

Annual Report

March 2011 to March 2012

ENGLISH VERSION

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SUPERVISOR

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CHIEF EDITOR

Swapan Kumar Roy

Deputy General Manager

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Deputy Director

Abdur Razzak

Assistant Director

Muhammad Jahangir Alam

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Customers' Interests Protection Centre

Foreign Exchange Inspection & Vigilance Department

Preface

The matter of protecting the interests of the customers and depositors of banks bears a great importance to Bangladesh Bank, the central bank of the country. In the current times the expectation of the people of the banking sector is also increasing tremendously. As an attempt to fulfill this expectation and to make the banking sector more customer-friendly a "Help Desk" was launched under Foreign Exchange Inspection & Vigilance Department in the head office of Bangladesh Bank in March, 2011. Subsequently its name was changed to "Customers' Interests Protection Centre" (CIPC). The objectives of CIPC are to protect the interests of the customers and depositors, to safeguard the customers from being harassed in getting services from banks, to strengthen the public confidence and reliability on banks by standardizing the quality of services, to brighten the image of banks, to consolidate the banks-customers relationship and, above all, to ensure efficient and better services. "Customers' Interests Protection Centre", within this only one year, has shown a remarkable success in its achievement of goals and objectives. That CIPC is going to publish an annual report (2011-2012), prepared on the basis of its one year's activities, is undoubtedly a praiseworthy effort. I think, the success of CIPC will be well sustained and its periphery of activities will be extended more in future. I also hope, in near future this centre will be established as an emblem of trust and confidence to the ever increasing clients and customers of the banks and financial institutions of Bangladesh. I believe, this enterprise will be able to play an associating role like an ombudsman in the banking sector.

"Customers' Interests Protection Centre" will render proper services in protecting the interests of each service-seeking client & customer and it will act as a beneficial and associating force to the banks and financial institutions in standardizing banking service in Bangladesh- is my expectation. My heartiest felicitations to all concerned officials of this centre.

Dr. Atiur Rahman
Governor
Bangladesh Bank

Executive Summary

The honorable Governor of Bangladesh Bank, vide an order on 16-03-2011, at first established 'Help Desk' under Foreign Exchange Inspection & Vigilance Department, Head Office, Bangladesh Bank to ensure hassle free smooth banking services for innumerable clients of both home and abroad and to uphold the standard of services of our banks at international level. Later, the Governor, vide an order, dated 05/09/2011, changed the name of Help Desk into "Customers' Interests protection Center" abbreviated as CIPC where 03(three) Deputy Directors and 07(seven) Assistant Directors are working under the direct supervision of a DGM. Besides, to cover the people of all areas of the country "CIPC" is working in 09 (nine) branch offices of Bangladesh Bank and "Complaint Cells" have also been set up in all the Head Offices and Regional Offices of the scheduled banks and Non-bank Financial Institutions. CIPC receives complaints from the complainants through phone, fax, SMS, websites, mail/email and gives replies to the queries of the people of home and abroad during the office hours round the week except weekly and government holidays. For this purpose a short code "16236" has been introduced and the number is being circulated periodically in the electronic and the print media. Within this one year only CIPC has undoubtedly proved its worth by successfully achieving the goals, it has been established for. There is no denying of the fact that the Center has been able to fulfill, at least partially, the desired need of banking services of the people by solving more than 2,000 complex problems and answering thousands of queries. This Center tries to solve the problems within 03 (three) working days by analyzing the information gathered through telephone or e-mail. If the case is a more complex one, it gathers required information through onsite inspection conducted by the Vigilance Division. In a country like ours where the banking system is beset with innumerable problems, it is not important how many complaints are resolved, rather the importance lies in its being successful in reaching the message to the people of every corner of the country that now there is, at least, a place to get solution of the unnecessary harassment in getting banking services. Public awareness has been developed from the publicity of the activities of CIPC in different mass media. Now people hold a positive attitude towards CIPC for its quick problem solving trend. So, to honor the belief and expectation of the people CIPC will continue its endeavor to develop the standard of banking services of the country to international level.

Table of contents

Serial No.	Subject	Page no.
01	Introduction	01
02	Working procedure	01
03	Medium and timing of receiving complaints	02
04	Logistics	02
05	Answering to Questions	03
06	Publicity	03
07	Activities of "Customers' Interests Protection Centre " at Bangladesh Bank, Head Office, Dhaka	04
08	Category-wise complaints	05
09	Area-based Complaints	05
10	Statistics of Bank group-wise complaints	06
11	Statistics of Bank-wise written complaints	07
12	Statistics of complaints received by the branch offices of Bangladesh Bank	08
13	Some examples of success stories	10
14	Thank Letters received from home and abroad	14
15	Conclusion	16

1. Introduction:

In the modern world, bank is not only a profit making institution but also an organization for providing financial services to the people. So, the matter of customer service is considered as the prime factor in banking industry. As the supervising and controlling authority of banks and financial institutions of the country Bangladesh Bank has kept a keen eye on the standardization of customer service along with maintaining stability in the financial market. With a view to ensuring hassle free smooth banking service for innumerable clients of both home and abroad and to uphold the standard of services of our banks at international level honorable Governor, vide an order on 16-03-2011, at first established 'Help Desk' under Foreign Exchange Inspection & Vigilance Department, Head Office, Bangladesh Bank. 'Help Desk' starts its activities with 02(two) Assistant Directors and its work force is increased to 4(four) in June 2011 when a DGM is also posted here as the head of it. Later, the name of Help Desk is changed into "Customers' Interests protection Center" abbreviated as CIPC vide an order of the Governor, dated 05/09/2011. At present 3(three) Deputy Directors and 07(seven) Assistant Directors are working in the CIPC under the direct supervision of a DGM during the office hours to give replies to the queries of the people and also to act upon the complaints of the banks' customers.

