

October 26, 2008

## **STATE BANK SETS UP CUSTOMER FACILITATION CENTRES**

The Governor, State Bank of Pakistan, Dr Shamshad Akhtar today announced the establishment of Customer Facilitation Centres at SBP Head Office in Karachi and all the sixteen field offices of SBP Banking Services Corporation with effect from 27<sup>th</sup> October 2008.

These centres have been established with a view to facilitate and provide timely assistance/ clarification to the customers of the banks/DFIs and also to help in addressing the public queries and complaints in an effective and efficient manner.

The customers of the banks/DFIs may approach the Customer Facilitation Centres from 09:00 am to 08:00 pm on all working days. The contact detail of the Customer Facilitation Centre established at the Consumer Protection Department of the State Bank of Pakistan is given below:

**Mr. Mohsin Rasheed**

Senior Joint Director

Consumer Protection Department

**State Bank of Pakistan**

5<sup>th</sup> floor, SBP Main Building

I.I. Chundrigar Road,

**Karachi.**

Phone No. 021-9212432

Fax No. 021-9212506

Email: mohsin.rasheed@sbp.org.pk

Further telephone lines are being set up to allow customers to call the Consumer Protection Department, the 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 have also been advised to disseminate the above contact details to their customers for their information.

These Centres will be in addition to existing electronic helpdesk of SBP (<http://www.sbp.org.pk/cpd/complaints.asp>) where public complaints are already being dealt with.

\*\*\*\*\*\_