



Annual Report
2013



بینکنگ محاسب پاکستان
Banking Mohtasib Pakistan



**The ninth Annual Report
of
Banking Mohtasib Pakistan
for the year ending
31 December 2013
is submitted to the
Governor, State Bank of Pakistan,
under Section 82G of the
Banking Companies Ordinance, 1962**

Our Aim

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

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 is a matter of great pleasure for me to present the ninth consecutive annual report of the Office of the Banking Mohtasib Pakistan for all our stake holders. Ever since the establishment of this Secretariat, our commitment has been to resolve disputes between consumers and banks with cost free, speedy solutions in impartial, fair, and equitable manner. For realizing this sole objective, the institutional hierarchy is principally guided by our mission taking us to decide disputes amicably by means of a fair and friendly process of reconciliation.

The ever increasing number of amicably resolved disputes appearing in the annual report bears testimony to our much cherished aim that we consistently endeavor to achieve. We believe that the redressal of grievances in a desired manner under the given law is only possible if all parties to a dispute contribute, cooperate, coordinate, and complement efforts to produce desired solutions which are judicious to all parties. This kind of mechanism is only possible to practice when timely resolution of grievances remains the prime and central objective of the banks, the Mohtasib Secretariat, and the complainants.

We on our own resolve to be expeditious and prompt with the expectations that the other sides would also help facilitate this Institution in achieving its mission and objectives.

ANISUL HASSNAIN

Banking Mohtasib Pakistan

Background and Scope

Privatization coupled with the process of liberalization in Pakistan encouraged banks to rapidly expand products and services resulting in a manifold increase in the banking population within the country. Banks adapted to the new and open environment exceptionally well and responded by upgrading and transforming service delivery capability and by offering a range of new and innovative products to the market. However, in this dynamic process, there were bound to be disagreements and differences between banks and consumers. The increasing volume of associated complaints received at the central bank of the country and the Government's desire to provide an independent complaint resolution mechanism resulted in the appointment of the Banking Mohtasib in May 2005.

A number of countries have Banking Ombudsman or a similar institution and each one has contributed to an improved and more efficient banking system.

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 public 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 Ombudsman additional powers as also provisions for review and for representation to the President of Pakistan.

Banking Companies Ordinance, 1962, and the Federal Ombudsmen Institutional Reforms Act, 2013 (Act XIV of 2013), govern the institution of the Banking Mohtasib.

Banking Mohtasib Pakistan

Mr. Anisul Hassnain assumed charge of the Office of Banking Mohtasib on 18 March 2013. He was administered Oath of Office of the Banking Ombudsman by the President of the Islamic Republic of Pakistan on 14 March 2013 for the new prescribed term of four years under Act XIV of 2013. Mr. Hassnain is the first Banking Mohtasib who has been administered Oath of Office under the newly promulgated Act.

Mr. Anisul Hassnain brings with him a rich experience of having served the Federal Government for more than 36 years in various Ministries and Departments, namely Commerce, Investment, National Harmony, Sports, Inter Provincial Coordination Divisions, and Federal Board of Revenue (FBR). His judicial experience comprises serving, among other things, as Commissioner (Appeals) and Member, Income Tax Appellate Tribunal.

Role and 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, no court or authority shall have jurisdiction to entertain a matter that falls within the jurisdiction of the Banking Mohtasib, nor shall any court or authority assume jurisdiction in respect of any matter pending or decided by the Mohtasib. Therefore, the Banking Mohtasib has exclusive jurisdiction over matters falling in his purview.

Further Empowerment of the Office of Banking Mohtasib

Act XIV of 2013 enhances effectiveness of the Federal Ombudsman with focus on providing speedy and inexpensive relief and to promote good governance. The following institutional reforms standardize and provide additional powers to the Office of the Banking Mohtasib:

1. 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 Office is charged to the “Federal Consolidated Fund” within the allocated budget.

2. 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 Ombudsman institutions in Pakistan.

3. Powers of a Civil Court:

In addition to powers exercised under the relevant legislation, all Federal Ombudsman 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 power to punish for contempt 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.

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).
- (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.

Confidentiality

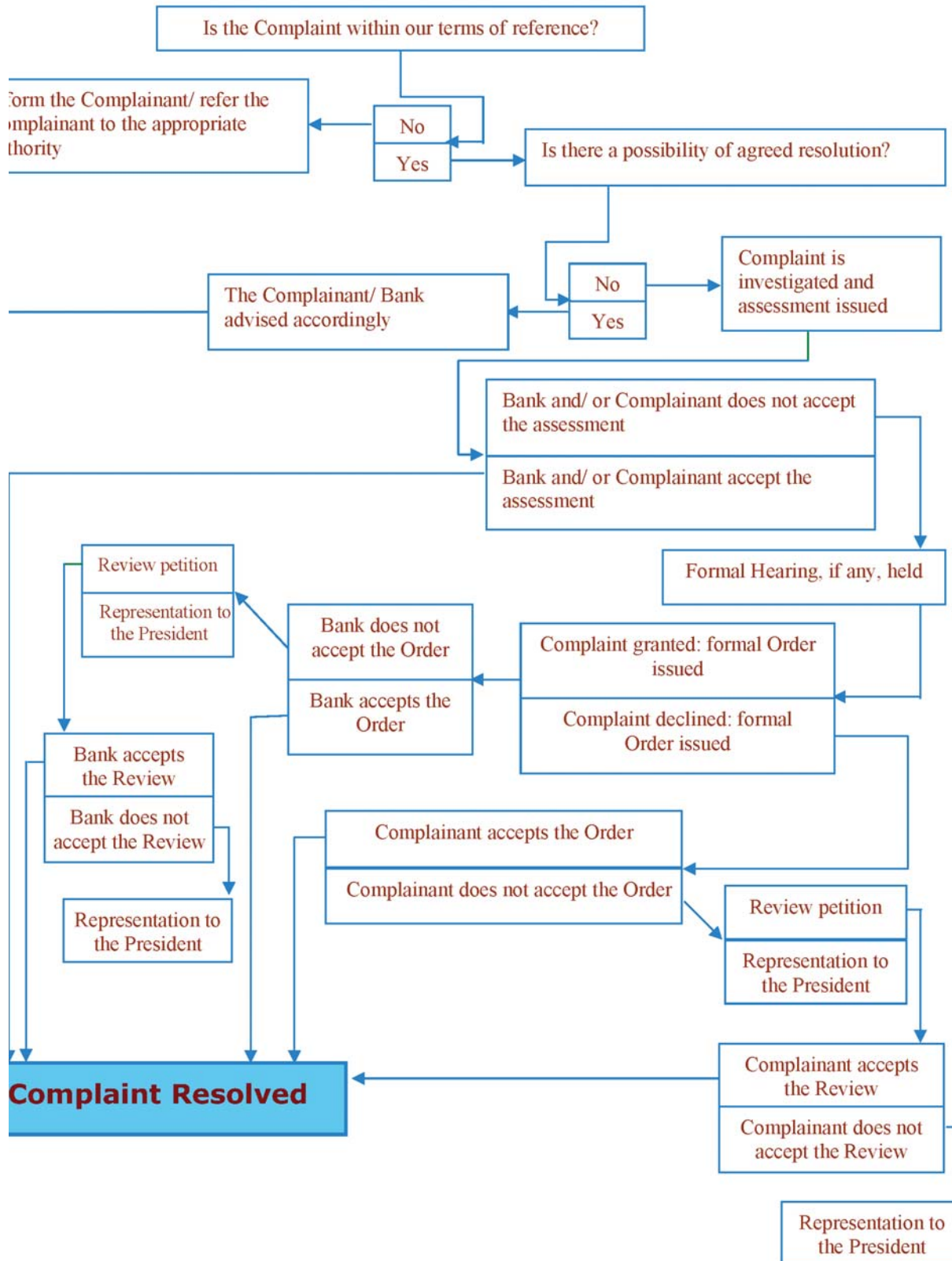
The principle of banking secrecy is strictly followed and abided by the Banking Mohtasib. Therefore, the statements made and the documents produced by the parties in the course of adjudication remain strictly confidential.

Financial and Administrative Matters

During the year under report, the Federal Government made institutional reforms for standardizing and harmonizing the laws relating to Federal Ombudsman institutions, including the Banking Mohtasib Pakistan, by the Federal Ombudsmen Institutional Reforms Act, 2013 (Act XIV of 2013). Under the Act, administrative cost of the Banking Mohtasib Office is now charged to the “Federal Consolidated Fund” established under Article 78 of the Constitution of the Islamic Republic of Pakistan.

It is added that under Section 17 of Act XIV of 2013, the Banking Mohtasib acts as the Chief Executive and “Principal Accounting Officer” and enjoys required administrative and financial autonomy enabling working of the Institution with complete neutrality, impartiality, and fairness under relevant laws.

Process Flow Chart for Handling Complaints



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 2013, such complaints received were 3,147 in number, out of which 3,114 complaints were suitably addressed and disposed of up to 31 December 2013. This compares with 3,026 informal complaints received in 2012.

Further breakup of informal complaints is given below:

• Informal services provided to walk-in complainants by our Officers	435
• Complaints made in writing but without completing the prescribed mandatory legal requirements	1,810
• Complaints received via email	902
<u>Total informal complaints</u>	<u>3,147</u>

The monthly average of informal complaints received during 2013 was 262, which reflects 3.9% increase over the monthly average of 252 such complaints received during 2012.

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 1,091, showing a monthly average of 91 and reflecting a 12.2% increase over a total of 972 formal complaints in 2012 with a monthly average of 81.

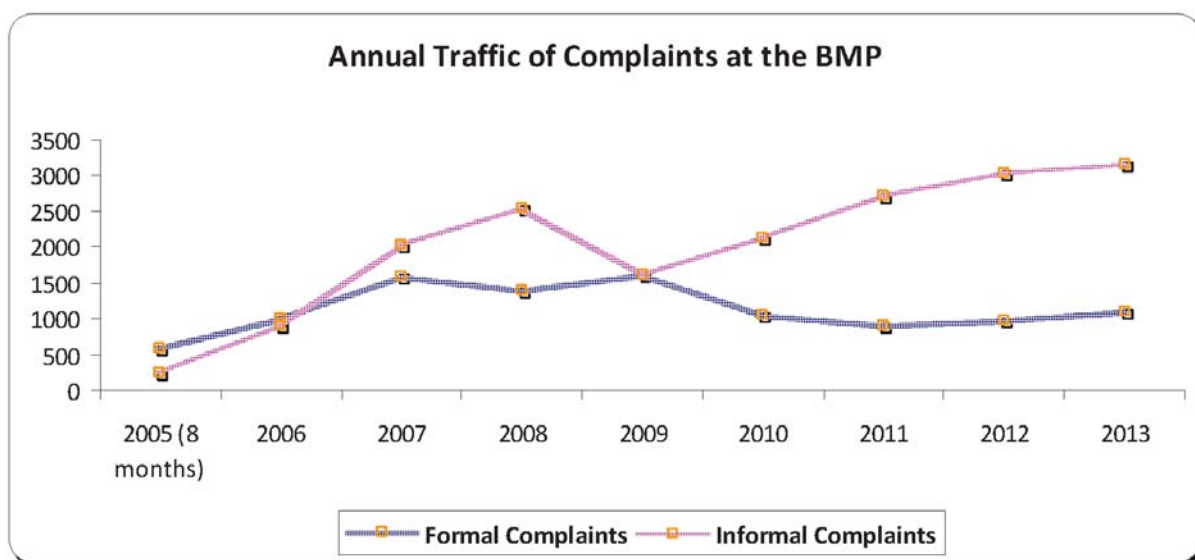
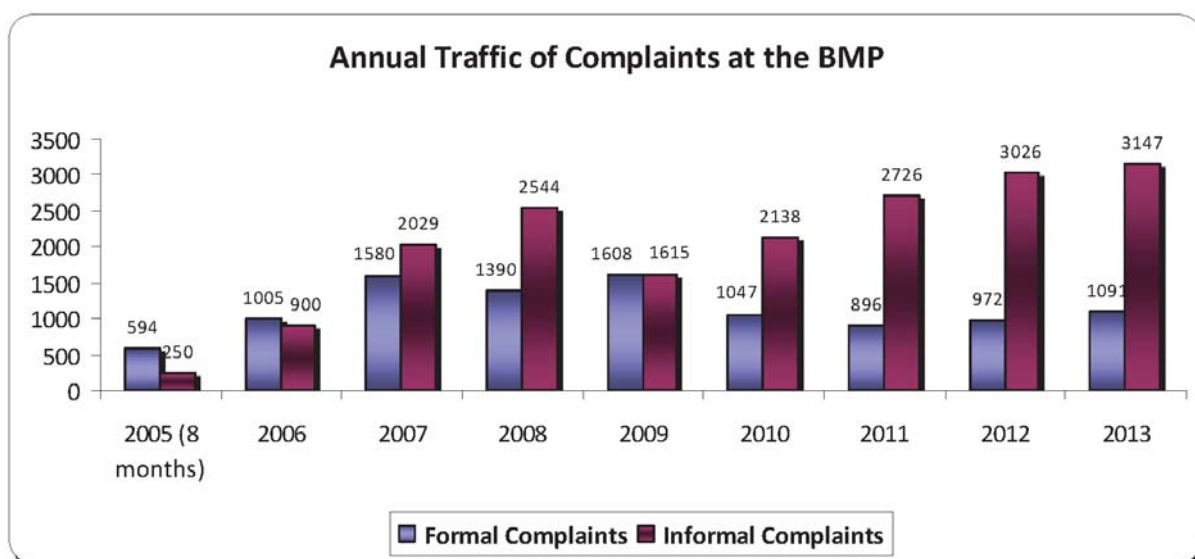
Given below is a yearly comparison of formal and informal complaints received, starting from 2005, the year the Banking Mohtasib Pakistan Office (BMP) started functioning:

Year	Formal Complaints	Informal Complaints	Total
2005 *	594	250	844
2006	1,005	900	1,905
2007	1,580	2,029	3,609
2008	1,390	2,544	3,934
2009	1,608	1,615	3,223
2010	1,047	2,138	3,185
2011	896	2,726	3,622
2012	972	3,026	3,998
2013	1,091	3,147	4,238
Total	10,183	18,375	28,558

* from May 2' 2005

The combined total of formal and informal complaints comes to 4,238 in 2013 and shows an overall increase of 6% over a total of 3,998 complaints in 2012.

