Frequently Asked Questions (FAQs)

Question No. 1: How can I apply for the job at NBP?
Answer: Vacancies at NBP are announced through print media and other channels. Please follow the relevant channel for updates.

Question No. 2: I have applied for the job at NBP. I want to know the status of my job application?
Answer: The selection process at NBP comprises several stages. Only successful applicants are notified by the HR Department.

Question No. 3: What are the guidelines/way forward for dependents of in-service deceased employees? (Guidelines, 2022)
Answer: GUIDELINES /WAY FORWARD FOR DEPENDENTS OF IN-SERVICE DECEASED EMPLOYEES-2022

- The Guidelines for appointment are applicable to Dependents (son/unmarried daughter or the spouse) of In-service deceased employee(s), in both regular and contractual.
- No Federal / Provincial Government quota will be applicable on the appointments made under the Guidelines, as neither the employee of NBP are 'Civil or Government Servants' nor the Bank has statutory rules of service.
- The Dependent of the deceased employee has to apply for the employment within six months, from the date of death of the employee.
- The minimum educational qualification for the Dependent is Bachelors' degree or equivalent qualification or higher qualification, from HEC recognized Institution and Boards.
- Age of Dependent shall be upto 30 years while the spouse of the deceased employee, may apply if she/he is below the age of superannuation.
- Dependent would be offered employment on Contract in the Bank as Officer Grade –III, subject to meeting the eligibility criteria mentioned in the Guidelines.
- The particulars of the Dependent(s), verification of family details would be verified by the Human Resource Governance Division, HRM Group.
- Only one Dependent of the family shall be appointed under the Guidelines. If either of the Dependent is already working in NBP or elsewhere, in a formal employment, then the claim for appointment under the Guidelines, would not be applicable.
- Appointment would be made on occurrence basis with effect from October 28th 2022, as per criteria.
- On the recommendation by the Group Chief of the concerned Group, the Group Chief/Head, Human Resources Management Group, will be the authority to approve or decline the application under the Guidelines.
- Circular No. **HRM&AG/DEQ/2010/593**, dated January 11, 2010, and Circular No. **HRM&AG/DEQ/2011/1103** dated December 02, 2011 and any other Circular/ Guideline/ Memo/ Policy/ Corrigendum issued in the matter from time to time, stand revoked and discontinued.

Question No. 4: I am a retired NBP employee, facing issues with pension /arrears. Whom should I contact regarding my queries/complaints?
Answer: **Mr. Shaikh Muhammad Shakeel**, SVP, HRMG, NBP Head Office, Karachi has been designated as the Focal Person for grievances and complaints of petitioners/pensioners. He can be contacted at **shaikh.shakeel@nbp.com.pk**

Question No. 5: Queries by those engaged on outsourced basis with NBP.
Answer: The Outsourced staff are resources deployed by Service Provider on NBP site. They are employees of the respective firms providing services to the Bank and are not employees of NBP. Accordingly, they cannot claim employment or regularization of their services with the Bank. However, the Bank advertises vacant positions for which outsourced staff are also eligible to apply, subject to the applicable requirements. For any other queries regarding outsourced employment, please contact your respective Service Provider.

Question No. 6: Can I request for installation of new ATM or opening of new branch in my area?
Answer: For queries regarding the installation of a new ATM or the opening of a new branch in your area, please contact **Mr. Rehan Meer,** SVP/Divisional Head, Branch Network Planning, at **rehan.meer@nbp.com.pk** or by phone at **021-99220366**.

Question No. 7: ATM did not dispense cash but debited my account, where to lodge my complaint?
Answer: You are required to lodge your complaint through NBP Helpline at **(021) 111-627-627** for resolution. As per the bank's process, depending on the nature of the complaint, the Bank may require 7 working days for resolution of your issue. The Bank will communicate the final response through a recorded call or SMS. If your complaint remains unresolved, you may lodge a complaint through the Pakistan Citizens Portal (PCP) by providing your NBP Helpline complaint number.

Question No. 8: How can I apply for loan? What are the requirements to get the loan?
Answer: Please visit your nearest NBP branch or our website www.nbp.com.pk for complete information on available loan products, eligibility criteria, and application requirements. You may also contact the 24/7 NBP Helpline at **(021) 111-627-627** for further assistance and clarification.

Question No. 9: **I want to get my loan/markup amount write-off?**
Answer: As per the Bank's credit policy, the Bank does not have the authority to write off loan amounts or waive overdue markup. Please contact the concerned branch for further information and assistance regarding your request.

Question No. 10: Where can I find details regarding NBP EMV Debit Card?
Answer: Please click on the link below for detailed information about the NBP EMV Debit Card:

https://www.nbp.com.pk/EMV-Debit-Card/ATMFaq.aspx

Question No. 11: Where can I find details regarding NBP Digital Mobile App and Internet Banking?
Answer: Please click on the link below for detailed information about the NBP Digital Mobile App and Internet Banking:

https://www.nbp.com.pk/digital/faq.aspx

Question No. 12: Where can I find details regarding Wazir e Azam Apna Ghar Program?
Answer: Please click on the link below for detailed information about the Wazir e Azam Apna Ghar Program:

https://www.nbp.com.pk/Wazir-e-Azam-Apna-Ghar-Program/files/FAQs-WAGP.pdf

Question No. 13: Where can I find details regarding PAVE Scheme?
Answer: Please click on the link below for detailed information about the PAVE Scheme:

https://www.nbp.com.pk/misc/FAQs-Cost-Sharing-Scheme-for-Electric-Bikes-2-Wheeler.pdf