

# 10 Support Services Management

SBP Banking Services Corporation is responsible for provision of various support services to the State Bank of Pakistan and its subsidiaries. These services includes; a) establishment and maintenance of all physical infrastructure including utilities, b) ensuring bank security c) Medical and Healthcare services and d) printing and

## 10.1 Overview

Besides its core functions, SBP Banking Services Corporation is responsible for provision of various support services to the State Bank as also its subsidiaries. These services includes; a) establishment and maintenance of all physical infrastructure including utilities, b) ensuring bank security c) Medical & Health Care services and d) printing & publication services. These services are managed by Engineering, Internal Bank Security Departments, Medical Services Division, and Printing Press. With the exception of Printing Press, which is a part of General Services Department, all other departments have their Units at all field offices. The BSC formulates and reviews policies relating to these areas, and where necessary, take guidance from Corporate Management Team<sup>1</sup> (CMT) of the SBP. The key performance of these support functions during FY10 has been highlighted in the following paragraphs.

## 10.2 Up-gradation of Engineering and Maintenance Services

During the period under review, Engineering Department of BSC has completed various projects/ works, relating to construction, renovation, refurbishing, additions/ alterations and improvements in physical infrastructure of the buildings in use of SBP, SBP BSC and NIBAF. The major projects/ works undertaken or completed during the period include;

- a) Installation of 500 KVA, 750 KVA and 1000 KVA Generators at Sialkot, North Nazimabad Karachi and Lahore offices respectively, b) replacement of aluminum wires in OCB Room and automatic switch panel of 11KVA at Hyderabad and Faisalabad offices respectively to combat the frequent power breakdown.
- b) Construction of Bins in Main, Exchange, Coin, and Prize Bonds Vaults at Rawalpindi, Islamabad, Karachi and Bahawalpur offices to improve and up-grade the storage capacity of fresh & re-issuable notes and prize bonds.
- c) Up-gradation of counters in Banking Hall at Islamabad office, Public Accounts Division at Quetta office and redesigning and installation of nine wooden cash counters with the facility to place the computers therein at Bahawalpur office.

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<sup>1</sup> Managing Director of SBP BSC is also a member of the CMT

- d) Installation of New Digital Telephone Exchange at Quetta Office and PRI system with 20 lines at Islamabad office has been completed to improve the working of telephone exchange.
- e) Queue Management & Information Display System at banking hall and workstations in Export Re-Finance Division at BSC Karachi.
- f) Conversion of sixth floor of Faisalabad office building into seminar/ class room after renovation/ provision of state of the art furniture/ sound system etc; to ensure availability of well equipped in house training / seminar facilities once and for all.
- g) Construction of dispensary and customer facilitation centre cum reception desk at Faisalabad office and 2<sup>nd</sup> story over the guard room at the entrance of main building at Bahawalpur office have been carried out.
- h) Upgrading of canteen facilities at North Nazimabad, Bahawalpur, Quetta offices as well as neat and clean canteen facility established at Printing Press Building, Bolton Market Karachi.
- i) Renovation/ refurbishing of 3<sup>rd</sup> Floor BSC HOK, Masjid at printing press Boulton Market Building, Karachi, Annexe Building at Islamabad office, guest rooms, meeting room at Faisalabad office, ablution/ washrooms of Masjid and bachelor's hostel at Quetta office, BMO/ LBMO rooms at Bahawalpur office are other examples of the work undertaken by the engineering department.

### 10.3 Strengthening the Internal Bank Security

During the period under review the Internal Bank Security Department (IBSD) continued to ensure the security, safety and protection to all employees, assets and infrastructure by taking following measures:-

- i. Thirty five security personnel were hired on contractual basis to meet the human resource shortages of different field offices.
- ii. Installation of Access Control System at different locations to restrict the unauthorized access and to manage proper record keeping of day's entry and exit.
- iii. Construction of watch towers at SBP main building and all BSC offices, besides enhancing the vigilance of possible entry/ exit points through security sensors where required.
- iv. Installation of CCTV Cameras with all accessories including proper recording system at different areas/ examination halls of different field offices, besides up-gradation of the existing Local Monitoring System through robust communication at SBP & SBP BSC offices.
- v. Various security equipments including Hydraulic Road Blocker, Walk Through Gates, Under Vehicle Inspection systems, Bullet Proof Jackets, Baggage scanner machines and Fire Fighting Equipments, Hand Held Explosive Detectors and Walkie-talkie Sets have been procured and provided to N. N. Karachi/ Hyderabad/ Multan/ Faisalabad/ Rawalpindi, Islamabad, Quetta, Karachi and Peshawar offices.