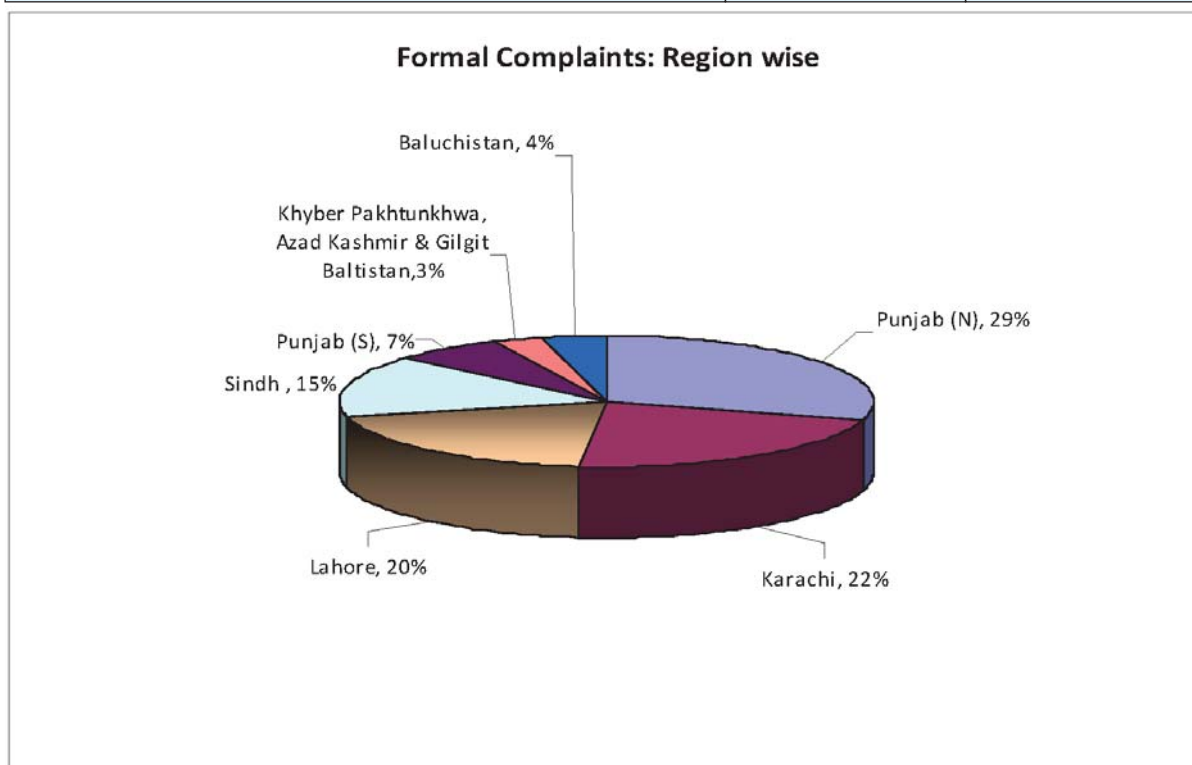
The annual traffic of formal and informal complaints of the Banking Mohtasib function since its inception is illustrated below with the help of a bar chart and a trend line chart:



Breakup of Formal Complaints by Regions

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 2013:

Region	Complaints	%
Punjab (North)	323	29
Karachi	237	22
Lahore	214	20
Sindh (other than Karachi)	163	15
Punjab (South)	73	7
Khyber Pakhtunkhwa, Azad Kashmir & Gilgit Baltistan	39	3
Baluchistan	42	4
Total	1,091	100



Resolution of Complaints

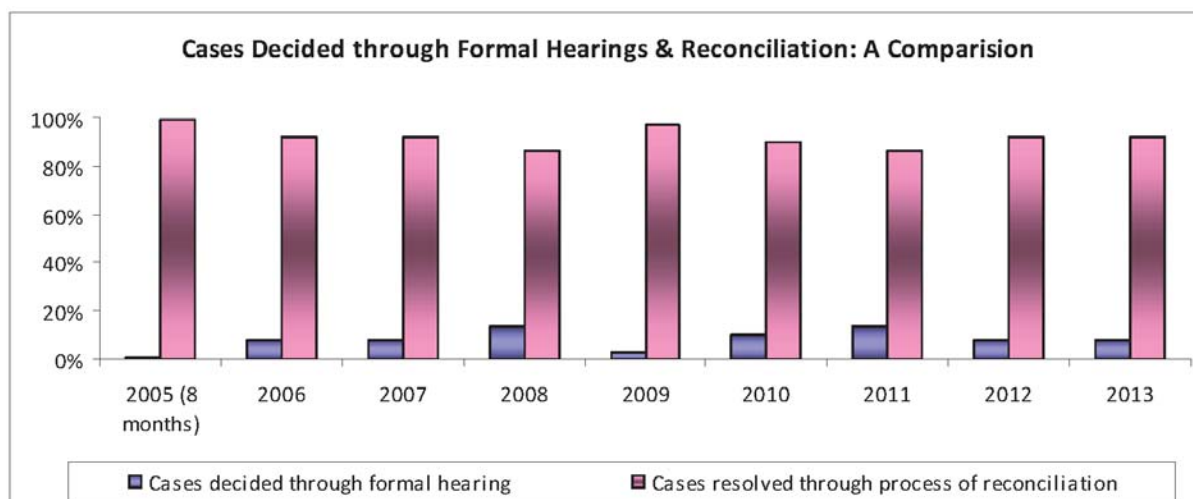
The table given below gives a yearly comparison of total number of complaints resolved at BMP, complaints resolved through reconciliation, and orders passed for resolution since the inception of BMP:

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	1637	1514	123
Total	7,478	6,870	608

* 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 hearings and cases resolved through reconciliation process against total cases resolved:



Summary – Complaint Flow in 2013

As on January 1, 2013, there were 730 unresolved formal complaints, while 1,091 new complaints (formal) were received during the year. Out of these 1,821 complaints, 1,514 were resolved amicably through reconciliation while orders were passed in 123 cases. 46 complaints were rejected either for not fulfilling the required mandatory legal process or for not falling within our jurisdiction. Thus, 138 formal complaints remained outstanding as on 31 December 2013. The position is summarized as under:

Complaints on Hand as on 1 January 2013	730
New Complaints received	1091
Total	<u>1821</u>
Orders issued	123
Amicably resolved through reconciliation	1514
Complaints rejected	46
Total	<u>1683</u>
Complaints on Hand as on 31 December 2013	<u>138</u>

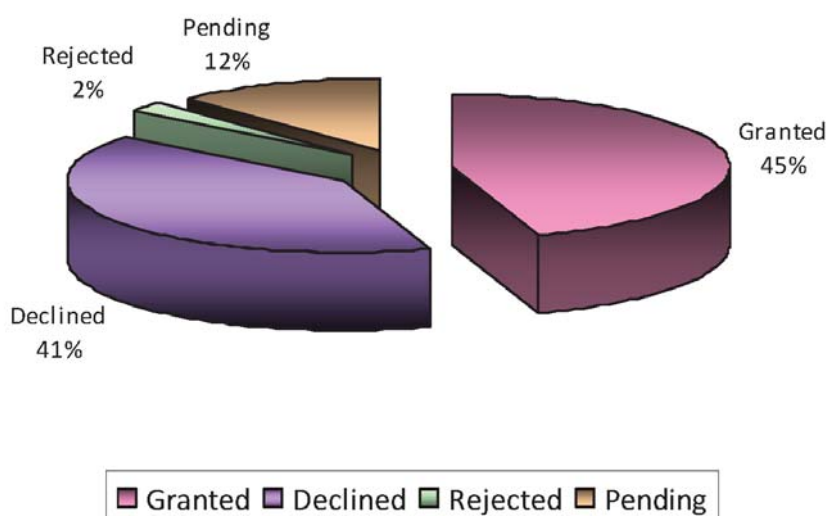
Disposal of Complaints

The table given below compares disposal of total formal complaints received in 2013 and 2012, and is followed by a pie chart showing the disposal status of the 1,091 formal complaints received during the year 2013:

Disposal Status of Complaints in 2013 and 2012

Status	2013	2012
Granted	490	98
Declined	443	135
Rejected	24	14
Pending	134	725
Total	1091	972

Disposal Status: Formal Complaints Received in 2013

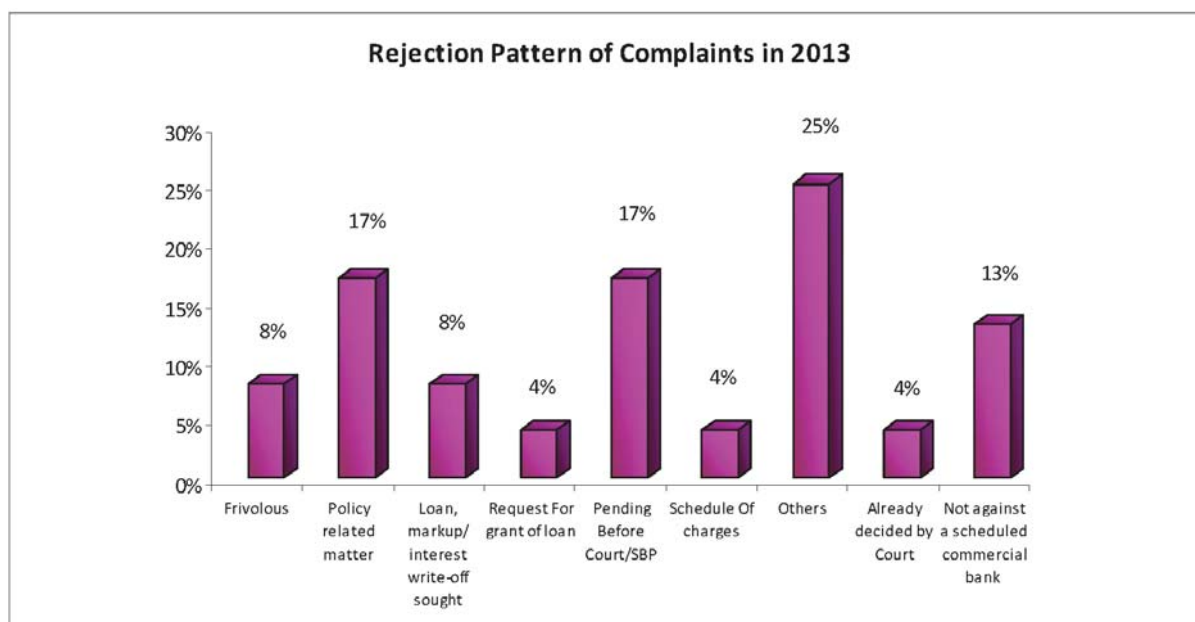


Reasons for Rejection of Complaints

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, 24 complaints (2% of total formal complaints) were rejected in the year 2013.

The following table and bar chart illustrate the rejection pattern of complaints received in 2013:

Reason for Complaint Rejection	2013	%
Frivolous	2	8
Policy related matter	4	17
Loan, mark-up/ interest write off sought	2	8
Request for grant of loan	1	4
Others	6	25
Schedule of charges	1	4
Already decided by court	1	4
Subjudice	4	17
Not against a commercial bank	3	13
Total	24	100



Bank-wise Disposal of Complaints

In addition to 1091 formal complaints received during the year 2013, 730 complaints pertained to previous years and were unresolved as on 31 December 2012. The following tables show bank-wise disposal of these complaints:

Table 1: Bank-wise disposal of 1091 complaints received during the year 2013

Table 2: Bank-wise disposal of 730 complaints brought forward in 2013 from previous years

Table 3: Bank-wise disposal of 1821 complaints received during the year 2013 and brought forward from previous years

Table 4: Number of complaints received against each bank during the year 2013 taking into account bank size in terms of its branches

Table 1: Bank-wise disposal of 1091 complaints received during the year 2013

SN	Bank	Total	Rejected	Declined	Granted	Amount Claimed (Rs.)	Amount Granted (Rs.)	Pending (31-12-2013)
1.	AlBaraka Bank (Pakistan) Limited	4	0	1	2	46,000	10,500	1
2.	Allied Bank Limited	51	0	23	19	5,978,365	4,772,365	9
3.	Askari Bank Limited	28	0	11	12	527,767	492,003	5
4.	Bank Al Habib Limited	12	1	8	2	209,250	209,000	1
5.	Bank Alfalah Limited	78	3	33	33	17,113,310	16,974,956	9
6.	Bank Islami Pakistan Limited	4	0	2	2	642,380	118,992	0
7.	Burj Bank Limited	2	0	1	1	0	0	0
8.	Citibank N.A.	10	0	7	3	1,999	1,999	0
9.	Dubai Islamic Bank Pakistan Limited	7	1	4	1	100,000	100,000	1
10.	Faysal Bank Limited	56	1	21	30	2,028,684	2,023,560	4
11.	Habib Bank Limited	233	4	94	107	8,494,071	8,397,535	28
12.	Habib Metropolitan Bank Limited	3	0	1	2	40,000	20,000	0
13.	HSBC Bank Middle East Limited	4	1	1	2	500	500	0
14.	Industrial Development Bank Limited	2	0	2	0	0	0	0
15.	JS Bank Limited	5	0	1	3	524,900	524,900	1
16.	KASB Bank Limited	8	0	2	2	840,000	840,000	4
17.	MCB Bank Limited	75	1	36	25	3,358,819	3,315,392	13
18.	Meezan Bank Limited	16	0	8	6	150,230	150,230	2
19.	National Bank of Pakistan	80	2	21	46	3,816,116	2,323,097	11
20.	NIB Bank Limited	30	0	17	10	883,135	863,847	3
21.	Silk Bank Limited	18	2	8	5	87,309	87,309	3
22.	Sindh Bank Limited	4	0	3	0	0	0	1
23.	Soneri Bank Limited	10	0	4	6	10,015	10,000	0
24.	Standard Chartered Bank (Pakistan) Limited	87	2	33	48	18,477,267	18,431,324	4
25.	Summit Bank Limited	7	1	2	1	500,000	500,000	3
26.	The Bank of Khyber	3	0	3	0	0	0	0
27.	The Bank of Punjab	17	0	9	4	1,650,228	1,650,228	4
28.	The Punjab Provincial Cooperative Bank Limited	1	0	1	0	0	0	0
29.	United Bank Limited	215	1	77	113	12,345,332	12,333,753	24
30.	Zarai Taraqati Bank Limited	18	2	8	5	1,384,100	1,361,436	3
31.	Institutions other than banks	3	2	1	0	0	0	0
	Total	1091	24	443	490	79,209,777	75,512,926	134

