

12 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 network has been established at SBP BSC. The network comprises Internal Bank Security Department, Engineering Department and General Services Department.

12.1 Overview

In addition to performing its core responsibility of being an operational arm of State Bank of Pakistan, SBP BSC also undertakes support functions for; i) ensuring security of human and other assets of the Bank; ii) doing procurements of goods and services including IT equipments; iii) maintaining congenial workplace environment; and iv) providing health care facilities to employees and their dependents. Apart from this printing press provides state of the art printing facilities to SBP and its subsidiaries for publications. These responsibilities are met with the support of its four service entities namely Internal Bank Security Department, Engineering Department, General Services Department (GSD) including Medical and Health Clinics and SBP BSC Printing Press. Besides managing these services, the BSC formulates and reviews policies for these support functions in collaboration with SBP. The notable achievements of these common service departments during the year under review have been discussed (function-wise) in the following paragraphs.

Highlights

- Raising boundary wall by nine feet. at HOK and field offices.
- Installation of Search Light to lit inside as well as outside area.
- Installation of a Modern Sound System for LRC Auditorium Karachi.
- Installation of CCTV Camera to cover area outside boundary wall.
- Improvement/up-gradation of air-conditioning systems installed at Main Bank Building, BSC Subsidiary House and LRC Building Karachi (Phase-1). Cooling inside the buildings has improved considerably.
- Up-gradation of electric sub-station as per changed requirement (Replacement of HT/LT Panels and Cables, etc).
- Supply and installation of Web Based online diesel generator set fuel monitoring system at SBP BSC (Bank), North Nazimabad.
- Bank's Health Clinics organized three health screening workshops for the benefit of employees.
- Modern medical research exposures organized for Bank staff doctors.

12.2 Up-gradation of Engineering and Maintenance Services

To achieve end-users' satisfaction, the Engineering Department SBP BSC keeps on upgrading its facilities and services standards. The major area of concern for the Engineering Department has been seamless supply of major utilities like power, water, and communication services, etc. Towards this end, the department took number of important initiatives to upgrade these services during FY12.

To ensure uninterrupted power supply, especially for the mission sensitive IT installations and services, all workstations, whether in offices or at the public dealing counters, have been connected to the UPS system. Together with maintaining continuous supply of electricity, the department has been able to restore supply of water to the Bank's main building through pipelines after a lapse of almost two and a half decades. It resulted into curtailing supply of water through tankers and corresponding cut in the expenditure.

To provide up-to-the-mark telecommunication services is another major activity where Engineering department has been able to keep pace with emerging needs. Installation of Primary Rate Interface (PRI) microwave setup during FY12 is a testimony to this resolve and is being viewed as a step towards cost efficiency in telecom facilitation where cellular usage and coverage have certainly outgrown landline communication.

12.3 Improvements in Medical and Healthcare Facilities

The Medical Services Division (MSD) is responsible for providing health related services to the employees of SBP and its subsidiaries through in-house dispensaries situated in offices premises as well as arranging similar services at OPDs of public and private sector clinics. Further, hospitalization facility is provided in Bank's approved hospitals.

12.3.1 Profile of Medical and Healthcare Facilities

MSD provides medical and health care facilities to serving and eligible retired employees of SBP, BSC & NIBAF and to their dependents. 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 FY12, a total number of employees & ex-employees and their dependents that availed medical facilities were 41,519. Details are given in **Table 12.1**.

Table 12.1: Profile of Medical and Healthcare Facilities

Type	Employees in Numbers				
	Serving Employees	Dependents of Serving Employees	Retired Employees	Dependents of Retired Employees	Total
SBP	1,341	4,608	3,264	3,956	13,169
BSC	4,172	18,836	1,299	4,043	28,350
Total	5,513	23,444	4,563	7,999	41,519

To meet with some formidable challenges MSD has formulated Standard Operating Procedures (SOPs) for nursing care charges for bed ridden patients in vegetative state, treatment of patients suffering from Alcohol/ Drug addiction. Moreover, special procedure has been framed for issuance of specialized/high cost medicine and admissibility of Omega 3 Fatty Acid for patients likely to be referred with the above mentioned issues.

12.3.2 Occupational excellence for banks doctors

To keep the Bank's doctors abreast with new developments in health sciences and encourage them to explore issues even further, MSD organized fairly good number of occupational trainings/ educational sessions on important current issues/topics.

