

# 15 Healthcare & Internal Security/ Safety

## 15.1 Overview

The overall quality of work life (QWL) is considered one of the building blocks of transforming an organization as a place to work with. QWL greatly impacts the output and performance of human resources and organization as it conserves human and material resources; reduces absenteeism and turnover and enhances employees' comfort and morale. During the period under review, SBP-BSC management has been proactive in providing excellent healthcare facilities of unmatched quality and standards. Similarly, for internal security of bank, SBP-BSC has undertaken considered measures towards providing safe environment both for employees and visitors. Keeping in view present law and order situation, enhanced security measures have been taken viz a viz upgrading the skills of security staff. Although the challenges regarding maintaining safe workplace have been enormous but with proactive and hands-on security management all efforts are made to overcome the threats.

## 15.2 Medical and healthcare services

Erstwhile Medical Services Division has been placed under the supervision of newly created General Services Department after the restructuring/ reallocation of departments in BSC and bifurcated into two distinct service centers – Bank's Health Clinics and Medical Services Division (MSD). While MSD provides administrative support to doctors and procures medicines etc., Bank's Health Clinics provide medical and healthcare facilities to serving and eligible retired

Dispensary	Number of Patients (employees)		Number of Patients (eligible dependents of employees)		
	Serving	Retired	Serving	Retired	Deceased
Head Office & North Nazimabad office	109,490	46,705	135,865	45,284	9,147
Bahawalpur office	5,319	14	5,302	-	9
D I Khan office	3,872	119	2,771	95	-
Faisalabad office	14,542	3,180	13,691	2,447	69
Gujranwala office	4,039	536	3,252	430	19
Hyderabad office	13,154	1,388	16,016	1,811	133
Islamabad office	12,090	3,508	11,688	2,881	285
Lahore office	30,176	16,936	36,162	17,734	1,189
Multan office	10,755	1,324	10,043	1,277	63
Muzaffarabad office	2,010	50	1,063	42	-
Peshawar office	22,668	5,145	20,981	3,985	538
Quetta office	8,782	872	7,827	915	56
Rawalpindi office	11,833	5,628	12,921	5,373	215
Sialkot office	6,980	533	6,557	437	23
Sukkur office	8,882	301	10,398	495	-
<b>Total</b>	<b>264,592</b>	<b>86,239</b>	<b>294,537</b>	<b>83,206</b>	<b>11,746</b>

employees belonging to State Bank of Pakistan, SBP-BSC, National Institute of Banking and Finance (NIBAF) and their legitimate dependents including the eligible dependents of deceased employees. 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 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) who coordinates with the main dispensaries at BSC HOK and North Nazimabad office Karachi as well as other dispensaries at field offices in providing medical and healthcare services. The detail of patients (serving and retired employees) and their eligible dependents visited Bank's dispensaries for treatment during FY08 is given in the Table 15.2.

#### ***15.2.1 Improvements in healthcare facilities***

During FY08, MSD/ Bank's Health Clinics took various measures to enhance the operational efficiency of main dispensary at BSC HOK and other dispensaries at BSC field offices with the main focus on keeping the record of medical history of the patients updated and providing timely treatment. The procedure for enlistment of consultants, hospitals and laboratories on Bank's approved panel has been rationalized. As a result of this exercise several new hospitals have been brought on the Bank's approved panel. Doctors' rooms at the main dispensary HOK and lobbies of Bank's Health Clinics have been renovated and necessary facilities have been provided in the waiting area to create a healthy and conducive atmosphere for the ailing employees and their dependents within the dispensary premises.

#### ***15.2.2 Facilities for emergency treatment***

A full fledged emergency room has been established at main dispensary as well as at the dispensaries at field offices to handle emergencies during office hours. The renovated emergency room at main building Karachi is equipped with ECG machine, Ambo Bag, Oxygen Cylinders, Nebulizer and Suction Machine Auto Clave for proper sterilization of surgical instruments, besides round the clock ambulance facility.