Table 2: Bank-wise disposal of 730 complaints brought forward in 2013 from previous years

SN	Bank	Total	Rejected	Declined	Granted	Amount Claimed (Rs.)	Amount Granted (Rs.)	Pending (31-12-2013)
1.	AlBaraka Bank (Pakistan) Limited	1	0	0	1	30,000	30,000	0
2.	Allied Bank Limited	44	0	23	20	2,610,916	2,609,092	1
3.	Askari Bank Limited	38	0	22	16	4,765,625	4,627,026	0
4.	Bank Al Habib Limited	4	0	2	2	64,000	64,000	0
5.	Bank Alfalah Limited	71	0	45	24	657,058	657,058	2
6.	Bank Islami Pakistan Limited	4	1	3	0	0	0	0
7.	Barclays Bank PLC	2	0	1	1	0	0	0
8.	Burj Bank Limited	1	0	1	0	0	0	0
9.	Citibank N.A.	14	1	7	6	308,067	308,067	0
10.	Dubai Islamic Bank Pakistan Limited	4	0	2	2	114,300	99,794	0
11.	Faysal Bank Limited	41	0	22	19	3,638,016	3,622,349	0
12.	Habib Bank Limited	97	3	34	60	19,566,955	18,252,280	0
13.	Habib Metropolitan Bank Limited	4	0	2	2	300,000	300,000	0
14.	HSBC Bank Middle East Limited	8	0	7	1	1,460	1,460	0
15.	Industrial Development Bank Limited	2	0	2	0	0	0	0
16.	JS Bank Limited	1	0	1	0	0	0	0
17.	KASB Bank Limited	1	0	0	1	0	0	0
18.	MCB Bank Limited	65	2	43	20	14,008,396	13,926,156	0
19.	Meezan Bank Limited	12	2	1	9	723,600	514,501	0
20.	National Bank of Pakistan	63	7	27	29	3,635,698	3,290,222	0
21.	NIB Bank Limited	30	0	21	9	6,866,361	6,657,708	0
22.	Samba Bank Limited	2	0	1	1	0	0	0
23.	Silk Bank Limited	3	0	3	0	0	0	0
24.	SME Bank Limited	1	0	0	1	50,000	30,000	0
25.	Soneri Bank Limited	6	0	4	2	7,981,000	7,981,000	0
26.	Standard Chartered Bank (Pakistan) Limited	56	2	27	27	2,079,458	2,075,483	0
27.	Summit Bank Limited	5	0	3	2	5,150,000	5,150,000	0
28.	The Bank of Khyber	3	0	2	1	7,503,227	7,503,227	0
29.	The Bank of Punjab	11	0	7	3	20,000	20,000	1
30.	United Bank Limited	121	2	58	61	3,364,086	3,270,174	0
31.	Zarai Taraqiati Bank Limited	12	0	3	9	1,703,750	1,703,750	0
32.	Institutions other than banks	3	2	1	0	0	0	0
	Total	730	22	375	329	85,141,973	82,693,347	4

Table 3: Bank-wise disposal of 1821 complaints received during the year and brought forward from previous years

SN	Bank	Total	Rejected	Declined	Granted	Amount Claimed (Rs.)	Amount Granted (Rs.)	Pending (31-12-2013)
1.	AlBaraka Bank (Pakistan) Limited	5	0	1	3	76,000	40,500	1
2.	Allied Bank Limited	95	0	46	39	8,589,281	7,381,457	10
3.	Askari Bank Limited	66	0	33	28	5,293,392	5,119,029	5
4.	Bank Al Habib Limited	16	1	10	4	273,250	273,000	1
5.	Bank Alfalah Limited	149	3	78	57	17,770,368	17,632,014	11
6.	Bank Islami Pakistan Limited	8	1	5	2	642,380	118,992	0
7.	Barclays Bank PLC	2	0	1	1	0	0	0
8.	Burj Bank Limited	3	0	2	1	0	0	0
9.	Citibank N.A.	24	1	14	9	310,066	310,066	0
10.	Dubai Islamic Bank Pakistan Limited	11	1	6	3	214,300	199,794	1
11.	Faysal Bank Limited	97	1	43	49	5,666,700	5,645,909	4
12.	Habib Bank Limited	330	7	128	167	28,061,026	26,649,815	28
13.	Habib Metropolitan Bank Limited	7	0	3	4	340,000	320,000	0
14.	HSBC Bank Middle East Limited	12	1	8	3	1,960	1,960	0
15.	Industrial Development Bank Limited	4	0	4	0	0	0	0
16.	JS Bank Limited	6	0	2	3	524,900	524,900	1
17.	KASB Bank Limited	9	0	2	3	840,000	840,000	4
18.	MCB Bank Limited	140	3	79	45	17,367,215	17,241,548	13
19.	Meezan Bank Limited	28	2	9	15	873,830	664,731	2
20.	National Bank of Pakistan	143	9	48	75	7,451,814	5,613,319	11
21.	NIB Bank Limited	60	0	38	19	7,749,496	7,521,555	3
22.	Samba Bank Limited	2	0	1	1	0	0	0
23.	Silk Bank Limited	21	2	11	5	87,309	87,309	3
24.	Sindh Bank Limited	4	0	3	0	0	0	1
25.	SME Bank Limited	1	0	0	1	50,000	30,000	0
26.	Soneri Bank Limited	16	0	8	8	7,991,015	7,991,000	0
27.	Standard Chartered Bank (Pakistan) Limited	143	4	60	75	20,556,725	20,506,807	4
28.	Summit Bank Limited	12	1	5	3	5,650,000	5,650,000	3
29.	The Bank of Khyber	6	0	5	1	7,503,227	7,503,227	0
30.	The Bank of Punjab	28	0	16	7	1,670,228	1,670,228	5
31.	The Punjab Provincial Cooperative Bank Limited	1	0	1	0	0	0	0
32.	United Bank Limited	336	3	135	174	15,709,418	15,603,927	24
33.	Zarai Taraqiati Bank Limited	30	2	11	14	3,087,850	3,065,186	3
34.	Institutions other than banks	6	4	2	0	0	0	0
	Total	1821	46	818	819	164,351,750	158,206,273	138

Table 4: Number of complaints received against each bank during the year 2013 taking into account bank size in terms of its branches

SN	Bank	Complaints Received	Branches	Complaints Per Branch
1.	AlBaraka Bank (Pakistan) Limited	4	108	0.04
2.	Allied Bank Limited	51	948	0.05
3.	Askari Bank Limited	28	251	0.11
4.	Bank Al Habib Limited	12	320	0.04
5.	Bank Alfalah Limited	78	553	0.14
6.	Bank Islami Pakistan Limited	4	112	0.04
7.	Burj Bank Limited	2	75	0.03
8.	Citibank N.A.	10	3	3.33
9.	Dubai Islamic Bank Pakistan Limited	7	125	0.06
10.	Faysal Bank Limited	56	269	0.21
11.	Habib Bank Limited	233	1546	0.15
12.	Habib Metropolitan Bank Limited	3	174	0.02
13.	HSBC Bank Middle East Limited	4	10	0.40
14.	Industrial Development Bank Limited	2	3	0.67
15.	JS Bank Limited	5	129	0.04
16.	KASB Bank Limited	8	70	0.11
17.	MCB Bank Limited	75	1208	0.06
18.	Meezan Bank Limited	16	351	0.05
19.	National Bank of Pakistan	80	1342	0.06
20.	NIB Bank Limited	30	179	0.17
21.	Silk Bank Limited	18	88	0.20
22.	Sindh Bank Limited	4	190	0.02
23.	Soneri Bank Limited	10	237	0.04
24.	Standard Chartered Bank (Pakistan) Limited	87	116	0.75
25.	Summit Bank Limited	7	184	0.04
26.	The Bank of Khyber	3	100	0.03
27.	The Bank of Punjab	17	334	0.05
28.	The Punjab Provincial Cooperative Bank Limited	1	151	0.01
29.	United Bank Limited	215	1252	0.17
30.	Zarai Taraqiati Bank Limited	18	379	0.05
31.	Institutions other than banks	3	-	-
	Total	1091	10807	-

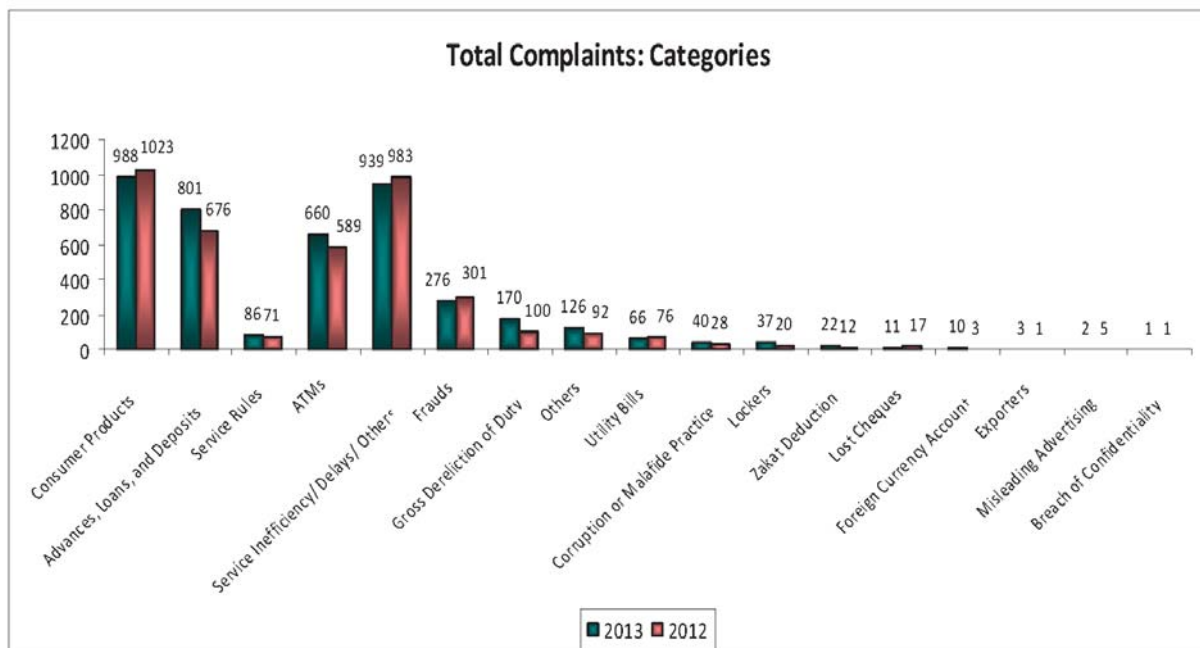
No formal complaint was received against the following banks during the year 2013:

1. Barclays Bank PLC
2. Deutsche Bank AG
3. First Women Bank Limited
4. HSBC Bank Oman SAOG
5. Industrial and Commercial Bank of China Limited
6. Samba Bank Limited
7. SME Bank Limited
8. The Bank of Tokyo-Mitsubishi UFJ Limited

Types of Complaints Received

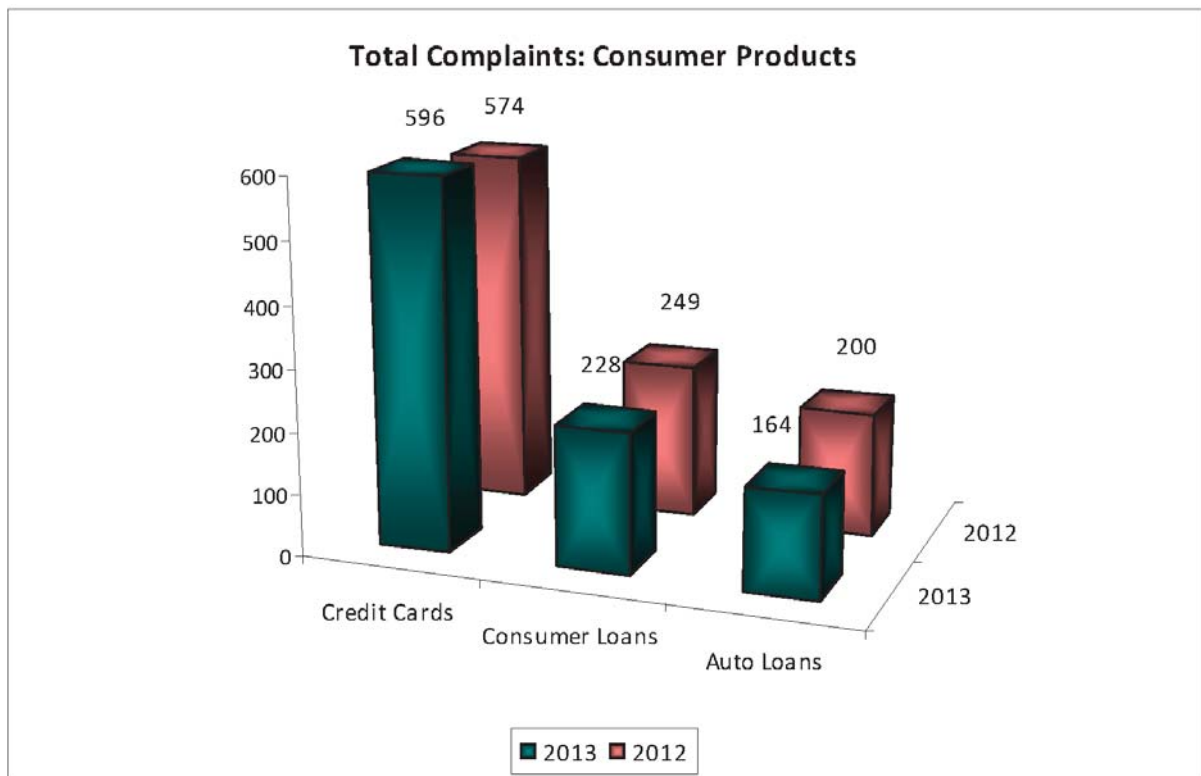
The following table and bar chart illustrate the comparison between the overall (formal and informal) complaints received in the years 2013 and 2012. The complaints are classified under different categories (numbers in brackets indicate a decreasing trend):

