PILLAR 1

Prevalent Regulations				BC & FRF	
S.No.	Circular No.	Circular Name	Original Instruction	Framework Instructions Reference	Original/ Amended Instruction
1	BC & CPD Circular No. 3 of 2016	Conduct Assessment Framework for Banks	Gist	1.3 (1) (a) (iii)	Original
2	BC&CPD Circular No. 05 of 2021	Policy for Financial Inclusion of Persons with Disabilities (PWDs)	Clause 2	1.3 (1) (a) (iv)	Original
3	BC&CPD Circular No. 08 of 2021	Master Circular on Sale of Third Party Products	Clause 2(e)	1.3 (1) (a) (xiii)	Amended

PILLAR 2

Prevalent Regulations				BC&FRF	
S.No.	Circular No.	Circular Name	Original Circular Reference	Framework Instruction Reference	Original/ Amended Instruction
1	BC&CPD Circular No. 02 of 2016	Product Disclosure Requirements	Para 7.7	2.1 (1)	Amended
			Para 6.2	2.3 (5)	Original
			para 5.1	2.4.2 (1)	Amended
			6.3	2.5.1 (1) (d)	Original
2	BPRD Circular No. 10 of 2019	Branchless Banking Regulations for Financial Institutions	Annexure A-6(iii)	2.1(1)	Amended
			Annexure A-6(iv)		
3	PSD Circular No. 05 of 2016	Regulations for Payment Card Security	Para 5	2.1 (1)	Amended
4	BPRD Circular No. 02 of 2010	Issuance of Statement of Accounts (SOA) to Account Holders	Clause (v)	2.1 (3)	Amended
			Clause (iv)	2.5 (1)(b)	Original
			Clause (vi)	2.5 (1) (c)	Original
			Clause ((2)(i,ii)) & 3	2.5.1 (1)(a,b,c)	Amended
			Clause (3)	2.5.1(2)	Amended
			Clause (viii)	2.5.1 (4)	Original
			Clause (viii)	2.5.1 (5)	Amended
5	CPD Circular no.2 of 2015	Guideline for Business Conduct For Banks	Clause (i),(j),(k),(l)&(m) of 3.4.2	2.1 (5)	Amended
			4.22.2	2.2 (2)	Original
			3.4.2	2.3 (1)	Amended
			4.7.1	2.3 (2)	Amended
			4.5.2	2.3 (3)	Amended
			3.2.2	2.3 (4)	Amended
			4.12.2	2.3 (6) (b)	Original

			4.7.2	2.3 (7) (b)	Original
			4.2	2.3 (9)	Original
			3.5.2	2.6 (4)	Amended
			4.24.1	2.6 (5)	Original
6	BC&CPD Circular Letter No. 02 of 2021	Instructions to Further Strengthen Consumer Grievance Handling Mechanism	Clause 3	2.1 (6) (d)	Amended
7	PSP&OD Circular No 01 of 2023	Guidelines for Downtime of Digital Channels/Services	Full Circular	2.1 (7)	Original
8	BPRD Circular No. 06 of 2016	Framework for Branchless Banking Agent Acquisition and Management	Clause 9.6(c)	2.1 (8)	Original
9	PSD Circular No.01 of 2009	Operational Guidelines for Credit Card Business in Pakistan	Clause 1.4 and 1.6	2.2 (3) (e)	Amended
			3.6	2.3 (7) (a)	Amended
			4.1	2.5.2 (1)	Amended
			4.4	2.5.2 (4)	Original
			3.4	2.4.1 (3)	Original
10	PSD Circular No. 03 of 2018	Electronic Fund Transfers Regulations	Clause 10(II)	2.3 (8)	Amended
			8(II)	2.6 (3)	Original
11	BC&CPD Circular No. 02 of 2020	Key Fact Statement for Deposit Products	Clause 1	2.4 (2)	Original
			Clause 3	2.4.2 (2)	Amended
12	CPD Circular No. 03 of 2014	Introduction of Credit Card Summary Box	Para 1	2.4.1 (1,2)	Original
13	PSP&OD Circular No. 04 of 2023	Launch of Raast Person to Merchant (P2M) Service	Para 4(d)	2.6 (2)	Amended
14	PSP&OD Circular Letter No. 01 of 2022	Security of Digital Payments	Para 3&4	2.6 (2)	Amended
15	PSP&OD Circular No 01 of 2024	Customer Notifications for Digital Payments via Mobile Apps	Clause 2(b)	2.6 (2)	Original

