

## **Message of the Managing Director, SBP Banking Services Corporation**

Congratulations on the completion of 10 years of SBP Banking Services Corporation.

I take this opportunity to thank you all for giving me such a warm welcome as the new Managing Director of SBP Banking Services Corporation. During the last 3 months I have held extensive consultations at all levels. These consultations have already started to give dividends in the form of identification of most urgent issues and a viable plan to address them having our shared ownership. The way forward to upgrade the efficiency of our operations and enhance their quality on cost effective basis are as follows:



1. Further strengthening of our management & leadership and upgrading on-going communication with all employees & stakeholders.
2. Augmenting human resource base to replace the officers taking option of early retirement by fast tracking recruitments and further out sourcing of certain non-core functions.
3. Enhancing succession planning and development of management through focused training, enriched application and job rotation.
4. Accelerating the pace of re-engineering of processes in core functions of currency management, banking, foreign exchange operations and development finance to take full advantage of technology already in place and facilitating further automation including handling of currency notes.
5. Implementing robust performance management system incorporating measurable key performance indicators to focus on priority areas and facilitating fair and transparent performance evaluation and reward structure.
6. Enhancing coordination between SBP and SBP Banking Services Corporation to effectively upgrade our operations and services to the stakeholders.

We have already achieved initial success in addressing the legacy issue of soiled currency notes backlog and enhancing the coordination of SBP BSC- Head Office with SBP as well as with the field offices. To fully achieve our objectives, we will have to keep up the momentum of positive change and further strengthen the dialogue with our employees and stakeholders.

We will have to continue to exhibit our unwavering commitment to the achievement of our objectives throughout 2013 so that the immediate concerns in our core business and support areas are fully resolved and we can shift our concentration to achievement of our medium term vision as highlighted by the Governor.

In the long run, we will have to continue to strive to accelerate the pace of the transition so that we are well poised for realization of transformation of SBP Banking Services Corporation into a modern & technologically advanced organization, well resourced by energetic, trained and motivated workforce and managed by proactive and enlightened leadership, fully geared to achieve the operational objectives of SBP.

This was the original purpose of establishing SBP Banking Services Corporation and it is time that it is fully realized. The Governor and our Board are supporting us fully to achieve this purpose. Let us reaffirm our commitment to direct all our energies to achieve it.

**AFTAB MUSTAFA KHAN**  
**Managing Director**  
**SBP Banking Services Corporation**