2. Working procedure:

The activities of CIPC have been designed in a way to accomplish the tasks quickly and easily. The customers of the banks and the financial institutions, having been within the framework of banking rules and regulations, may now lodge their complaints to the CIPC, at Bangladesh Bank Head Office if they face any harassment in getting services from banks and financial institutions. Besides, "Complaint Cells" have also been set up in all the Head Offices and Regional Offices of the scheduled banks and Non-bank Financial Institutions. CIPC is established in the branch offices of Bangladesh Bank too. Complainants can lodge their complaints to their nearest regional offices of the banks or NBFIs. Again they can also put the issue to the nearest branch office of Bangladesh bank. If the branches cannot solve the issue, they may send it to the CIPC in Bangladesh Bank's Head office. Regional Offices of the banks and NBFIs send quarterly statements to their Head Office a copy of which is sent to the CIPC of the nearest branch of Bangladesh Bank. Complaint Cells in the banks' head offices compile and consolidate the statements, received from their regional offices and then send the consolidated quarterly statements to the CIPC in Bangladesh Bank's Head office, Dhaka. Similarly, Bangladesh Bank's branch offices also prepare monthly statements incorporating the total number of received complaints, resolved cases and the unresolved cases and send it to the CIPC of its Head Office, Dhaka. In this way CIPC is monitoring the complaints of the customers across the country. At the same time, CIPC in Bangladesh Bank Head Office, Dhaka directly receives complaints against banks or NBFIs and takes quick initiative to resolve those either by communicating with the banks/NBFIs or by conducting inquiry in the concerned institutions.

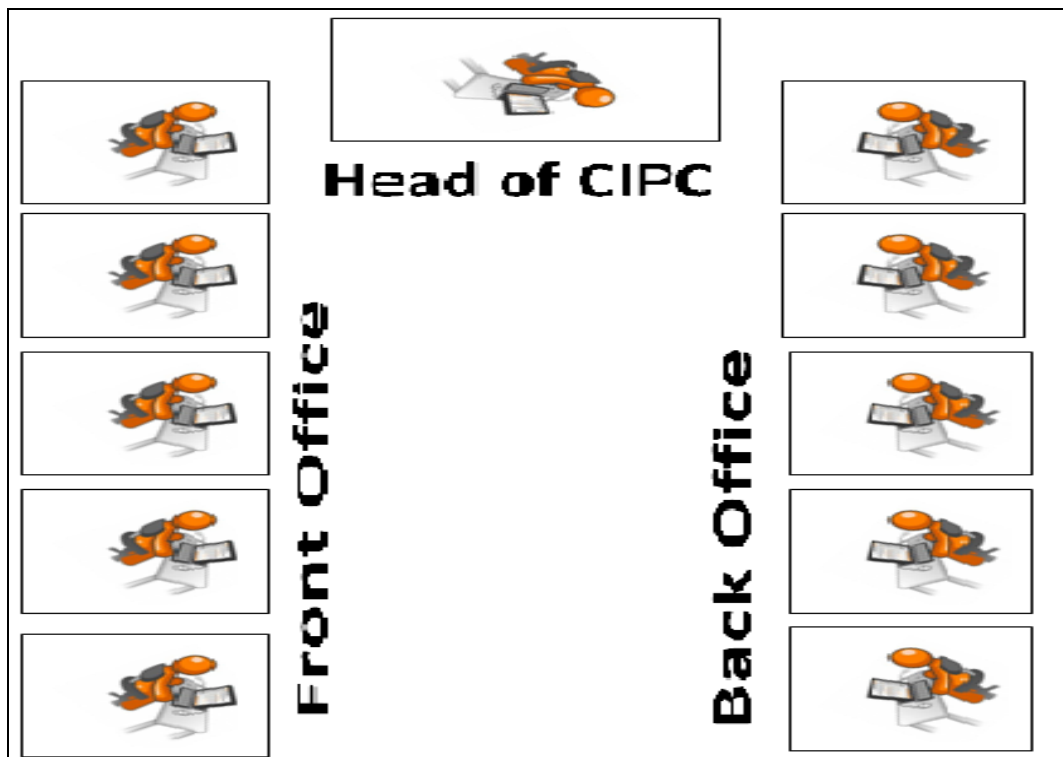
3. Medium and timing of receiving complaints:

CIPC receives complaints from the complainants through phone, fax, SMS, websites, mail/email, round the week except weekly and government holidays during the office hours. The Center also receives complaints directly from the complainants.

