

## WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT ISLAMABAD

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### PRESS RELEASE

- CDNS (NATIONAL SAVINGS) DIGITIZED ALL SAVING CENTERS UNDER OMBUDSMAN'S INSTRUCTIONS.
- CDNS STRARTS TRANSFERRING CUSTOMER'S PROFIT INTO THEIR BANK ACCOUNTS.
- OMBUDSMAN DIRECTS FOR ISSUANCE OF ATM CARDS TO NATIONAL SAVING ACCOUNT HOLDERS FEFORE MARCH, 2021.

The Federal Ombudsman Syed Tahir Shahbaz by taking cognizance of the difficulties of senior citizens and widows has directed Director General National Savings (CDNS) to facilitate senior citizens, widows and pensioners as per banking standards. He was chairing a high level meeting to review the progress on CDNS Reforms Report issued by the Wafaqi Mohtasib Secretariat(WMS).

The Director General CDNS Mr. Muhammad Khalil informed that the CDNS has digitized all its 376 branches and 95% work for issuance of ATM cards has been completed. He said that the CDNS has completed all its process to issue ATM cards to account holders but delayed due to action by the State Bank of Pakistan. He said that CDNS has requested the Finance Division to issue certain directions to the State Bank and National Bank to finalize operational and accounting mechanism for automated payment settlement system on priority. The Ombudsman asked to issue directions to all stakeholders to finalize the automation of CDNS with its system on priority basis. The DG, CDNS informed that they have started transferring profits into the personal accounts of their customers. He said that CDNS is a reliable source of long-term funding to the government and a widespread distribution network that provides access to protect the savings of senior citizens, widows and pensioners in a rightful manner. He said that CDNS has planned to launch its Shariah Compliance Product before June this year. The Federal Ombudsman applauds the performance of CDNS and directs for provision of better facilities to senior citizens and widows.

(M. Javed Chaudhary)  
Director Media