PILLAR 3

Prevalent Regulations				BC&FRF	
S.No.	**Circular No.**	**Circular Name**	**Original Circular Reference**	**Framework Instruction Reference**	**Original/ Amended Instruction**
1	BC & CPD Circular No. 2 of 2016	Product Disclosure Requirements	7.1	3.1.1 (4)	Amended
2	CPD Circular No. 2 of 2015	Guidelines of Business Conduct for Banks	4.4.2	3.2.1 (1)	Amended

3	BPRD Circular Letter No. 20 of 2021	Provision of Account Opening for Mentally Disordered Persons AML/CFT/CPF Regulations	Full circular	3.2.1 (2)	Original
3	BPRD Circular No. 5 of 2023	Framework for Freelancers Accounts	6	3.2.1 (3)	Amended
				3.2.1 (5)	
4	BPRD Circular No. 02 of 2021	Customers' Digital Onboarding Framework	10(a)	3.2.1 (5)	Amended
5	PSD Circular No. 01 of 2021	Enhancing Digitization Initiatives in Banks/MFBs	7	3.2.1 (8)	Amended
			5	3.2.2.1 (1)	Original
6	BPD Circular Letter No. 22 of 2005	Dishonoring of Cheques & Stop Payment Instructions	3	3.2.1 (8)	Original
7	PSD Circular Letter No. 02 of 2021 titled	Regulations for Payment Card Security	(iii)	3.2.2 (3)	Amended
8	PSD Circular No. 01 of 2020	Improving Payment Card Acceptance Infrastructure in Pakistan	2(iii)	3.2.2.1 (2)	Original
9	F.E. Circular No. 10 of 2004	Issuance of ATM Cards to Non-Resident Rupee Account Holders- Withdrawal of Reporting Requirement of Form A-7'	Full circular	3.2.2.1 (3)	Original
10	Foreign Exchange Manual (2020)	Chapter 8 of F. E. Manual	7(b)	3.2.2.1 (3)	Amended
11	PSD Circular No. 05 of 2018	Guidelines for White Label ATM Operators	7(a,b,c)	3.2.2.1 (4)	Amended
			5(a)	3.2.2.1 (5)	Original
12	PSD Circular No. 04 of 2016	Prepaid Card Regulations	5 (VIII)	3.2.2.1 (6) (d)	Amended
13	PSD Circular No. 01 of 2009	Operational Guidelines for Credit Card Business in Pakistan	3.6	3.2.2.2 (3)	Amended
			5.6	3.2.2.2 (11)	Amended
			5.2	3.2.3.2 (2) (d)	Original
14	PSD Circular Letter No. 2 of 2018	Credit Card Bill Payment Services	3	3.2.2.2 (9)	Original
15	PSD Circular Letter No. 01 of 2021	Provision of Repayment Facility to Bank Borrowers on Alternate Delivery Channels (ADCs)	3	3.2.2.2 (9)	Amended
16	BPRD Circular No. 13 of 2008	Fair Debt Collection Guidelines	full circular	3.2.3.2 (2)	Amended

