

12 Support Services Management

The State Bank of Pakistan (SBP) Banking Services Corporation (BSC) Ordinance 2001 envisaged that besides performing of its core function it is mandatory for BSC to provide congenial workplace environment, ensures security of human & other assets of the bank, quality of work life and quality publication to the State Bank as also its subsidiaries.

12.1 Overview

The SBP Banking Services Corporation Ordinance 2001 envisaged that besides performing of its core function it is mandatory for BSC to provide congenial workplace environment, ensures security of human & other assets of the bank, quality of work life and quality publication to the SBP as also its subsidiaries i.e., SBP BSC and NIBAF. The Engineering Department and Internal Bank Security Department are responsible for establishment and maintenance of all physical infrastructures including utilities and ensuring the security of the assets of the bank, respectively. While the Bank's Health Clinics are taking care of Medical and Health Care need of employees of SBP, NIBAF as also SBP-BSC. The Printing Press has been providing printing services to mainly SBP and is responsible for printing of all important reports, periodical etc. The Engineering & Internal Bank Security Departments and the Bank's Health Clinics have their units and dispensaries at all BSC offices across the country. The policies relating to these areas formulated by the BSC in close coordination with the Corporate Management Team¹ (CMT) of the SBP and where required approvals are also obtained from the Board of Director of SBP-BSC. The key performance under the said support functions have been discussed in the following sections.

12.2 Up-gradation of Engineering and Maintenance Services

During FY11, the BSC through its Engineering Department and its field units has completed number of projects relating to new construction, renovation, refurbishing, additions, alterations and improvements in infrastructure used by the SBP, and its subsidiaries. The details of the major projects/ works undertaken or completed during the period include;

- Construction of Networking Operation Centre for ISTD at 6th floor Main Bank Building, Karachi.
- Renovation/ Refurbishing work completed at Deposit Accounts Division (DAD) of BSC Karachi Office at 1st floor Main Bank Building.
- Renovation work completed at 3rd floor BSC House, Karachi
- Improvement work completed at outer area (Drive Way) Main Bank Building, Karachi
- Supply and installation of 1500 KVA transformer and Low Voltage (LV) Switch Boards and Miniature Close Circuit (MCC) for the Electrical System at SBP Main Bank Building, Karachi.

¹ Managing Director of SBP BSC is also a member of the CMT.

- Supply and installation of three Cooling towers for SBP Main Bank Building, Karachi.
- Supply and installation of AC Chillers for Air-conditioning system of BSC North Nazimabad, Karachi.
- Supply and Installation and Commissioning of one new passenger lift at BSC Peshawar.
- Providing/ laying of armored telephone cable for Learning Resource Center (LRC) & Canteen Building Karachi.
- Providing and Fixing of PRI Module, Cabling, in the Telephone Exchange at BSC Quetta.
- Rehabilitation of High Tension (HT) and Low Tension (LT) panels and laying of HT/LT cables for electrical work at BSC Lahore.
- Installation of Electrical auto feeder changeover system and IT improvement work in bank's Health Clinic and other relocated units at BSC Faisalabad.
- Installation of Explosive Detectors/ Sniffer BSC Head Office Karachi & Field Office.
- Radio Communication at HOK & Field Office.

12.3 Improvements in Medical and Healthcare Facilities

The Bank Health Clinic is accomplishing its professional pursuits within the framework of Medical Attendance Rules (MAR). The teamwork and diligence of Doctors/ Paramedical & General Staff of Bank Health Clinics has enabled to shoulder the onerous responsibility of the medical care. The division has endeavored to come up to the expectations of our stakeholders and repose confidence in the patients.

The Bank Health Clinics provides 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 MAR. Two main dispensaries, one at Head Office, and the other at North Nazimabad Office Karachi are working under the direct supervision of Chief Medical Officer (CMO), while the dispensaries at other field offices of BSC are functioning under the overall technical supervision of Bank's Health Clinics headed by the CMO.

During FY11, a total of 43,280 serving, eligible retired employees and their registered dependents of deceased employees (viz; 14,804 of SBP, 11585 of BSC HOK, Karachi & North Nazimabad office and 16,891 of other filed offices) were facilitated by the Bank Health Clinics across the country for the period July 1, 2010 to June 30, 2011 (**Table 12.1**).

