

October 11, 2012

SBP BSC SETS UP CUSTOMER FACILITATION CENTRES FOR SMOOTH FUNCTIONING OF ATMs

The State Bank of Pakistan Banking Services Corporation (SBP BSC) has set up Customer Facilitation Centres at all its sixteen field offices to ensure smooth and uninterrupted functioning of Automated Teller Machines (ATMs) of commercial banks throughout the country, especially during Eid-ul-Azha holidays.

These Customer Facilitation Centres, which are operational from 9.00 A.M. to 5.30 P.M. on all working days, will receive complaints from the general public regarding non-functioning of ATMs and make them working within the shortest possible time. These Facilitation Centres will also be operational from 9.00 A.M. to 5.30 P.M. during Eid-ul-Azha holidays.

The members of the general public are advised to lodge their complaints pertaining to the non-functioning of ATMs in their area from 9.00 A.M. to 5.30 P.M. during all working days and Eid-ul Azha holidays at the following SBP BSC field offices:

| Field Office | Name of Contact Person | Designation | Phone No. | Mobile No. |
|-----------------|---------------------------|-------------------------|---|--------------|
| Bahawalpur | Mr. Rehmat Ali Ahsen | Assistant Chief Manager | 062-9255047 | 0321-6801522 |
| D.I.Khan | Mr. Pir Azam Khan | Assistant Chief Manager | 0966-9280037-Ext:107 | 0346-7845275 |
| Faisalabad | Mr. Nadeem Ahmad Tahir | Assistant Chief Manager | 041-9239305 | 0300-7605020 |
| Gujranwala | Mr. Muhammad Mansha | Officer Grad - 1 | 055-9200311 | 0333-4206229 |
| Hyderabad | Mr. Abdul Rehman Sand | Assistant Chief Manager | 022-9200600 | 0300-3055891 |
| Islamabad | Mr. Rizwan Khaleel Shamsi | Assistant Chief Manager | 051-9078208 | 0321-5168810 |
| Karachi | Mr. Muhammad Afzal | Assistant Chief Manager | 021-3245104-5108 | 0321-7983956 |
| Lahore | Mr. Fowad Nadeem | Officer Grad - 3 | 042-99210401-10-Ext: 2277 | 0345-4025989 |
| Multan | Mr. Abdullah Khan, | Assistant Director | 061-9201304 (Dir), 061-9200581-90 Ext-369 | 0300-6335589 |
| Muzaffarabad | Mr. Abdul Haseeb Khan | Cash Officer | 05822-921151Ext-243 | 0347-5039853 |
| North Nazimabad | Mr. Muhammad Tariq | Treasury Officer | 021-36706465 | 0345-2261374 |
| Peshawar | Mr. Noor Muhammad | Officer Grad - 3 | 091-9211976 & 091-9211964-73 Ext.3026 | 0321-2524164 |
| Quetta | Mr. Abdul Malik Achakzai | Assistant Chief Manager | 081-9202029-242 | 0333-7861807 |
| Rawalpindi | Mr. Obaid Ur Rehman | Assistant Director | 051-9270759 | 0321-9800960 |
| Sialkot | Mr. Akmal Javed Khokhar | Assistant Chief Manager | 052-9520350 Ext-218 | 0300-6123867 |
| Sukkur | Mr. Ghulam Hyder | Assistant Chief Manager | 071-9310292 | 0300-3124565 |