SN	Categories	2013	2012	Difference
1	Consumer Products	988	1023	(35)
2	Advances, Loans, and Deposits	801	676	125
3	Service Rules/ Staff Matters	86	71	15
4	ATMs	660	589	71
5	Service Inefficiency/ Delays/ Others	939	983	(44)
6	Frauds	276	301	(25)
7	Gross Dereliction of Duty	170	100	70
8	Others	126	92	34
9	Utility Bills	66	76	(10)
10	Corruption or Mala fide Practice	40	28	12
11	Lockers	37	20	17
12	Zakat Deduction	22	12	10
13	Lost Cheques	11	17	(6)
14	Foreign Currency Account	10	3	7
15	Exports	3	1	2
16	Misleading Advertising	2	5	(3)
17	Breach of Confidentiality	1	1	0
	Total	4,238	3,998	240



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

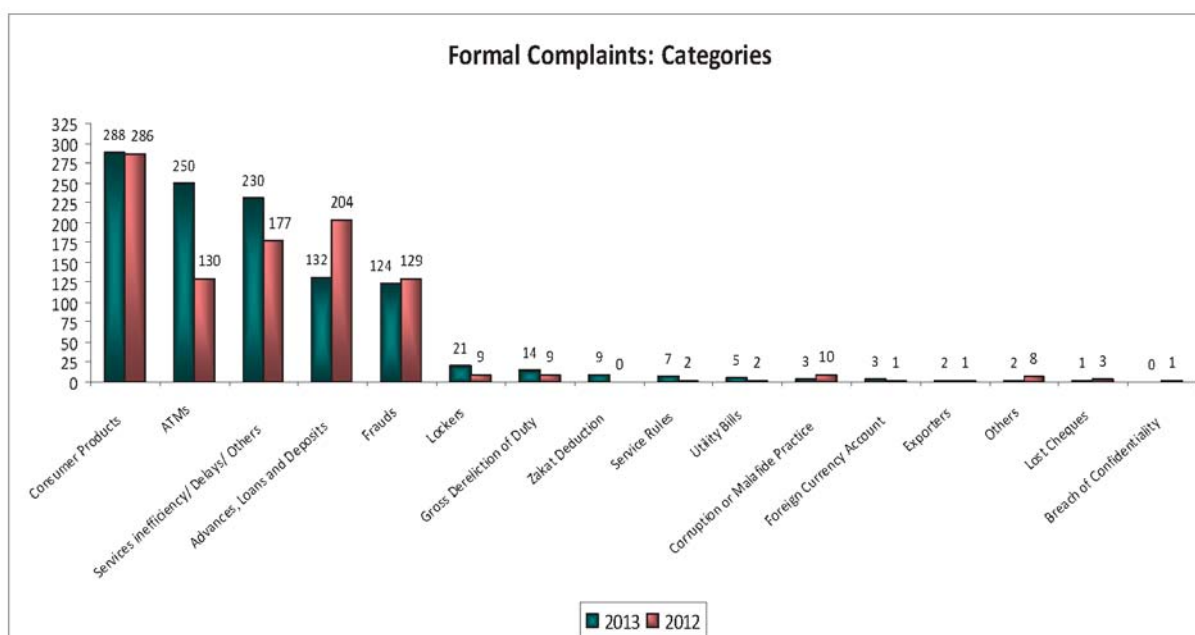
Consumer Products (sub-categories)	2013	2012
Credit Cards	596	574
Consumer Loans	228	249
Auto Loans	164	200
Total	988	1,023



Complaint Categories: Formal Complaints

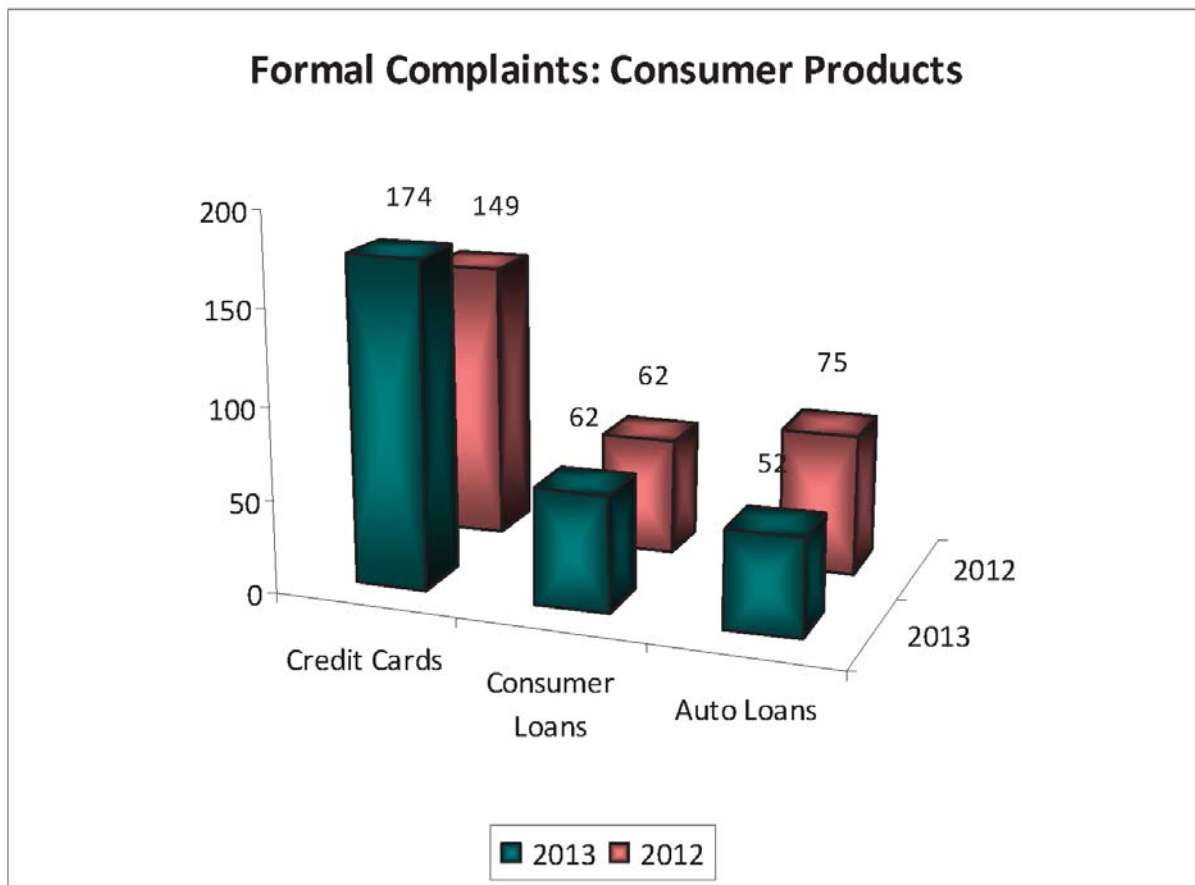
The following table and bar chart give a comparison between formal complaints received in 2013 and 2012 under different categories:

SN	Categories	2013	2012	Difference
1	Consumer Products	288	286	2
2	ATMs	250	130	120
3	Services inefficiency/ Delays/ Others	230	177	53
4	Advances, Loans and Deposits	132	204	(72)
5	Frauds	124	129	(5)
6	Lockers	21	9	12
7	Gross Dereliction of Duty	14	9	5
8	Zakat Deduction	9	0	9
9	Service Rules/ Staff Matters	7	2	5
10	Utility Bills	5	2	3
11	Corruption or Mala fide Practice	3	10	(7)
12	Foreign Currency Account	3	1	2
13	Exports	2	1	1
14	Others	2	8	(6)
15	Lost Cheques	1	3	(2)
16	Breach of Confidentiality	0	1	(1)
	Total	1,091	972	119



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

Consumer Products (sub-categories)	2013	2012
Credit Cards	174	149
Consumer Loans	62	62
Auto Loans	52	75
Total	288	286



The combined total of formal and informal complaints received in 2013 shows an overall increase of 6% over the 2012 total and 17% over the total in 2011. Further, the above data on complaints received under different categories is notable as it depicts a significant increase in complaints relating to ATMs, credit cards, lockers, service inefficiency, gross dereliction of duty, and Zakat deductions. As discussed in our next sections, these were mostly due to faulty ATMs and their frequent breakdown; malfunctioning of automated IT systems at banks; security breakdown at bank branches; and last but not the least, bank staff lacking proper training and professionalism that led to poor service delivery and eventually to poor complaint resolution.

[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 1,637 formal complaints were resolved against which 34 Representations were made to the President.

Further, Review Petitions were filed in nine cases out of which eight were dismissed while one petition was allowed.

Case Studies

Case 1

Due diligence for company limited by guarantee

M/s ABC (Guarantee) Limited maintained a current account with the Bank with substantial deposits and investment in endowment fund and TDRs respectively and profits on TDRs were also routed through this account. In January 2012, the company requested the Bank to open another account for it – a profit bearing joint account for placement of funds – and allocate the account number so that it could get the approval from its Board of Directors. When the Bank consented to the request by forwarding the account number of the new profit bearing account, the company requested a transfer of PKR 31.365 M from its current account to the new account. When the Bank failed to transfer the amount, the company withdrew all its funds from its current account and lodged a complaint with this office.

According to the Bank, the account number was provisionally allocated to the company in good faith keeping in mind good business relationship with it but with an undertaking that the account would be operational after complete documentation and clearance from the Bank's Compliance Department, the deadline being April 17, 2012. The company on the other hand saw no credence, substance, or legal rationale in the argument.

The Bank's concerns based on due diligence for money laundering lacked grounds owing to the reasons that M/s ABC was run under the supervision of the Government of Pakistan, and that the company already maintained a current account with the Bank, meaning that all the relevant documents were in its possession. Besides, the Bank also violated its own SOPs as it communicated the account number without completing all formalities of account opening. The Bank thus acted negligently and took the stance only to cover up its carelessness.

The complaint was decided in the favour of M/s ABC. The Bank was ordered to pay profit on the investment of PKR 31.365 M @10% for the period from the date the company was requested to transfer the amount to the deadline for document submission provided by the Bank. The Bank complied with the order.

Case 2

Forged cheque

The complainant was the CEO of his family concern, a private limited company with his wife as the Director. He claimed that four cheques totaling PKR 7,975,000/- had been encashed from his company's account without the authority or mandate of the company. The company maintained a current account with the Bank and the complainant and his wife were authorised to sign singly, open, and operate the account of the company.

According to the Bank's audit report, the company's Accountant visited the Bank on the day of the disputed transaction along with his wife and other company staff. One of the staff members presented five cheques, totaling PKR 142,840/- and signed by the CEO of the company. The cheques were paid to him. The Accountant then presented four cheques amounting to PKR 7,975,000/- and bearing signatures of the Director, the complainant's wife. These cheques, signed on the back by the Accountant and the Director, were also paid. According to the investigation report, the Accountant was the main culprit in the entire scenario, who being a trustworthy employee of the company, had full access to its financials.

In the hearing that followed, the Bank could not produce the original documents on the plea that the complainant had lodged a complaint with FIA which had seized all the relevant documents from the Bank. A commissioner was thus appointed under Section 82B(4)(d) of the BCO to examine the disputed cheques in original in the presence of the complainant and the Bank representatives. In his report, the commissioner observed that the signatures of the issuer (Director) appearing on the four disputed cheques did not match with her signatures available in the Bank's record (SS Card).

In the meanwhile, the Bank filed a civil suit in the High Court against the complainant, the Accountant, and the Banking Mohtasib, praying for a permanent injunction with declaration and damages of Rs.100 M, and an interim injunction restraining the Banking Mohtasib and FIA from proceeding in the matter. An ex parte injunctive order was granted in this regard. However, after hearing the defendants, the application for temporary injunction was dismissed and the interim order recalled and vacated.

The Bank then filed an Intra Court Appeal and the Divisional Bench admitted the appeal to regular hearing, ordering that "in the meantime the respondent No.5 (the Banking Mohtasib) may not announce the final decision." However, after the final hearing of the High Court appeal, a Divisional Bench of the High Court dismissed the appeal observing, "The law clearly provides the forum to agitate such matter which is Banking Ombudsman."

According to the local commissioner's report, the Bank failed to detect the apparent difference of the signatures, and by sheer negligence the obvious variations of the drawer's signatures, pointed out by the commissioner and not rebutted by the Bank officers, went un-noticed leading to an unauthorized withdrawal. Further, CCTV footage did not show the presence of the Director at the time of payment of cheques whereas her forged signatures appear on the back of all the four disputed cheques as the recipient of money.

Besides, the disputed cheques purportedly signed by the Director were presented for payment soon after the five cheques, duly signed by the CEO, were paid to company's staff. The cheque processing staff should have noted that the Director used to sign cheques only in the absence of her husband (CEO of the company). Further, a perusal of statement of account and copies of cheques provided by the Bank revealed that the Director issued cheques for much smaller amounts whereas this payment, totally out of the historical pattern of transactions, was allowed under her forged signature and without any Call Back Confirmation to ascertain the genuineness of the withdrawal.

Reliance was placed on the dicta of the West Pakistan High Court that a cheque is in the nature of a mandate from the customer to the bank directing it to pay out from his account. If, therefore, the signature of the customer on the cheque is forged, then it is not his mandate or order to pay. From this it must follow that any payment by the bank upon the basis of such a cheque is a payment without authority and would not bind the customer.

