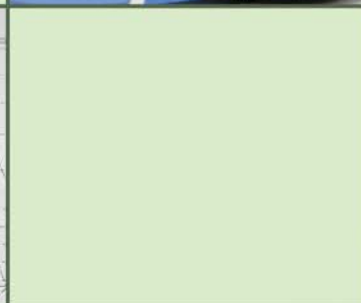
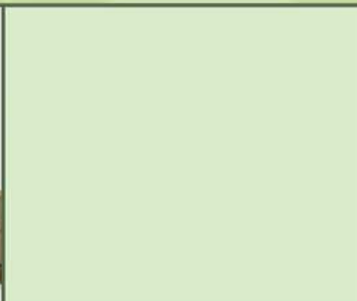


General Services



9 General Services

The dynamic nature of business at SBP and its two subsidiaries (SBP BSC and NIBAF) demands provision of continuous support and efficient services which are catered by three dedicated departments i.e. General Services Department (GSD), Engineering Department and Internal Bank Security Department (IBSD).

9.1 Overview

Provision of sustained and cost effective support services is pivotal for smooth conduct of business by an organization. At SBP, SBP BSC and NIBAF this job is being done jointly by three support services departments: General Services Department, Engineering Department and Internal Bank Security Department of SBP BSC. These departments extend support services in various areas such as procurement of: i) equipment, ii) consultancy services, iii) vehicles, iv) furniture and fixture, v) medicines and provision of medical services, vi) security related equipment as also provision of security services. Work relating to maintenance of building, provision of Heating, Ventilation & Air Conditioning (HVAC) services, modification, addition in existing buildings, and upkeep of all mechanical and electrical equipment are undertaken by SBP BSC as a common service. SBP BSC also provides and manages services relating to travel helpdesk and printing of publications of SBP, SBP BSC and NIBAF. The entire work relating to construction of any new building for SBP i.e. its planning, supervision and the consultancy to ensure timely completion in an efficient and cost effective manner is also handled by SBP BSC.

9.2 General Services Department

9.2.1 Overview

Provision of cost effective, timely and quality support services to SBP and SBP BSC is a key mandate of General Services Department. In this regard, all-out efforts are made to ensure the best standards of “Customer Services”. The procurement of goods and services, in accordance with Public Procurement Regulatory Authority (PPRA) guidelines, is one of the major responsibilities of GSD. The department provides quality services in the areas of travel help desk, health care, disbursement of salary and related benefits and provision of printing facilities through state-of-the-art-in-house managed printing press. Moreover, GSD has also been providing policy input to various types of requests coming from SBP and SBP BSC Field Offices relating to procurement of different assets as well as services in compliance with relevant PPRA rules.

9.2.2 Procurement of IT Equipment and Services

Being a key element of change management process, cost-effective technical up-gradation and procurement of IT equipment and IT consultancy services are some crucial and major procurement tasks of GSD. During FY16, GSD facilitated 30 different procurement arrangements amounting to Rs 1.4 billion approximately, completed 19 procurement assignments valued at Rs 70.4 million for hiring the services of different firms. The department has also successfully procured vehicles worth around Rs 76 million during FY16.

9.2.3 Health Care and Medical Services

Keeping in view the changing profile of Bank officers and rapidly growing technical innovation in health care industry, GSD is making continuous efforts to provide optimal health care services to the officers and staff of SBP, SBP BSC and NIBAF. Upfront, Bank's formulary has been revised by including medicines of top rated companies having latest formulas and delisting clinically obsolete medicines. Concerted efforts have been made to ensure cost effective procurement by minimizing the middleman and procure medicines directly from the concerned manufacturers or through their authorized distributors as per provisions of PPRA. Similarly, GSD has also broadened the network of hospitals, laboratories and consultants across Pakistan by enlisting them on the Bank's approved panel for convenience of our internal stakeholders. Moreover, a good number of reputed consultants have been invited to conduct Health Awareness Sessions on various topical issues for doctors working with the Bank's medical set-up across all Field Offices including HOK to further enhance their technical skills.

