



بینکنگ محاسب پاکستان
Banking Mohtasib Pakistan

PRESS RELEASE

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Banking Mohtasib Pakistan Provides Rs 305.5 m Monetary Relief to Banking Customers during first half of 2021

The Banking Mohtasib Pakistan has provided monetary relief amounting to Rs 305.5 million to the banking customers by disposing of 14,910 complaints during the first half (January to June) of the current calendar year, 2021. About 99% (14,755) complaints were resolved amicably while only 1% (155) complaints required resolution through formal Orders.

There is no letup in the number of complaints being lodged against commercial banks with the Banking Mohtasib as nearly 20,220 new complaints, including 13,027 from Prime Minister's Portal, were received from 1st January to 30th June, 2021.

There has been 81% increase in the number of complaints lodged with the Banking Mohtasib against commercial banks during the first half of the current year, 2021 as against the first half of the last calendar year, 2020 when 11,174 complaints were filed.

It may be pointed out that during the first half of the last calendar year (2020), the Banking Mohtasib Office had provided monetary relief amounting to Rs 318.6 million to the banking customers by disposing of 11,251 complaints. More complaints were disposed of than received was due to the fact that some complaints were carried forward from the year, 2019.

With a view to protecting the banking customers from any fraud and forgeries, the Banking Mohtasib Pakistan continuously reminds them not to disclose their personal and financial information to any person.

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