

Statement showing the strength of Banking Mohtasib Pakistan Secretariat /Regional Offices

CONTRACTUAL STAFF

S.#	Name	BPS	Designation	Contact Numbers
Karachi				
1	Rasul Bux Phulpoto	21	Secretary	021-99217339
2	Aamer Aziz Saiyid	21	Sr. Legal Advisor - I	021-99217376
3	Farhat Saeed	21	Sr. Advisor	021-99213903
4	Syed Faheemuddin Ahmed	21	Sr. Advisor	021-99213900
5	Anwar A. Chaudhry	21	Sr. Advisor	021-99213907
6	Rafiuddin Junejo	20	Advisor	021-99217304
7	Muhammad Ali Jangda	20	Advisor	021-99217305
8	Shams Qadri	18	Advisor	021-99213901
9	Raja Liaquat Ali	18	Advisor	021-99213335
10	Nazimuddin Siddique	18	Advisor	021-99213335
11	Mushtaq Ahmed	18	Advisor	021-99213335
12	Talat Munir	18	Advisor	021-99213334
13	Shahida Syed	18	Advisor	021-99213334
14	Ubaidullah Jatoi	18	Advisor	021-99213335
15	Farman Ali Fazal Bhai	18	Dy. Director Finance	021-99217377
16	Faisal Rashid	18	Dy. Director Investigation	021-99213334
17	Shahnaz Tariq Sheikh	17	PSO to BMP	021-99213906
18	Syed Subhan Ali Shah	17	Assistant Director-IT	021-99213334-8
19	Kazi Raheel Javed	17	Charge of Dy. Director HR& Admn)	021-99213334-8
20	Muhammad Aun Abbas	17	Assistant Director-Investigation	021-99213334-8
21	Urooj Shafi	17	Assistant Director-HR	021-99213334-8

Annexure A

22	Syed M. Murtaza Naqvi	17	Assistant Director- Investigation	021-99213334-8
23	Shaikh Taha Ahmed	17	Assistant Director- Investigation	021-99213334-8
24	Aamir Ali	17	Assistant Director- Investigation	021-99213334-8
25	Satish Inder Jesrani	17	Assistant Director- Investigation	021-99213334-8
26	Syed Junail Ahmed Zaidi	17	Assistant Director- Investigation	021-99213334-8
27	Imran Ahmed	17	Assistant Director- Investigation	021-99213334-8
28	Sohail Ahmed Babur	17	Assistant Director- Investigation	021-99213334-8
29	Beenish Khan	16	Dy Assistant Director Investigation	021-99213334-8
30	Sajid Hussain Thaheem	16	Complaints	021-99213334-8
31	Nighat Jabeen	16	Reception	021-99213334-8
32	Bibi Zareena	16	Investigation	021-99213334-8
33	Mir Hussain	16	Reception	021-99213334-8
34	Paras Lateef	16	Investigation	021-99213334-8
35	Fahad Haq Nawaz	16	Deputy Assistant Director- Finance	021-99213334-8
36	Shahzad Khan	4	Driver	
37	Islam Uddin	4	Driver	
38	Muhammad Rafiq Shaikh	3	Office Boy	
39	Arshad Masih	3	Office Boy	
40	Muhammad Saleem	3	Office Boy	
41	Waqar Ahmed Rauf	3	Office Boy	
42	Muhammad Shakeel Ahmed Syed	5	Technician / Rider	
43	Shakeel James	4	Sanitary Worker	
44	Muhammad Ameen	3	Office Boy	

Lahore				
45	Khalid Maqsood Ahmed	17	Deputy Director	042- 99210444
46	Tariq Mahmood	17	Assistant Director	042- 99210444
47	Asif Ali	3	Office Boy	

Peshawar				
48	Rehmatullah	/	Consultant	091- 9213438
49	Mehboob Azam Khan	17	Assistant Director-Investigation	091- 9213438
50	Ishrat Khan	3	Office Boy	

Quetta				
51	Abdul Khaliq Nagi	17	Manager	081- 9203144
52	Ejaz Ahmed	17	Assistant Director	081- 9203144
53	Faiz Ul Rasool	3	Office Boy	