17	CPD Circular no. 1 of 2015	Guiding Principles on Fairness of Service Charges	Principle 3	3.2.3.2 (4)	Original
			Principle 7	3.2.4 (1)(f)	
			Principle 4	3.2.4 (1)(g)	
			Principle 1	3.2.4 (3) (b)	Amended
			Examples	3.2.4 (3)(a,c,d)	Original
18	BPRD Circular Letter No. 01 of 2010	Reporting to e-CIB	full circular	3.2.3.2 (5)	Amended
19	BPRD Circular Letter No. 21 of 2008	Discriminating Consumer Finance Practices	full circular	3.2.4 (1) (a)	Amended
20	BPRD Circular Letter No. 27 of 2015	Nomination of Focal Persons for Attending Issues of Discriminatory Practices at Banks/DFIs	3	3.2.4 (1)(a)	Amended
21	BPRD Circular No. 12 of 2011	Service Charges on Account of Handling/Sorting of Cash Deposit or Withdrawal at Counters of Bank Branches	full circular	3.2.4 (1)(b)	Amended
22	BPRD Circular No. 14 of 2006	Recovering Penalty Amount Imposed by State Bank of Pakistan from customers	full circular	3.2.4 (1)(c)	Original
23	EPD Circular Letter No. 20 of 2020	Anti-Money Laundering, Combating the Financing of Terrorism & Countering Proliferation Financing (AML/CFT/CPF) Regulations	11(A)(v)	3.2.4 (1) (e)	Original
24	BPD Circular Letter No. 3 of 2006	Clarification—Levy of Service Charges on Zakat Accounts maintained for Disbursement of Zakat Funds	full circular	3.2.4 (1) (k)	Amended
25	CPD Circular No. 03 of 2013	Submission of Zakat Declaration Form CZ-50'	full circular	3.2.4 (1) (k)	Amended
26	BPRD Circular Letter No. 21 of 2009	Service Charges on the Collection of Fees of Educational Institutions	full circular	3.2.4 (1) (l)	Amended
25	BPRD Circular No. 06 of 2010	Verification of Accounts/Bank	(v)	3.2.4 (1) (m)	Amended

		Statements of Students Applying for Foreign Education			
27	BPRD Circular No. 05 of 2007	Master Circular on Security Standards for Enhancement of Security of the Lockers	2(iv)	3.2.4 (4) (a)	Amended
			2(iv)	3.2.4 (4) (b)	Amended
			2(i)	3.2.4 (4) (d)	original
			2(iii)	3.2.4 (4) (f)	original
28	BPD Circular No. 27 of 2004	Security Standards for Enhancement of Security of The Lockers	2(iii)	3.2.4 (4) (e)	Original
29	BPRD Circular Letter No.18 of 2019	Standard Operating Procedures (SOPs) to Facilitate and Streamline Account Opening Process of Politically Exposed Persons (PEPs)	Full circular	3.2.4 (5)	Original
30	BC & CPD Circular no.8 of 2021	Master Circular on Sale of Third Party Products	4 (b) (iv)	3.2.5.3 (2) (d)	Amended
31	BC & CPD Circular no.8 of 2021	Master Circular on Sale of Third Party Products	full circular	3.2.5	Original
32	BPRD Circular Letter No. 25 of 2009	Collection of Utility Bills Under SOU Motu Case No. 04 Of 2006	2(i)	3.3 (1)	original
33	PSD Circular No. 02 of 2014	Waiver of Inter-Switch Fee / Charges on ATM Transactions for Benazir Income Support Programme (BISP) Cards	full circular	3.3 (2)	Original
34	PSD Circular No. 01 of 2015	Waiver of Inter-Switch Fee / Charges on ATM Transactions for Khidmat Cards	full circular	3.3 (2)	Original
35	BC & CPD Circular No. 05 of 2021	Policy for Financial Inclusion of Persons with Disabilities	full circular	3.3.1	original

