

Banking Mohtasib Pakistan Recruitment Policy, 2025

The institution of Banking Mohtasib Pakistan (BMP) was established in the year 2005 under Part IV-A of the Banking Companies Ordinance, 1962 ("BCO"). Subsequently, an Act of Parliament called The Federal Ombudsmen Institutional Reforms Act, 2013 (Act XIV of 2013) – (FOIRA) was promulgated in March 2013, the provisions of which have effect notwithstanding anything contained in any other law for the time being in force.

Section 82B (3) of the BCO states that:

"The Banking Mohtasib shall be provided with a secretariat to be appointed in consultation with the State Bank. Appointments to the Secretariat may be made on deputation from the State Bank of Pakistan or other banks or otherwise on the basis of professional qualifications"

Further Section 17 (1) & (3) of FOIRA provide as under:

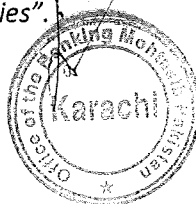
"17. Administrative and financial powers of Ombudsman. — (1) The Ombudsman shall be the Chief Executive and Principal Accounting Officer of the Office and shall enjoy complete administrative and financial autonomy.

(3) The Ombudsman shall have full powers to create new posts and abolish old posts, to change nomenclature and upgrade or downgrade any post provided the expenditure is met from within the allocated budget of the office of Ombudsman."

Over the time the Recruitment Policy at Banking Mohtasib office has undergone many changes. These changes have been necessitated due to expansion of Islamic Banking, Introduction of Microfinance Banking, Technological progress and stepping ahead towards Branchless banking, Digital Banking etc. Due to growing use of Electronic and Social Media, people have become more aware of the institution of Banking Mohtasib Pakistan which has resulted in exponential increase of complaints against banks to about 10 times in the last five years. Recently, President of Islamic Republic of Pakistan has lauded the efforts of Banking Mohtasib as under:

"The President also emphasized the crucial role played by the Banking Mohtasib in safeguarding citizens against the maladministration of commercial banks and financial fraud. He said that the Banking Mohtasib was a vital institution for the swift resolution of complaints, offering victims timely justice without the burdens of prolonged legal procedures.

The President has also encouraged the public to utilize the services of the Banking Mohtasib to address banking disputes and fraudulent activities".



In order to have a transparent system of recruitment, following policy for recruitment of staff/ officials at Banking Mohtasib Office is proposed which shall be strictly followed in accordance with the Service Rules – 2024 of the Banking Mohtasib and Federal Government's rules and regulations (to the extent of their applicability). All appointments would be made by calling applications through website and by publication of advertisement in at least two national daily Newspaper of English and Urdu languages having wide circulation, however, in case of Senior Advisor/ Advisors, Assistant Director (Legal), instead of calling application through Press etc, services of Head Hunters or market surveys can be availed as may be decided by Banking Mohtasib.

1. Senior Advisors (Equivalent to BPS -21)

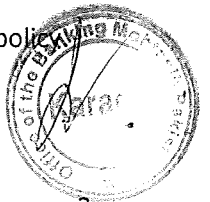
- i. The services of Senior Advisors shall be obtained on contract through Head Hunting or through market surveys after assessing their professional qualification and practical experience in Banking for a specific period which may be extended through mutual agreement.
- ii. Due to the requirement of the office to manage investigation process with professional and experienced personnel, the appointment/ recruitment of Senior Advisors on contract basis will be exempted from following the provincial quotas.

2. Advisors/Director (Equivalent to BPS-20)

- i. The Advisors appointed on contract shall have professional banking experience of at least 15 years preferably with field banking at the time appointment. The candidate should be holding preferably Master's Degree with at least B Grade or 2nd Division or equivalent CA/ICMAP.
- ii. The post of Advisors can also be filled by promotion from ranks as per promotion policy.

