

## 7 General Services

*The dynamic nature of business at State Bank of Pakistan and its subsidiaries demands provision of sustainable and efficient support services, which are provided by three dedicated departments of SBP Banking Services Corporation i.e. General Services Department (GSD), Engineering Department and Internal Bank Security Department (IBSD).*

### 7.1 Overview

SBP BSC provides efficient support services in the areas of General services, Engineering and Internal Bank Security to SBP and its subsidiaries / allied entities through coherent efforts. All support services remained focused on continuous improvements in related service delivery areas that include procurement, printing, security, physical environment and most importantly medical services.

### 7.2 General Services

General Services comprised of procurement of goods and services in transparent manner under the framework of Public Procurement Rules-2004. During FY19, goods and services worth of approximately Rs 1,252 million were procured in different categories. SBP BSC also manages printing of important journals and remained focused to provide quality health care services to employees of SBP and SBP BSC in cost effective manner.

#### 7.2.1 Initiatives / Achievements

As part of continuous processes improvement, SBP BSC through its General Services Department (GSD) took various initiatives during FY19 and successfully executed numerous assignments, some are highlighted below:

##### Box 7.1: Initiatives by GSD

- Successfully completed the procurement process and signed the contracts for:
  - Banknote Disintegration System (BDS).
  - Voice Recording Redundancy Solution for treasury operations.
  - SWIFT System Security and Operational Review.
- Upgradation and extension of Day Care Center.
- Capacity building of relevant indenting departments of SBP & SBP BSC.
- Disbursement of Salary through automated RTGS system.
- Activation of Retirement Benefit Module and Pension Arrear Calculation system in Oracle.
- Arranging of various health screening camps and enlistment of 3 "A" category hospitals on the Bank's panel.

#### 7.2.2 Future Outlook

SBP BSC is adopting an online procurement system under *E-Procurement Project* for its procurement function. This will not only enhance the transparency in the procurement processes but will also improve the participation of prospective bidders. To harmonize the procurement practices, bidding documents will be standardized across SBP BSC offices followed by targeted training programs.

SBP BSC will also conduct a study of different procurement models adopted by various Public Sector Enterprises (PSEs) and will map the same with its processes for necessary amendments, if any. In order to ensure proper tracking and monitoring of cases and to avoid delays, robust MIS case tracking system will be developed.

Keeping in view the implementation of Knowledge Management System, SBP BSC is focused to work upon proper record keeping and preservation of record during upcoming year. Indexation and

synchronization of sensitive record will be done in order to preserve record in an easy-to-track manner.

## 7.3 Engineering Services

### 7.3.1 Overview

Engineering services continued its role to support, maintain and renovate the physical workplace of SBP and its related subsidiaries viz. SBP BSC and NIBAF. It remained engaged in renovation of the SBP's buildings and existing infrastructure, installation of high-grade equipment and repair/maintenance of already-installed electrical, telecommunication equipment and HVAC systems during FY19. SBP BSC strived to ensure efficient completion of all work streams with highest level of quality, and procured all works / services in accordance with the Public Procurement Rules in a fair & transparent manner.

### 7.3.2 Initiatives during the year

To further strengthen the performance of the engineering services, the standard Bill of Quantity (BOQ) template with detailed specifications, encompassing most commonly used items at SBP BSC has been formulated to ensure common Engineering practice across the Board. Some of the achievements during the year are elaborated below:

#### Box 7.2: Initiatives by Engineering

- Completion of project "Construction of Residential Block (Bachelor/ Family) at SBP BSC Quetta"
- Digitization of Engineering HOK drawing records
- Preparation of contract management manual having FIDIC as General Condition of Contract for mega building projects likely to be carried out in near future
- Provision of heat and sound proof uPVC windows from 4<sup>th</sup> to 10<sup>th</sup> floor of SBP Main Building
- Up gradation & Improvement of Physical Environment of BSC House at 4<sup>th</sup> floor
- Completion of projects (a) Supply, Installation of 11KV VCB Panel at SBP BSC Hyderabad (b) Re-construction of Boundary wall at SBP BSC Faisalabad (c) Supply, Installation of 45KVA generator at SBP BSC Quetta
- Establishment of FEAD court spaces at SBP BSC Lahore and Rawalpindi
- Installation of telephone exchange (PABX) at SBP BSC North Nazimabad and up gradation of exchange at SBP BSC Islamabad
- Commencement of projects (a) Renovation work for Establishment of NIBAF campus at SBP BSC Quetta (b) Fixing of false ceiling and lighting at SBP BSC Karachi and 2<sup>nd</sup> floor Academic block NIBAF Islamabad
- As a pilot project, Grid connected Solar Based system has been installed as an alternate source of energy for BCP Backup site at Karachi
- Resolution of more than 3000 complaints received from various stakeholders, related to Telecommunication, Electrical, Mechanical, Civil, Janitorial works etc.
- Fixing of false ceiling and lighting in main building of Peshawar office

### 7.3.3 Future Outlook

To move towards preventive maintenance, improved MIS and transparency in procurements various initiatives are being undertaken. These include maintenance of Engineering-related assets using Computerized Maintenance Management Software which would ensure preventive and repair maintenance scheduling of assets with graphical representation of cost incurred over years. In addition, SBP BSC has also been examining the efficacy of e-Procurement and e-Billing system for SBP BSC wide procurement before digitizing the existing manual tendering and billing process.

## 7.4 Internal Bank Security Services

### 7.4.1 Overview

Internal Bank Security Services sets out its operational priorities to help SBP and SBP BSC achieve their overall strategic objectives under the prevailing security environment. Internal bank Security Department (IBSD) strives to provide safe and secure work environment through sustained in-house

security mechanism and maintaining close coordination with relevant Law Enforcement Agencies (LEAs). Accordingly, enhanced security vigilance ensured uninterrupted banking operations at all Field Offices throughout the year. For the purpose, field offices also maintained close liaison with local Police/Rangers/ Civil Defense/Fire Brigade and other law-enforcement agencies, for assistance on need basis.

#### **7.4.2 Developmental Initiatives**

During FY19, IBSD continued its efforts for strengthening the security measures at SBP, SBP BSC HOK/Field Offices and NIBAF:

##### **Box 7.3: Initiatives by IBSD**

- Review of Security Arrangements and Systems at SBP HOK Complex and five major field offices by National Electronic Complex of Pakistan (NECOP).
- Preparation of Draft Fire & Safety Manual to provide guidelines, SOPs and direction to all Field Offices and employees.
- Conducting regular physical efficiency tests of security personnel, and also arranging weapons firing practices.
- Capacity-building through on-the-job training, in-house firefighting rehearsals and periodic Mock/Table Top exercises.
- Procurement and maintenance of weapons, search, surveillance and firefighting equipment.
- General awareness of the employees regarding security / safety precautions through online messaging.

#### **7.4.3 Future Outlook**

SBP BSC intends to strengthen its security services through installation of Integrated Security Systems based on NECOP report and enhancing capacity of department to manage varying level of security threats.