Table 12.1 Employees Facilitated by Banks Health Clinics during FY11

Particulars	Total Stakeholders
SBP	14,804
BSC	28,476
Total	43,280

During the year under review following initiatives were taken by the Banks Health Clinics;

- Formulation of Standard Operating Procedures (SOPs) for smooth & transparent facilities and uniform treatment to all employees both serving as well as retired employees;

- Usage of Glucometer strips for Insulin dependent patients.
- Emergency Treatment at Agha Khan University Hospital (AKUH) & Shaukat Khanum Memorial Cancer Hospital & Research Center.
- Health Screening package from AKUH Package “A” Rs. 8,500/- & Package “B” Rs.22,800/-.
- Nursing Care charges for bedridden patients in vegetative state.
- Guidelines for issuance of medicine from Bank Health Clinics.
- Awareness/ Updated Lectures/ sessions were conducted by renowned consultants from AKUH, Liaquat National Hospital (LNH), Dr. Ziauddin Hospital etc. for updating the knowledge of Bank’s Doctors such as;
 - Type II Diabetes Mellitus by Dr. M.A. Ebrahim, Consultant Endocrinologist.
 - Cervical Cancer by Dr. Rozina Sikandar, Consultant from AKUH.
 - C.A Breast by Dr. Rozila Sadia Khan, Consultant from AKUH.
 - ECG Work shop By Dr. Chundar Mughlani, Consultant Cardiologist Liaquat National Hospital.
 - Updates on Dyslipidemia by Dr. Fawaad Farooqi, Consultant cardiologist National Institute of Cardiovascular Diseases (NICVD).
 - Updates on Hepatitis “C” by Dr. Furqan Ahmed, Gastroenterologist, South City Hospital, Diplomat American Board.
 - Early Insulin Initiation & Optimization in Type II Diabetes Mellitus by Dr. M.A. Ebrahim, Consultant Endocrinologist.
 - International conference on latest update on Management of Hypertension by Pakistan Hypertension League.
 - Lecture on Pain Management by Dr. Saeed Minhaz, Consultant.
 - Lecture on Bipolar Disorder by Dr. Iqtedar Taufeeq, Psychiatrist,”LNH”.
 - Diabetes Management by Dr. M.A. Ebrahim, Consultant Endocrinologist.
- Bone Mineral Density Test (BMD) has been arranged particularly for female employees at North Nazimabad Office in August, 2010.
- Inclusion of 80 new medicines/ new salts for the benefit of our patients during second review of Medical Formulary whereas 84 medicines have been delisted.
- Health screening of 131 employees (40 years and above) of SBP have been conducted at HOK dispensary for early detection of disease. 72 new cases were identified, who were suffering from various diseases such as diabetes, hypertension, DL etc and required treatment has been initiated along with emphasis on life style modification.
- Review of top 50 patients with higher medical expenditure to curtail expenditure without depriving them from genuine medical needs.
- Up-dation of patient visit screen with the help of ISTD SBP team for proper record of patient data in MSS Oracle.
- The Bank Health Clinics is promoting health awareness among employees regarding the importance and need of preventive medicines by conducting various health screening camps at Banks Health Clinics at HOK and North Nazimabad office. During Fy11 two phase Hepatitis for “B” & “C”, Cholesterol and Blood Sugar Screening (Random) Camps were arranged on January 18, and March 28, 2011.

- Shorting listing/ Rationalization of Hospitals/ Labs/ Consultants at all field offices as well as at HOK to retain only quality hospitals/ Labs & renewed Consultants on our panel for provision of best available treatment to our employees.

12.4 Strengthening the Internal Bank Security

Internal Bank Security Department (IBSD) is making all out efforts to create a secure and safe environment within the premises of SBP and its subsidiaries viz; BSC HOK & its field offices and NIBAF, so that employees at every level can work with peace of mind. During the year FY11 the IBSD continued to move forward by taking following initiatives, to create secure working environment and provide safety and security to employees, assets and infrastructure of the Bank.

- Proactive coordination with Law Enforcing Agencies, Civil Defence (Bomb Disposal Unit) and Fire Fighting Brigade.
- The concept of security parameter with vigilance/ monitoring through CCTV Cameras from Central Control Room and initiate action in minimum possible time alerting through Wireless Communication System has been fully put in place.

Following steps have also been taken;

- In every office including HOK concept of parameter security was adopted. Outer walls were raised in height and reinforced by razor sharp barbed wire.
- Watch towers were constructed for better observation and prompt reaction in cases of any incident.
- Hydraulic Road Blockers, Baggage Scanner Machines, CCTV Cameras, Walk through Gates were deployed in a manner that all employees/ visitors are smoothly checked/ filtered before on the entrance gate.

12.5 Printing and Publications Services

The Bank's Printing Press equipped with high-tech machines and equipment provides printing and related services to SBP BSC as well as NIBAF. The Press offers reliable range of all printing related facilities like Designing, Printing, Finishing and Binding etc. at one place. The publications being frequently undertaken by the Press are divided into Monthly, Quarterly, Half-yearly and Annual that include SBP Annual Report, SBP BSC Annual Performance Review, Import/ Export of Goods and Services, Inflation Monitor, SBP News, Statistical Bulletin, Periodical Reports on the State of Pakistan's Economy, Performance Review of Banking System etc. During FY11, the Press received total of 763 print orders of different types out of which 748 were completed and delivered to relevant quarters according to stipulated priorities that reflects 98% output. The Bank's Press is aimed at consistently offering professional and highest standard services to all of its stake holders without any lapse.