

9 Support Services Management

To ensure that a safe, healthy, and productive work environment continues to prevail in SBP and all its subsidiaries (SBP-BSC and NIBAF), a comprehensive support services structure has been established at SBP-BSC. The structure comprises General Services Department (including Medical Services Division), Engineering Department and Internal Bank Security Department.

9.1 General and Medical Services

General Services Department (GSD) is responsible for providing cost-effective and quality support services to SBP and SBP-BSC. The key areas, besides others, include procurements of IT equipments and services, professional consultancy services, vehicles, office equipment, furniture & fixtures, medicines and printing. GSD is also responsible for providing quality and cost effective health care services to Bank's employees and their eligible dependents through dispensaries located at Head Office, Karachi (HOK) and the Field Offices. These services are being provided by a combination of an in-house facility and by enlisting various quality hospitals, labs and consultants across Pakistan.

GSD, during FY14, has taken a number of initiatives to further improve the quality of support services, covering a wide variety of areas. Some of the area-wise key initiatives taken during FY14 include the following:

9.1.1 Procurement of IT Equipments, Services and Consultancy

During FY14, GSD accomplished 17 procurement projects amounting approximately to Rs. 570.0 million.

Similarly, GSD completed 17 projects relating to services, amounting to approximately Rs. 5.4 million. It procured services of 11 different firms for different Departments of SBP and SBP-BSC, amounting to Rs. 52 million.

9.1.2 Procurement and Maintenance of Office and Staff Vehicles

GSD is responsible for arranging procurement and maintenance of vehicles for SBP and SBP-BSC Offices and officers as per their entitlements. Accordingly, GSD purchased approximately 50 vehicles and ensured timely allocation from the suppliers. GSD has also ensured cost-effective and timely repair and maintenance to its stakeholders through settlement of insurance claims from NIC. GSD has also provided useful guidance and help to the Bank's officers regarding settlement of insurance claims and vehicle registration.

9.1.3 Printing and Publication Services

The Bank's printing press offers a dependable range of relevant functions i.e. designing, printing, finishing and binding of monthly, quarterly, half-yearly and annual publications that include SBP Annual Report (Volume I&II), SBP-BSC Annual Performance Review, Import/Export of Goods and Services, Inflation Monitor, SBP News, Report on the State of Pakistan's Economy, Performance Review of Banking System in Pakistan, etc.

During FY14, GSD printing press received, finished and delivered 656 jobs in comparison with 560 jobs during FY13.

9.1.4 Healthcare and Medical Services

Provision of quality and cost-effective medicines is central to ensure provision of the best healthcare services to the Bank's officers and staff. At present, there are 1892 medicines in the Bank's formulary which is much lower as compared to the number (around 3000) in FY13. It has been planned to further rationalize this number and bring it down to a maximum of 1000 to 1200 by FY15.

Concerted efforts have been made to ensure cost-effective procurement of medicines by minimizing the role of the middle-man by procuring medicines directly from the concerned manufacturers or through their authorized distributors, thereby getting an average discount of up to 25 percent besides ensuring procurement of genuine products. GSD also obtained discounts in the range of 10 to 30 percent from the Bank's panelists (consultants, hospitals and labs).

A total number of 40 doctors are working with the Bank's medical set-up across all Field Offices including HOK. For SBP and SBP-BSC, the total number of stakeholders is 38,902 and on average, every doctor examines around 49 patients per day. To reinforce the existing medical set-up for Karachi, the dispensary at North Nazimabad Office has been expanded, renovated and upgraded. In addition, the number of staff and doctors has been increased to provide full-fledged medical services including reimbursement of medical expenditures.

To enhance technical skills of doctors and staff, a number of sessions have been organized by inviting top-rated consultants, belonging to various areas of specialties, of Karachi. At the same time, various general health awareness programs have been organized on common diseases like hepatitis, diabetes, smoking hazards, etc. In addition, several screening camps were organized to proactively diagnose diseases like hepatitis, diabetes, etc. among the Bank's employees. Similarly, special reviews have been arranged for the patients who have chronic illnesses or have crossed the age of forty years, to ensure that they get the best medical treatment and could work up to their potential with zeal and vigor.

9.2 Engineering Services

During FY14, Engineering Department continued to strive to promote and maintain a good physical working environment with a special focus on further improvement to ensure a comfortable environment, ensuring a stable power supply and enhancement of building aesthetics and infrastructure.

During the period, Engineering Department completed 16 capital budget projects and various revenue budget works related to construction, renovation, refurbishing and improvement in physical infrastructure.

- The up-gradation of central HVAC system at HOK and Lahore Office has been completed and a comfortable environment is being maintained, besides saving cost otherwise being incurred on replacement of split air-conditioners.
- To further enhance the cash holding capacity, the space of existing additional bonded vault is being extended by converting the vault area in the basement of main Lahore Office building, presently used as a store room for stationery and official record room. To improve the working efficiency of the cash dealing staff, 30 counters at the first floor of Lahore Office and 12 cash counters at Faisalabad Office have been remodeled.
- With a view to reduce movement risk of currency in the Office, an Examination Hall at the ground floor of Islamabad Office has been constructed.
- In view of official visits to Multan Office by the Bank's officials from SBP and SBP-BSC, the old dispensary area at the second floor (Annexe Block) of Multan Office has been converted/renovated into six Guest Rooms.
- To improve air-conditioning environment of the entire building, the existing old DFA Central HVAC systems at NIBAF are being replaced/rehabilitated with new electric operated 350TR chiller, cooling tower, internal piping network in plant room, pumps, 12 AHUs, 128 FCUs and electric panel. To improve the academic facilities at NIBAF, the works of auditorium, internal development and refurbishing of the second floor of the Academic Block have been completed as per approved timelines.

9.3 Internal Bank Security

During FY14, the operational priorities of Internal Bank Security Department were devised in line with the overall security environment in the country, by ensuring efficient and effective management of the available security resources. At the same time, efforts were made to maintain close and continuous liaison with various security agencies.

9.3.1 Achievements

IBSD initiated various measures to step-up the security environment. In this regard, some major measures included raising of the height of walls with reinforcement by

Concertina Wire, Construction of Watch Towers, strengthening of security of HOK complex, procurement of weapons and induction of modern equipments. These security measures significantly mitigated the risk of any untoward incident and potentially addressed immediate deficiencies with long-term effects. Other achievements during FY14 include the following:

- To meet the shortfall, ten Security Officers (SOs) at all Field Offices have been inducted. Based on the input from CMs and SOs, the hiring process of 61 guards has been completed.
- A project for strengthening of main entry gates at HOK with Crash-Rated barriers has been undertaken and the Work Order for the project has been issued.
- Purchase Order for explosive detectors has been issued to the vendor and the equipment has since been delivered.
- Six prohibited bore licensed weapons (three G3s and three SMGs) have been procured for HOK in addition to 30 SMGs along with the required quantity of ammunition.
- IBSD conducted emergency evacuation exercises for all employees in SBP, SBP-BSC (HOK) i.e. Main Building, BSC House and LRC. This was followed by security demonstrations and lectures.
- Another significant achievement of IBSD was the management of successful shifting of illegal parking/hoardings from Mumtaz Hassan Road and Boulton Market areas.