Rawalpindi				
54	Saleem Ahktar	21	Sr. Legal Advisor - II	051-9273254
55	Muhammad Khalid Farooq	17	Deputy Director	051- 9273252
56	Rana Nayyar Mehmood	17	Assistant Director	051- 9273252
57	Yasir Aziz	3	Office Boy	
58	Usman Khan	4	Driver	

Multan				
59	Muhammad Shafaqat Ali	/	Consultant	061- 920148
60	Zain Ul Abdin	1	Office Boy	

Statement showing the strength of Banking Mohtasib Pakistan Secretariat /Regional Offices

Regular Staff

S.#	Name	Present Appointment	BPS	Contact Numbers
1	ANISUL HASSNAIN	Banking Mohtasib	23	021-99217796
2	Mr. Asim Waheed	Dy. Director IT	18	021-99213334-8
3	Mr. Shahan Sheikh	Dy. Director Protocol	18	021-99213334-8
4	Ms. Samreen Tejani	Assistant Director	17	021-99213334-8
5	Mr. Muhammad Imran	Deputy Assistant Director	16	021-99213334-8
6	Ms. Afshan Inam	Deputy Assistant Director	16	021-99213334-8
7	Ms. Naseema Yousuf	Deputy Assistant Director	16	021-99213334-8
8	Mr. Maqsood Ahmed	Deputy Assistant Director	16	042- 99210444



• Job Description

Job purpose

Job title	<i>Secretary</i>	Reports to	<i>Banking Mohtasib</i>
Unit	<i>Unit 1</i>	Function	<i>Administration</i>

Duties and Responsibilities

To assist BMP in the discharge of the official assignment as Chief Executive and Principal Accounting Officer-Banking Mohtasib Pakistan.



Banking Mohtasib Pakistan

Job Description

Job purpose

Job title	<i>Senior Advisor</i>	Reports to	<i>Banking Mohtasib</i>
Unit	<i>Unit 2,3,4</i>	Function	<i>Investigation</i>

Duties and Responsibilities

- To assist Banking Mohtasib Pakistan in connection with the functions of the office of BM prescribed by law or as the BM may at any time or from time to time direct



Banking Mohtasib Pakistan

Job Description

Job purpose

Job title	<i>Advisor</i>	Reports to	<i>Senior Advisor</i>
Unit	<i>Unit 2,3,4</i>	Function	<i>Investigation</i>

Duties and Responsibilities

To assist Senior Advisor/BMP in resolution of the complaints received within the allocated area of Jurisdiction. To assist BMP in the course of hearing being conducted by the Banking Mohtasib Pakistan.



Job Description

Job title	<i>Dy. Director Legal</i>	Reports to	<i>Sr. Advisor-Legal</i>
Unit	<i>1</i>	Function	<i>Legal</i>

Job purpose

To examine cases/complaints and representations received from President House Islamabad.

Duties and responsibilities

- To assist Sr. Advisor in analyzing and scrutinizing complaints and documents.
- To provide legal assistance through Senior Legal Advisor as and when required by all units of BMP Secretariat.
- To assist Senior Legal Advisor in vetting and drafting letters/correspondence/orders received from advisors/ senior advisors/BM.
- To check and confirm whether any violation has occurred and make sure that all legal requirements have been followed.
- To review and research any new product launched by the banks, i.e Banc assurance, cybercrimes, skimming etc and issues arising there off.
- To consult the concerned Advisor/ Senior Advisor/ Legal Advisor for concluding the case.
- To prepare files, attest and send response on the representations to the President's Secretariat with complete record after getting approval from Senior Legal Advisor.
- To attend and participate in hearings as and when required.
- To maintain record of representations and orders received from the President House.
- To maintain record of the pending cases in the Courts.
- To represent BMP in the courts.
- Any other duty assigned by Senior Advisor Legal or BM.

Key Performance Indicators

- Timely submission of response on the cases referred by various units
- Timely preparation and submission of response on the representations received from President House Islamabad
- Number of cases concluded on time
- Legal Analysis Capacity
- Observance of Rules and Regulations while responding to the representations received from BMP units and President House.



Job Description

Job title	<i>Assistant Director Investigation</i>	Reports to	<i>Advisor/Senior Advisor</i>
Unit	<i>2,3,4</i>	Function	<i>Complaints</i>

Job purpose

To assist in the Core function of the Organization.

