed. The complainant filed a complaint to the Branch Manager on 11-11-2013. He filed his complaint to Wafaqi Mohtasib on January 2014 from where it was forwarded to Banking Mohtasib (Ombudsman).

Bank had responded in its defense that on January 24, 2013 funds of Rs. 400,000/- were transferred from Complainant's account to the account of one Mr. X on the basis of the debit authority given by the Complainant by signing the Fund Transfer Form and the Complainant accepts his signatures on the Transfer Form whereas the Complainant's stance is that at the time of opening of the account the staff of the Bank got his signatures on Fund Transfer Form along with other different papers, and as he can not understand English he was not aware of the consequence of his signing this Form.

Upon our intervention the Bank credited the Complainant's account with a sum of Rs. 400,000/- on June 30, 2014 and also furnished copy of statement of account showing the credit.

Case 3: Crop Insurance Scheme

The facts of the Complaint are briefly that the Finance Division of the Government of Pakistan conveyed to the State Bank of Pakistan by a letter dated the 13th August, 2008, the Cabinet decision that Banks implement a mandatory "Crop Insurance Scheme".

Under instructions of the State Bank, the Bank implemented the scheme with arrangements made with Insurance Company. A significant term of the Scheme, relevant to this dispute, was that the amount of the claims payable by the Insurance Company shall be restricted to 300% of the total premium received by the Insurance Company in the scheme.

Another aspect of the matter was that the claim would be sustainable only in respect of the areas declared by the Sindh Government to be calamity hit.

The Complainant obtained an agricultural loan of Rs 500,000/- from the Bank in April 2011 against the security of his agricultural land and the mandatory insurance cover from the Insurance Company as arranged by the Bank against the advance payment of the Insurance premium by the Bank from the Complainant's account. In August/September, heavy rains

and floods caused destruction of crops in many areas including the agricultural land of the Complainant. Following that disaster, the Sindh Government issued a notification listing the Dehs and Talukas which it declared to be calamity hit. Evidently, the Complainant's land was not among those so notified. The landowners of those areas claimed their losses from the insurance company and were duly paid, albeit (according to the Bank) their payments were reduced pro rata because the total claim of all the claimants exceeded the aforesaid ceiling of 300% of the total premium received by the insurance company. The Complainant's claim was declined by the insurance company on the ground that his land was omitted in the Sindh Government's notification.

The Complainant then approached the authorities to get the omission of his land corrected in the notification and at length a "corrigendum" notification dated the 6th May, 2014 was issued which operated to include the complainant's land in the calamity hit areas.

With the new notification in hand the Complainant once again applied to the Bank for payment of his insurance claim but to no avail as the insurance company turned down his claim once again and this time on the ground that it had already paid out the maximum sum namely, 300% of the total premium received by it under the scheme.

After hearing the parties, we found that the Bank is not by itself liable for any lapse or wrongdoing but it is a concatenation of circumstances which led the Complainant to this impasse. It was therefore, ordered that the Bank should assist the Complainant in making a fresh Complaint before the Insurance Ombudsman claiming from that Ombudsman such relief as he may consider just and appropriate to grant in the circumstances of the case.

Case 4: Internet Banking – Phishing

The Complainant had an account with the bank with the facility for internet banking. On November 30, 2012 his account was debited by the sum of Rs 250, 000/- without his knowledge. It turned out that the Complainant was the victim of what is called in internet parlance as “phishing” whereby a hacker deceives an unsuspecting and unwary customer of internet banking to part with his password and PIN number to the hacker who then misuses it for stealing the victim’s money. The Complainant admitted that this had happened and the IT log of the bank confirmed that the PIN was generated twice on the 28th November and on the 30th November and the electronic transfer had been made to an account in Bank ‘A’ in Peshawar the holder of which had made off with the money before that bank could stop him from doing so on the request of the complainant’s bank.

It was proved from the bank’s own record that the fraudulent transfer of the money from the complainant’s account was effected at 8.22.59 am on the 30th November, although from 8.00 am to 8.30 am the complainant had repeatedly been making attempts to ascertain his balance by internet but each of his attempts had been unsuccessful owing to a malfunction in the bank’s system. Had the system functioned, the complainant would have successfully forestalled the phishing attempt by making a timely complaint. The complainant had lodged a complaint with the bank via its helpline on the 1st December at 8.36 am while the wrongfully transferred money was still in the transferee account at Bank ‘A’ till small withdrawals were made via ATM in the afternoon of the same day the remaining large balance having been withdrawn on the afternoon of the 3rd December at 1.35 pm. On the morning of the 1st December, the complainant had made his complaint to the bank at 8.36 am and the bank could therefore have acted promptly to stop payment of the funds by Bank ‘A’. It did not or could not do so.

The Bank’s response was that the 1st and the 2nd December being weekly holidays, it could

not take appropriate action on the complaint of the complainant until 10.42 am on the 3rd December.

It was held that the bank having laudably expanded its products and services (some of which function 24 hours a day and seven days a week), it should also have kept its complaint handling system adequately abreast which, as is evident from this case, it failed to do. The bank was also in violation of the relevant circulars of the State Bank of Pakistan regarding cyber crime.

Accordingly the complaint was accepted and the bank directed to make good the loss suffered by the complainant owing to the negligence of the bank.

Case 5: Deduction of Zakat

A complaint was made that the Bank had wrongly deducted PKR 56,576.78 towards Zakat from her account on July 11, 2013 (Zakat Valuation Date). She contended that she had submitted the Zakat Exemption Declaration Affidavit (CZ-50) in the form popularly and widely in use, on May 10, 2012 receipt thereof was verbally confirmed by the Branch officials. She further stated that despite her constant follow up since July 26, 2013 and even after service of mandatory notice dated August 15, 2013, the Bank did not refund the amount. She lodged complaint with this Secretariat and asked to direct the Bank to refund PKR 56,578.78 wrongly deducted from her account for Zakat.