3. Joint Director (Equivalent to BPS-19)

- i. The Joint Director appointed on contract shall have professional banking experience of at least 10-12 years preferably with field banking at the time appointment. The candidate should be holding preferably Master's Degree with at least B Grade or 2nd Division or equivalent CA/ICMAP.
- ii. The post of Joint Director can also be filled by promotion from ranks as per promotion policy.



3. Deputy Directors (Legal/ Investigation/ Finance/ IT etc.) – (Equivalent to BPS – 18)

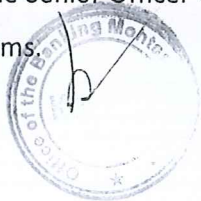
- i. The Deputy Directors (Legal/ Investigation/Finance/IT etc) shall be appointed on the basis of Advertisement or through Head hunting firms.
- ii. The maximum age would be 50 years with at least 8-10 years of experience in the relevant field. For the post of Deputy Director (Legal), minimum 7 years of practical experience with a legal firm/ corporate organization dealing with banking laws.
- iii. The candidate should be holding preferably Master's Degree with at least B Grade or 2nd Division or equivalent CA/ICMAP.
- iv. In case of direct recruitment, the applicant will be called as per specified rules and after shortlisting, the candidates would be asked to appear for written/ computer test and the successful candidates have to appear for interview before the interview committee appointed by Banking Mohtasib.
- v. Assistant Directors (having ten years services) may also apply for promotion to the post of Deputy Director if they meet the given criteria and are declared successful by the promotion committee constituted by the Banking Mohtasib for the purpose.

4. Assistant Directors (Legal/ Investigation/ Finance/ IT etc.) – (Equivalent to BPS 17)

- i. The Assistant Directors (Legal/ Investigation/Finance/IT etc) will be appointed on the basis of Advertisement or through Head hunting firms.
- ii. The candidate should be holding preferably Master's Degree with at least B Grade or 2nd Division or equivalent CA/ICMAP.
- iii. The maximum age would be 40 years with at least five years of relevant experience in Finance/ Accounts/IT in reputable banks/firms/Law Houses/ Courts etc. In case of direct recruitment, the applicant will be called as per specified rules and after shortlisting, the candidates would be asked to appear for written/ computer test and the successful candidates will have to appear before interview before the interview committee appointed by Banking Mohtasib.

5. Senior Officer (Equivalent to BPS – 16)

- i. The Senior Officer will be appointed on the basis of Advertisement or through Head hunting firms.



- ii. The maximum age would be 40 years with bachelor's degree having at least four years of relevant experience in Finance/ Accounts/IT in reputable banks/firms/Law Houses/ Courts etc.
- iii. In case of direct recruitment, the applicant will be called as per specified rules and after shortlisting, the candidates would be asked to appear for written/ computer test and the successful candidates will have to appear before interview before the interview committee appointed by Banking Mohtasib.

6. **Officers/Senior Office Assistant/Office Assistant**

The recruitment of the staff would also be made on the similar lines as of Senior Officers with following specifications. They would also have to appear in written test after making application in response to the Advertisement appearing on BMP's website and in the National Press. After shortlisting, the successful candidates would be selected by the Interview Committee so appointed by the Banking Mohtasib Pakistan.

Designation	Grade	Maximum Age	Qualification	Experience
Officers	Equivalent to BPS 14	25 years	graduate degree with 'B' Grade or Second Division or equivalent	3 years preferably banking & Finance
Senior Office Assistant	Equivalent to BPS 11	22 years	graduate degree with 'B' Grade or Second Division or equivalent	1 year
Office Assistant	Equivalent to BPS 9	20 years	graduate degree with 'B' Grade or Second Division or equivalent	Computer skills

7. **Office Boys/Drivers/Technicians/Dispatch Rider (Equivalent to BPS 1-7)**

For all the above posts which fall under the cade equivalent to BPS 1-7, the Appointment, Promotion and Transfer rules for the Ministerial staff etc. under the Federal Government, issued by the Federal Government from time to time shall be followed.