Duties and responsibilities

- To scrutinize and indicate short comings of mandatory requirements if any, in miscellaneous complaints.
- To sign and issue acknowledgement letters to the complainants and also ensure acknowledgement of the complaint telephonically with record thereof.
- To submit draft letters to the concerned Advisor/ Senior Advisor for getting the mandatory requirements fulfilled by the complainants.
- To guide/educate complainants in filing complaints and help/assist them on completing legal mandatory requirements by issuing standard letters with the approval of Sr. Advisor/Advisor.
- To record and indicate cases to concerned Sr.Advisor/Advisor if no compliance is received within the notice period of 15 days.
- To sign and issue reminder letters after seeking approval from the concerned Sr. Advisor/Advisor/BMP.
- To conduct preliminary examination of the complaint and if deficient then obtain necessary documents/testimony from the parties in dispute after seeking approval from Sr. Advisor/Advisor.
- Sign routine stock letters.
- To prepare and forward the summary to the concerned Advisor/ Senior Advisor and enter in BOCTS.
- To consult the concerned Advisor/ Senior Advisors / Legal Advisors for concluding the investigation after review and evaluation of evidence.
- To synthesize data into a professional report with the recommendations/suggestions.
- To prepare and submit hearing notices to concerned Advisors.
- Any other duty assigned by Advisor / Senior Advisor or BMP.

Job Description

Job title	<i>Dy. Director Human Resource & Administration</i>	Reports to	<i>Secretary BMP</i>
Unit	<i>I (Sub unit HR & Administration)</i>	Function	<i>HR & Administration</i>

Job purpose

The HR & Administration Unit is headed by the Dy. Director HR & Administration who has the overall supervisory responsibility of the Unit reporting directly to the Secretary BMP.

Duties and responsibilities

- To supervise all matters related to Human Resource (HR) management and administration of the Secretariat.
- To supervise the process of recruitment, appointments, promotions, transfers, postings, leave, and all matters related to Human Resources.
- To ensure application of HR policies and update the same in the light of prescribed rules, regulations and Federal Government laws as applicable to the BMP Secretariat.
- To undertake all necessary communication with relevant BMP Units/Agencies related to HR & Administration.
- To ensure effective working of the Administration wing and its operations related to office, machinery, procurement & purchase, maintenance and repair of durable goods.
- To ensure smooth functioning of all utilities.
- Any other duty assigned by Secretary or BMP.

Key Performance Indicators

- Time taken in the process of recruitment as and when required.
- Overall responsible whether rules are followed and Office Decorum is maintained.
- Up-to-Date Employee Record.
- Efficient management of Office Supplies.
- Improvement initiatives undertaken and implemented.
- Demonstrate effective communication skills.
- Overall conduct, including perseverance, devotion, cooperation, trustworthiness, and integrity.

Job Description

Job title	<i>Dy. Director Protocol</i>	Reports to	<i>Secretary</i>
Unit	<i>I(Sub Unit HR & Admin)</i>	Function	<i>Protocol</i>

Job purpose

To perform protocol duties for BM/Secretary/Sr. Advisors.

Duties and responsibilities

- To manage travel arrangements, visa, passport services tickets and hotel bookings for BM and Sr. officers.
- To perform protocol duties at the airport for BMP Secretariat senior officers.
- To remain up to date with travelling rules, visa policies for domestic as well as international visits of BM/Officers of BMP Secretariat.
- Any other duty assigned by the Secretary or BM.

Key Performance Indicators

- Timely arrangements for travels, accommodations etc.
- Knowledge of travelling rules, visa policies, information about travelling updates domestically and internationally.
- Overall conduct, including devotion to duty, integrity, and discipline.

Job Description

Job title	<i>Assistant Director Administration</i>	Reports to	<i>Secretary/ Dy. Director HR & Administration</i>
Unit	<i>I(Sub unit HR & Administration)</i>	Function	<i>Administration</i>

Job purpose

Assist Dy. Director HR & Administration in effective maintenance of the BMP Secretariat.