4. Logistics

The CIPC is equipped with required logistics so that the complainants from home and abroad can easily communicate with the CIPC and lodge their complaints to the centre quickly. Every desk of the center has been provided with a desktop computer with internet connection. The center has got a fax machine too. Moreover, the center has been allocated a short code (Hot line) “16236” from BTRC which is open for all. This short code is connected with 5(five) T&T direct lines in auto-hunting system. As a result, anyone can easily communicate with the Center through this short code. It’s a remarkable advancement in providing services to the financial service seeking people and safeguarding their interest. Under this system there is a scope to expand this telephone/call based service more in future. It is expected that the Center will be able to provide more satisfaction with increased logistic support in the near future.

Diagram of Logistic Support:



5. Answering to Questions:

The activities of CIPC are not only limited to receiving complaints from the people but it also covers answering the customers' numerous queries related to banking and financial services. People of different stratum of the society are asking multifarious questions to the officers of the Center over telephone or cell phone every day and they are instantly responding to those questions. If any question cannot be answered instantly, concerned officer informs the questioner later after collecting the information from the respective department of the bank. Frequently Asked Questions (FAQ) have been collected from different departments of Bangladesh Bank so that the officers can enrich themselves and promptly answer various questions. In this way answering the queries of people at home and abroad CIPC is working hard for paving the path of financial services to general people.

6. Publicity:

The CIPC also takes initiative to publicize its activities to the general public along with answering the queries of the customers and resolving the written complaints. CIPC has launched a short code number 16236 so that the people of all walks can easily lodge their complaints or can get the answers to their queries from the CIPC just dialing a short code number. In order to publicize the hot line number 16236 to the public CIPC has taken the following measures by this time:-

- On last 19-01-2012 the short code (16236) was formally inaugurated by the Governor in the presence of all banks' representatives and journalists of print & electronic media in a ceremony, held in the conference hall of the bank and from the same day the short code was also advertised both in print & electronic media (BTV, Channel I, ATN Bangla & Radio).
- Necessary measures have been taken to append the **STICKER** containing the short code (16236) at the cash counter of each branch of Banks & Financial Institutions so that the customer can easily lodge their complaints when they are harassed.
- Arrangement has also been made to keep the **DESK DISPLAY** containing the short code (16236) on the table of the front desk officer of each branch of Banks & Financial Institutions.
- The short code number is delivered to all the mobile phone users through SMS with the help of BTRC.
- The Phone & FAX number, e-mail ID, address of the CIPC are also published in the web-site of Bangladesh Bank. Besides, a complainant can immediately lodge his grievances just filing up the electronic complaint form in the web-site of Bangladesh Bank.
- Apart from these, in the 132th meeting of Executive Management Team, dated 14-03-2012 a decision has been taken to advertise the short code number in the Television & frequently read National Dailies in every three months interval to make the people

know the activities of the CIPC to the public. The decision has also been executed by this time.

7. Activities of "Customers' Interests Protection Centre " at Bangladesh Bank, Head Office, Dhaka:

CIPC receives complaints over telephone, mobile, e mail, mail, fax and SMS from all over the country and abroad. CIPC team is working to protect the interests of the bank customers who were once afraid of the banking issues. Since inception up to 31st March, 2012 total 2151 complaints have been received in the CIPC from different areas of Bangladesh and abroad of which 1941 cases are resolved and remaining 210 complaints are under investigation. The summary of the statement is shown in the following table:

Table-1: Complaints, dealt by CIPC: At a glance

Period	Complaints over Phone	Written Complaints	Total Complaint	Resolved	Unsolved	Resolution Rate
28-03-2011 to 31-03-2012	1170	981	2151	1941	210	90.24%

The above table shows that CIPC receives 1170 complaints over phone and 981 complaints in written form. The total No. of complaints stands at 2151. It has solved 1941 cases and remaining 210 cases are under investigation. The rate of resolution is 90.24 %.

Month-wise Statement of complaints, received from March'11 to March '12.

Table 2: Month-wise Statement of complaints			Figure-01: Trend of Complaints received by CIPC	
Month	Complaints over phone	Written Complaint		
Mar/'11	39	0		
Apr/'11	21	40		
May/'11	19	34		
Jun/'11	27	29		
Jul/'11	63	51		
Aug/'11	20	64		
Sep/'11	11	75		
Oct/'11	0	87		
Nov/'11	2	82		
Dec/'11	1	93		
Jan/'12	527	137		
Feb/'12	302	143		
Mar/'12	138	146		
Total	1170	981		

The above table & figure exhibit that the number of complaints, received either over phone or in written form, jumps drastically from January, 2012. The cause lies behind it, is that on 19th January, 2012 the CIPC was formally inaugurated by the Governor and the short code number(16236) was also published both in print and electronic media from that day for which the public awareness increases and as a result of which the trend of receipt of complaints also increases.