- vi. Training programs on reaction and response, use of weapons in emergency situation and on job training workshop at Karachi/ Multan/ Lahore/ Islamabad through resource persons have been arranged for the security officials of BSC.

#### 10.4 Improvements in Medical and Healthcare Facilities

The Health Clinics of BSC provide medical and healthcare facilities to serving and eligible retired employees of SBP, BSC & NIBAF and their dependents registered by the Bank, including the eligible dependents of deceased employees under medical attendance rules. Two main dispensaries, one at BSC Head Office, Karachi and the other at North Nazimabad office Karachi are working under the direct supervision of Bank's Health Clinics, HOK while the dispensaries at other field offices of BSC are functioning under the overall supervision of Bank's Health Clinic headed by Chief Medical Officer (CMO). During the year under review a total of 43,280 serving, eligible retired employees and their registered dependents including eligible dependents of deceased employees (viz; 14,804 of SBP, 11,585 of BSC HOK, Karachi & North Nazimabad offices and 16,891 of other field offices) were facilitated by the Banks Health Clinics across the country. Following initiatives were taken by the Banks Health Clinics during the year FY10.

- i. The Aga Khan University Hospital (AKUH) and AKUH Karimabad Maternity Home have been enlisted on bank's panel along with all day care operations/ procedures. Likewise well reputed Specialists, Radiologists, Pathologists, and Medical Stores located in different parts of the country have been brought on the banks approved panel to facilitate the employees in getting high quality medical services at their doorstep.
- ii. Standard Operating Procedures for admissions/ seeking treatment in AKUH and for admissibility of medicine "MEBATHERA" (Retuximab) were formulated for smooth and transparent functioning and to provide uniform treatment to all employees.
- iii. The BMOs/ LBMOs have been deputed to National Institute of Cardio Vascular Disease (NICVD) for attending E.C.G interpretation workshop to update their knowledge for better & effective handling of emergency cases.
- iv. The Banks Health Clinics is promoting awareness amongst the employees regarding the importance and need of preventive medicine by conducting various health awareness programs/ lectures and screening camps on BMD, RBS, Cholesterol , Hepatic "B" & "C" etc.
- v. Twelve (12) lectures on recent advancement in the management of Type II Diabetes Mellitus, Bronchial Asthma, Hypertension, Rheumatoid Arthritis, etc were arranged by inviting renowned consultants from AKUH/ Liaqat National / Ziauddin Hospitals for Bank's Doctors in order to update and enhance their clinical skills for conducting OPD effectively.
- vi. Health Screening Camps on BMI (Bone Mass Index), Random Blood Sugar, Blood Pressure Monitoring and Cholesterol Serum and Bone Mineral Density have been arranged in October and November, 2009 respectively for staff/ their family members.
- vii. Health screening for Diabetes Mellitus, Dyslipidemia, Cardiomegaly, Fatty Liver, Hypertension, Renal Calculus and Hydronephrosis of serving employees above the age of 40 years has also been carried out.

- viii. Contractual arrangements with the suppliers of medicines have been revisited by the Medical Services Division with a view to make them more effective and coherent with the existing changes in medical facilities.
- ix. The ratio of purchase of medicines against emergency slips has considerably been reduced which not only saves the extra cost charged by the chemists but also provides efficient services to in-service/ retired employees over the counters set up at Bank's dispensaries.
- x. Annual Report on Medical Expenditure has been designed and developed by the Medical Services Division HOK to rationalize the medical expenditure.
- xi. Rate of Hospitals/ Laboratories/ Consultants have now been maintained in Medical Services Systems and separate booklets have been made available to facilitate the internal stakeholders.

#### 10.5 Printing and Publications Services

Equipped with high-tech machines and equipments, printing press of BSC undertakes variety of publications of SBP, SBP BSC and NIBAF viz; periodicals, monthly/ quarterly/ half yearly and annual publications inclusive of SBP Annual Report (Volume I & II), SBP BSC Annual Performance Review, Statistical Bulletin, SBP News/ Khabarnama, State of Pakistan Economy, Development Finance Review etc. The press also attends the occasional assignments like printing of different brochures, invitation cards, questionnaires, reviews, booklets and letterheads etc on need basis. The press offers reliable range of all printing related jobs like designing, printing, finishing and binding etc under one roof.

During the FY10, Bank's Press finished and delivered 1,465 print orders out of 1,495 that reflect achievement of 98% of targeted goals. Through skilful handling and proficient maintenance of old and new machines/ equipment, the Bank's press kept the cost of maintenance (including spares) below 1.4% of total inventory cost.