



بینک موحاسب پاکستان

Banking Mohtasib Pakistan

PRESS RELEASE

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Banking Mohtasib Provides Relief of Rs 762.76 Million to Banking Customers during First Half of the Current Year

Karachi: The Banking Mohtasib Pakistan has granted monetary relief amounting to Rs 762.76 million to the banking customers by disposing of over eighteen thousand (18,482) complaints against commercial banks during the first half (January to June) of the current calendar year, 2026.

The number of complaints being lodged against commercial banks is on the increase. The Banking Mohtasib Office received 21,392 new complaints from 1st January to 30th June, 2026, including 4,005 from the Prime Minister's Portal as against 16,915 complaints received during the same period last year.

With a view to protecting the banking customers from fraud and forgeries, the Banking Mohtasib Pakistan, Mr. Sirajuddin Aziz has stressed upon the banking customers not to disclose their personal and financial credentials to any third person. He has also advised that on receipt of suspicious calls, they should immediately approach the nearest branch of their bank or contact the Helpline of the bank. He emphasized that customers must know that 'Call Centres' of the banks cannot make outbound calls from their respective Helplines – hence calls showing UAN numbers of banks should not be attended.