The case was decided in favour of the complainant and the Bank directed to credit the account of the complainant with a sum of PKR 7,975,000/-. The Bank complied.

Case 3

Insurance claim for outstanding crop loan

The complainant owned over 67 acres of land in rural Sindh. When he availed an agri loan of PKR 500,000/- from the Bank in March 2010, the Bank also provided him an insurance cover against the loan. The agri crop loan insurance covered the outstanding loan amount of the borrower in case of destruction of his crops due to a natural calamity declared a calamity by the Government. The complainant cultivated his land with paddy, green chilli, tomato, and onion but the 2010 flood hit his land also in the month of August, owing to which he lost his entire crop.

When the complainant filed an insurance claim against the flood damage to his crop, the Bank failed to take any action on his claim and asked him to repay the loan amount on the alleged ground that his village was not covered in the Calamity Declaration Circular issued by the Government on 3 September 2010.

However, the complainant obtained and submitted Circular dated 5 October 2010 issued in supersession of all previous notifications of Sindh Relief Department which showed the village as flood affected area. On the basis of this Circular, we asked the Bank to allow 100% settlement of loan and waive the entire amount of accrued markup as the delay in the repayment or adjustment of the loan was caused by the Bank itself. Accordingly, the Bank waived the entire markup amount of PKR 275,782/37, adjusted the loan amount of PKR 0.500 M against principal amount of PKR 498,857/- and also issued a cheque to the complainant for the balance amount of PKR 1,143/- received from the insurance company.

The issue was thus resolved and the complainant's passbook was also released to him.

Case 4

Parallel banking

The complainant alleged that a total amount of PKR 240,000/- invested by her in a monthly income scheme of the Bank was misappropriated by the Bank staff. According to her, she became aware of misappropriation of money when she received a call from the Branch Manager who disclosed that a fraud had been unearthed and the Branch staff had misappropriated funds from different customers' accounts, including her account as well. Later, when she received her statement of account, it showed various unauthorised credits and debits in her account through cash/ transfers from other accounts, she stated. She added that the Bank was not paying her claim despite persuasion, and legal mandatory notice was also served upon it, although it continued to pay the agreed monthly profit through her account.

The Bank declined her claim and took the stance that all debit entries in the complainant's account were posted through cheques presented by her, bearing signatures similar to the specimen signature available on the Bank record.

After hearing both the parties and through examination of record produced by them, it was proved that Mr. X, an employee of the Bank with mala fide intentions, persuaded the complainant to prematurely encash the Term Deposit Receipt invested by her on a false assurance of higher profit rate offered by the Bank. After crediting the proceeds in her account, he obtained blank cheques from the complainant on the pretext that the payable profit varied each month, and through these cheques got the sum transferred to two different accounts. These two account holders later confirmed to the Bank in writing that the amounts were transferred to their accounts by Mr. X supposedly to avoid income tax deduction and in lieu thereof he obtained cheques of like amounts from them.

In his order, the Banking Mohtasib Pakistan held the Bank vicariously liable for the acts of Mr. X and directed the Bank to pay the complainant principal amount together with profit, from the date when payment of profit was stopped till the date the principal amount of PKR 240,000/- was credited in the complainant's account. The Bank complied.

Case 5

Procedural flaw with negligence

In a complaint lodged with this office, Mr. A stated that an amount of PKR 1,582,744/- deposited by him on 16 August 2012 against deposit slip (No.8033377) had not been credited into his account.

Upon investigation, it emerged that two deposit slips with similar titles were deposited that day:

- Slip 1 titled Mr. A, Account M-2, Cheque No.74572272 for PKR 1,582,744/-
- Slip 2 titled Sir A, Account N-3, Cheque No.74572271 for PKR 676,849/-

Deposit slip 1 titled Mr. A (Account M-2) showed account number written in such a way that the last digit 2 could be read as 3. Thus, when at the time of posting, the account number was not accepted by the Bank's system, the posting staff checked deposit slip 2 and believing that there had been a mistake in writing the account number (as the system accepted the account number N-3), credited Cheque No.74572272 to Account N-3.

The Bank, however, took the stance that the complainant, Mr. A, had filled in the deposit slip with mala fide intentions as he and Sir A were real brothers. It argued that the complainant did not lodge his complaint when he found out that his balance was short, and it was only after an FIR was lodged against Sir A that the complainant approached Banking Mohtasib to defer the process of recovery of money from Sir A.

The complainant admitted in the formal hearing that Sir A was his younger brother, and that both of them received payment against their property acquired by a housing society. He however added that his relations with his brother, who lived in his neighborhood, were strained.

After formal hearing of the case and examination of the relevant transaction record, it was noted that the bank failed to take due care to safeguard the interest of the account holder. It was also noted that both the cheques were filled in by one person, a staff member, as admitted by the Bank. Besides, the posting mistake remained unchecked and undetected until the complaint was lodged. Thus the plea of connivance taken by the Bank was not only frivolous but also entirely untenable as on one hand it admitted its error and on the other hand alleged mala fides against the complainant. Bank's contention that the matter was reported late could not absolve it from its duty to safeguard its customer's interest from the procedural flaw and negligence in discharge of duties towards customers.

The Bank was directed to make good the complainant's loss by crediting his account with the sum of PKR 1,582,744/-. The Bank complied with the order.

Case 6

Responsibility for counterfeit skimming loss

On 15 August 2012 at midnight, the complainant received an SMS from Bank A alerting her of withdrawals of PKR 25,000/- and PKR 5,000/- through her Bank A debit card. The card was in her possession at that point of time. She immediately contacted the Bank's helpline and lodged a complaint, while the next morning, she visited the Bank in person and submitted her written complaint along with the dispute resolution form, duly filled in, and surrendered her debit card also.

The Bank later declined her complaint on the grounds of delayed reporting and handing over an uncut card to an unauthorised person. The complainant rejected the reasons as baseless as she neither delayed reporting nor handed over her uncut card to any unauthorized person.

The complainant's transaction history however revealed that the disputed transactions were executed over the ATM of Bank B, and prior to the disputed transactions, she had made a genuine transaction on 12 August 2012 over the ATM of Bank C in the same city and vicinity. When this office contacted Bank C to enquire whether the particular ATM could have been a point of compromise, it confirmed that the ATM was found under skimming attack from 12 August 2012 to 14 August 2012 as two unscrupulous persons physically placed a skimming device and pinhole camera on the sidewalls from time to time. The complainant's card was also hit during that period.

According to the Bank, it was compensating its own customers as an issuer as according to the general principle laid down by VISA and Master Card Association, the issuer is responsible for counterfeit skimming loss unless the transaction is EMV compliant, that is, a smart card with chip and PIN technology used.

In line with the above principle, Bank A was asked to refund the total amount of PKR 30,500/- to the complainant. The Bank settled the claim.

Case 7

Internet banking service without customer's consent

When the complainant closed his account with Bank S and returned his unused cheques, he was assured by the Bank that it had cancelled his online banking and ATM facilities with effect from the account closure date (May 24, 2012). He opened another account in the same Bank after a month (June 26, 2012) and did not opt for an online banking service or ATM facility. But after only a few months, he received an SMS notifying his log-in into online banking. The complainant received two more such messages and each time he reported it to the Branch Manager who assured him that there was no wrongful banking transaction in his account.

However, when the complainant received his weekly account statement, he was shocked to see that an amount of PKR 500,000/- was debited from his account and transferred to an account in another bank through Inter Bank Transfer Facility (IBTF).

When we contacted the Bank, it maintained that the complainant contacted the Branch Manager promptly but took almost a month's time to report the matter to the bank's helpline as advised by the Manager. The Bank however could not provide any telephone recording in its support. It also alleged that the complainant might have shared his email ID, internet banking ID, password and financial PIN with an unauthorized person. During hearing of the case, the Bank was asked to prove such connivance of the complainant with credible evidence, such as the relationship of the customer with the beneficiary, but the Bank failed to do so.

According to the Bank, a customer's internet ID was linked to the customer's relationship number and not to a specific account. Once the internet banking facility is activated, it automatically links to all the accounts of the customer, and thus closing of a particular account does not necessarily lead to discontinuation of the facility. This was however a system limitation and no SOP had been developed in this regard, as admitted by the Bank. This limitation made the system vulnerable and showed that the Bank failed to fulfill its obligations and protect the customer's interests.

In any case, as a prudent banker, it should have taken serious note of the complaint with suitable measures to protect the interest of the customers.

The complaint was granted and the Bank asked to pay a sum of PKR 500,000/- to the complainant with opportunity loss profit, calculated from the date of the unauthorized withdrawal till the date his account was credited with PKR 500,000/-. The Bank complied.

Case 8

Safety and security within bank premises

On 7 March 2013, the complainant who maintained an account with the Bank visited the Branch for encashment of a self cheque amounting to PKR 275,000/-. The cheque was duly encashed but while she was counting the cash over the counter, the person standing next to her snatched the cash and fled. Instantaneously, the complainant started shouting but the person ran away easily without any resistance from the Bank's security guard.

After the incident, the complainant counted the cash and found that out of total cash of PKR 275,000/-, a sum of PKR 115,000/- remained safe and she was deprived of PKR 160,000/-.

According to the complainant, the Branch Manager and Branch Operations Manager assured her that the cash was insured and she would get her money back but despite her repeated visits to the Bank, she was not compensated for the loss.

While taking up the matter, we drew the attention of the Bank towards the Branch Licensing Policy issued by BPRD, State Bank of Pakistan. According to its Chapter 2, Section 2.3(13):

“The request for opening of branches, among other things, should indicate the proposed safety and security measures for branch operations as well as for customers while providing various products and services at the proposed branch.”

We informed the Bank that since the cash was snatched from the lady while she was counting at the counter within the branch premises, adequate security arrangements to avert such happenings was the responsibility of the Bank management. Here, the culprit ran away easily without meeting any resistance as the complainant alleged.

The Bank paid the sum of PKR 160,000/- to the complainant.

Case 9

Auto debit penalty for bill paid on due date

The complainant was a credit card holder of the Bank and the mode of his payment against credit card bill was auto debit of his account. He stated that when he received his card statement, he deposited the required minimum amount of payment in his account on the due date. The Bank instead of making adjustment through auto debit levied penalties.

The Bank pleaded that the complainant had Direct Debit facility activated on his account for which the batch file was compiled one working day before the bill due date and the minimum payment was auto debited from the dedicated account. In the present case the complainant had deposited the amount in his account on the due date and thus, payment was not processed through Direct Debit function, and consequently he was charged Auto Debit Rejection Fee in terms of the Bank's schedule of charges.

It is clear that the complainant deposited the payable amount within the due date and had no concern with the Bank's internal processes unless he was made aware that to avail Direct Debit facility he would have to deposit payable amount one day prior to the due date.

Upon our recommendation, the Bank reversed Auto Debit Rejection Fee and charges associated to it amounting to PKR 3,474/-.

Case 10

Bank selling insurance under misrepresentation and coercion

The complainant and her sister who lives in the USA had a joint "either or survivor" account in the bank. The account had become dormant and a manager of the Bank called at the house of the complainant to tell her that unless she came to the Bank and did as she was told the balance in her account would be transferred to the State Bank of Pakistan under the existing rules. When the complainant visited the Branch, she was told that the account could not be re-activated without a copy of the CNIC of her sister and as her sister was in the USA, the only course open to her was to buy an insurance policy for the sum in her account. When the complainant hesitated, the Manager of the Branch re-assured her.

The following day, she was told that unless she agreed to buy the insurance she would lose the money to the State Bank, whence recovering it would be an onerous process. She was also told that her account would be activated if she signed the insurance policy and paid a premium of PKR 250,000/- for which she would get a return of PKR 750,000/-. She was also told that the policy documents would be mailed to her at her address and she would have the option to opt out of the policy after reading it and reconsidering the matter.

The complainant signed the policy and paid the premium but the Bank sent the Policy documents at a wrong address, thereby ensuring that by the time she received them, the option to revoke the deal would have expired.

Upon our intervention that a contract so made was void or voidable under the law, and after meetings with the Bank's representatives and the complainant, the Bank relented and instructed the insurance company to cancel the insurance policy and refund the sum of PKR 250,000/- to the complainant.

Observations on Service Quality in Banks

Service quality relates to the general opinion a client forms regarding the delivery of service on the basis of a series of successful or unsuccessful experiences. As it is based on a customer's judgment about a service, it may be regarded as perceived quality. When we talk in terms of the benefits of pursuing service quality, one of the most important advantages is that it increases the ability of an organization to understand the customer's needs more effectively and focus in that direction.

The services sector in Pakistan has witnessed several changes in the last two decades as a result of a shift from state to private enterprise, exceptional growth in the services sector globally, and a rapidly expanding consumer base. This combined with regulatory changes affected banking industry in a big way and resulted in high competition among the banks. For satisfying customer needs, it is now more important and critical than ever to give best services to them. Unless customer needs are taken into account in designing and delivering services, technical superiority will not bring success.

Like previous years, this office received in 2013 a variety of complaints falling in different categories. One of these categories refers to faulty ATM machines and includes complaints relating to technical errors resulting in the generation of transaction slip without dispensing the currency notes, out of order machines, and so on. In many such cases the complainant's plight got compounded due to inability of the concerned bank staff to guide the complainant properly. This reflects on the attitude of bank staff towards a customer's grievance.

In many cases, the matter was not even referred to the acquirer bank on time for the disputed transaction but the customer was verbally assured that the money would be refunded in three to four days, giving them a false hope that subsequently turned into frustration. Further, while dealing with the complaints regarding ATM transactions, we observed that the undispensed amount was parked in a suspense account but no action was taken for its reversal until the matter was taken up by this office. Top managements of banks should take appropriate measures to address such grievances.

Absence of CCTV cameras is yet another issue. In many cases, CCTV cameras were not functioning due to some technical error or power failure. SBP has issued very clear instructions to all banks for installation of CCTV cameras and this process was required to be completed by December 2008, but even in the year 2013 we have not seen implementation of these instructions in many places.