#### ***15.2.3 Health awareness programs***

A health awareness program/ screening for Hepatitis and an awareness session for Dengue fever were arranged by the Bank's Health Clinics at main dispensary BSC HOK for the employees of SBP and BSC Karachi. To communicate the ills and consequence of diabetes an activity programme was arranged by the Bank's Health Clinics with the courtesy of Novo Nordisk on 24<sup>th</sup> November, 2007. Novo Nordisk is creating awareness and imparting knowledge about diabetes to the diabetic patients in particular and other people in general through distribution of literature and by conducting workshop. The activity program was attended by all Bank Medical Officers and large number of employees from SBP and BSC. During the activity, besides free check up, blood sugar test, useful information was shared with the participants.

#### ***15.2.4 Review of rules for improvements in medical facilities***

In order to make the Medical Attendance Rules compatible with the present working environment the said rules have been reviewed comprehensively and recommendations for necessary amendments therein have been put up through the designated committee for approval. Medicine procurement procedure has been revisited and areas identified for improvement to enhance cost efficiency and quality control. Standard Operating Procedure for payment of bills of hospitals, laboratories, and consultants has been developed to implement a uniform practice in facilitating the vendors on bank's approved panel. To bring efficiency and economy in dispensation of medical services a robust data base has been made and different information are critically analyzed and recommendations made to achieve the better and efficient results.

### **15.3 Health Club & Gymnasium facilities**

In today's competitive work environment, socio-economic pressures and the deskbound nature of activities affect the employees' performance. Thus a healthy mind and body is a prerequisite for achieving peak performance in the organization. In order to keep employees healthy and fit, SBP-BSC has set up a state of the art health club and gymnasium facility within the Bank premises. The air-conditioned premises offer a variety of latest equipments for physical fitness. The Club/ Gym works under the supervision of trained male and female instructors who are available to guide the newcomers and existing members on better health techniques. The standard operating procedure for health club and gymnasium containing guidelines has also been prepared for the benefit of members. About 181 employees are member of the Gymnasium.

### **15.4 Sports facilities**

To encourage the healthy recreational activities in the Bank and to promote its institutional image, the Governor has constituted a Sports Committee mandating it to monitor progress of sports in SBP. Sports Coordinators for the five sports namely cricket, badminton, hockey, squash and table tennis have also been appointed. Articulating selection of players for these games, emphasis has been made on a mix of regular SBP employees including employees of its subsidiaries having interest in sports along with professional contract players hired for the specific event for cricket. The first meeting of the Sports Committee was held on January 8, 2008 where Chairman Sports Committee apprised the members of the recent developments in regard to sports and chalked out future strategy for reviving sports in the wake of the Governor SBP directives. The cricket team of SBP/ BSC reached in the final of Quaid-e-Azam Trophy (Grade-II) where it secured second position. The said tournament is highest event of cricket in Pakistan and reaching in the final was itself a great achievement for SBP/ BSC.

### **15.5 Internal Bank Security**

The Internal Bank Security Department (IBSD) is responsible for safeguarding the assets and installations of SBP and its subsidiaries and their employees. IBSD has progressed considerably and come a long way in achieving its objectives. Presently it has 370 security guards on its strength besides 353 Police Guards deployed at SBP Main Building, Boulton Market Building, Subsidiary House (BSC Head Office) Karachi and field offices across the country. New design uniform has been provided to all Security Guards of the Bank to give a smarter and impressive outlook. Latest appropriate weapons have been procured to strengthen the security arrangements. During FY08, IBSD has given due attention to the rising security needs for the smooth operations and hazard free working environment. Several measures have been taken to upgrade the existing security facilities at workplaces of SBP and its subsidiaries and Bank's other properties. IBSD is making all out efforts to improve its existing security systems to stand in line with any central bank of the world. Following are some of the important achievements/ measures undertaken by IBSD to enhance overall security environment within the premises of the Bank.

#### ***15.5.1 Technological upgradation***

Outer perimeter entry at SBP Main Building Karachi has been secured by employing 2 walk through gates. Further, all CCTV cameras have been integrated and watched/ recorded for 24 hours in newly established IBSD control room at Karachi. 5 Base Sets along with 22

Motorola Sets have been provided to Security Officers/ Security Guards for an efficient communication, besides latest arms and ammunition have been issued for use in emergency.

***15.5.2 Fire preventive measures***

All rooms, halls and lobbies of SBP, SBP-BSC HOK and BSC field offices are guarded against fire hazards by installing smoke/ heat detectors. In addition, large numbers of fire hydrants and fire extinguishers have been provided at critical places to combat such situations.