Duties and responsibilities

- To ensure smooth running of the office.
- To coordinate with finance Unit for procurement and purchase of required items.
- To procure articles as per PPRA rules.
- To receive articles and check quality/quantity in accordance with purchase orders.
- To manage printing of office stationery.
- To ensure proper maintenance of all vehicles & its logbooks.
- To check and verify in all respect financial bills before submitting for approval.
- To maintain proper record of petrol consumption bills.
- To coordinate with the management of Shaheen Complex for work related to the Secretariat.
- To ensure proper maintenance of the kitchen.
- Any other duty assigned by Secretary or Dy. Director HR & Administration.

Key Performance Indicators

- Ensure availability of all necessary items in the office.
- Ensure smooth functioning of administrative matters.
- Resolve problems related to Secretariat administration arising on day to day basis.
- Overall conduct, including perseverance, devotion, cooperation, trustworthiness, and integrity.
- Show effective communication skills, both verbal and written.

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Job Description

Job title	<i>Deputy Assistant Director Human Resources</i>	Reports to	<i>Dy. Director HR & Admin/Assistant Director Human Resource</i>
Unit	<i>1 (Sub Unit HR & Admin)</i>	Function	<i>Human Resources</i>

Job purpose

To assist Dy. Director Human Resource and Administration and Assistant Director HR in maintaining effective Human Resource System of BMP Secretariat.

Duties and responsibilities

- To maintain personal files of all the employees of the BMP.
- To process leave applications and maintain record.
- To check and maintain attendance record.
- To prepare monthly attendance report and salary deduction on excess leave.
- Any other duty assigned by Dy. Director HR & Admin or Assistant Director HR.

Key Performance Indicators

- Up-to-date maintenance of Files
- Proper maintenance of leave record of all employees
- Communication Skills
- Overall Behavior and Conduct

Job Description

Job title	<i>Deputy Assistant Director Registration</i>	Reports to	<i>Dy. Director HR & Admin.</i>
Unit	<i>I(Sub Unit HR & Admin)</i>	Function	<i>Administration</i>

Job purpose

Registration of all incoming complaints received in the BMP Secretariat.

Duties and responsibilities

- Handling of received complaints received through SBP, emails, by hand or courier service
- Recording the complaint in the Register /System and allotting an identification number.
- Region wise distribution of complaints to concerned Sr. Advisors.
- Provision of closed complaints whenever required by Investigations Officers.
- Marking closure of the Complaints in system.
- Formal Complaint registered into the Computerized Software i.e. BOCTS
- Scrutiny of the complaints ensuring mandatory legal requirements are in place.
- Entering the complaints into the system region and unit wise.
- Any other duty assigned by the Management.

Key Performance Indicators

- Proper and timely registration of Complaints.
- Timely distribution of complaints to concerned officers.
- Overall conduct, including perseverance, devotion, and cooperation.

Job Description

Job title	Dy. Director Finance	Reports to	Secretary BMP
Unit	1 (Sub Unit Finance)	Function	Finance

Job purpose

Overall responsible for the financial activities of the BMP Secretariat, to maintain Cashbook, prepare budget, reconcile expenditure and assets, maintain payroll.

Duties and responsibilities

- To prepare budget estimates and submit to finance division through Ministry of Law and Justice after the approval of Competent Authority.
- To prepare computerized cashbook as per Govt. format.
- To reconcile monthly expenditure statement.
- Payroll management as per the governing document.
- To determine tax liability of staff & vendors, annual tax certificates to BMP/staffs & vendors for their tax returns.
- To withdraw cash from SBP to meet petty expenses and make payments relating to contingencies.
- Asset management and recording as per relevant law.
- Maintenance of Audit as required for the Government Audit.
- To interact with Ministry of Law and Justice and AGPR-KHI regarding budgetary issues.
- To evaluate annual depreciation on fixed assets.
- To scrutinize bills for expenses incurred at Regional offices Lahore, Rawalpindi, Quetta, Peshawar, & Multan.
- To evaluate all tender documents regarding purchase of physical assets.
- Responsible for overall financial issues.
- Any other duty assigned by BM or Secretary.

Key Performance Indicators

- Accurate budget estimates
- Knowledge of governing accounting law/standards.
- Analytical skills
- Time Management
- Overall Conduct with fellow workers
- Communication Skills
- Problem resolution skills



Job Description

Job title	<i>Assistant Director Finance</i>	Reports to	<i>Dy. Director Finance/Secretary</i>
Unit	<i>1(Sub Unit Finance)</i>	Function	<i>Finance</i>

Job purpose

To maintain Cashbook, prepare budget, reconcile expenditure and assets, maintain payroll.

