



External Relations Department

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SBP takes remedial measures to ensure payments to pensioners and provision of banking service to general public

National Bank of Pakistan today experienced unanticipated technical difficulties in their operating system while catering to extraordinary demand for cash on the occasion of Eid ul Fitr and countrywide monthly pension disbursements. Customers of the bank had to face difficulties in availing banking services at several locations in the country. The State Bank of Pakistan has taken immediate remedial measures with the concerned bank to ensure uninterrupted provision of banking services to the general public, particularly the pensioners. The operations of National Bank have now been restored and it is providing its services to the pensioners.

Further, National Bank of Pakistan has also been instructed to keep all their branches open to make disbursements to the visiting pensioners/customers till late hours. Also, all banks including NBP have been instructed to ensure that all their ATMs remain functional and disburse cash through Eid break

This year, SBP has made elaborate efforts to ensure availability of banking services to the general public. These measures are aimed at providing hassle free financial services to the general public during holy Ramazan, forthcoming Edi-ul-Fitr and the extended holidays. In this regard, SBP has issued special instructions for the opening of all bank branches on Saturdays (2nd and 9th July). Banks were also advised to ensure the uninterrupted availability of ATM machines across the country, and for this purpose State Bank has provided unprecedentedly abundant amount of cash for onward provision to general public through ATMs.



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The ATM sites of commercial banks will be examined by inspectors of State Bank and verification teams of SBP-BSC field offices during the period 1st July 2016 till 10th July 2016 to verify their operational status.