The Bank stated that the account holder had not provided CZ-50 Declaration Form at the time of account opening on May 16, 2012 which was evident from Account Opening Form as she had ticked “NO” in Zakat Exemption column. Bank also submitted a copy of AOF. The Bank added that at the time of Zakat Valuation Date (1st Ramdan Hijrah 1433) the credit balance in Complainant’s account was less than “NISAB” therefore; no Zakat was deducted during 2012. However, in the year 2013 a few days before Zakat Valuation Date (1st Ramdan hijrah 1434) funds were received in customer’s account and Zakat was

deducted. The Bank added that the account holder had provided copy of CZ-50 on August 16, 2013 and thereafter no Zakat was deducted from her account. Further she could not provide any evidence regarding submission of CZ-50 earlier.

Having heard both the parties it was found that the Complainant had submitted CZ-50 (Zakat Declaration Form) at the time of opening of account which the Bank did not accept and insisted on submission on the Format devised by the Bank. The Bank' representatives could not substantiate Bank's stance that Complainant had not submitted Zakat Exemption Declaration Form as well as justify the rationale for not accepting CZ-50 Form normally available with Vendors and its insistence to provide the same on Format devised by the Bank. The Bank also failed to show that the other customers had submitted such forms or Affidavits as per Bank's Format. The Complainant testified that her account had been solicited and opened by an officer A and she had handed over the form or affidavit of Zakat to that officer and that, the officers of the Bank had required the complainant to furnish the same on the form prescribed by the Bank. The Bank, despite advice, from the Secretariat staff did not ensure presence of that officer A. Therefore, as the Banking Mohtasib is empowered to adopt any procedure he deems fit to do complete justice, his office contacted the said officer on the phone who confirmed that the Complainant had submitted the form but the Bank had required her to do so further on the banks format. The sequence of events of the case corroborates the Complainant's stance having submitted the CZ-50 in time and the format or form used by the Bank was in no way a legal requirement.

Therefore, the Bank was directed to refund amount of Zakat deducted from the Complainant account and also pay opportunity loss, by way of compensation, at the Bank's Savings Bank profit rate, as announced from time to time. Profit to be calculated from July 11, 2013 the date when amount was debited till the date the amount was credited to the Complainant's account. The Bank complied.

Case 6: Re-possession of Vehicles

The Complainant took a loan from the bank to buy a car. The loan was repayable in fixed monthly installments the last one of which was payable on the 1st February, 2014. However, on the 29th February, 2013 she told the bank that she wanted to pay off the entire outstanding loan at once. Accordingly, on the 3rd December, 2013 the bank sent her a duly filled in a "loan exit form" and a "Pay- Off Sheet" which set out the total sum she was required to pay including pre-payment penalty.

She was expressly required to deposit the Pay Off 8 days before the 3rd January 2014 which was the "mark up validity date".

According to the directives of the State Bank, no re-possession of a car can be undertaken without serving upon the defaulter a fourteen days prior notice. The Bank claims to have sent such a letter on the 18th November, 2012 although it could not prove having done so. This was important because banks avoid sending such a notice as it makes re-possession difficult. However, the Pay Off Sheet was issued on the 3rd December, 2013 which showed agreed intention to Pay Off the liability and therefore, supersedes the earlier re-possession letter.

From Pay Off Sheet it is noted that mark up validity date was January 3, 2014 and the Complainant was required to deposit the money 08 days prior to markup validity date i.e. on or before December 26, 2013. Despite that the vehicle was repossessed on December 5, 2013 i.e. 21 days before the cut off date and just 02 days after the issuance of payoff letter.

On the 5th December, 2013, two days after she had received the above noted consent of the bank to pay off the outstanding balance of her car loan, she was driving to the bank to make the said pay off so arranged, when she was intercepted and her car was re-posessed by the Bank's agents with threats of violence and intimidation despite her protestations that she was on her way to the bank to pay the entire outstanding loan. The SBP directive that at least a 14 days notice be given to the defaulting customer before re-possession of a vehicle was evidently ignored by the bank.

The Bank's contention was that payoff calculation provided through Contact Centre is not to be considered a settlement letter which in fact is issued by Bank's Collections and Recovery Department and that she was supposed to coordinate with the Bank's Collections and Recovery Department to settle her account within 14 days from the date of repossession letter. This is quite contrary to the last line of the Repossession Warning Notice dated November 18, 2013 which reads as under:

"For information on how to settle your account, call Bank's Contact Centre"

In any event, this explanation was found unsustainable as it is not the duty of the borrower to scrutinize processes of a Bank's internal operations to ascertain whether even after demonstrating her intention to payoff and obtaining payoff sheet and filling and sending the pay off form, she was also according to the Bank, required to refer to various departments of the Bank to avoid repossession of the vehicle. In fact this demonstrates lack of coordination between various departments of the Bank and it was the duty of the Bank, and not the Complainant to ensure that the vehicle is not repossessed till the time is available to the Complainant in terms of the payoff sheet unless the Complainant was specifically advised in payoff letter to contact Collections and Recovery Department to avoid repossession. This was not done.

When the Complainant had shown payoff letter to the outsourced recovery team, they ought to have provided her an opportunity to pay off the liability which was denied to her and it appears that they were more interested in recovering their repossession charges in their usual notorious ways.

The Bank was, therefore, directed to avoid unlawful and devious methods of recovery and strictly adhere to the following guidelines contained in SBP circular above referred:

"In order to effectively control the functions of collection/recovery and the human resources engaged in this process, banks / DFIs would ensure the followings:

2. Frame a code of lawful conduct for recovery staff.
3. Introduce a well defined mechanism for addressing complaints against the collection/recovery staff.
4. Undertake a periodical review of their recovery procedures / mechanism for improvement in line with law, market practice/development."

Since the re-possession was patently wrongful the Bank was held liable to refund the repossession charges of Rs. 25,000/- to the Complainant. The Bank refunded those charges accordingly.

