



An ISO 9001 : 2015 Certified Company

A Company Set Up Under Section 42 of the Companies Act, 2017

REPORTING UNDER CONSUMER GRIEVANCE HANDLING MECHANISM (CGHM)

DATE: APRIL 19, 2019 | LAST DATE OF REGISTRATION: APRIL 17, 2019
CITY: IBP, KARACHI | FACILITATOR: MS. SUNDUS SALEEM

FEE: PKR 12,500/- per participant
TIMINGS: 9 AM - 5 PM

OVERVIEW

Internal complaints handling function of banks serves as the first line of possible relief for any aggrieved customer. Robust in-house resolution of complaints procedures improves customer relationships, increases trust in the banking system and reduces the cost of adjudication. Thus, accessible, affordable, fair and efficient grievance handling in banks is prerequisite for an effective Financial Consumer Protection regime.

Accordingly, SBP revamped its complaint handling instructions vide Consumer Grievance Handling Mechanism (CGHM). One of the unique features of the CGHM is regulatory reporting to State Bank of Pakistan on a given template for the first time ever. The data on complaints is of prime importance to SBP since it is enhancing its conduct supervisory regime by focusing on core supervisory functions.

In order to further enhance the coverage and effectiveness of the regulatory template under CGHM, the same is under a possible review. Accordingly, this session is designed to conduct a mapping/filtering exercise with the banks to enhance efficacy of the template.

COURSE CONTENTS

The session will briefly cover salient features of CGHM with special focus on group based mapping and filtering exercise of the regulatory template.

WHO SHOULD ATTEND?

The session focuses on bank officers responsible for FTC, CAF and CGHM. It is also very relevant to compliance function enabling them to understand the vitality of the return under CGHM.

FACILITATOR

Ms. Sundus Saleem
Joint Director BC & CPD – State Bank of Pakistan

Ms. Sundus Saleem is affiliated with BC & CPD at State Bank of Pakistan for past 9 years. She is serving as Joint Director and has been one of the key contributors to financial consumer protection and market conduct instructions for the banking industry like diagnostic review on the banking industry's service practices, Fair Treatment of Customers (FTC) Framework and Conduct Assessment Framework (CAF). Besides, she has been conducting industry engagement sessions for bankers from State Bank of Pakistan's forum as well and is associated with Institute of Bankers Pakistan (IBP) for banking conduct related trainings. Ms. Saleem is a gold medalist in Master of Business Administration from Shaheed Zulfikar Ali Bhutto Institute of Business & Technology (SZABIST).

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