

OTHERS

Q 1 What is the role of the State Bank in the Exit Control List in respect of the borrowers of the banks and other financial institutions?

Ans. The State Bank only forward the names of the delinquent borrowers, recommended by the financial institutions to the Ministry for their inclusion on the ECL. Likewise names of the borrowers, which banks recommend for deletion, are forwarded to the Ministry for necessary action.

Q 2 What step has been taken by State Bank to provide assistance for SME sector?

Ans. State Bank has done away with the directed and subsidized credit. Instead we are now aiming to provide enabling environment to banks to cater to the financing requirements for different sector especially SME sector. We have already drafted the PRs for banks enabling them to evaluate the SME sector and the Consumer Financing. State Bank is also working closely with the Government for capacity building of the SME bank and other banks for financing to these sectors. Once these arrangements are put in place these would ensure flow of more credit to these sectors along with other priority areas.

Q 3 How can we get instant help for getting explanation in respect of various circulars, instructions issued by the banking departments of the State Bank of Pakistan?

Ans. Different departments of the State Bank have started to set up “Help Desk” on our website. The Banking Policy Department has already set up its help desk on the web site at [Link](#) to be pasted which can be accessed for getting clarifications.

Q 4 How can the customers of the bank seek redressal of their grievances against banks?

Ans. Banking Policy Department has already set up a “Complaint Unit” for handling complaint against banks. The aggrieved customers may approach them through mail or using the E-mail-----, and send the documentary evidence through mail for enquiry and redressal.

Q 5 Are offering of high return an indication of good financial health of bank/DFI?

Ans. Not necessarily, Depositors may like to keep in mind that higher return is always associated with higher risk.

Q 6 How I can get new currency notes?

Ans. Under the new organizational set up of the State Bank of Pakistan, an exclusive entity called SBP BSC (Bank) has been set up with offices in sixteen different cities of Pakistan. The matter regarding issuance of currency notes and Prize bonds to general public are dealt with by this entity, and new currency notes are issued subject to availability of stock. However to facilitate the general public new currency notes are also supplied to the banks for distribution to the General public.