



STATE BANK OF PAKISTAN
CONSUMER PROTECTION DEPARTMENT
I. I. CHUNDRIGAR ROAD
KARACHI

FH
EYA D 12/3

No. CPD/(POD-1)/14575/5971/2015

March 11, 2015

The Presidents / Chief Executives
All Banks / DFIs / MFBs

Dear Sirs/Madam,

**UPLOADING INFORMATION ON THE OFFICIAL WEBSITE REGARDING ESTABLISHMENT OF THE
GRIEVANCE COMMISSIONER CELL IN FEDERAL OMBUDSMAN SECRETARIAT PAKISTAN**

In order to facilitate the Overseas Pakistanis regarding the resolution of their complaints, the Honorable Federal Ombudsman of Pakistan, in terms of Section 7 of the Federal Ombudsman Institutional Reforms Act, 2013, has established the Grievance Commissioner Cell in his Secretariat. In this context, all banks/DFIs/MFBs are required to generate/establish an independent sub-link with new tab on Homepage of their Website titled "Grievance Commissioner Cell for Overseas Pakistanis" for uploading the information regarding the establishment of Grievance Commissioner Cell in Federal Ombudsman Secretariat.

The text for sub-link will be as follows:

"The Honorable Federal Ombudsman of Pakistan, Mr. M. Salman Faruqi NI, has established the Grievance Commissioner Cell for Overseas Pakistanis in Federal Ombudsman Secretariat by appointing Hafiz Ahsaan Ahmad Khokhar Advocate Supreme court of Pakistan, Senior Advisor Law/Registrar as Grievance Commissioner for Overseas Pakistanis under Section (7) of the Federal Ombudsman Institutional Reforms Act, 2013, to address the individual and systematic issues of the Overseas Pakistanis related to the Federal Government Ministries, Departments, Organizations and Agencies.

The detail information for connecting the Secretariat of Federal Ombudsman and Grievance Commissioner Cell is as follows:

- Hafiz Ahsaan Ahmad Khokhar
- Senior Advisor Law/Registrar
- Grievance Commissioner for Overseas Pakistanis
- www.ombudsman.gov.pk
- Hafizahsaan1973@gmail.com, Advisor.hakhokhar@ombudsman.gov.pk
- Land Line Number: 0092-51-9217243
- Fax: 0092-51-9217256
- Mobile Number: 0092-300-8487161
- Federal (Wafaqi Mohtasib) Ombudsman Secretariat, 36-Constitution Avenue, G-5/2 Islamabad, Pakistan"

You are, therefore, advised to comply with these instructions on priority basis.

President & CEO Office

15 MAR 12 11:11

FBL Head Office
Karachi

Yours Truly

(Syed Inshan Ali)
Senior Joint Director