Duties and responsibilities

- To assist Dy. Director Finance in performing his duties.
- To examine / prepare vouchers, bills for submission to AGPR.
- To prepare reconciliation statements.
- To prepare monthly statement of petty cash.
- To prepare salary bills and verify stock sheets.
- To process payments against purchase / work orders for approval.
- To assist in the budget processing.
- To maintain record of fixed assets
- To coordinate with regional offices with regard to procurement, purchase and petty cash.
- To make payments to the vendors against purchases after verification of quantity and quality of goods purchased.
- To prepare all statistical information (summaries of Individual heads of account expenses) for onward submission to Ministry of Law and Justice.
- To prepare spreadsheets & analyzing accounting ledgers.
- Any other duty assigned by Dy. Director Finance or Secretary.

Key Performance Indicators

- Time Management
- Accuracy of transactions /payments
- Timely actions on:
 - To close the books and sign off the month
 - To close the books and sign off the year
 - To process invoices
 - To process transaction /payment
- Time spent correcting documents or input data per week
- Payroll processing
- Financial reports submitted
- Travel expense accounts processed

Job Description

Job title	<i>Deputy Assistant Director Finance</i>	Reports to	<i>Dy. Director Finance/ Assistant Director Finance</i>
Unit	<i>1 (Sub Unit Finance)</i>	Function	<i>Finance</i>

Job purpose

To assist Dy. Director Finance and Assistant Director Finance in assigned tasks in carrying out financial activities

Duties and responsibilities

- To prepare and submit salary, utilities, and procurement bills to AGPR.
- To collect salary from AGPR
- To distribute salary slips amongst all officers/officials
- Any other duty assigned by Dy. Director Finance or Assistant Director Finance.

Key Performance Skills

- Number Skills: Calculation skills
- Over all functioning of assigned tasks:
- Number of corrections after closing
- Financial reports submitted on time
- Tasks finalized on time
- Familiarity with Organizational Rules
- Attitude and Behavior
- Communication Skills

Job Description

Job title	<i>Dy. Director Information Technology</i>	Reports to	<i>Secretary BMP</i>
Unit	<i>1(Sub Unit I.T)</i>	Function	<i>Information Technology</i>

Job purpose

Responsible for the management of Information Technology platform and infrastructure of the BMP Secretariat.

Duties and responsibilities

- To assess and plan the needs, requirements and future direction for Information Technology platform of the BMP Secretariat.
- To prepare the annual Information Technology budget considering the strategic direction of the institution and propose the same for review by the Secretary.
- Ensure smooth functioning of Information Technology platform with minimum down time and outage.
- To monitor new updates in Information Technology equipment as per organizational requirements.
- To facilitate working and ensure appropriate networking among all the units.
- To maintain updated vendor list for procurement, purchase, repair and maintenance of IT System.
- To establish strategies for risk mitigation and contingency planning, and develop and maintain the disaster recovery plan, ensure advance encryption process.
- Propose appropriate system enhancement to improve BOCS effectiveness as required and liaise with the users and vendors for timely implementation.
- Ensure confidentiality of the data by applying appropriate Information Security processes and guidelines.
- Perform any other duty assigned by the Secretary.

Key Performance Indicators

- Risk mitigation and Contingent Plans are in place.
- Disaster Recovery Plans are in place.
- Overall functioning of IT throughout the year with effective management of down time and outage.
- Accuracy of estimated IT budget versus the actual annual budget.
- Familiarity with the organizational rules.
- Show positive attitude and behavior, and cooperation with units.
- Effective communication skills, both verbal and written.