PILLAR 4

Prevalent Regulations				BC & FRF	
S.No	**Circular No.**	**Circular Name**	**Original Circular Reference**	**Framework Instructions Reference**	**Original/ Amended Instruction**
1	PSPOD Circular No 01 of 2022	Mobile Applications (Apps) Security Guidelines	7(C) (i)	4.2(2)	Amended
			7(C) (iii)	4.5 (5)	Original
			7(D) (ii)	4.5 (14)	Original
2	BPRD Circular No. 04 of 2023	Measures to Enhance Security of Digital Banking Products and Services	3A(ii)	4.2 (3)	Original
			2(v)	4.3.1 (2)	Original
			3E(ii)	4.3.1 (3)	Original
			3E(vii)	4.3.1 (5)	Original
			3F(iv)	4.3.1 (12)	Original
			3B(v)	4.3.2 (1)	Amended
			3E(iii)	4.3.2 (2)	Amended
			3E(v)	4.3.2 (4)	Original
			3E(iv)	4.3.2 (6)	Amended
			3E(vii)	4.4 (6)	Original
			2 (vii) & (viii)	4.5 (1)	Original
			3D(i)	4.5 (2)	Amended
			2(iv)	4.5 (3)	Original
			3B(i) & (ii)	4.5 (4)	Original
			3(I)(iv)	4.5 (6)	Original
			3A (vi)	4.5 (7)	Original
			3A (viii)	4.5 (8)	Original
			3A(vii)	4.5 (9)	Amended
			3B(x)	4.5 (10)	Original
			3H(iii)	4.5 (12)	Amended
			3A(iii)	4.5 (15)	Original
			4(i)	4.5 (17)	Original
			4(ii)	4.5 (18)	Original
3	CPD Circular No. 2 of 2015	Guidelines of Business Conduct for Banks	4.1.1 & 4.1.3	4.3.1 (1)	Original
			4.1.3	4.3.1 (4)	Amended
4	BPRD Circular No. 06 of 2019	Framework for Risk Management in Outsourcing Arrangements by Financial Institutions	Clause XIII (a)(ix)	4.3.1 (6)	Amended
			Clause XIII (a)(I & ii)	4.3.1 (7)	Original
			VII (c)	4.4 (1)	Original
			1(b)	4.4(2)	Original
			iv(iii)	4.4 (3)	Original
			VII(b)	4.4 (4)	Original
			VII(g)	4.4 (5)	Original
			vii(d)(i)	4.4 (7)	Original
			Clause VI (C(vi))	4.4 (11)	Amended
5			Clause (k ,l)	4.3.1 (8)	Original

6	BC & CPD Circular No. 03 of 2021	Call Center Management	Clause M	4.3.2 (4)	Original
7	PSD Circular No. 1 of 2009	Operational Guidelines for Credit Card Business in Pakistan	Clause 2.7	4.3.1 (9)	Original
8	BPRD Circular No. 10 of 2019	Branchless Banking Regulations for Financial Institutions	Sec 8.2(c) (vi)	4.3.1 (10)	Amended
			Sec 8.2(c) (x)	4.3.2 (3)	Original
9	BPRD Circular No. 08 of 2018	Maintaining Fidelity and Secrecy of Customers' Information	4(iv)	4.3.1 (10)	Original
			4(iii)	4.3.1 (11)	Amended
10	BPRD Circular No. 03 of 2016	Regulations for mobile banking interoperability	9(5)	4.3.2 (5)	Amended
			Part II (4)(14)	4.4 (8)	Original
11	BPRD Circular No. 01 of 2023	Framework on Outsourcing to Cloud Service Providers	P(5)	4.4 (9)	Amended
12	PSD Circular No. 03 of 2014	Rules for Payment System Operators and Payment Service Providers	6 (10) (I)	4.4 (10)	Amended
13	PSD Circular No. 01 of 2019	Regulations for Electronic Money Institutions	19 (I)	4.4 (10)	Amended
			17 (III)	4.4 (12)	
14	PSP&OD Circular No 01 of 2024,	Customer Notifications for Digital Payments via Mobile Apps	Clause 2(b)	4.5 (11)	Amended
15	PSD Circular Letter No. 01 of 2019	Security of Digital Payments	FAQ -Clause (iii)	4.5 (11)	Amended
16	PSD Circular No. 09 of 2018	Security of Digital Payments	Clause (v)	4.5 (13)	Original
			Clause (xvii)	4.5 (19)	Amended
17	BPRD Circular No. 03 of 2014	Fraud Risk Management and Reporting	Clause 7	4.5 (20)	Amended

PILLAR 5

Prevalent Regulations				**BC&FRF**	
S.No	**Circular No.**	**Circular Name**	**Original Circular Reference**	**Framework Instructions Reference**	**Original/ Amended Instruction**
1	BC & CPD Circular No. 1 of 2016	Consumer Grievances Handling Mechanism (CGHM)	1.1	5.1.1.1 (1)	Amended
			1.2	5.1.1.2	Original
			1.9	5.1.1.3 (2)	Original
			1.3	5.1.1.4	Amended
			1.3	5.1.1.4 (3)	Amended
			1.4	5.1.1.5 (3)	Amended