Information technology has made tremendous progress in the banking industry the world over. Although most of the banks operating in Pakistan have acquired new IT systems and have introduced products such as phone banking and online transactions, the dealing staff has not been fully trained and in some cases it is regrettably noted that necessary controls/ checks have not been provided in the system, as a result of which fraudsters succeeded in breaking through and outwitting the controls.

Many of our banks have centralized safe keeping of securities and documents obtained from customers in connection with credit facilities extended to them. But we have observed that in most of the cases, title documents, original vehicle files, etc. were lost or misplaced at branch level or centralized designated offices. In some cases, bank customers had to seek assistance of this office to obtain securities back from the bank after adjustment of finance facilities.

We have observed that proper training is not provided to staff as a result of which the customer is dealt by staff members who lack professionalism and do not have a sense of ownership. This is a main cause of rising trend of complaints against banks relating to poor service, for example, non-receipt of periodical account statements, and queries relating to abnormal mark up and other charges. Senior Management of banks should review the matter and take necessary and constructive measures to redress such shortcomings.

During investigations of frauds in branches reported to us, we have come across many cases of frauds through parallel banking which could have been avoided, had the bank implemented and monitored an effective dual control at branches. To make the matter worse, the delinquent staff who had committed fraud in one bank succeeded in getting job in another bank and was found involved in fraud again. This could be due to improper screening at the time of hiring new staff. As it is, this is a critical issue and there is a dire need for revisiting HR and administrative policies and procedures.

Systemic Issues

1. Complaint Processing

The laws relating to the disposal of complaints under Part IV-A of the Banking Companies Ordinance, 1962, read with the Federal Ombudsmen Institutional Reforms Act, 2013 (Act XIV of 2013), are special national laws assigning equal obligation for the Office of Banking Mohtasib and the banks, to discharge in a manner so as to achieve timely disposal of complaints prescribed by law.

Under these special laws, the banking industry is exclusively given a period of 45 days to resolve a complaint before it is formally lodged with the Banking Mohtasib for redressal. The part of the complaint which comes to the Secretariat of the Banking Mohtasib when taken up with the bank through correspondence, seeking necessary reports, documents, and evidences, generally takes a longer time for the bank to comply. The procrastinated correspondence and compliance become a reason for adverse aging composition beyond the prescribed statutory period of disposal. We are of the view that in order to uphold the objectives of the law, the existing complaint resolution mechanism in banks needs to be made compatible with the provisions of law.

2. KYC/ Customer Due Diligence

We have repeatedly observed that KYC/ Customer Due Diligence, as laid down in SBP circulars and guidelines, is not followed in letter and spirit or as meticulously as defined by the guidelines. This is more particularly seen in cases involving internet/ phone banking where the money digitally transacted lands in the accounts of the customers who are commonly found to be occasional or walk-in customers. The sums of money landing fraudulently in such accounts are then immediately withdrawn, more often before a complaint is lodged with the bank, irrespective of its fastest possible speed. We are of considered opinion that proper KYC/ customer due diligence in such cases would have saved the customers from swindlers.

As we understand, the required KYC or due diligence is a non-static process and requires to be repeatedly performed as per guidelines and at appropriate times; it is scarcely found to have been done.

We feel that in order to forestall adverse implications for the customers, the banks need to follow SBP Prudential Regulations M1 and M2 meticulously, which will add to the efficiency of the banking industry and will greatly minimize their monetary and reputational risks.

3. Plastic Money Transactions

We have observed in a number of cases that debit/ credit cards genuinely lost by innocent customers are quickly used at the Point of Sale (POS) before a customer could lay hands on a nearby means of communication and lodge a complaint about the lost card. The existing rules/ arrangements seem to be inadequate and of disadvantage to the customers whereby responsibility of the pre-POS transaction reporting and the associated loss is only borne by the innocent customer. We think it is high time that more security features are added to plastic cards for transactions at POS like allowing these transactions on PIN-based instructions or biometric authentication.

The above-mentioned added security of controlling transactions by means of PIN or biometric authentication would bring in the required fairness for all the parties reducing the chances of misuse of plastic cards.

4. Electronic Funds Transfer

The other dimension of complaint resolution mechanism which needs to be looked into pertains to non-availability of matching response by the banks where money is illegitimately transacted through e-banking, and complaint lodged, if any, is not processed as fast as the transaction takes place. E-banking is available 24/7 but the mechanism, within the complaint resolution mechanism of banks, is lacking on addressing such like issues with matching speed on the same principles of 24/7 banking.

5. Duplicate Account Opening Form for Customer's Record

We have also observed that duplicate account opening forms, duly acknowledged and signed by the branch managers of the banks are generally not provided to the customers. Consequently, the alterations, additions, deletions, and amendments, if found in such forms, lead to serious disputes. We still think that account opening forms, being basic and binding documents created for establishing a relationship between the customer and the bank, need to be supplied/ shared in duplicate with the other party of the contract. The existing guidelines issued by the SBP on the subject are very clear and need no further elaboration. However, compliance standards, if bringing redundancies to certain provisions of guidelines, need review for providing alternate remedy.

Activities and Initiatives

The year 2013 saw us working with a new vigor to resolve disputes between consumers and banks in a fair, impartial, and efficient manner, and carry on the capacity building process undertaken during the last few years. These initiatives and activities not only improve service delivery mechanism but also strengthen the overall structure of the organization.

Disposal of Complaints

As on 31 December 2013, the average time period for complaint resolution stands at an average of 49 days with effect from 18 March 2013 when Mr. Anisul Hassnain assumed charge of this office after taking oath as Banking Mohtasib Pakistan under Act XIV of 2013. Average number of days for complaint resolution stood at 98 days on 31 December 2012.

IOI Membership

Banking Mohtasib Pakistan has recently become a member of the International Ombudsman Institute (IOI). The membership was extended at the Institute's Board of Directors meeting held in September 2013 in New York City, USA. Banking Mohtasib Pakistan is already a member of Asian Ombudsman Association (AOA). The IOI, established in 1978, is the only global organization with a membership of more than 150 ombudsman institutions. In addition to its periodic conferences, the IOI fosters regional and international information exchange and trainings to the staff of its member ombudsman institutions.

The Forum of Pakistan Ombudsman

Banking Mohtasib Pakistan, Mr. Anisul Hassnain, has been elected as Treasurer of the Forum of Pakistan Ombudsman (FPO) in its election of new office-bearers of the Forum held in its 11th meeting on 11 December 2013 in Karachi. The meeting was attended by Federal and Provincial Ombudsman of Pakistan.

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. Executive development program on "Advanced Ombudsman Practice" for FPO participants held in London on April 8-12, 2013:

Mr. Anisul Hassnain, Banking Mohtasib Pakistan, participated in the week-long program offered by Governance and Management Services International (GMSI). GMSI is a UK based international training and consultancy firm dedicated to advancing the quality of public sector governance and management in developing countries and transitional democracies.

- ii. Training workshop on “Ombudsman Administrative Investigation – International Experiences” held under the cooperation of the Office of Thai Ombudsman, the IOI, AOA, and Queen Margaret University on April 3-6, 2013, in Bangkok, Thailand:

The workshop, held to commemorate the 13th anniversary of the establishment of the Thai Ombudsman, was attended by staff from the AOA and the IOI member institutions, Office of the Ombudsman of Thailand, and observers from AOA and the IOI. The focus of the workshop was on the role of ombudsman and different stages of complaint resolution through lectures, guided discussions, and case studies. Mr. Aamer Aziz Saiyid, our Senior Legal Advisor, represented the Office of Banking Mohtasib in the workshop.

- iii. FPO’s Capacity Building Workshop on the Federal Ombudsmen Institutional Reforms Ordinance, 2013, held on 18 March 2013 in Islamabad:

The workshop was held to familiarize the selected staff of the Federal Ombudsman offices with the need for uniform implementation of the provisions of the new Act. Resource persons of the workshop comprised of the leading legal experts of the country. Mr. Saleem Akhtar, Senior Legal Advisor; Mr. Anwer Ali Chaudhry, Senior Advisor; and Mr. Mushtaq Ahmed, Advisor, participated and represented the Banking Mohtasib Office in the workshop.

- iv. Two-day workshop on “Challenges of Ombudsmanship” held on September 25-26, 2013, in Islamabad:

The Forum of Pakistan Ombudsman, in collaboration with the IOI and the World Bank, conducted the workshop. All the 12 Ombudsman Offices of Pakistan were represented. Banking Mohtasib Pakistan was represented by Mr. Farhat Saeed, Senior Advisor to the Mohtasib. The focus of the workshop was providing inexpensive and speedy justice to the citizens aggrieved by the decisions of government functionaries and ensuring good governance. A number of recommendations based on the presentations and the discussions during the sessions were also approved by the participants.

- v. 13th AOA Conference held on October 7-10, 2013 in Tehran, Iran:

The conference focused on sharing the best in ideas and legal means for fighting corruption and provided opportunities for members to share their experience and expertise to the further development of ombudsmanship in Asia. Mr. Anwer Ali Chaudhry, Senior Advisor to the Banking Mohtasib, attended the conference and represented this office.

Besides, the process of conversion of existing cadre of regular staff to Government scale, ranging from BPS 16 to BPS 18, was undertaken and completed in the year under review after promulgation of Act XIV of 2013.

Upgrading Computers

In December 2013, we invited tenders for six Windows 8 Professional (with Intel Core i3-3220) systems, complete with accessories and LED monitors, and five laser jet printers, which is in line with our policy to replace and upgrade out-dated computer equipment. The scrutiny of tenders received was under process at the end of the year. We have also reviewed our maintenance agreements with respective service providers.

Public Awareness

Complaint Forms, FAQ (Frequently Asked Questions) leaflets and posters titled “Banking Mohtasib and You”, both in English and Urdu, were 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), as well as review and representation process. Laws governing Banking Mohtasib, BMP Annual Reports, briefs on the Federal and Provincial Ombudsman in Pakistan, and useful links are also available at the website. A large number of complainants visit our website directly and access the information they need, including downloading complaint forms and sending emails to register their complaints with us.

Images 2013



Chairman, Forum of Pakistan Ombudsman (FPO), presenting certificate to the Banking Mohtasib, Mr. Anisul Hassnain, on participation in Executive development program on Advanced Ombudsman Practice for FPO participants, held in London on April 8-12, 2013.



Participants of week-long program on Advanced Ombudsman Practice for FPO. London, April 2013. Banking Mohtasib Mr. Anisul Hassnain is second from right.



Participants of workshop on “Challenges of Ombudsmanship” held by FPO in collaboration with the IOI and the World Bank on September 25-26, 2013, at Islamabad. BMP Office was represented by Mr. Farhat Saeed, Senior Advisor.



Participants of FPO’s Capacity Building Workshop on the Federal Ombudsmen Institutional Reforms Ordinance, 2013, held on March 18, 2013, in Islamabad. Mr. Saleem Akhtar, Senior Legal Advisor; Mr. Anwer Ali Chaudhry, Senior Advisor; and Mr. Mushtaq Ahmed, Advisor, participated in the workshop on behalf of BMP office.

Banking Mohtasib Karachi Office Staff



Lady staff members of BMP Karachi Office



Support staff of BMP Karachi Office



Banking Mohtasib Mr. Anisul Hassnain with his team of Senior Advisors, Advisors, and Office Staff (Mr. Aamer Aziz Saiyid and Mr. Saleem Akhtar, Senior Legal Advisors, and Mr. Mushtaq Ahmed, Advisor, are not in the picture being on outstation leave).

Our Team of Senior Advisors and Advisors



Aamer Aziz Saiyid – Senior Legal Advisor I

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



Anwer A. Chaudhry – Senior Advisor

36-year 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 Master's degree in Political Science, DAIBP, and a degree in Law. Joined Banking Mohtasib Pakistan in 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 Pakistan upon its inception in 2005.



Saleem Akhtar – Senior 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.



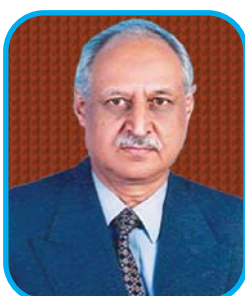
Mushtaq Ahmed, Advisor

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 2008.



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 complaint resolution and investigation process at regional level. Joined Banking Mohtasib Pakistan in 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.

