

Bank hassle

THERE is one bank in particular that has been giving a very hard time to its customers for the last one year in the garb of installing a new software/ computer system to improve its operations.

Instead of an improvement, this new system has brought unbearable difficulties for customers at almost all branches, where people have to wait for hours and sometimes days to get basic transactions done.

The new system either operates at a snail`s pace or is dead for hours whereby customers have to wait for hours to get cheques cleared or utility bills paid. Not only that, there is dearth of staff at all branches.

The transactions of products like National Savings Certificates take weeks and the required tax/profit certificates are delayed and not timely provided to the customers.

Branch managers are helpless as the central of fice is totally unconcerned andunresponsive on the issue.

I do not understand why the State Bank of Pakistan is a silent spectator in this situation.

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