



بینکنگ موحتسب پاکستان Banking Mohtasib Pakistan

PRESS RELEASE

PR No-03/24

August 31, 2024

Wafaqi Mohtasib Pakistan Inaugurates Annual Conference of Banking Mohtasib

The Wafaqi Mohtasib Pakistan, Mr. Ejaz Ahmed Qureshi has said that all the Ombudsmen are working in their respective jurisdictions with a commitment to resolve the grievances of the general public speedily. These remarks were made by Mr. Qureshi while inaugurating the Annual Conference of Banking Mohtasib Pakistan on "Focus on Values in Public Sector Services." "عوامی خدمت کی اعلیٰ اقدار" at a local hotel in Karachi today. All the institutions of Ombudsmen are doing public service by resolving the complainants' grievances.

He lauded the role of Banking Mohtasib Pakistan, Mr. Sirajuddin Aziz for taking the initiative of holding this Conference to share the collective experience of good governance and rule of law, adding that such initiatives are essential for improving the efficiency of an organization.

Speaking about the development and progress of Federal Ombudsman's Office, Mr. Qureshi said that earlier there were only four offices a few years back which have now gone up to 24 Offices in every nook and corner of the country.

Speaking on the occasion, the former Federal Minister, Mr. Javed Jabbar lauded the Banking Mohtasib Pakistan, Mr. Sirajuddin Aziz for the remarkable initiative taken by him to hold the First Ever Conference in which all the officers and staff across Pakistan (BMP Secretariat and Regional Offices) are participating. "This reflects his vision and empathy for the people that the Conference has been held after 19 years of the establishment of the Banking Mohtasib Pakistan Secretariat", he added.



He also emphasized upon the audience to inculcate in their lives the values of respect, integrity, etc. to ameliorate the lot of the people. Mr. Javed Jabbar stressed upon the need for providing financial assistance to women engaged in small and medium enterprises. In this regard he asked the Banking Mohtasib to use his good offices to persuade the State Bank of Pakistan officials as well as high-ups of commercial banks to provide finances to SMEs, particularly to women, on soft terms.

Mr. Javed Jabbar appreciating the role of State Bank of Pakistan for its stability, credibility and performance over the last 77 years and asked other institutions to emulate it. Besides State Bank, the other institution to admire is NADRA for its excellent performance over the years. "NADRA has gained international recognition for its solid data base", he added.

The former Governor, State Bank of Pakistan, Dr. Ishrat Husain in his concluding address to the Conference advised the institution of Banking Mohtasib to be objective, neutral and conduct due diligence without bias while dealing with the complaints. He suggested to the Banking Mohtasib to hold meetings with Pakistan Banks' Association to devise such strategies so as to reduce public complaints against banks.

He also stressed upon the need for training of the personnel of Banking Mohtasib Offices as human resource requires attention for efficient progression of par excellence in today's world of technological development. He added that if Banking Mohtasib Organization adopts best practices in the banking field, it would become the best institution of the country.

Dr. Ishrat Husain also spoke about the reasons for the establishment of Banking Mohtasib Office in 2005 when he was the Governor, State Bank of Pakistan. It may be added here that Dr. Ishrat Husain had inaugurated the Office of Banking Mohtasib in 2005.





Besides the Guest Speakers, Mr. Azhar Hamid, the pioneer and the first Banking Mohtasib also graced the occasion and spoke about his rich experience when he was associated with this forum. Mr. Mansur-ur-Rehman Khan, who had succeeded him as Banking Mohtasib was also very warmly received by the participants to the Conference. Mr. S. Anwar Hyder, Senior Advisor, Wafaqi Mohtasib Secretariat, Regional Office, Karachi alongwith all the officers/ staff of Banking Mohtasib Pakistan had attended the Conference.

Mr. Sirajuddin Aziz, who conceptualized the idea of holding the first ever Conference of Banking Mohtasib Pakistan gave away Souvenirs to all the Guest Speakers and In-house Speakers, besides presenting the welcome and farewell address. Bouquets were also presented to the Guests and In-house Speakers by female employees of Banking Mohtasib Pakistan.

Mr. Farhat Saeed, Senior Advisor successfully implemented the idea of Mr. Sirajuddin Aziz. He also spoke about the aims and objectives of the Conference.

Mr. G.M Abbasi, Director, Islamic Finance Policy Department, State Bank of Pakistan made a presentation on "Islamic Banking" at the day-long Conference while Mr. Nawroz Mohammad Ali, Advisor, Banking Mohtasib Pakistan made a presentation on "Measures to Enhance Security of Digital Banking Products and Services". Mr. Muhammad Aun Abbas, Assistant Director, Banking Mohtasib Pakistan also made a presentation on "Breaking Pakistan's Debts Spiral". All the presentations were followed by an interactive questions and answers sessions.

Ms. Samreen Tanveer, Assistant Director at Banking Mohtasib Pakistan Office conducted the whole proceedings of the Conference in an efficient and effective manner.

