



CONSUMER GRIEVANCE HANDLING PORTAL (CGHP)

COMPLAINT RELATED FOR ROSHAN DIGITAL ACCOUNT – RDA

ONLINE ACCESS USER GUIDE

April 2022

Prepared by State Bank of Pakistan





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1. Revision History

S. No	Version	Created by	Remarks	Creation Date
1.	1.0	Tahira Ali	Draft prepared for review and feedback	28 th April, 2022



2. Complaints Related to RDA

- Click on ‘Complaints Related to RDA’ option that is available at home screen



- ‘Complaints Related to RDA’ screen will be launched
- ‘Complainant Information’, ‘Basic Information’ and ‘Complaint Information’ sections will be displayed on screen

Complaints Related to RDA

روشن ڈیجیٹل اکاؤنٹ سے متعلق شکایت

Attachment(s) (0)

*Kindly fill the mandatory fields (درج ذیل لازمی فیلڈز کو پُر کریں)

Complaint Detail

Complainant Information

Name (نام): Ali, Tahira Mobile Number (موبائل نمبر): 923225152584

Email (ایمیل): tahiraali@sbp.org.pk CNIC/NICOP/POC: 4250112345670

Postal Address (پوسٹل ایڈریس):

Bank Information

* Select the bank (بئنک منتخب کریں):

Complaint Information

* Complaint Type (شکایت کی قسم):

* Complaint Details (شکایت کی تفصیلات):

Attachment(s) (0)

- Enter data in ‘Complainant Information’ section fields:
 - ✓ Name (Read-only and auto-populated)
 - ✓ Mobile Number (Read-only and auto-populated)
 - ✓ Email (Read-only and auto-populated)
 - ✓ CNIC / NICOP / POC (Read-only and auto-populated)
 - ✓ Postal Address



Complainant Information

Name (نام): Ali, Tahira Mobile Number (موبائل نمبر): 923225152584

Email (ای میل): tahira.ali@sbp.org.pk CNIC/NICOP/POC: 4250112345670

Postal Address (پوسٹل پتہ): Gulshan-e-Iqbal

➤ Input data into the following field of 'Basic Information' section:

✓ Bank Name

Bank Information

* Select the bank (بینک منتخب کریں):

- Bank Alfalah limited (بینک الفلاح لمیٹڈ)
- Faysal Bank Limited (فیصل بینک لمیٹڈ)
- Habib Bank Limited (حبیب بینک لمیٹڈ)
- MCB Bank Limited (مسیحی بینک لمیٹڈ)
- Meezan Bank Limited (میزان بینک لمیٹڈ)
- SAMBA Bank Limited (سامبا بینک لمیٹڈ)
- Standard Chartered Bank (Pakistan) Limited (سٹینڈرڈ چارٹرڈ بینک (پاکستان) لمیٹڈ)
- United Bank Limited (یونائیٹڈ بینک لمیٹڈ)

➤ Now, provide information in all fields of 'Complaint Information' section

✓ Complain Category

✓ Complaint Details

Complaint Information

* Complaint Type (شکایت کی قسم): Account opening / activation issue (اکاؤنٹ کھولنے / اسے فعال کرنے میں مسئلہ ہے)

* Complaint Details (شکایت کی تفصیلات): Account has been opened but issues in activation, guidance required.

Attachment(s) (منسلکات) (0)

Submit

➤ Click on 'Attachment(s)' button as highlighted in screenshot above

➤ Click on 'Choose File' button and attach file(s) in supported format



Attachment(s) (منسلکات)

No file chosen

No files attached. (Only jpeg,jpg,pdf,png formats are allowed.)

- Attach file(s) in jpeg, jpg, pdf, png formats that are only allowed and click on 'OK' button

Attachment(s) (منسلکات)

No file chosen

Sample
File.png

- After providing all information, click on 'Submit' button
- Acknowledgement will appear after successful complaint submission along with complaint ID

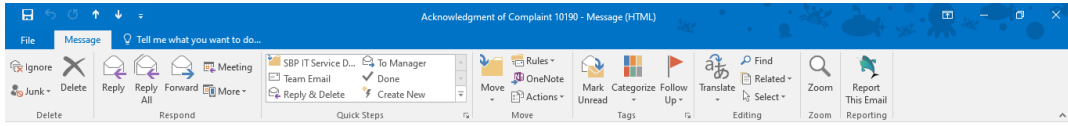
Acknowledgement (اعتراف)

Your Complaint has been successfully registered and your tracking number
is: Complaints Related to RDA (10190)

- Escalation emails generated and send to bank and SBP officials



IT Strategy & Project Management Department



SBP IT Service Desk <noc@sbp.org.pk>

Acknowledgment of Complaint 10190

To: Tahira Ali - ITSPMD

If there are problems with how this message is displayed, click here to view it in a web browser.

Respected Mr/Ms, Ali, Tahira

We acknowledge receipt of your complaint against **Habib Metropolitan Bank** (ہیب میٹروپولیٹن بینک) which has been forwarded to the bank for resolution within 7 working days. Please note Complaint Tracking # 10190 for future reference and checking status of your complaint.

Thanks for visiting SBP Complaint Management Portal.