



STATE BANK OF PAKISTAN
BANKING POLICY & REGULATIONS DEPARTMENT
I.I. CHUNDRIGAR ROAD
KARACHI

BPRD Circular Letter No.31 of 2008

26TH October, 2008

The Presidents/CEOs
All Banks/DFIs

Dear Sirs/Madam

CUSTOMER FACILITATION CENTRES TO REDUCE
CONCERNS/GRIEVANCES OF DEPOSITORS & BORROWERS

In its endeavour to facilitate the customers of the Banks/DFIs, in addition to the existing helpdesk, it has been decided to facilitate the stakeholders by establishing Customer Facilitation Centres at the Consumer Protection Department and all the sixteen Field Offices of SBP Banking Services Corporation. In order to provide timely assistance/clarification to the customers of Banks/DFIs the Customer Facilitation Centre will operate from 9 am to 8 pm on all working days. Simultaneously the Banks/DFIs would also endeavour to facilitate their customers on priority to address their banking related concerns. The contact details of the Customer Facilitation Centre are given below:

Mr. Mohsin Rasheed
Senior Joint Director
Consumer Protection Department
State Bank of Pakistan
5th floor, SBP Main Building
I.I. Chundrigar Road,
Karachi
Phone No. 021-9212432
Fax No. 021-9212506
Email: mohsin.rasheed@sbp.org.pk

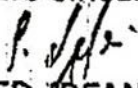
Further lines are being set up to allow customers to call the Consumer Protection Department, details of which will be disseminated to the public shortly.

SBP Banking Services Corporation's field offices are also being advised to position themselves to receive complaints and address grievances of the complainants.

The banks are advised to disseminate the above contact details to their customers for their information.

Please acknowledge receipt.

Yours sincerely,


(SYED IRFAN ALI)
Director