Case 7: Letter of Credit

The Complainant stated that on his instructions Letter of Credit was established on November 21, 2009 in favour of Exporter located in a foreign country for a sum of US \$. 287,280 against the Sales Contract and Proforma Invoice for import of certain material with 99.5 % purity. In terms of L/C a number of documents were expressly required by the Company including Pre-shipment Inspection Certificate for each container issued by M/s 'C', and CIQ Certification of Drums, accompanied with shipment documents for releasing payment under L/C. The L/C also stipulated: "All documents must be dated manually signed and made out in English language"

The Complainant further stated that later Bank handed over the documents under the cover of clean Presentation Advice, without noting the discrepancies. On scrutiny of documents it was found that Bank has accepted Pre-shipment Inspection Report of M/s. 'C' prepared on sample basis only. Moreover, CIQ certificate in foreign language was accepted and payment released to the Exporter without waiting for instructions of the Complainant.

Due to that negligence of the Bank the Company had undergone loss. The Bank agreed to share the total loss by 50% and proposed to jointly dispose off the material lying at the Company's warehouse, but

subsequently the Bank changed its stance and refused to take any liability.

The Complainant then lodged its complaint to the Mohtasib.

The Bank contended that it had fulfilled all its obligations under law and that the Company raised the subject dispute five and a half months after the payment was released to the supplier, which had supplied the subject material.

It is added that under the Uniform Customs Practice 600 (UCP 600) a bank is only concerned with documents and has nothing whatsoever to do with the underlying contract. As such, if the documents under the credit are in accord with the precise instructions issued under the credit, a bank is obliged to honour the credit and make payment there under.

The documents presented to the Bank under the L/C were compliant in material respects and the same on their face fulfilled their requisite function. The Pre-Inspection Certificate dated 17-12-2009 was in order and an Analysis Report accompanied it. Consequently, the Bank was under an obligation to honour the credit.

The Bank further contended that:

- As per the Company's written instructions on its L/C application dated 20-11-2009, it is true that the Company had in fact stipulated a Pre-Inspection Certificate (PSI) to be issued for 'each container'. In line therewith, the pre-inspection report dated 17-12-2009 (the "Inspection Report") that was presented by the beneficiary of the L/C (i.e. the Supplier) clearly evidenced that inspection of each 'Container' was indeed carried out. All twenty eight (28) containers were inspected, loaded and sealed by M/s 'C'. In view thereof, it is clear that the mandate of the credit that inspection of each 'Container' is required stood satisfied.
- The other special instruction/condition (Instruction No.2) that was added to the L/C by the Company was that an 'Analysis Report is required with the documents'. That instruction did not in any way indicate the mode and

manner by which the required 'Analysis Report' was to be generated. That the Company had not given any specific instructions as to the mode and manner of the 'Analysis' that was to be conducted by M/s 'C'. It is established law that instructions have to be clear and definitive as conditions of credits are to be construed strictly. Therefore, in the absence of any specific instructions, the analysis report based on a sample sent by the Supplier cannot be called into question as it was on its face compliant with the requirements of the credit. Article 14(f) of the UCP 600 provides:

" If a credit requires presentation of a document other than a transport document, insurance document or commercial invoice, without stipulating by whom the document is to be issued or its data content, banks will accept the document as presented if its content appears to fulfill the function of the required document and otherwise complied with sub-article 14(d).

- As regards to the condition that all documents must be made out in the English language was never part of the instructions that were issued/ given in the L/C Application Form by the Company when it applied to the Bank for the establishment of the L/C.

- Regarding damages, the Bank stated that it is established law that the damage sustained must have a direct nexus with the alleged breach committed. With reference to the allegation of a discrepant CIQ Certificate, there is no nexus whatsoever between the alleged inferior quality of the material supplied under the credit and the quality of the drums that carried the said acid. The linguistic defect in the CIQ Certificate, which even otherwise merely pertained to the quality of drums, accepted by the Bank cannot be made a basis for a claim as to inferior quality of the material supplied therein.

- A number of meetings were held between the Company and the Bank, but a firm agreement could not be reached.

Both the parties were called and heard, documents presented by either parties were examined and after a detailed discussion the

lapses wherever occurred were pointed out to the contesting parties by the Banking Mohtasib. Both the parties in dispute were consequently encouraged to negotiate and reach an amicable resolution among themselves failing which appropriate mandatory Order would be passed. Both the parties to the dispute finally reached to an amicable settlement, whereby, the Bank paid back sum of Rs. 29.75 Million on July 22, 2014 to the Complainant and the matter was settled/resolved to the satisfaction of both the parties.

Case 8: Wrongful deduction of Service Charges

The Complainant, a Girls Boarding School, maintained its account with the Bank. The Bank had suddenly made a large deduction from the Complainant's account at the end of a year in response to an audit objection for non recovery of service charges and the State Bank of Pakistan had ordered the Bank to reverse the charges and credit the sum to the Complainant's account.

The Bank complied with the order of the State Bank and did not challenge it in any action for a judicial review in the superior courts. After this, both the Bank and the Complainant proceeded on the assumption that the service charges were erroneously levied and would not be levied again.

This assumption was strengthened by the fact that no such service charges were in fact levied every month for all transactions for over a year or more until, once again, in response to another similar audit objection, the Complainant was suddenly hit with a deduction of Rs. 90,480/- from its account as service charges, the levying of which the Bank, had omitted or missed over the year.

If the Complainant had been told by the Bank after the SBP decision, that it would thenceforth be liable to such charges and what it was required to do to avoid them, (such as changing the nature of that account, or even moving the account to another bank), the Complainant would doubtless have done what was necessary or prudent to do in the

circumstances. Evidently, the Bank did nothing of the kind.

It was held that the conduct of the Bank did, in the circumstances, amount to a representation, on the basis of which the Complainant continued to maintain and operate its account as it had been doing before then. The Bank could not now go back and say it had the right under the schedule of charges to levy the charges retrospectively because it was estopped from doing so.