Our Regional Managers



Khalid Maqsood Ahmed
Regional Manager
Lahore Office



Muhammad Khalid Farooq
Regional Manager
Rawalpindi Office



Liaquat Ali Khan
Regional Manager
Peshawar Office



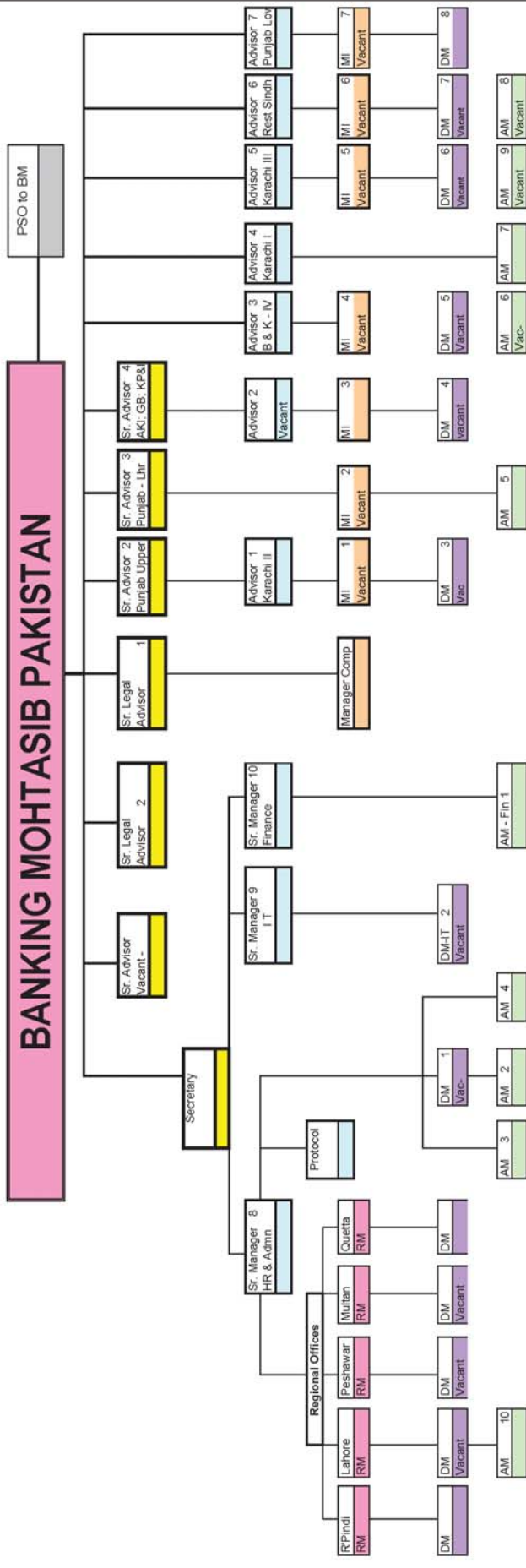
Abdul Khaliq Nagi
Regional Manager
Quetta Office



Muhammad Shafaqat Ali
Regional Manager
Multan Office

ORGANIZATION CHART

BANKING MOHTASIB PAKISTAN



LEGENDS	
RM	Regional Manager
MI	Manager Investigation
DM	Deputy Manager
AM	Assistant Manager
OB	Office Boy
AKI	Azad Kashmir, Islamabad &
GB	Punjab, Khyber
KPK	Pakhtunkhwa
B&K	Balochistan & Karachi - IV

BPS 2 to 5	Employees	Filled	Vacant
Driver	4	2	2
Desp/Rider	2	1	1
OB Khi	5	0	5
OB RO's	5	0	5
NO/Mali	2	0	2
S.Work	1	0	1
TOTAL:	19	3	16

What the Complainants Say

Complainants write to us upon resolution of their grievances. We have selected a few thank you letters from a large number of such letters which are a source of strength and motivation for us.

Ref: [REDACTED]

[REDACTED]
Senior advisor,

Banking Mohtasib Pakistan Secretariat,

5th Floor Shaheen Complex,

M.R. Kiyani Road, Karachi, Pakistan.



March 25, 2013

Sub: Letter of Thanks

Dear Sir,

Today I have received the Clearance Letter and statement of credit card account which clearly shows that my payable has been reversed. I must appreciate your effort in resolution of my issue against [REDACTED] Bank. Without your intervention it was not possible because [REDACTED] was not ready to listen any of my argument. It was not about money, It was about the rules and regulations. I again thank you for your efforts in resolving this issue.

[REDACTED]
Thanks and Best Regards,

Waheed Ud Din



مخبریت جناب
بنک محاسب
شاہین ٹکلیں کراچی

حوالہ شکایت نمبر

گزارش ہے کہ میں نے [REDACTED] بینک کے خلاف اپنے لاکر سے
نہ یو اے گم ہونے کی شکایت کی تھی۔ آپ کے ادارے نے
عدل و انصاف کے تقاضوں کو پورا اور میری امانت مجھے واپس
دلائی اس کے لیے میں آپ کی ادارے کی بہت مشکور
ہوں۔

میری آپ سے گزارش ہے کہ پاکستان میں ایسے اداروں
کا ہونا بہت ضروری ہے جیسے کہ آپ کا ادارہ ہے جس سے ہم
جیسے لوگوں کی سرد ہوتی ہے اور شکایات کا ازالہ کیا جاتا ہے
میں آپ سے آپ کی تہ دل سے مشکور ہوں۔

شکریہ

رضوانت گرار

[REDACTED]

بنکیت نسیرین

date-31-12-2013

Address. [REDACTED] - Ruffi Paradise

Ghulistan-e-Johar - [REDACTED]

[REDACTED]



حوالہ نمبر [REDACTED]

ڈیپٹی میٹرم بینک حبيب کراچی

اسلام علیکم

میں آپ کا بجا حد شکور ہوں کہ آپ کو وجہ سے [REDACTED] نے میری بھانجی
کی پورٹی رقم ریٹرن کی ہے۔

میں میٹرم بندوں سے آپ کا شکریہ ادا کرتا ہوں اور ساری زندگی
آپ کیلئے دعا گو رہوں گا۔ آپ یقین کریں میٹرم بندوں سے پاس الفاظ نہیں
کہ میں آپ کا شکریہ کس طرح ادا کروں۔ میں بینک حبيب کا شکریہ گزارتا ہوں اور
حضور صلی اللہ علیہ وسلم اور شاد آباد رکے
آمین

THANK YOU VERY MUCH
شکریم

دعا گو

NIC NO [REDACTED] محمد زاہد ولز ملنگر خان

CELL NO [REDACTED]

[REDACTED] BLOCK NO. 4

MEROVILLE [REDACTED] KARACHI



WELL DONE, BANKING MOHTASIB

At a time when it was becoming clear to me that Pakistan is fast approaching a “failed state” stigma, the office of Banking Mohtasib has proved to be honest, competent and “good governed”.

I had a case against a private bank (■■■■ Bank) and after getting demoralized by the sheer indifference on the part of the Bank, I approached the office of the Banking Mohtasib.

Without any ‘Sifarish’ they have handled my case with honesty and efficiency and given excellent results.

Mrs. Navin Anwar Ali

Address:

Mrs. Navin Anwar Ali
■■■■, Lahore Cantt
Pakistan



NASIR ALI SHER,
[REDACTED], Scheme III, Chaklala Cantt.,
Rawalpindi. Cell: [REDACTED],
Phone: 051-[REDACTED].
30 September, 2013.

The Banking Mohatsib,
[REDACTED]
Banking Mohatsib Secretariat,
5th Floor, Shaheen Complex,
M. R. Kayani Road, KARACHI.

'Qabil e Sudh Ehtram' [REDACTED] Sahib,
As-sallammu Aalaykum wa Rehmatullahi wa Barakatu Hu,

Sir, I am Nokia Networks' Head of Solutions Engineering for Middle East and Africa Region. I had an opportunity to defend my submission in a case against [REDACTED] Bank regarding Credit Card Facility's belated bill paying and their levy of markup and other charges.

Sir, I was also accompanied by my Father, [REDACTED], who had actually received their 'belatedly delivered' bill on September 22, 2012.

Both of us were impressed to learn that the Banking Mohatsib, in Person, had arrived from Karachi to hear the Complaint of the Citizens against the banks!

Your patient, judicious and wise management of 'hearing' was an unusually heart-warming experience to both of us. Whatever the outcome of the Case may have been, my Father wanted to write you a letter appreciating your Presiding over the proceedings but desisted only for reasons of propriety. Sir, you dignified the proceedings with your knowledge, judiciousness and propriety; above all, your preparedness about the details of the Case.

Sir, you honor the Office of Banking Mohatsib and we pray that elsewhere also, men of similar sublime leadership rise to head our critical institutions to salvage our beleaguered people and the State. May Allah (swt) bless you....., for imbuing me with undying respect for at least one institution of Pakistan. Thank You, Sir.

Last but not the least; my father joins me in thanking you for the judicious resolution of my Complaint/submission. Thank you, once again.

Yours Truly,

[REDACTED]
(Nasir Ali Sher)

PS: Photo-copies of:

1. [REDACTED] Bank's letter resolving the Case and
2. SBP CIB Team's advice and my comments, there-about;

Are attached for your viewing, please. NAS



March, 28, 2013

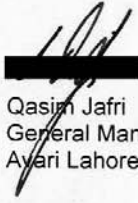
██████████
Senior Advisor
Banking Mohtasib Pakistan

Dear Sir,

This is in reference to your letters ██████████ and ██████████ dated March 16 and March 21, 2013 regarding my refund case of credit balance of PKR 500/83. I would like to thank you for your cooperation in this regard.

I have received vouchers of their alliance partners.

Thank you and Best Regards


██████████
Qasim Jafri
General Manager
Avari Lahore Hotel



PAKISTAN'S LEADING HOTEL
"FIVE TIME WINNER"

87, Shahrah-e-Quaid-e-Azam, Lahore-54000, Pakistan. UAN: (92 42) 111 282 747 Fax: (92 42) 3636 5367 lahore@avari.com www.avari.com

[REDACTED]

From: [REDACTED]
Sent: Friday, March 08, 2013 3:12 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Complaint against [REDACTED] Bank Limited [REDACTED] Branch, Islamabad
From: Muhammad Mahmood [mailto:[REDACTED]@unicef.org]
Sent: Fri 3/8/2013 9:55 AM
To: Info
Subject: Complaint against [REDACTED] Bank Limited F-7 Markaz Branch, Islamabad

Dear [REDACTED]

AoA,

I acknowledge with thanks receipt of your letter no. Ref. [REDACTED] of 28 February 2013 regarding refund of Rs. 300,000/-. I am really thankful to the Banking Mohtasib Pakistan and its whole team for the continuous efforts and for making the right decision. I am very much satisfied with the decision.

God bless you and I am proud of you all.

For your kind information, tomorrow I am going for Umra by the grace of Allah Almighty and I will Insha Allah pray for you all there.

Once again my sincere thanks.

Muhammad Mahmood
PME&R Section
UNICEF, 90, Margalla Road, F-8/2, Islamabad
Tele : + [REDACTED]
Cell : [REDACTED] ;;
Fax : + [REDACTED]
E-mail : [REDACTED]@unicef.org
Web : www.unicef.org/pakistan

3/8/2013

3895

(2)

June 6, 2013



To

The Honorable [REDACTED]

Advisor Banking Muhtasib

Subject : Complaint # [REDACTED] - Decision

Respected Sir,

With Reference to above complaint and the support provided by you and directions to [REDACTED] Bank Ltd to settle the case. This letter is to express my gratitude and thanks to your kind self for dispensing quick and prompt justice at the doorstep.

It is the earnest desire as a citizen and tax payer that the working of your office is emulated and followed by other offices and courts dispensing justice to the needy and to those vast illiterates and with very limited means who cannot afford the expenses of Lawyers and thus cannot have access to justice.

I thank you once again and pray for your health and happiness.

Sincerely Your's

S.M. Sarzeb Abbasi

[REDACTED] street 58,

Sector [REDACTED]/3

ISLAMABAD

1

The Banking Mohtasib Pakistan
5th floor, Shaheen Complex,
M.R. Kiyani Road, Karachi.



Dated: July 29, 2013

Subject: Letter of Thanks

Respected Sir,

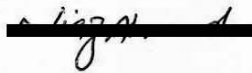
It is stated that I registered a complaint (No. [REDACTED] dated March 09, 2013) against Bank [REDACTED] Limited Ghalla Mandi Branch [REDACTED], [REDACTED] and etc. The first hearing of the case was held on July 08, 2013 in Multan office and then second and final hearing was held on July 19, 2013 in Lahore office. In second hearing, after inquiring all matters you have passed a verbal order to bank authorities to return the amount to me that was withdrawn from my bank account with forged signature on cheques. As per order of Banking Mohtasib, I have recovered the entire amount that was withdrawn from my bank account.

Sir, I am unable to fully express my gratitude to Banking Mohtasib for the delivery of speedy, free of cost, responsive, fair and impartial solution of bank related problems. In fact, I was really disappointed from courts, police station and even could not think that I will get my lost amount in such an easy way. Thank you so much.

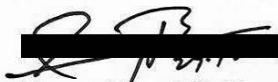
In the era of corruption now days in Pakistan, Banking Mohtasib is really doing a fabulous job where complainant don't need to hire a legal lawyer, to wait for many years for the decision of his/her complaint and to wait for the whole day outside the court room at the day of hearing. The way of hearing is quite awesome where each party has fully rights to express their arguments. In fact, this is a place where person feel respect not irritation.

Thank you.

Yours respectfully,



Niaz Ahmad S/O Naik Muhammad
Street No. [REDACTED], Bahawalnagar.
+92 333 [REDACTED]
Complaint No. [REDACTED]



Attorney: Muhammad Hassan Khan S/O Niaz Ahmad

محترم سر! میں نے آپ کو [REDACTED] سیزر پولی کے خلاف ایک لاکھ کا چیک گم کرنے پر complaint دی تھی۔ اور میرا یہ مسئلہ حل ہو گیا ہے۔ میں اس ادارے کا ہنہ دل سے شکر گزار ہوں کہ انہوں نے بڑی ایمان داری اور دیا بنداری سے میرا یہ مسئلہ حل کیا۔ بغیر کسی ہرجے کے۔ میں امید کرتا ہوں کہ یہ ادارہ بالکل ایسے ہی آئندہ کام کرتا رہے گا جیسا کہ اب کر رہا ہے۔ دعا گو ہوں کہ یہ ادارہ دن بہ دن ترقی کرے۔ آمین۔

آپ کا تخلص
محمد جاوید ولد (الرحمن)

Ref: [REDACTED]

[REDACTED]
Date: 03-04-2013





بخدمت جناب بکنگ محتسب صاحب ، پاکستان کراچی ۔

جناب اعلیٰ:

جیسا کہ میرا کیس آپ کے پاس تھا لون پیمنٹ کی بحالی کا جو کافی مہینے چلنے کے بعد آج 09-01-2013 کو اللہ کا شکر ہے آپ کی مدد سے بحال ہوئی۔ آپ کے ادارے پے اعتماد کر کے میں نے جو قدم اٹھایا وہ اعتماد اور بھی مضبوط ہوا ہے اور خاص طور پر [REDACTED] صاحب جس نے اس کیس میں میری منصفانہ طریقے سے مدد کی (ڈیلنگ)۔

مجھے یقین نہیں آ رہا ایسا ادارہ جو بغیر خرچہ کرائے اور بلائے اور انصاف دلائے خاص طور پر میرے جیسی پردہ کرنے والی فیملی سے تعلق رکھنے والی عورتوں کے لئے یہ ادارہ ایک سہارا اور روشنی ہے۔ ایک مرتبہ پھر میں آپ کے ادارے، بکنگ محتسب اور خاص طور پر [REDACTED] صاحب کی شکر گزار ہوں اور دعا گو ہوں کہ اللہ تعالیٰ ایسے ادارے اور لوگ ہمارے ملک پاکستان میں آباد رکھیں جو کہ کمزور کو انصاف دلائیں میں آپ کے انصاف اور اعتماد کو یقینی طور پر انشاء اللہ تعالیٰ قائم اور بحال رکھوں گی۔