8. Category-wise complaints:

Complaints of varieties of nature are received in CIPC. The analysis of the complaints received over phone shows that maximum complaints are about general banking (52.94%). Then, 32.87 % of the complaints is about loans & advances, 2.31 % about remittance, 1.61 % about local bill, 0.81 % about foreign bill, 1.15% about card and 8.30% others. On the other hand, the analysis of the complaints, received in written form, shows that most of the complaints are about non-payment of accepted L.C bills that constitute 50.40% (26.23% local bills + 24.17% foreign bills). Then, 17.19 % of the complaints is about General Banking, 7.66 % about Loans & Advances, 2.06 % about remittance, 2.06 % on card and 20.63 % on others. The above analyses are shown in the two pie charts juxtaposed below:

Figure-2: Complaints received over phones

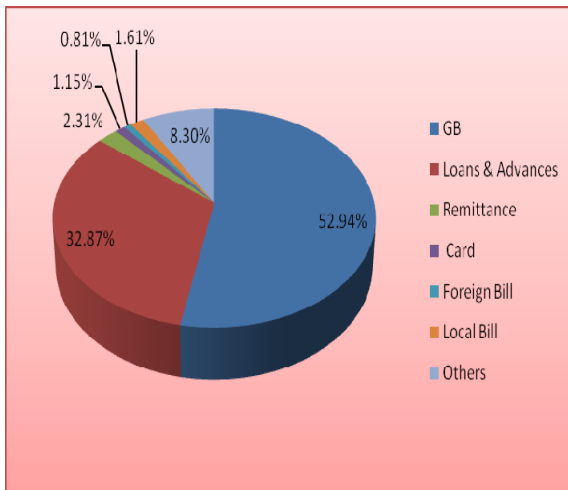
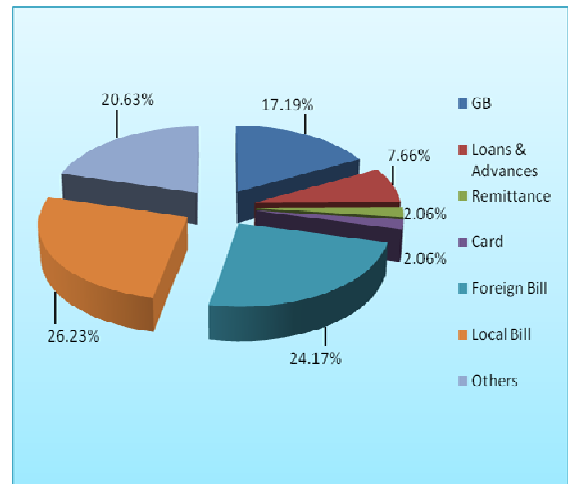


Figure 03: Complaints received in written form

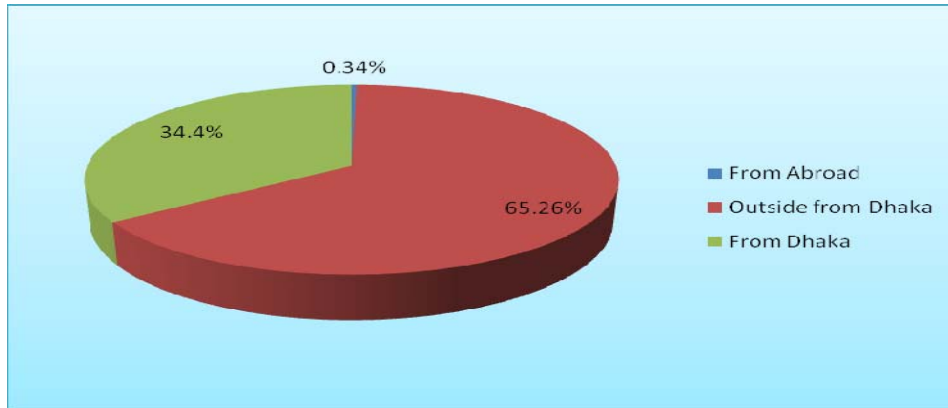


9. Area-based Complaints:

CIPC covers the complainants of home and abroad. Not only the customers of Dhaka city but also the people of rural areas and even the foreign people can lodge complaints to the CIPC. In figure 04 below, the percentage of complaints, received from Dhaka district, out-side Dhaka and from foreign land is shown. The pie chart exhibits that 65.26% complaints are

received from the marginal customers of different rural areas outside Dhaka whereas 34.4 % from Dhaka. The percentage of complaints, received from nonresident Bangladeshis, is 0.34 only. The 65.26% complaints, received from the customers outside Dhaka, proves that the awareness among the common people out-side Dhaka about lodging complaints to the CIPC, is increasing.