Estoppel is a concept of the law of evidence. It is an archaic word. Put in a language that an ordinary person or a banker understands, it is simply a principle of justice and equity. It comes to this: When a man, by his words or conduct, has led another to believe that he may act on the faith of them - and the other does act on them- he will not be allowed to go back on what he has said or done when it will be unjust or inequitable for him to do so.

This does not, of course, mean that the Bank could not ever impose service charges upon the Customer in accordance with its SOC at any future time. It only means that the Bank must give the Complainant a sufficient notice of its intention to do so, and thereby enable the Complainant either to accept them or move its account to another bank.

Bank was, therefore, advised to reverse the sum of Rs 90,480/- wrongfully debited from the Complainant's account and the Bank complied with our decision.

Images 2014

Conference on “Networking of Ombudsmen in OIC Member States”



Participants of Conference on “Networking of Ombudsmen in the OIC Member States” held at Islamabad



Banking Mohtasib, Mr. Anisul Hassnain addressing the Conference participants on “Networking of Ombudsmen in OIC Member States”

Banking Mohtasib, Mr. Anisul Hassnain's visit to the Sialkot Chamber of Commerce.



Banking Mohtasib along with the Members of Sialkot Chamber of Commerce



President of Sialkot Chamber of Commerce welcoming the Banking Mohtasib



Banking Mohtasib with his team of Senior Advisors, Advisors and Office staff



Female Staff Members of Karachi Secretariat with Banking Mohtasib



Financial and Administrative staff of BMP Karachi Secretariat



Banking Mohtasib chairing the weekly meeting with Sr. Advisors/ Advisors



Senior Advisors discussing case with Banking Mohtasib

Our teams at Regional Offices



Regional Office Rawalpindi

From Left to Right: Mr. Yasir Aziz (Office Boy), Mr. Muhammad Khalid Farooq (Regional Manager), Mr. Saleem Akhtar (Sr. Legal Advisor II) & Mr. F. M. Sultan (Deputy Manager)



Regional Office Lahore

From Left to Right (Sitting): Mr. Khalid Maqsood Ahmed (Regional Manager), Mr. Tariq Mahmood (Deputy Manager)
Standing: Mr. Asif Ali (Office Boy), Mr. Maqsood Ahmed (Assistant Manager)



Regional Office Peshawar

From Left to Right: Mr. Rehmatullah (Deputy Manager), Mr. Liaqat Ali Khan (Regional Manager), Mr. Ishrat Khan (Office Boy)



Regional Office Quetta

From Left to Right: Mr. Ejaz Ahmed (Deputy Manager), Mr. Abdul Khaliq Nagi (Regional Manager), Mr. Faizul Rasool (Office Boy)



Regional Office Multan

From Left to Right: Mr. Zainul Abdin (Office Boy), Mr. Muhammad Shafaqat Ali (Regional Manager)



Staff Member of Banking Mohtasib Pakistan – Karachi Secretariat with Mr Anisul Hassnain, Banking Mohtasib at the Annual Brunch arranged on completion of nine years of the Institution.



To bid farewell to Mr. Bilal Zahid and Ms. Muniza Ahmed, bouquet presented to them by the Banking Mohtasib on the occasion of Annual Get to Gather of the staff at the brunch party



Banking Mohtasib awarding Letter of Appreciation to Mr. Ishtiaq Ali, Sr. Manager HR & Admin and Mr. Farman Ali Fazal Bhai, Sr. Manager Finance during the year for their valuable services.



Banking Mohtasib awarding Cash Reward to Mr. Muhammad Imran & Ms. Naseema Yousuf, Assistant Managers during the year for their valuable services.

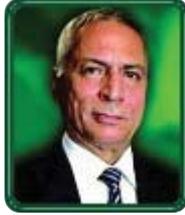


Mst. Nabila Shafiq (Widow) giving Letter of Thanks to Banking Mohtasib, Mr. Anisul Hassnain on settlement of her son's claim of Rs. 865,000/-



Mr. Muhammad Ramzan receiving Resolution Letter on settlement of his claim of Rs. 1.5 Million from Mr. Anisul Hassnain, Banking Mohtasib Pakistan.

Our Team of Senior Advisors and Advisors



Aamer Aziz Saiyid
Sr. Legal Advisor I

A civil and commercial lawyer with 40 years experience at the Bar. Retired as Company Secretary & Head of Legal and Corporate Relations Department of a multinational Company in 2002 and has been practicing the law since then. He was appointed as the Legal Advisor of Banking Mohtasib Pakistan in 2005.



Saleem Akhtar
Sr. Legal Advisor II

Lawyer with over 35 years of professional experience. Served the State Bank of Pakistan for 22 years. He took early retirement in 2010 while serving the Central Bank in the capacity of Legal Advisor. Thereafter, joined Banking Mohtasib Pakistan in the same year.



Mahmood Ahmad Khan
Secretary

Professional experience of 36 years. Joined government service in 1972 and was appointed Assistant Commissioner in 1974 after completing the mandatory academy training. Promoted as Deputy Commissioner, Commissioner, and Secretary with the Government of Sindh during the course of his service. Served the provincial government in different capacities. Retired from government service in 2008 as Secretary, Forest and Wildlife, Government of Sindh, after attaining the age of superannuation. Appointed as Secretary of the Office of Banking Mohtasib on February 12, 2014.



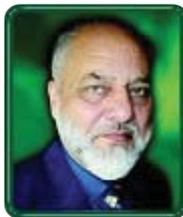
Anwer A Chaudhry
Senior Advisor

36-years experience in domestic as well as international banking in a Commercial Bank with core banking exposure in Retail, Commercial and Corporate environments. Special focus on divergent banking disciplines including Documentary Credits, Risk Management, Correspondent Banking, Treasury Operations and supervision of overseas network. Overseas assignments span over a decade. Heading Risk Management, RBG was his last assignment. Retired in 2008. Joined Banking Mohtasib Pakistan in 2010.