شکر گزار

[REDACTED]

مسما آمنہ بنت حاجی گل حسن

زوجہ محمد حسین

10-1-13

[REDACTED] Janna Das
one colony Near Fargan
Madina Masjid
Sindh
[REDACTED]

خدمت بینکنگ محتسب پاکستان



عنوان :- شکایت کا ازالہ [REDACTED] کی طرف سے [REDACTED] Current A/C No. [REDACTED] پنوعاقل سٹی برانچ (0046)

جناب اعلیٰ

مؤرخہ 22-10-2011 کو فدوی محمد یوسف نے بینک میں -/Rs.2,000,000 (تیس لاکھ) CDR No. [REDACTED] کے ذریعے جمع کروائے جو کہ بینک عملے کی غلطی کی وجہ سے میرے اکاؤنٹ میں -/Rs.2,000,000 (تیس لاکھ) کی بجائے -/Rs.20,000,000 (دو کروڑ) یعنی -/Rs.180,00,000 زیادہ ٹرانسفر ہو گئے۔ اضافی رقم بغیر استعمال کے کافی عرصہ اسی بینک میں پڑی رہی لیکن بعد میں مجھ سے وہ رقم استعمال ہو گئی جو کہ بینک عملے کی درخواست پر بغیر کسی سود وغیرہ کی شرط پر اضافی رقم میں نے بینک کو جلد واپس کر دی۔

جناب اعلیٰ بینک عملے نے مجھ پر دباؤ ڈلوا کر مجھ سے Blank Open Cheque اور خالی اسٹامپ پیپر پر دستخط کروا کر لے لئے تھے اور [REDACTED] پنوعاقل نے میری رقم Feb 2013 سے تقریباً -/Rs.2500,000 سود کی مد میں غیر قانونی طور پر روک کر میرا اکاؤنٹ بلاک کر دیا گیا اور مجھے مزید پریشان کیا جانے لگا۔ جس پر میں نے یہ معاملہ بینکنگ محتسب پاکستان کے پاس لے گیا۔

جناب اعلیٰ [REDACTED] کے خلاف میری شکایت پر عملدرآمد کرتے ہوئے آپ کے ادارے کی بھرپور اور بروقت کارروائی سے بغیر کوئی رقم خرچ کیے اور کوئی بھی پریشانی اٹھائے بغیر میرے مندرجہ ذیل معاملات حل ہو گئے :-

1. جناب اعلیٰ [REDACTED] پنوعاقل نے -/Rs.2488570 سود کی مد میں جو کوئی کی تھی اس میں سے مجھے -/Rs.885938 واپس مل گئے ہیں جو کہ صرف اور صرف آپ کے تعاون اور کوششوں سے ممکن ہو سکی ہے۔

2. میرا [REDACTED] Current A/C No. [REDACTED] پنوعاقل سٹی برانچ [REDACTED] اس وقت Open کر دیا گیا ہے۔

3. بینک مینینجر [REDACTED] نے جو مجھ سے Blank Open Cheque اور خالی اسٹامپ پیپر پر دستخط کروا کر لیے تھے وہ بھی مجھے واپس مل گئے ہیں۔

جناب اعلیٰ فدوی نے آپ صاحبان کے گوش گزار جو شکایت [REDACTED] کے خلاف کی تھی اس شکایت کا ازالہ اور اس کے ساتھ [REDACTED] سے رقم کی واپسی جو کہ میرے مالی حالات کی درستگی میں مددگار ہوئے جو صرف اور صرف آپ اور آپ کے ادارے کی کوششوں کی وجہ سے ممکن ہو سکی۔ میں اور میری فیملی آپ کی اس معاونت کا شکر گزار اور بے حد مشکور رہینگے۔ خداتعالیٰ آپ کو اس کا اجر دے (آمین)۔

محمد یوسف

Muhammad Yousaf Contractor

Mob No. [REDACTED]

Mustafai Eid Gah Near Rly Station Pano Aqil

Distt: Sukkur

Dated 12 Oct 2013.

MISAPPROPRIATION IN BANK ACCOUNT MAINTAINED WITH [REDACTED]



Respected Sir,

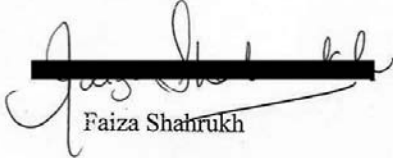
With reference to my subject compliant dated 05-06-2013.

Please be informed that at the instructions of your good office, [REDACTED] branch has credited my account No [REDACTED] with Rs 1, 40,000 on 11th July 2013.

Sir, I feel extremely proud to thank **(BANKING MOHTASIB)** our Country's one of the few Government Institutions which are concerned in doing justice and protecting interest of the general public at large with out fee/charges or any influence.

Once again, I wish to express my profound gratitude to the entire team of Banking Mohtasib on behalf of myself and my family to have helped me recover the misappropriated funds.

Sincerely,


[REDACTED]

Faiza Shahrukh

[REDACTED] Street # [REDACTED], Askari X,
Lahore Cantt.

Mobile number: [REDACTED]

To
The Banking Muhtasib
Shaheen Complex
Karachi.

Date: 02.07.2013



Sub: Resolution of my [REDACTED] complaint Ref [REDACTED]


Dear [REDACTED],

I am pleasantly surprised to receive your letter regarding the resolution of my payment complaint on credit card of [REDACTED] bank.

This action has given me a lot of confidence that there are some institutions in Pakistan which are working with great diligence and honesty and play their role by resolving public complaints.

I also received the statement from the bank which has shown the reversal of these charges.

I must appreciate your prompt response.


[REDACTED]
Abdul Hameed Khan
Credit card holder of [REDACTED] Bank.
Phone [REDACTED]
Office [REDACTED]



To

Senior Advisor
Banking Ombudsman Pakistan Secretariat
5th Floor Shaheen Complex M.R.
Kiyani Road, Karachi.

Respected Sir,

SUB - My complaint against [redacted]
Bank ([redacted]) Model Town Link Branch UTR.

Ref: your letter No. [redacted] dt 05-06-13

جناب عالی! سوچنا کہ ہمارے ساتھ [redacted] میں جو وہ آج پیش آیا تھا اور جو میرا مالی نقصان 1,60,000 روپے کا ہوا تھا وہ آپ کی بدولت اور آپ کی بہترین ٹیم کی وجہ سے مجھے مل چکا ہے۔ اللہ تعالیٰ سے دعا کرتی ہوں کہ میرے پیارے پاکستان میں ایسی طرح کی اور ٹیمیں بن جائیں تاکہ حقدار کو اس کا حق دلانے میں مدد کر سکیں۔

جناب عالی! میں نے یہ رقم حج کیلئے استعمال کرنا تھا جو کہ آپ اور آپ کی ٹیم کی امداد پر ہی عمل کرنے سے مجھے مل گئی ہے۔ اب میری پریشانی ختم ہو چکی ہے۔ حج پر تمام لوگوں کیلئے دعا کرونگی جنہوں نے میری رقم مجھے واپس دلانے میں مدد کی۔ آخر میں ایک بار پھر تمام ٹیم کی دل کی گریزوں سے شکریہ ادا کرتی ہوں۔

درست

[redacted]
سماء پروین افسر
17-6-13
صدر دفتر سٹیٹ بینک
نذرہ بلک سائٹل ٹاؤن راولپنڈی

17-06-13.

18⁰⁶/₂₀₁₃

عزیزت مہربان جناب بینکنگ محاسب صاحب
ایم آر کینیڈا روڈ کراچی

BANKING MOHTASIB PAKISTAN
REGIONAL OFFICE LAHORE
DATE RECEIVED
18 JUN 2013

شکایت حوالہ نمبر

جناب عالی مندرجہ بالا شکایت [REDACTED] بینک ڈیولپمنٹ روڈ لاہور کی ہے
انہوں نے مجھے ماہ مارچ 2013 کا سائنسٹریٹ سٹیشن دیا تھا جس کے لیے
میں ان سے کافی کوشش کرتا رہا مگر بلا سود -

آؤٹسٹا کر آج کے پانچ سو روپے کے لیے 21 - مئی کو

شکایت درج کروائی۔ اللہ تعالیٰ کا نام لے کر کہہ سکتا ہوں کہ اسے سچے سچے جہاں
یہ کہ 11 - جون 2013 کو میرے منافع کی رقم میرے کھاتے میں جمع کر دی گئی ہے -

منافع کی رقم Rs. 18,827/41 ہے

بینک کے فروغ سے ہم کو شہادہ کھاتے میں کیا کر دیا گیا ہے - نوٹو کچال لگے ہے -

اس سلسلے میں میں آج کا بے حد شکر گزار ہوں۔ اللہ تعالیٰ آج کو اس کا حوالہ
اجر دے گا - میں آج کے لیے دعا گو ہوں۔ یہ بات تحریر کروں کہ شکایت درج ہونے کے
بعد میں بینک نے کہا ہوں اور نہ میں کسی قسم کی تحریر ہی ہے -

18-06-2013

بینکنگ ڈیپارٹمنٹ
(شکایت کنندہ)

May 21, 2013



✓
[REDACTED]
Senior Advisor,
Banking Mohtasib Pakistan,
Karachi.

Subject: Complaint against [REDACTED] Bank Ltd.

Respected Sir,

Kindly refer to our telephonic conversation on 20-05-2013 on the subject mentioned above. I am pleased to inform you that your quick action on my request, my problem regarding the BTF amount Rs. 34,000 and non payment charges amount to Rs. 4,504.18 has been resolved and both the banks ([REDACTED]) have credited the said amounts in my respective credit cards. I am again very thankful for your cooperation and quick action.

With highest regards and thanks,

Sincerely,

[REDACTED]
21/05/2013
(Javaid Iftikhar)

House [REDACTED], Block [REDACTED],
Model Town, Lahore – Pakistan

CNIC No. [REDACTED]

Cell: [REDACTED]

Office: [REDACTED]

Residence: [REDACTED]

Copy forwarded for information to:-

1. Manager Customer Services, [REDACTED] Credit Card Division
2. Manager Customer Services [REDACTED] Credit Card Division

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



04.02.13

SUB: LETTER OF APPRECIATION

Dear Madam,

Allow me to extend Seasons Greetings and a Happy New Year!

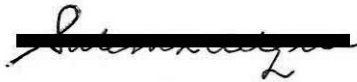
I am in receipt of your letter No. [REDACTED] dated 23.01.2013 regarding final resolution of my complaint and am very grateful for such prompt action on your part and complete solution of my grievance to my entire satisfaction.

I am very amazed at such a quick pace and am surprised at the accuracy and perfection of your response.

I deeply appreciate the hard work and dedication put up by you in this matter. Banking Mohtasib Pakistan is doing such a good job thanks to able and competent advisors like you.

Thanking You,

Yours truly,



Muhammad Salim
Address: [REDACTED], Block [REDACTED] PECHS Karachi
Cell: [REDACTED]



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

Date: 03-01-2013

✓ Attn: [REDACTED] Senior Advisor

Sub: Complaint against [REDACTED]

Dear Sir,


I thank you very much for your letter No. [REDACTED] dated 31-12-2012 intimating there in the settlement of the subject dispute.

It gives me immense pleasure to place it on record that in the prevailing circumstances of the country, persons like you are very few. Probably the existence of the country is due to the honest, hard work & capable people who understand the limitations of helpless peoples like me.

In the end I wish, God may help you and save you from all evils. I promise to pray for your betterment Health & prosperity.

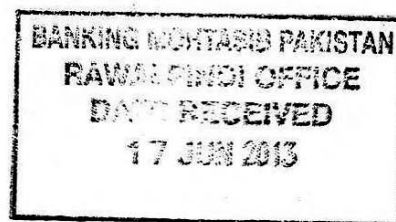
In the mean time we remain

Yours Very Truly,


[REDACTED]
Syed Muzaffar Ali Shah

[REDACTED] Town Ship
Lahore

Banking Mohtasib,
Regional Office,
Rawalpindi



Subject: Closure Request of My Complaint Ref # [REDACTED]

Dear Sir,

This letter is with reference to hearing of my Complaint (Ref # [REDACTED]) against [REDACTED] Bank Ltd for Unauthorized usage of Visa Debit Card on May 02, 2013. I am pleased to inform you that with Allah Almighty will and your kind support I have been reimbursed claim of PKR 69,000 on 3rd June 2013 by [REDACTED] Bank Ltd.

I would like to Thank you and your team for sincere efforts for resolution of this case. Furthermore I want to highlight that I am much more pleased to witness that Banking Mohtasib has provided such a transparent and effective platform for normal citizens for resolution of such delicate issues with Banking Sector. My case was put up for hearing in very short span of time and during case hearing both parties were given equal opportunity to present their case. Furthermore Banking Mohtasib panel had already worked out required details and asked concern Banks involved for written statements before the hearing. Panel was very professional & proceeding was totally unbiased.

I would also like to emphasis the criticality of Banking Scams. Most of people don't know what to do and what door to knock at for resolution of these cases. I do understand that Banks need to Investigate for such cases and it take due time, but Sir as experienced in my case user suffer a lot as Bank don't give due priority to such cases and user lingers on from one office to another to get any update on case. I hope strict measure are being taken by State Bank of Pakistan or Ministry of Finance to ensure Banks that anti scamming teams should be made and equipment installed at ATM should be regularly checked and monitored.

Lastly I pray that May ALLAH guide you and your team to work with same dedication and honesty.

Regards,

A handwritten signature in black ink, appearing to be "Muhammad Ahmed Din Malik", written over a thick black horizontal line.

Muhammad Ahmed Din Malik

Date: 16 June 2013

Contact # [REDACTED]

Contact Details

BMP Regional Offices are located at Quetta, Peshawar, Lahore, Rawalpindi, and Multan. However, the complaint-handling process has been centralized at BMP Karachi Office where all complaints are processed.

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
Fax: 021-99217375
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