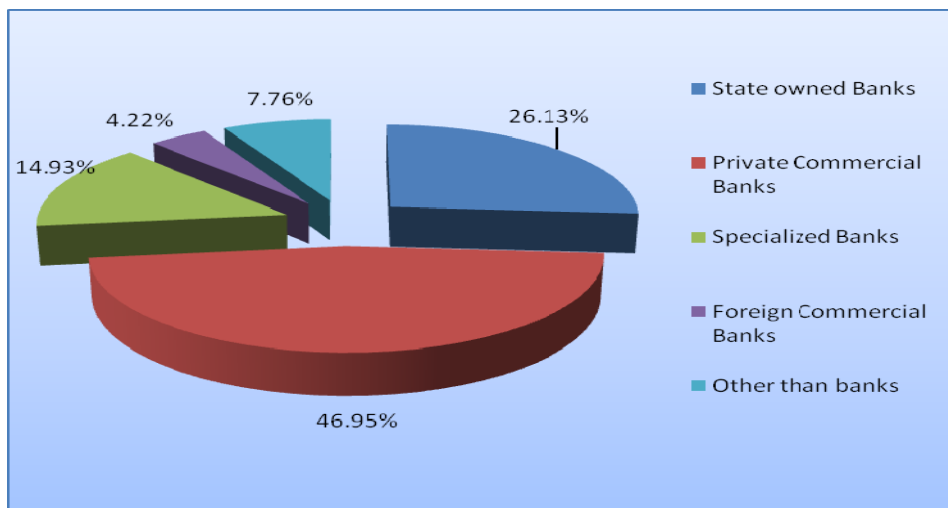
Figure 04: Area-based Complaints



10. Statistics of Bank group-wise complaints:

The figure indicates that the complaints against 30 Private Commercial Banks are more than 4 state owned banks by 20.82%. It is simply because that the number of Commercial Banks is more than that of the state owned banks.

Figure-05: Statistics of Bank group-wise complaints



11. Statistics of Bank-wise written complaints:

Table-3: Statistics of Bank-wise written complaints:

Name of the banks	Total Complaints, received	Resolved	Unresolved	Rate of Resolution (%)
Bangladesh Krishi Bank	146	109	37	74.66
Sonali Bank Ltd.	124	74	50	59.68
Janata Bank Ltd.	52	49	3	94.23
Standard Bank Ltd.	51	48	3	94.12
Agrani Bank Ltd.	49	44	5	89.80
Islami Bank Bangladesh Ltd.	49	36	13	73.47
BRAC Bank Ltd.	37	34	3	91.89
Premier Bank Ltd.	30	26	4	86.67
Prime Bank Ltd.	30	27	3	90.00
Standard Chartered Bank	27	16	11	59.26
Rupali Bank Ltd.	26	9	17	34.62
National Bank Ltd.	25	20	5	80.00
Dutch-Bangla Bank Ltd.	24	19	5	79.17
EXIM Bank Ltd.	19	18	1	94.74
Jamuna Bank Ltd.	19	15	4	78.95
Bank Asia	17	16	1	94.12
Eastern Bank Ltd.	16	11	5	68.75
Social Islami Bank Ltd.	16	14	2	87.50
Basic Bank Ltd.	15	12	3	80.00
Mercantile Bank Ltd.	15	13	2	86.67
NCC Bank Ltd.	15	15	0	100.00
United Commercial Bank Ltd.	14	14	0	100.00
The City Bank Ltd.	12	12	0	100.00
AB Bank Ltd.	10	9	1	90.00
IFIC Bank Ltd.	10	10	0	100.00
One Bank Ltd.	10	9	1	90.00
Uttara Bank Ltd.	10	8	2	80.00
SouthEast Bank Ltd.	9	8	1	88.89
Dhaka Bank Ltd.	7	6	1	85.71
HSBC	6	6	0	100.00
Mutual Trust Bank Ltd.	6	5	1	83.33
National Bank of Pakistan	6	6	0	100.00
Pubali Bank Ltd.	6	4	2	66.67
Shahjalal Islami Bank Ltd.	6	6	0	100.00
Bangladesh Commerce Bank Ltd.	5	3	2	60.00
First Security Islami Bank	5	5	0	100.00
Al Arafah Islami Bank Ltd	4	4	0	100.00

Name of the banks	Total Complaints, received	Resolved	Unresolved	Rate of Resolution (%)
Rajshahi Krishi Unnayan Bank Ltd	3	2	1	66.67
Bangladesh Development Bank Ltd.	2	1	1	50.00
Commercial Bank of Ceylon	2	2	0	100.00
ICB Islamic Bank Ltd.	2	2	0	100.00
Citi Bank N.A	1	1	0	100.00
Habib Bank Ltd.	1	1	0	100.00
Karmasangsthan Bank	1	1	0	100.00
Trust Bank Ltd.	1	1	0	100.00

The above table shows that in respect of volume of complaints, the highest number of complaints has been received against Bangladesh Krishi Bank (146). Then two other state-owned banks namely Sonali Bank Ltd.(124) and Janata Bank Ltd.(52) are in the second and third position respectively. Agrani Bank Ltd. and Rupali Bank Ltd., other two state-owned banks, are in the fifth and eleventh position respectively. Among the private banks the highest number of complaints has been received against Standard Bank Ltd.(51). Then comes the name of Islami Bank Bangladesh Ltd. (49), Brac Bank Ltd.(37), Premier Bank Ltd. (30), Prime Bank Ltd, (30)etc. Among the foreign banks the highest number of complaints has been received against Standard Chartered Bank Ltd.(27) .

But in respect of the rate of resolution Rupali Bank Ltd. is at the bottom (34.62%). Then, comes Sonali Bank Ltd.(59.68%). In respect of total unresolved cases Sonali Bank Ltd. is in the first position with 50 unresolved cases and Bangladesh Krishi Bank is in the second position with 37 unresolved cases. Since the complaints Cells of Sonali Bank Ltd and Bangladesh Krishi Bank are not so active as they were expected to be, they take longer time to resolve the complaints they receive.