Farhat Saeed
Senior Advisor

A Central Banker having served the State Bank of Pakistan in various capacities for about 37 years. Retired as Executive Director in 2006. Holds a Master's degree in Political Science, DAIBP and a degree in Law. Joined Banking Mohtasib Pakistan in April 2008.



S. Faheemuddin Ahmed
Senior Advisor

About 36 years of Commercial banking experience. Bank's nominee as principal officer and Key Contact Person for handling customer complaints received through the Wafaqi Mohtasib, State Bank of Pakistan and other agencies. He left the Bank while serving in the capacity of SVP and General Manager, Service & Internal Control - Retail Banking, to join Banking Mohtasib upon its inception in 2005.



Mushtaq Ahmed
Advisor

Joined a Commercial Bank in 1977 as Probationary Officer. Served as Manager for 16 years in different Branches. Also served as Incharge, Imports & LGs, and Head of CAD in Corporate Banking for 10 years, and later in Investigation Division at Head Office for four years. Conducted on the spot enquiries and handled cases of fraud/forgery. Worked as Executive Incharge, Officiating Investigation Division at Lahore Office till January 2007. Joined Banking Mohtasib Pakistan in April, 2008.



Muhammad Ali Shaikh
Advisor

42 years experience in Industry and banking with core banking exposure in corporate environments. Areas of expertise include financial management, credit risk, project financing, implementation & monitoring, procurement, contract negotiation and privatization. Holds a Master's degree in Business Administration, PGD in Islamic banking & insurance; a degree in Engineering and Law and has recently submitted his PhD thesis relating to a topic on Islamic Banking. He is fellow, Institute of Islamic Banking and Insurance, London. Joined Banking Mohtasib Pakistan in 2014.



Nazimuddin Siddiqui
Advisor

Joined a Commercial Bank in 1973 and served as Manager in branches located in Azad Kashmir and Punjab for 27 years. Also served as Incharge, Audit / Inspection, and coordinator, at the bank's Zonal Office. Served as Assistant General Manager, Operations, for seven years and during the tenure, also looked after Complaints Resolution and Investigation Process at Regional Level. Joined Banking Mohtasib Pakistan in August 2007.



Raja Liaqat Ali
Advisor

Over 33 years of banking experience with a Commercial Bank. Worked in the Bank's Investigation Division (Head Office), where he was responsible for handling fraud/ forgery/ dacoity cases as well as for submission of reports and periodic statistics on issues to the Group Head. Liaised with Law Enforcing Agencies for criminal cases. Retired in October 2007 as Vice President. The same year, he joined Banking Mohtasib Pakistan.



Shahida Syed
Advisor

Joined a commercial bank in 1975 as Second Officer (the first lady second officer of the Bank). Served in different capacities as Manager, Department Head, and Zonal Chief. Nominated for the post of president, FWBL, in the year 2000. She left the bank while serving as Area Manager to join Banking Mohtasib Pakistan Secretariat in 2007.