			1.4	5.1.1.5 (4)	Amended
			1.6	5.1.1.5 (5)	Amended
			1.5	5.1.1.5 (6)	Amended
			1.6	5.1.1.5 (6)	Amended
			1.6	5.1.1.5 (7)	Original
			1.8	5.1.1.5 (9)	Original
			1.7	5.1.1.5 (12)	Original
			1.11	5.1.1.6	Original
			1.12	5.1.1.7	Original
			1.13	5.1.1.8	Original
			1.14	5.1.1.9	Original
			1.10	5.1.1.10 (1)	Amended
			1.15	5.1.1.10 (3)	Amended
			1.15	5.1.1.10 (5)	Original
2	PSD Circular No. 05 of 2018	Guidelines for White Label ATM Operators’	Clause 2 (m)	5.1.1.4 (2)	Original
3	BC&CPD Circular Letter No. 02 of 2021	Instructions to Further Strengthen Consumer Grievance Handling Mechanism	Clause (2)	5.1.1.4 (2)	Original
			Clause (4)	5.1.1.5 (3)	Original
			Clause 7	5.1.1.5 (6)	Original
			Clause 5	5.1.1.5 (11)	Original
			Clause 6	5.1.1.9 (1)	Original
			Clause 6	5.1.1.9 (2)	Original
			Clause 9	5.1.1.10 (4)	Original
4	CPD Circular No. 01 of 2023	Launch of Sunwai - A Customer Complaint Management Service by State Bank of Pakistan (SBP)’	Full circular	5.1.1.4 (3)	Amended
5	PSD Circular No.1 of 2009	Operational Guidelines for Credit Card Business in Pakistan	6.4, 6.5, 6.6, 6.8	5.1.1.5 (8) (a,b)	Amended
6	CPD Circular No. 01 of 2012	Compliance of Orders Passed by Banking Mohtasib Pakistan and Governor, State Bank of Pakistan with Respect to Section 82 E (5) Of Banking Companies Ordinance, 1962	Full circular	5.1.1.5 (14)	Amended
7	PSD Circular No.03 of 2018	Electronic Fund Transfers Regulations	Clause 15(1)	5.1.1.7 (1)	Amended
8	PSP&OD Circular No. 03 of 2023	Regulations for Electronic Money Institutions (EMIs)	Clause 20(III)	5.1.2	Original
9	PSD Circular No. 03 of 2014	Rules for Payment System Operators and	Clause 10(5)	5.1.3	Original

		Payment Service Providers'			
10	BPRD Circular Letter No. 27 of 2015	Nomination of Focal Persons for Attending Issues of Discriminatory Practices at Banks/DFIs'	Clause 4	5.2 (1)	Original
11	BPRD Circular Letter No. 18 of 2019	Standard Operating Procedures (SOPs) to Facilitate and Streamline Account Opening Process of Politically Exposed Persons (PEPs)'	Clause ix, x, xi, xii and xiii	5.2 (a,b,c,d,e)	Original
12	BC&CPD Circular No. 03 of 2021	Call Center Management	Full circular	5.3	Original
13	BC&CPD Circular No. 02 of 2021	Collection of Digital Banking Frauds/Attempted Frauds Information through Call Centers	Full circular	5.3.5	Amended
14	BC&CPD Circular Letter No. 03 of 2022	Collection of Digital Banking Frauds/Attempted Frauds Information through Call Centers	Full circular	5.3.5 (2)	Amended
15	BPRD Circular No. 04 of 2023	Measures to Enhance Security of Digital Banking Products and Services	Clause F(i)	5.3.5 (6)	Amended

PILLAR 6

Prevalent Regulations				**BC & FRF**	
S.No	**Circular No.**	**Circular Name**	**Original Circular Reference**	**Framework Instructions Reference**	**Original/ Amended Instruction**
1	BC&CPD Circular No. 08 of 2021	Master Circular on Sale of Third Party Products	8(a)	6.1 (3) (c)	Original
2	BC&CPD Circular No. 05 of 2021	Policy for Financial Inclusion of Persons with Disabilities (PWDs)	1 (vi)	6.2 (2) (j)	Original