



بینکنگ محاسب پاکستان
Banking Mohtasib Pakistan

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Banking Mohtasib provides relief amounting to Rs 709 m to Banking Customers during 2021

Karachi: The Banking Mohtasib Pakistan (BMP) has provided relief amounting to Rs 709 million to the banking customers by disposing of 32,592 complaints during the year, 2021 out of 37,364 complaints which works out to about 87% of the total complaints as compared to the year, 2020 wherein relief of Rs 598 million was provided to the banking customers by disposing of 21,360 complaints.

According to the Annual report for the year 2021 of BMP which was released today 33,196 new complaints, including 18,762 complaints from Prime Minister's portal, were received at BMP Secretariat in 2021 whereas 4168 of complaints were brought forward from the year, 2020.

An increase of about 46% was observed in the receipt of complaints at BMP during the year, 2021 as compared to the year, 2020. In spite of Covid-19, Banking Mohtasib Pakistan Office has succeeded in maintaining the regular pace of disposing of complaints while adhering to the prescribed Covid-19 Standard Operating Procedures (SOPs).

To keep pace with the technology and to meet the art of the technological product, BMP has embarked upon a project to upgrade the I.T. system and revamp its website.

This revamped website will contain an online complaint lodgment portal for general public which will be followed by launching of SMS service by sometime in June this year to keep them abreast with the status of their complaints.

With a view to protecting the people from fraudulent activities which are rampant now a days, the Banking Mohtasib, Mr. Kamran Shehzad has also emphasized on the banking customers that they should not disclose their personal and financial credentials to any third person. On receipt of suspicious calls they should immediately approach the nearest branch of their bank or contact the helpline of the bank, he added.