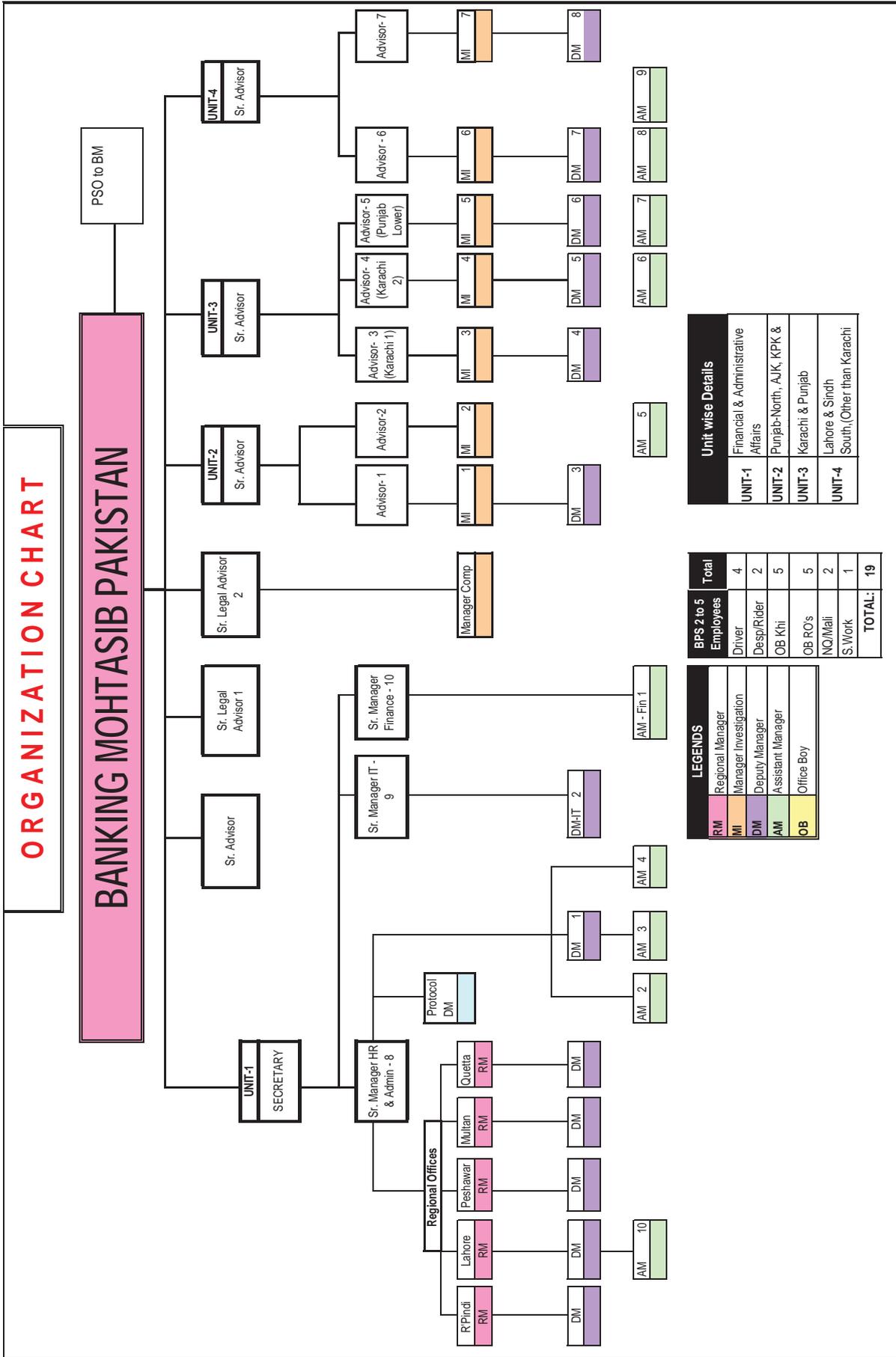
Shams Qadri
Advisor

Over 35 years of working experience in senior management positions with multinational companies and banks. Area of expertise includes financial management, business risks reviews, audit and investigations. Holds Associate Membership of The Institute of Chartered Secretaries & Administrators UK and The Institute of Corporate Secretaries of Pakistan. Joined Banking Mohtasib in 2007.



Talat Munir
Advisor

Thirty years of experience with a commercial bank. Worked in Recovery, Law and Litigation Department of the bank. Responsible for investigation, recovery and follow-up of cases through the bank's advocates. Also worked at various departments of general banking in different branches. Retired in 2007 and the same year, joined Banking Mohtasib Pakistan.



BPS 2 to 5		Total
Regional Manager	4	4
Manager Investigation	2	2
Deputy Manager	5	5
Assistant Manager	5	5
Office Boy	2	2
TOTAL:	19	19

LEGENDS	
RM	Regional Manager
MI	Manager Investigation
DM	Deputy Manager
AM	Assistant Manager
OB	Office Boy

Unit wise Details	
UNIT-1	Financial & Administrative Affairs
UNIT-2	Punjab-North, AJK, KPK & Karachi & Punjab
UNIT-3	Lahore & Sindh
UNIT-4	South, (Other than Karachi)

What the Complainant Says

Complainants often write to us on resolution of their grievances. Few selected letters from a large number of such mails are reproduced here. Such comments are a source of strength and motivation for our staff.

16/4/14

2599

RECEIVED
17 APR 2014
BANKING MOHTASIB
PAKISTAN
SECRETARIAT
KARACHI

سینکھ گھنٹ
شاہین کھٹک
کراچی

محترم اسلام علیکم۔ آپ کے محکمہ بالا فیصلے کے مطابق ■ کے لئے ادا کردہ قسطیں والپس کردی ہیں اس سلسلے میں میں آپ کا شکریہ گزار ہوں۔ آپ کی کاوشوں سے مجھے حکم از حکم میری ادا کردہ رقم کا سال بچہ والپس مل رہی ہے۔ میں اس دوران کئی محکموں سے درخواست کرتا رہا لیکن کوئی فائدہ نہیں ملا۔ لیکن آپ نے نہ صرف میری شکایت پر توجہ دی اور جو کام سال میں نہ ہو سکا وہ 6 ماہ بعد آپ نے کروادیا۔ میں حیران ہوں کہ پاکستان میں اس قدر آسانی سے فوری اور صفت انصاف ملتا ہے۔ اگر باقی محکمے بھی آپ کی طرح کام کرنے لگیں تو پاکستان کے عوام کو جین مل جٹے گا۔

ایک گزارش اور کرنا چاہتا ہوں کہ چیک تو مل گیا لیکن ابھی تک بینک نے میرا نام default سے اپس نکالا اور نہ ہی مجھے کوئی کلیمزس دی۔ لحاظ آپ سے درخواست ہے کہ ■ کو ہدایت کریں کہ بلا وجہ میرا نام نہ default نہ لکھیا جائے۔

16/04/2014

محکمہ طرف

آرڈر کی کاپی منسلک ہے
آرڈر کی وصولی کی رسید منسلک ہے

ایڈوائزر بینکنگ محاسب پاکستان

محمد حنا
MONTACIO
ISTAN
ETARIAT
BACH

السلام علیکم

امید ہے مزاج محضت ہوں گے۔
آپ نے میری درخواست پر کونٹیکٹ ایکشن لینے ہوئے جو میری
رقم کا مسئلہ حل کر دیا وہ قابل تحسین ہے جس کیلئے میں
آپ کا اور آپ کے ادارہ کا تہ دل سے مشکور ہوں۔
آپ کے اس رویے اور اس مدد پر جو آپ نے میرے
ساتھ کی ہے اس کے بعد میں اور میرے جیسے اور لوگ لہذا
کچھ سکھ کا سانس لیں گے کہ ابھی ہمارے ملک میں سب
کچھ خراب نہیں چل رہا بلکہ آپ جیسے چند ہیں جو اس
ملک اور اس ملک کے ماسیوں کا خیال رکھ سکیں۔
لہذا دیگر تو آوے گا آوا بگڑا ہوا ہے۔
تقریباً 3 ماہ کے طویل انتظار اور بار بار شکایات جو کہ
میں نے متعلقہ بینک اور آن لائن شکایت کی صورت میں
کیں کے بعد بالآخر آپ سے التجا کے بعد میرا مسئلہ حل ہوا۔

میں اس کے ساتھ ساتھ [REDACTED] [REDACTED] [REDACTED] کے مینیجر صاحب
کا بھی مشکور ہوں کہ جنہوں نے مجھے بینکنگ محاسب سے رجوع
کرنے کا مشورہ دیا اور میرے ساتھ میری مشکل کے دوران اچھے
رویے سے پیش آئے۔ میں ان کا بھی مشکور ہوں۔
اللہ تعالیٰ آپ کو مزید اس جہد پر

تک کام اور مدد کرنے کی توفیق عطا فرمائے
اور آپ کو مزید ترقی عطا فرمائے۔

اللہ تعالیٰ ہم سب کا حامی و ناصر رہے۔

آمین

اللہ حافظ

امین الرحمن

November 27, 2014

Subject / Ref: Thank You - Complaint against [redacted] Bank Overlimit Charges

Respected Sir,

Please accept my sincere gratitude for your help in recovering overlimit charges levied on my Credit Card by [redacted] Bank. I received a call from [redacted] Bank yesterday informing me about their decision to reverse the overlimit charges on your directions. With this letter I simply cannot express the height of my gratitude for your good office.