With a view to ensuring smooth and effective flow of consultancy services, Queue Management System has been installed. In addition, online appointment system has also been introduced for the Bank's employees to provide them convenience and save their precious time. Similarly, the employees have been provided the facility to get repeated medicines for their chronic illness through email.

In order to further strengthen internal controls, GSD in coordination with ISTD, HRD and HRMD, decided to issue Photo ID Medical Cards to its active and retired employees. In this regard, GSD has successfully completed issuance of medical cards to 4594 (96 percent) of the active SBP and SBP BSC employees and their dependents. While for the retired employees and their dependents, this number is 1941 (71 percent). Relatively lower number for retired employees is primarily because the retired employees are living mostly in remote areas and access to them apparently becomes difficult. All efforts are made to ensure that medical cards are prepared for all stakeholders.

9.2.4 Printing and Publication Services

GSD is also providing a wide range of printing services to SBP, SBP BSC and NIBAF through in-house state-of-the-art Printing Press. GSD is continuously making efforts to enhance the technical capacity of press staff by providing them relevant training opportunities. In general, printing requirements are cyclical and can be divided into monthly, quarterly, half-yearly and annual cycles. Major publications include: a) SBP Annual Report (Volume I & II), b) SBP BSC Annual Performance Review, c) Import/Export of Goods and Services, d) Inflation Monitor, e) Quarterly Report on the State of Pakistan's Economy, f) Performance Review of Banking System in Pakistan, g) State Bank News, and h) a good number of quarterly reviews published by different groups of SBP about their activities.

During FY16, the Bank's Press improved its quantitative as well as qualitative efficiency. The Printing Press received 1,004 jobs for printing, out of which 977 were printed and delivered to the relevant quarters within the agreed timelines.

9.2.5 Travel Help Desk Services

Cost effective provision of round the clock Travel Help Desk service to the Bank's employees for their official tours (and also for their private travel, if so desired) is one of the major activities of GSD. Besides being cost effective, the facility is a good source of help to the officers to plan their travel requirements. It is worth mentioning here that the Travel Help Desk has served more than 2500 employees of SBP, NIBAF and SBP BSC during FY16.

9.2.6 Future Outlook – GSD

GSD is exploring the possibility to further improve its prominent functions through putting a system based procurement mechanism in place. In this regard, work is under process to adopt e-procurement, instead of existing manual procurement system, which is going to enhance efficiency in tendering process through increased competition, enhanced efficiency in pay cycle and ultimately greater user satisfaction. GSD is exploring to further improve MIS by enlarging customized reporting network. In addition, it has been planned to further decentralize and delegate a number of functions to Field Offices in the light of recent restructuring of SBP BSC into three regions. GSD is also reviewing the existing SOPs regarding allotment of residential accommodation, though limited, at different offices of SBP BSC and SBP BSC Huts etc.

9.3 Engineering Services

9.3.1 Overview

Engineering Department serves SBP, SBP BSC and NIBAF as a common services department. Its main focus is to provide services relating to construction, renovation and maintenance of buildings, upgrade physical environment through renovation of existing infrastructure including repair/maintenance of equipment and installation of electrical, telecommunication and HVAC systems at building complex in Karachi and all the Field Offices. The department lays special emphasis to quality and timely completion of work and also makes extensive efforts to perform all jobs in a manner that ensures safe, comfortable and environment-friendly operations.