12. Statistics of complaints received by the branch offices of Bangladesh Bank (March, 2011 – March, 2012):

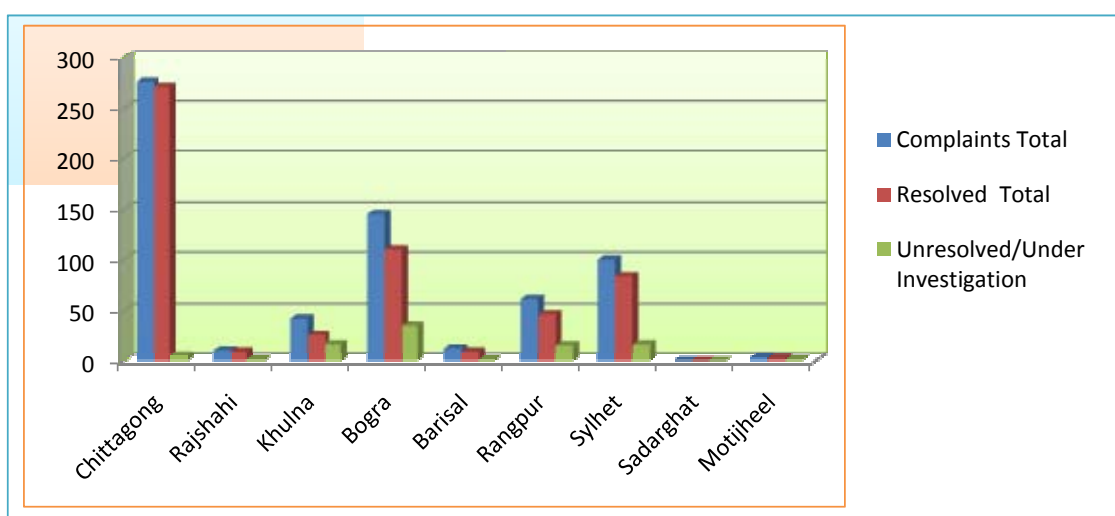
Apart from the CIPC of Head Office, Bangladesh Bank, the 09 branch offices of Bangladesh Bank also deal with the complaints of the people or the bank customers of their respective jurisdictions. They report to the CIPC of Head Office about their activities by sending a monthly statement containing the total number of received complaints, resolved cases and the unresolved cases. Summary of the statements of 9 branch offices of Bangladesh Bank is shown in the following table-5:

Table-5: Statistics of complaints received by the branch offices of Bangladesh Bank

Office	Complaints received over Phone	Complaints received vide email/fax/web etc.	Total Complaints	Resolved	Unsolved/ Under Investigation
Chittagong	170	106	276	271	5
Rajshahi	7	3	10	9	1
Khulna	6	37	43	27	16
Bogra	87	59	146	110	36
Barisal	2	10	12	9	1
Rangpur	29	33	62	47	15
Sylhet	68	32	100	84	16
Sadarghat	0	0	0	0	0
Motijheel	0	3	3	2	1
Total	369	283	652	559	91

From the table-5, it is seen that among the nine branch offices of Bangladesh Bank, CIPC of Chittagong Office is dealing with huge complaints. Then, Bogra office and Sylhet office are in the second and third position. Of the branch offices, Motijheel and Sadarghat offices are not very active because of the presence of CIPC in the head office at Dhaka. The graphical picture of the above table-5 is given below:

Figure 7: Complaints dealt by the branch offices of Bangladesh Bank



13. Some examples of success stories:

Story 01:

Mr. Rakesh Biswas is the nominee of a 20 years' DPS account, opened in 1994 by his late father with the Magura branch of a nationalized bank with tk.500 monthly installment. After paying installments for 17 years his father died in Cancer in April, 2011. After the death of his father Mr. Rakesh Biswas goes to the bank and applies to withdraw the deposited money as the nominee of that account. At that time the total balance of the account stood at tk.3, 62,161.00 as per the pass book. But the bank offers him only tk. 2, 32,687.00 on the plea that the DPS is closing before the contacted tenor. Mr. Rakesh Biswas refuses the offer and complains to CIPC on 29.6.11. CIPC forwards the complaint to the complaint cell of the concerned bank and also to the branch manager with advice to resolve the issue with immediate effect. After that, the bank pays tk.4, 04,070.00 (Existing balance + interest) to the nominee of the late client and also regrets for their wrong calculation. The beneficiary thanks CIPC for its humanitarian action.

Story-02:

Mr. Jahedur Rahman, chairman, SME Consultant Ltd. got a remittance from abroad as consultancy fee. The remittance came to a private bank in Matijheel, Dhaka. But he faces a great trouble when he goes to withdraw the money. The bank clearly tells him that he will have to keep 15 lac taka FDR with the bank branch otherwise the remittance will not be credited to his account. At this, he sent a written complaint to CIPC mentioning that the bank will not credit his remittance unless he opens an FDR of Tk.15 lac with the bank branch. CIPC immediately forwards the complaint to the complaint cell of the concerned bank advising them to solve the issue immediately. Bank credited the amount to the account at the same day after receiving our e mail.