Job Description

Job title	<i>Assistant Director Information Technology</i>	Reports to	<i>Secretary/Dy. Director IT</i>
Unit	<i>1 (Sub Unit Information Technology)</i>	Function	<i>Information Technology</i>

Job purpose

Responsible for the Information Technology of the BMP

Duties and responsibilities

- To assist and help Dy. Director Information Technology in routine tasks.
- To administer LAN/WAN, HP Pro Liant BLc 460c Servers, HP Switches, Windows 2012 R2 active directory, desktop OS MS Windows 8.1. Remote connectivity solutions, administration of Microsoft Exchange 2013, and Fortinet Firewall.
- To provide PC support- troubleshooting and resolve problems on all desktop and server hardware and software including MS Office 2013 as required.
- To configure and install PCs with standard hardware/software configurations.
- To provide client and vendor system support and up-grade.
- To monitor network infrastructure connectivity as required.
- To maintain data backup to ensure service integrity.
- To monitor availability of LAN and WAN connections.
- To maintain detailed documentation of all system, hardware and software configurations.
- To control and update virus scan software and security patches.
- To monitor network infrastructure utilization, upgrades and installation of Windows Server Update Services.
- To carry out periodic physical inventory of hardware/software.
- Any other duty assigned by Dy. Director Information Technology or Secretary.

Key Performance Indicators

- Risk mitigation and Contingent Plans in place
- Disaster Recovery Plans in place
- Overall functioning of Information Technology throughout the year
- Accuracy of estimated IT budget versus actual budget
- Availability of IT equipment as and when required
- Familiarity with Organizational Rules
- Attitude and Behavior
- Communication Skills

REMUNERATION AND PACKAGE DETAILS

S #	NAME	BPS	Basic Pay	Personal Pay	Convey Allowance	Medical Allowance	House Rent Allowance	Sup. Jud. Off. Allowance	Adhoc Relif All. 2016	Adhoc Relif All. 2017	Staff Pay	Gross Pay (Total Amount)
REGULAR STAFF												
1	ANISUL HASSNAIN - BM	23	754,432			52,102	65,000	296,477			4,000	1,172,011
2	Asim Waheed	18	95,750	8,610	5,000	5,908			8,469	10,436		134,173
3	Shahan Sheikh	18	55,570		5,000	2,595			4,389	5,557		73,111
4	Samreen Tejani	17	51,070		5,000	2,124			3,509	5,107		66,810
5	Muhammad Imran	16	24,990		5,000	1,250			1,972	2,499		35,711
6	Naseema Yousuf	16	24,990		5,000	1,250			1,972	2,499		35,711
7	Afshan Inam	16	24,990		5,000	1,250			1,972	2,499		35,711
8	Maqsood Ahmad	16	24,990		5,000	1,250			1,972	2,499		35,711
CONTRACT STAFF												
9	AAMER AZIZ SAIYID	21	260,000						26,000	26,000		312,000
10	FARHAT SAEED	21	260,000						26,000	26,000		312,000
11	SYED FAHEEMUDDIN AHMED	21	260,000						26,000	26,000		312,000
12	ANWER ALI CHAUDHRY	21	220,000						22,000	22,000		264,000
13	SALEEM AKHTAR	21	200,000						20,000	20,000		240,000
14	Rasul Bukhsh Phulpoto	21	125,000						12,500	12,500		150,000
15	Rafiuddin Junejo	20	125,000						12,500	12,500		150,000
16	Muhammad Ali Jangda	20	125,000						12,500	12,500		150,000
17	Shams Qadri	18	140,000						14,000	14,000		168,000
18	Raja Liaquat Ali	18	105,000						10,500	10,500		126,000
19	Nazimuddin Siddiqui	18	105,000						10,500	10,500		126,000
20	Mushtaq Ahmed	18	100,000						10,000	10,000		120,000
21	Ubaid Ullah Jatoi	18	100,000						10,000	10,000		120,000
22	Shahida Syed	18	100,000						10,000	10,000		120,000
23	Talat Munir	18	100,000						10,000	10,000		120,000
24	Farman Ali Fazal Bhai	18	140,000						14,000	14,000		168,000
25	Faisal Rashid	18	60,000						6,000	6,000		72,000
26	Shahnaz Tariq Sheikh	18	85,000						8,500	8,500		102,000
27	Syed Muhammad Murtaza Naqvi	17	70,000						7,000	7,000		84,000
28	Syed Subhan Ali Shah Rizvi	17	55,000						5,500	5,500		66,000
29	Aamir Ali	17	52,273						4,500	5,227		62,000

Annexure - C

Process Flow Chart for Handling Complaints

Complaint handing process at this Institution is illustrated as under:

Complaint Flow Chart