9.3.2 Initiatives during the year

During FY16, Engineering Department completed work on its all on-going and roll-over projects and also took various initiatives through new projects to improve the physical working environment and implement safety and security measures. Some of the major renovation work initiated during the period is enumerated below:

Box 9.1: Initiatives taken by Engineering Department during FY16

- The persistent issue of water seepage through the roof of Banking Hall of Karachi Office has been resolved by remedial work carried out at old terrace garden of the Main Building.
- Infrastructural support involving civil, electrical and HVAC work has been provided for installation of high speed Banknote Processing and Authenticating System (BPAS) at Karachi Office.
- The work for replacement of existing MS glazed windows with new double glazed UPVC windows was taken up at the Bank's Main Building, Karachi to improve its outlook, reduce heat and noise intrusion and provide better HVAC efficiency.
- To improve security arrangements at HOK and Field Offices, various works were taken up in coordination with the IBSD. These include construction of new gate offices/entrance lobbies at HOK to ensure visitor's management and to facilitate implementation of e-attendance systems.
- Development of meeting rooms in old barrack area adjacent to the SBP Health Club was commenced.
- Washrooms of toilet blocks of LRC, 3rd floor were renovated.
- Ladies Toilet Block at 2nd floor of Main Building, Examination Halls of Karachi Office and 4th floor of BSC House were also renovated.
- Passenger lift at BSC House has been replaced with a new lift.
- In order to adopt energy efficient system, LED lights were installed at boundary wall of the main building.
- Air conditioners have been installed in main building's Masjid so that *Namazees* could offer their prayers in a comfortable environment. Insulation treatment work at roof top of SBP BSC Islamabad has been completed and water proofing treatment for roof of SBP BSC Faisalabad is under progress.
- On completion of SBP Sports Complex at North Nazimabad, its landscaping work to further beautify and preserve the complex has also been completed.
- The existing old Central HVAC systems of NIBAF, Islamabad and SBP BSC Peshawar have been completed.

9.3.3 Future Outlook - Engineering Department

The Engineering Department will undertake the following mega projects involving construction of new buildings and major up-gradation work in existing buildings:

- a) Construction of SBP new office buildings at G-5/2, Islamabad, Gujranwala and D.I. Khan.
- b) Construction of purpose-built female hostel at Queens Road, Karachi.
- c) Construction of Learning Resource Centre and allied facilities at SBP BSC, Peshawar as well as family and bachelor accommodations at Quetta.
- d) Up-gradation/Replacement of HVAC System at Multan, Rawalpindi and Faisalabad.
- e) Up-gradation/Replacement of Electrical System at Lahore & Islamabad.
- f) Up-gradation of Fire Fighting System at Main Building Complex Karachi, Faisalabad and Islamabad.

9.4 Internal Bank Security

9.4.1 Overview

The operational priorities of Internal Bank Security Department (IBSD) are devised in line with the security intricacies for SBP & SBP BSC through effective management of available security resources. The role of IBSD has gained renewed importance in the backdrop of prevailing security situation in the country. In this regard, provision of secure work environment, leading towards safe and sound banking operations at all Field Offices, is ensured largely through sustained and cost-effective in-house security with the assistance of local police and other law-enforcement agencies (LEAs) on need basis.

9.4.2 Developmental Initiatives

IBSD has continued its efforts for strengthening the security at SBP, SBP BSC, HOK and all the Field Offices throughout the year. Salient initiatives include:

- Formulation of comprehensive Security Policy duly approved by the Security Committee of the management.
- Commissioning of Quick Response Force (QRF) from existing sources.
- Quality induction of armed forces security guards to complete existing deficiency of manpower.
- Periodical security vetting of employees from respective Special Branches of Police in all the provinces.
- Procurement of modern weapons with valid Arm Licences obtained from the respective Home Secretaries of Provincial Governments.
- Capacity-building through the on-job training, in-house firefighting practices and periodic Mock/Table Top exercises.
- Finalizing the Fire Fighting Consultancy Services for Field Offices.
- Procurement and maintenance of Hi-tech equipment, training and other miscellaneous steps for the improvement of security conditions.

9.4.3 Future Outlook – IBSD

IBSD intends to take a number of steps in order to enhance HR capacity of security staff by inducting trained ex-servicemen for QRF, training the existing personnel and ensuring availability of the latest suitable security equipment at various offices. The department collaborates with Police/Rangers/Civil Defence and Fire Brigade for strengthening its operational readiness to cope with various potential security challenges.