STORY 03:

Dr. Mohammed Ayub is an agriculturist, working as an expatriate consultant of International Federation of Red Cross and Red Crescent and delegate in different countries of the world. His employer sends his honorarium to his savings account with a bank in Bangladesh from Geneva. The amount is 2,84,118.21 in BDT. But the bank has deducted 10% tax at source from his hardly earned foreign currency as per the clause 52Q of Bangladesh Gazette, extension, June 30, 2011. Being aggrieved, Dr. Ayub lodges a complaint to CIPC. On receipt of his complaint CIPC asks the concerned bank to explain the reason for deducting tax from the remitted amount of the complainant. Then the bank investigates the matter and finds that the complainant's residence status was recorded as 'resident' for which they deducted tax as per the afore

STORY 04:

Mr. Manik Miah is an old man living in a remote area of Khalipur in Khulna. His wage earner eldest son sent tk.20,000 only to bear the holy Eid Festival expenditure from Italy to his account but he failed to withdraw the remittance in due time for the in cooperation of the bank officials. Then he sent a complaint to CIPC. For the immediate interference of CIPC the concerned bank was compelled to credit the remitted amount to the account of the beneficiary next day. CIPC warns the concerned bank officials and also suggests the bank manager to be more service oriented to the beneficiaries of the wage earners as they are the best contributors to our national economy. However, the bank contacted the customer over phone and requested him to provide necessary documents of his residential status. Finally the bank credited the amount to his account within three days only. This is one example of similar several events, handled by CIPC.

STORY 05:

Mrs. Jahanara is a housewife from Patia in Chittagong. She is the beneficiary of a non resident Bangladeshi wage earner. She maintains an account with a nationalized bank. Her husband remitted some money to her account for family maintenance from middle east but she failed to withdraw the remittance in due time for the in co-operation of the bank officials. Then she contacts with CIPC over phone at an evening and just at the next morning CIPC takes action and the bank credited the remittance to the beneficiary's account with immediate effect. CIPC suggests the bank manager to be more cautious and try to serve their best for the beneficiaries of wage earners who are sending the fluid to the national economy.

STORY-06:

Mr. Abdul Kadir Hawlader of Potuakhali, lives in Norway. On 16.12.2009 he remitted USD 500.00 to his savings account (no. 6173) with a state- owned commercial bank of this country. In this connection he communicated with the concerned bank branch and their head office but failed to get the clue of the remittance. Then he contacted with the remitting bank of Norway and came to know that the remittance was sent to the concerned bank through a foreign bank. But the foreign bank informed him that they had released the amount in favour of the accused bank on 24.12.2009. For running here and there and wasting valuable time & money he got much harassed. Then with a depressed heart he lodged a complaint to the CIPC of Bangladesh Bank on 03.08.2011. After getting the complaint from the complainant, CIPC sent an e-mail to the concerned bank for their opinion on the complaint. The bank immediately credited the remittance to the account of the beneficiary with interest and informed CIPC accordingly. The complainant also informs CIPC of the receipt of the remittance over telephone.

STORY-07:

Mr. Syedur Rahman is working in Logos, Nigeria, maintaining an account in a private bank in Bangladesh. His Kuwait based employer sends his salary to his account with that private bank through a foreign bank (FCB). This FCB had been regularly deducting 10% tax at source as per the clause 52Q of Bangladesh Gazette, extension, June 30, 2011. He tried several times to solve the issue by discussion with the bank. But he failed. Getting frustrated he then complained to CIPC. CIPC made the concerned bank to understand the real meaning of the referred circular and then the bank could realize their fault. Finally the bank credited the same amount that was deducted earlier, to the customer's account and thus the interest of that customer was protected.

STORY-08:

Mr. Rafiqul Islam is an expatriate living in Abudhabi, UAE with his family. He sent an FDD from Abudhabi to his account with a bank branch in Bangladesh for applying IPO. But he didn't get any share as his application for IPO was rejected and for that he went to receive the refund warrant from the company after he had come to Bangladesh on vacation. From the company he came to know that the refund warrant was sent by the company's bank to the wrong address. Getting no other clue he contacted with the foreign exchange branch of the bank but failed to solve it. Then he went back to Abudhabi and applied for the refund warrant to the Abudhabi branch of the bank. He complained to CIPC that the warrant was deposited to the foreign exchange branch of the bank in Bangladesh but the amount was not credited to his account with Abudhabi branch even after one month. CIPC forwards the complaint immediately to the complaint cell of the concerned bank and advise them to solve the issue with immediate effect. Hence the complaint cell informed CIPC resolving the issue. Getting immediate result the complainant was delighted and thanked CIPC for prompt action.

STORY-09:

Ms. Perveen Akter is an account-holder of Rampura branch of a private commercial bank .She sent her husband, Mr. Jahangir Hossain, to the concerned bank branch for encashment of a bearer cheque of Tk. 11,000.00. Mr. Jahangir presented the cheque to the cash counter of the bank branch for encashment as usual. Identifying the mismatch of the drawer's signature, the concerned banker requested Mr. Jahangir (the bearer) to come with the drawer of the cheque. Then Mr. Jahangir engaged himself in a slight bargaining with the concerned banker. After a while, he went out of the bank to recharge his mobile and lost the cheque on the way. After 10-15 minutes he came back to the branch and came to know that the cheque was encashed by somebody over the counter. The complainant drew the attention of the manager and other officers of the bank, but they failed to give a proper solution of the case. Getting no other way the complainant lodged a complaint to Bangladesh Bank on 22-09-11 for proper justice. The case was dealt by the CIPC. As the complaint was proved true, the concerned bank was advised to credit the cheque amount to her account. After getting back the money, the complainant thanked CIPC and showed her gratitude to the concerned officials of CIPC vide a letter.