Specialist/experts of local and international repute were invited to deliver lectures to enhance the understanding of the doctors.

12.3.3 Medical Boards at HOK & Field Offices

Medical boards were constituted by MSD for the first time at the HOK and also at field offices to identify patients on the bank payroll with prohibitive treatment expenses. The rationale for the exercise was to redesign specific healthcare for them in a manner to ensure both cost effectiveness and uncompromised availability of genuine medical services/ care.

12.3.4 Preventive Medicine

In the modern world preventive medicines are a corner stone of medical care. Various Health screening camps & public awareness programs like screening for Blood Sugar Random and cholesterol, etc. were arranged by the Division for the benefit of the employees. Screening camps were also organized from time to time for major ailments like Hepatitis B and C (Table 12.2 & 12.3).

Table 12.2: Health Screening Camps during FY12

Test/Screening Conducted for	Date/Venue of Screening	No. of Employees Screened	
Blood Sugar Random	November 24,2011, HOK	Total No. of Employee Screened	300
		Newly diagnosed	12
		Impaired Glucose	31
Cholesterol Screening	November 24,2011, HOK	Total No. of employees screened	300
		Newly diagnosed	17
Camp for Hep "B"&"C".	February 2, 2012, North Nazimabad Dispensary	Total No. of employees screened	249
		Newly diagnosed (Hepatitis "C")	03
		Known cases (Hepatitis "C")	02

Table 12.3: Health Screening Camps during FY12

No. of Ref/ letters issued	To be examined	Examined	Normal	Known cases	Newly Diagnosed Cases
133	04	129	40	32	67
KNOWN CASE 32			NEWLY DIAGNOSED 67		
Disease	Cases	Disease	Cases		
1. HTN (Hypertension)	9	1. HTN (Hypertension)	4		
2. DM (Diabetes Mellitus)	4	2. DM(Diabetes Mellitus)	4		
3. DL(Dyslipidemia)+ Obesity	1	3. DL(Dyslipidemia)+ Obesity	7		
4. HTN(Hypertension)+DL(Dyslipidemia)	3	4. HTN(Hypertension)DL(Dyslipidem	4		
5. DM(Diabetes Mellitus)+DL(Dyslipidemia)+HTN (Hypertension)	3	5. DL (Dyslipidemia)	16		
6. IHD (Ischemic Heart Disease)	3	6. HTN (Hypertension)+ Obesity	2		
7. O.A (Osteoarthritis)	2	7. Cirrhosis (due to Hep"C")	1		
8. D.L (Dyslipidemia)	2	8. Obesity	8		
9. HTN (Hypertension)+BPH(Benign Prostatic Hypertrophy)+Disc Proplapse	1	9. DM (Diabetes Mellitus)	2		
10. IHD(Ischemic Heart Disease)+HTN (Hypertension)	1	10. +DL(Dyslipidemia)	4		
11. HTN(Hypertension)+ Asthma	1	11. Impaired Glucose Tolerance	5		
12. DM(Diabetes Mellitus)+ Asthma	1	12. HTN(Hypertension)+DL (Dyslipidemia)	3		
13. HTN(Hypertension)+IHD(Ischemic Heart Disease)+DM (Diabetes Mellitus)	1	13. Umbilical Hernia + Obesity +DL (Dyslipidemia)	7		
Total Cases	32	Total Cases	67		

12.3.5 Screening Camps for Employees/ Officers

Health screening of 129 SBP employees of 40 years and above were conducted at HOK dispensary for early detection of diseases. During these camps 67 new cases of diabetes, hypertension, dyslipidemia, etc. were discovered for whom required treatment was initiated and strong recommendations were made and emphasis laid on life style modification .

12.3.6 Review of Medical Formulary

Medical Formulary was reviewed by the Technical Committee for updating and inclusion of new salts/ medicines for the benefit of Bank's patient. Ninety one medicines were included in Medical Formulary while 89 were delisted.

12.4 Strengthening the Bank Internal Security

During FY12, efforts were made to maintain coordination with relevant security forces inclusive of the intelligence outfits to remain updated on the threat situation. Officers at all tiers of responsibility were also briefed about the threat assessment and their needed response to address the situation. The prevailing threat paradigm due to “insurgency” situation was discussed with all Security Officers in field offices, thus IBSD is coordinating with all of its Field Offices for formalized threat assessment giving each Security Officer an initiative to formulate security plan as per his need.