I had called and complained to [redacted] Bank several times against the imposition of overlimit charges which I deemed completely unjust, but everytime they had a new reason for the imposition like their computer levied the charges and they were helpless OR that I had not paid the complete outstanding amount due on my credit card and that's why the charges were levied, etc etc

Regards
 [redacted]
 Kashif Sajjad

7825



 Thank You!

547



Reves Road
 Chorlton Manchester
 [redacted]

Dear Sir,

I would like to thank everyone at Banking Mohtasib for their help courty and politeness in dealing with my complaint. Banking Mohtsib has demonstrated to me that Pakistani are capable of doing things effeciently, fairly with integrity. Well done and complement to all.

Yours sincerely,

LIAQAT ALI
 2-8-2014

CONVENT OF JESUS & MARY
 PINDI POINT, MURREE. Tel: 051-3410166, Fax: 3410316

7742
 21-11-2014

 [Redacted]
 Advisor,
 Banking Mohtasib Pakistan.

**Subject: Letter of Thanks to Banking Mohtasib Pakistan
for reversal of Rs. 90, 480/-**

Dear Sir,
 This is with reference to the above cited returns in our Account No. [Redacted]. We would like to state that [Redacted] Bank branch Murree credited Rs. 90, 480/- in our School Account for which we launched a complaint to Banking Mohtasib Pakistan.

We would like to thank Banking Mohtasib Pakistan (BMP) for this reversal and for providing best service for all banking issues in Pakistan.

Thanking you and with regards.

Yours sincerely,



 **K.M.ASGHAR STRUCTURAL ASSOCIATE**
 Sole Proprietor: ENGR. KHWAJA MUHAMMED ASGHAR
 Approved Structural Engineer, KBCA, CBC & CBF
 Consulting Engineer, P.E.C. Consult-1009

30
 5729 MA
 September 25, 2014

To
 The Adviser
 Banking Mohtasib Pakistan
 5th Floor
 Shaheen Complex
 M. R. Kiyani Road
 Karachi

COMPLAINT NO. [Redacted]

Respected Sir
 In compliance of your order against above referred complaint, the [Redacted] Branch, Karachi has reimbursed an amount of Rs. 52,000.00 (Rupees Fifty-two thousand only) in full and final settlement of our amount due to the complainant.

The complainant expresses his gratitude and kind appreciation for your intervention, whereby the grievance of complainant has been resolved in toto.

Regards
 [Redacted]
 Khwaja Muhammad Asghar
 Complainant



July 22, 2014.

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

Subject: **Complaint Against [REDACTED] My Credit Card No. [REDACTED]**
Ref: [REDACTED]

Dear Madam,

Many thanks for your letter No. [REDACTED] dated July 17, 2014 informing me that my case of disputed credit card transactions amounting to US\$ 3,238.55 against [REDACTED] has been resolved in my favour.

Honestly speaking, I do not have words to express my gratitude to the Banking Mohtasib Pakistan for resolving my case so fairly and expeditiously and I am especially grateful to you, [REDACTED], for handling my case in a professional manner.

I am sure our country can get rid of all its problems if justice and meritocracy is ensured in this manner.

Thanking you once again,

Yours truly,

[REDACTED]
Syed Hyder Husain

August 25, 2014

The Banking Mohtasib,
5th Floor, Shaheen Complex,
P.O Box No 604
M.R Kiyani Road,
Karachi.

Sub:- **COMPLAINT AGAINST [REDACTED] BANK LIMITED**

Dear Sir,

Refer to the subject; I intend to withdraw my complaint lying in Honourable banking mohtasib. Therefore, I request you to close my file.

May I take this opportunity to thank you to safeguard consumer rights and providing general public an independent forum in order to resolve their issues with banks. The staff members of Banking Mohtasib are really helpful, accommodating, courteous and well trained.

Regards,

Mohammad Tariq Khan.



WAH NOBEL ACETATES LTL

ISO-9001 : 2000, ISO-14001, OHSAS-18001 & ISO-17025 CERTIFIED

NO.PS/675
July 17, 2014

Honorable
Banking Mohtasib Pakistan
Banking Mohtasib Pakistan Secretariat
5th Floor Shaheen Complex
M.R. Kiyani Road
KARACHI



Sub: **COMPLAINT [REDACTED] BY MR. SYED NASEEM RAZA, CEO, WAH NOBEL ACETATES AGAINST BANK [REDACTED], WAH CANTT**

Dear Sir,

Respectfully submitted,

That, I filed the subject Complaint on February 19, 2014 against Bank [REDACTED], Wah Cantt, which was heard by your Honour on April 8, 2014 at 2:30 pm at your Regional office, SBP BSC (Bank) office premises, The Mall, Rawalpindi. After prolonged hearing of the case, your Honour advised both parties to try to resolve and settle the matter amicably through process of negotiations within twenty days of the direction. As per your kind directions, the Bank [REDACTED] team [REDACTED] had a meeting with our team consisting of undersigned, Legal counsel Dr. I. Zafar, ASC, and other officials of the complainant company and hold negotiations on 16-4-2014 from 11:00 am to 4:30 pm in the office of WAH Nobel Acetates Limited for resolving the issue, but no settlement was reached at by the parties which fact was duly conveyed to you by our Legal Counsel vide letter dated April 25, 2014.

That, subsequently your esteemed office sought some further information from the complainant company on May 28, 2014 which was provided to your good offices on June 03, 2014 comprising of 48 pages.