STORY-10:

Mrs. Swapna Rani Sharma is now working as an assistant teacher at Begunbari Govt. Primary School in Thakurgaon. She got a cheque of Tk. 3,000.000 (no. ^{MN}/505492240) dated 11/05/2011 from ministry of establishment, employee welfare board, Rajshahi and she deposited the cheque on 16/05/2010 to her account with a state-owned bank in Thakurgaon for collection. But the amount was not credited to the account of the victim even though several months passed away by this time and she contacted several times with the branch manager about this matter. The manager could not give her any solution. At last, Mrs. sharma lodged a complaint to this center. After getting the complaint letter, we contacted with the concerned branch manager and he was advised to solve the matter as quickly as possible. In response to this, the branch manager within two hours informed this center over telephone that they had credited the amount to the account of the complainant. Afterwards the complainant highly appreciates the activities of CIPC over phone and thanks all the concerned officials. She also appreciated the unprecedented steps of the central bank.

14. Thank Letters received from home and abroad:

1. Perveen Akter, Dhaka

বাংলাদেশ ব্যাংকের সিআইপিসি-এর অবিস্মরণীয় সহযোগিতায় চেক জালিয়াতির ১১,০০০.০০ টাকা ফেরত পাওয়ায় বাংলাদেশ ব্যাংকের গভর্নরসহ সংশ্লিষ্ট কর্মকর্তাদের অনেক অনেক ধন্যবাদ ও কৃতজ্ঞতা জানাচ্ছি। বাংলাদেশের প্রতিটি সেক্টরে গভর্নর ড. আতিউর রহমানের মতো মানুষ তৈরী হবে যারা সবাই এ রকম সহযোগিতার হাত বাড়িয়ে দুর্নীতি ও ঘুষ বানিজ্য দূর করতে সচেষ্ট হবেন।

2. Mohammad Rafiqul Islam, UAE

Please Note that I am very much satisfied on your service.

3. R. Nair, Malwala Cotton Mills Ltd., Ludhiana, India

Thank you very much for your kind help.

4. Hefei Holly, Zhejiang Suntech Imp. and Exp. Co. Ltd.

Thanks for your great help; we have got the payment today.

5. Abdul Kader Faruk, Managing Director, R.N. Spinning Mills Ltd.

Long delay in L/C overdue settlement by certain banks has been causing financial loss to industries like ours. In this respect we lodged a complaint to the CIPC of Bangladesh Bank. Due to their timely intervention the issue has been resolved to a great extent. In

this connection, we want to record our thanks and appreciation to the governor and the CIPC for their co-operation.

6. Md. Nasser, Dhaka

Thank you very much for your kind help and finally the local bank released the payment today.

7. Md. Maynul Haque, Dhaka

Thanks for your prompt reply. I really appreciate your help as I talked to your contact no and get advised to solve this problem; I talked to the HSBC bank and mentioned the suggestion of Bangladesh Bank's CIPC. They ask me few days to recheck the claim and today they deposit back the money to my account what they deducted before. I'm 100% sure that if I didn't mention the reference of CIPC, they would not care after my claim. I'm really grateful to you for helping me to solve the vital problem. Thanks once again.

8. Dr. Mohammad Ayub, Pakistan

Thanks a lot for a very quick response and action. Already the bank has communicated to me after your mail arrived yesterday. Thanks again.

9. Abdullah Fahim, Iran

Thanks for quick and to the point response. Really I appreciate it.

10. S. Islam, NRB

Thanks to Bangladesh Bank for excellent customer service, quick reply.

11. Md. Sarwar Hossain Rifat ,Dhaka Cantonment, Dhaka

I would like to thank you for everything that you have done for me to get my money of my DPS No. 1155. You helped me very much and solved this issue. Otherwise, it would be very difficult for me to solve or even, perhaps, I might have not solved this. You have given a lot of importance to this issue. In appreciation of all this, I am just giving you a little thank which is not up to the value of your work. Please accept my thanks. I greatly appreciate your generosity.

12. Sunil Raniwala, Al Matrooshi Gen Trd co.llc, Dubai.

Thank you very much for your kind support and help so fast and will be always obligated to you. This is what creates and increases our confidence in Bangladeshi Banks.

15. Conclusion:

Customers' Interests Protection Center (CIPC) has completed its first year on March, 2012. Within this one year only CIPC has undoubtedly proved its worth by successfully achieving the goals for which it has been established. The Center has been able to fulfill, at least partially, the desired need of banking services to the people by solving more than 2,000 complex problems as well as answering thousands of queries of thousands of bank customers and common people. In a country like ours where the banking system is beset with innumerable problems it is not important how many complaints are resolved, but the importance lies in its being successful to broadcast the message to the people of every corner of the country that there is a place to get solution of the unnecessary harassment in getting banking services. Public awareness has been developed from the publicity of the activities of CIPC in different print media. Now people hold a positive attitude towards CIPC for its quick problem solving trend. So, to honor the belief and expectation of the people CIPC will continue its endeavor to develop the standard of banking services of the country to international level.