In this context, critical and vulnerable field offices, especially in the federal and provincial capital inclusive of the HOK were identified and investment in security equipment inventory as well as infrastructure was made accordingly. Conscious efforts were made, firstly to prevent any mishap through better parameter security, and secondly to sustain defences if the first line is overwhelmed. Keeping in view the fact that the bank is the symbol of financial sustainability of the country, the criticality of the situation at major and smaller offices in cities like Sukkur, Gujranwala and D.I.Khan demanded an equal amount of vigilance and accident prevention.

Sustained steps were taken by the IBSD to further enhance security of SBP, SBP BSC (HOK) and all field offices. These include additions in outer parameter security, i.e., enhancing of height of walls with reinforcement by concertina wire, construction of watch towers and security rooms. The existing security system significantly mitigates the risk of any untoward incident and potentially addresses all the deficiencies at the bottom-line.

12.4.1 Parameter Security

During FY12, in addition to raising Parameter Security of HOK & all Field Offices was enhanced by increasing the ceiling of the boundary wall height by 9 ft. It was further reinforced by laying razor sharp concertina wire on top of wall. The entrance gates' security was also enhanced through iron sheet and grill fitting on the gates. Search lights were installed at vital points for surveillance during the night. These enhancements helped the IBSD to ensure security of the Central Bank's premises at all times. Efforts were also made to increase the CCTV coverage of the main building and field offices premises.

12.4.2 Security Enhancement

To Streamline Command & Control and improve Organization of Internal Bank Security Units (IBSUs), a concept of Mid Level Supervision was introduced. This affords the middle management ample freedom to quickly act and respond to demanding situations in times of need. Security Team has also been formulated for each office to ensure quick response towards any hovering threat or under various scenarios.

12.4.3 Training, Awareness & Capacity Building

IBSD conducted the yearly mock exercise of emergency evacuation in SBP's main building, LRC, SBP BSC (HOK) and canteen building where all the officers took part in that activity. It concluded after fire fighting demo and briefing by the Director IBSD. In order to maintain confidence of Security Guards on their weapons, small arm firing practice for Security Guards of HOK was conducted at ranges on Super highway. Security awareness drill was conducted for all Fire Marshals and Senior Representatives of all the Departments of SBP, SBPBSC, and HOK by Director IBSD and his team. Apart from that drill, staff was also given training on rescue, fire break out, handling of emergencies besides lectures on sensitive topics like bomb disposal, etc.

12.5 Printing and Publications Services

The Bank's printing press continued to provide the state of the art facilities for the publication of key SBP and SBP BSC documents. Being equipped with new and old blend of true Offset Lithographic technology, the printing press ensured market leader level quality in the publications. Major publications being currently undertaken by the press included SBP News, Inflation Monitor, Statistical Bulletin, and Reports on State of Pakistan's Economy, annual and quarterly Reports, BSC Annual Performance Review, Performance Review of Banking System, and Posters designed by Currency management department for creating awareness about bank notes security features and also those with information about specific phased out/ withdrawn currency notes.

12.6 Future Outlook

Looking forward the support services management team is making concerted efforts to improve its products to the satisfaction of the stakeholders.

- i) Medical services for employees' dependents living in eastern and northern limits of Karachi are being centralized at the North Nazimabad office.
- ii) Revision of medical services to cut prohibitive costs.
- iii) Planning & designing work of car parking building at Main Bank Building premises, Karachi by April, 2013.
- iv) Furthermore the engineering department is working on expanding the office space in Gujranwala and work is expected to be completed by May FY13.
- v) Completion of air-conditioning improvement work of Main Office Building, LRC and BSC house by April, 2013.
- vi) Synchronizing diesel generator sets at Main Bank Building, Karachi by May, 2013.
- vii) IBSD is seeking coverage of the previously uncovered areas for access control. That coverage would include visual surveillance through security cameras and electronic

coverage through restricted access to core buildings, on the pattern followed in main building.

- viii) A central alarm system is being updated for meeting any untoward eventuality, with an aim to minimize the response time, at the HOK and all the field offices.