That, your good offices fixed the case through letter dated July 02, 2014 for July 09, 2014 at 10:45 am at your Karachi Secretariat. Subsequently the date was changed to July 15, 2014 through another letter dated July 02, 2014, and accordingly the hearing was made by your Honour. In said hearing, your Honour again directed for mutual settlement in the light of proceedings on July 15, 2014. As per your directions both teams representing the complainant company and Bank [REDACTED] had a long negotiations and arrived at the settlement that the Bank [REDACTED] would be pleased to share the loss of the complainant company by making the payment of Rs. 29.75 Million immediately, which was accepted by our team unequivocally. In the capacity of CEO and authorized representative of WAH Nobel Acetates, I acquiesce to the offer and directed my team to submit conceding statement before your Honour, at Karachi. This offer is without any other conditions whatsoever.

Before parting with this intimation I sincerely thank your Honour for sincere efforts to resolve the matter between two conflicting parties.

With regards,
for WAH Nobel Acetates Limited

[REDACTED]
Syed-Naseem Raza – CEO
Authorized Representative

From: Ayaz Ahmed [REDACTED]
Sent: Fri 8/22/2014 3:37 PM
To: Info; Ayaz Ahmed
Subject: Letter for Thanks

To
 The Advisor,
 Banking Mohtasib Pakistan Secretariat,
 Karachi.

Reference: [REDACTED] dated: August 11, 2014

Subject: Letters for Thanks

Respected Sir,

I have received your letter for correspondence for ATM cash reversal case of 20,000/- against [REDACTED] and [REDACTED] Karachi.

I pay thanks to you and your team members for immediate cooperation and correspondence. My case has been resolved within two hours on the same day when I submitted complain application at your Secretariat.

The name of your Secretariat is enough in the field of banking. Finally I pay many thanks and hope you would keep your mission to help of needy humanity.

Thanks
 Regards,
 Ayaz Ahmed

From: Astcogen [mailto:[REDACTED]]

Sent: Fri 9/19/2014 7:35 PM

To: Info

Subject: Complaint against [REDACTED], Jamshoro

Dear [REDACTED],

It was pleasure conversing with you on phone a short while ago. I had just settled in my chair after visiting an ATM to confirm balance and was already preparing to write to you. As said in my telephone conversation with you, the monthly profit has been credited in my account and thanks to you at least this much matter has been settled. This is not the only reason I am writing to you, my actual reason for sending you this email is to thank you, your colleagues and all those from Banking Mohtasib's office who helped resolve this problem. I may also add that I am truly impressed by office of the Banking Mohtasib's efficiency and swift action. I sincerely wish every government office of Pakistan was like Banking Mohtasib's office if we are to become a civilized modern state that cared for its citizens.

Please accept my thanks and thanks my children for resolving our problem.

Warmest regards

Mohammed Ali

6299-
 خدمت جناب بینکنگ محاسب پاکستان کراچی
 جناب عالی !
 گزارش ہے کہ میں نے اپنے خاوند مددزم حسین درووم کے پالیسی

ملکیم کیلئے درخواست دی تھی

جب کہ پالیسی نمبر [REDACTED] اور درخواست پالیسی نمبر [REDACTED] ہے۔
 جناب عالی مجھے میری درخواست کے مطابق اور میری استدعا کے
 مطابق میری درخواست پر عمل کرتے ہوئے میرے خاوند کا ملکیم منظور کرنا
 پالیسی ملکیم مبلغ ۵۰۰۰۰ روپے دے دیا ہے۔ اور میں اپنی درخواست
 سے دستبردار ہوتی ہوں۔ اور درخواست خازنہ کرنے کی استدعا کرتی ہے
 اور یہ کہ یہ ملکیم مجھے آپ کی کوشش اور محنت سے ملدے ہیں جس کیلئے
 میں آپ کے حق میں دعاگو ہوں اور آپ کا شکر سے استدعا کرتی ہوں
 کہ اللہ رب العزت آپ کے عزت مرتبہ میں اضافہ فرمائے آمین
 ID card no. [REDACTED]



العارضہ

عزیزناظہ بیوہ مددزم حسین درووم

Contact Details

BMP Regional Offices are located in Quetta, Peshawar, Lahore, Rawalpindi, and Multan. However, the complaint-handling process has been centralized at BMP Karachi Secretariat and all complaints are received there.

Details including complaint filing procedure, printable complaint form, and FAQs are also available at our website . Addresses and contact numbers of all our offices are given below:

Karachi Office

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

Telephone (PABX): 021-99217334-8,
99213905, 99213908
Fax: 021-99217375, 99213904
Email: info@bankingmohtasib.gov.pk

Lahore Regional Office

Office of the Banking Mohtasib Pakistan
c/o SBP Banking Services Corporation
(Bank)
State Bank of Pakistan
Shahrah-e-Quaid-e-Azam
Lahore

Telephone: 042-99210444
Fax: 042-99210421

Rawalpindi Regional Office

Office of the Banking Mohtasib Pakistan
c/o SBP Banking Services Corporation
(Bank)
State Bank of Pakistan
The Mall
Rawalpindi

Telephone: 051-9273252
Fax: 051-9273253

Peshawar Regional Office

Office of the Banking Mohtasib Pakistan
c/o SBP Banking Services Corporation
(Bank)
State Bank of Pakistan
Saddar Road
Peshawar

Telephone: 091-9213438
Fax: 091-9213439

Quetta Regional Office

Office of the Banking Mohtasib Pakistan
c/o SBP Banking Services Corporation
(Bank)
State Bank of Pakistan
Shahrah-e-Abbas Ali
Quetta

Telephone: 081-9203144
Fax: 081-9203145

Multan Regional Office

Office of the Banking Mohtasib Pakistan
c/o SBP Banking Services Corporation
(Bank)
State Bank of Pakistan
Kalma Chowk
Multan

Telephone: 061-9201482
Fax: 061-9201481

Our Aim

*To resolve all disputes amicably through an informal and friendly process of reconciliation rather than a formal adversarial procedure.
We do not take sides.*



**Banking Mohtasib Pakistan
Secretariat**

