



"Quality Review Newsletter" January - June 2017 13th Issue

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Message from Senator Mohammad Ishaq Dar Finance Minister



I am pleased to see the current issue of "Quality Review Newsletter" of Finance Division being published under the supervision of Quality Assurance Management team. The Newsletter not only encompasses quality related activities in Finance Division but also provides opportunity to the line Ministries as well as general public to see the commitment of its officers & staff in the delivery of quality services and providing timely reports.

Quality Assurance Programme was launched by the Finance Division in January, 2006 with the purpose to enhance performance level of Finance Division and its associated offices by adopting and implementing internationally recognized Quality Management System (QMS). I am happy to know that meetings of Departmental Quality Review Committee (DQRC) of the Wings are held regularly to monitor the implementation of Quality Assurance Programme. This programme has made significant progress as it is being pursued effectively at all times and as a result, Finance Division has obtained further three years renewal certification with effect from 14-08-2016 upto 2019. I wish all the success for Quality Assurance Programme in Finance Division.

Message from Mr. Shahid Mahmood Finance Secretary



Finance Division was the first Federal Government Organization at the Secretariat level setup in Pakistan to achieve ISO Certification during the year 2006, subsequently leading to launching of Quality Assurance Programme. The ISO requirements cover everything from how to plan and carry out your processes to how are they measured and improved. ISO 9001:2008 is, therefore, an outline for Quality Management System (QMS).

Under Quality Assurance Programme, Finance Division is striving hard to enhance the customer satisfaction level by improving the performance and systems at various levels. The professionalism being adopted by the Finance Division in the context of Quality Management is commendable. I hope that the current issue of "Quality Review Newsletter" would prove a valuable source of information in terms of assessing service delivery of Finance Division.

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KEY ASSIGNMENTS BEING UNDERTAKEN BY QA SIDE UNDER THE UMBRELLA OF QUALITY ASSURANCE PROGRAMME OF FINANCE DIVISION

ISO Certification:

- Finance Division is the first amongst Federal Government Ministries/Divisions in Pakistan to achieve ISO Certification during the year 2006.
- Its objective is to ensure the compliance of Quality Management System of Finance Division to ISO 9001:2008 Standards.
- ISO Certification is obtained from the ISO Certification Agency i.e. M/s Lloyd's Register EMEA, Karachi for three (03) years.
- Last Certification for ISO 9001: 2008 Standards has been obtained in 2016 and the Certificate has been issued for two years from August 14, 2016 to September 14, 2018. The ISO certificate for 3rd year (2019) will be issued separately for ISO 9001 : 2015 Standards.

Customer Satisfaction Index(CSI) Survey:

- It is conducted annually for each Financial Year to measure the Customer Satisfaction Level through Customer Feed Back Survey.
- Presently nine wings of this Division are included in Customer Feed Back Survey.
- Last CSI was conducted in July/August 2016 for the period July 2015 to June 2016 and results were compiled accordingly. The CSI of Finance Division for the last year was remained at 75.41 %.
- Next CSI is due for the period July, 2016 to June, 2017 which is under process.

Capacity Building of Human Resource :

- Proper criteria for nomination of officers/officials for foreign/ inland trainings, has been adopted in Finance Division.
- All the foreign/inland trainings (short term/long term) received from Economic Affairs Division(EAD), M/O Foreign Affairs, Establishment Division, other Ministries/Divisions and donor Agencies/Institutes, are circulated in the Finance Division and uploaded on the website as well.
- Nominations from different wings are received with the approval of the AFS/ Sr. JS concerned in QA-I Section, which are processed accordingly.
- Nomination(s) for foreign trainings are recommended by the Foreign Training Committee (FTC) and then forwarded to the concerned Agencies with the approval of Finance Secretary.
- As such equal opportunity is given to all wings of this Division to avail such training facilities.

Publication of Quality Review Newsletter:

- It is published Bi-annually to promote the theme and vision of Quality Assurance Programme.
- Newsletter is being published regularly and last publication has been made for the period July – December, 2016.

Departmental Quality Assurance Coordinators (DQACs):

- Each Wing in Finance Division assigns the role of Departmental Quality Assurance Coordinators (officers of BS 17 to 19) from within the available wing's resources.
- DQACs are nominated in all Wings to ensure effective implementation of Quality Assurance Program.
- The objective is to bring quality in all areas of each Wing.
- Presently 14 DQACs are working in Finance Division.

Job Descriptions (JDs):

- Job Descriptions (JDs) in respect of the Officers of all Wings are kept upto-date by incorporating all the changes occurred from time to time and distributed to all concerned with the approval of Finance Secretary.

Development of KPIs:

- 159 KPIs of BS-17 & 18 Positions have been successfully developed in Phase-I and sent to the Establishment Division in the shape of booklet for taking further necessary action.
- Phase-II i.e. KPIs of BS-19 to 21 Positions is underway [80% KPIs have also been developed].

Quality Assurance Procedures (QAPs):

- Quality Assurance Procedures have been formulated in respect of all 14 Wings.
- QAPs are reviewed and revised periodically.

Departmental Quality Assurance Committee (DQAC) Meetings:

- DQAC meetings of each Wing are required to be held on monthly basis to review the performance, achievements and improvement in processes to ensure quality.
- 36th DQAC meetings of different Wings were held during the reporting period. Keen watch was kept to ensure holding of DQAC meetings on regular basis and compliance to the decisions of aforesaid meetings.

Surveillance Audit:

- Subsequent to ISO Certification, 1st Surveillance Audit has been conducted by the External Auditors of ISO Certification Agency i.e. M/s Lloyd's Register EMEA, Karachi on 21st – 22nd February, 2017.
- Key objective of this Surveillance Audit is to assess the compliance and effectiveness of Quality Assurance Programme in Finance Division.

Internal Quality Audit:

- This is a bi-annual activity with the scope of all Wings of Finance Division.
- The prime focus of this exercise is to assess the conformance and effectiveness of quality activities carried out in respective Wings with the established Quality Assurance Programme of Finance Division.
- 14th Internal Quality Audit has been successfully conducted by our experienced and trained Departmental Quality Assurance Coordinators (DQACs)/Auditors from 10th – 12th January, 2017.
- The Audit Report comprising Major or Minor Non-Conformities (NCs)/observations are subsequently conveyed to the Heads of respective Wings for initiating corrective action(s).

Work Efficiency Survey:

- This Survey is carried out twice a year covering all Wings of Finance Division in order to measure continual work improvement (by officer/Wing).
- 15th Survey has been successfully conducted by our experienced Departmental Quality Assurance Coordinators (DQACs) from 25th January – 2nd February, 2017.
- The Survey results are published in Quality Review Newsletter and distributed to all concerned for initiating corrective action(s).

Izhar Ahmad, Deputy Secretry(QA)

Engagements of Finance Minister during January- June, 2017 in Pictures



Finance Minister, Senator Mohammad Ishaq Dar chairing meeting of ECC in Islamabad on March 2, 2017.



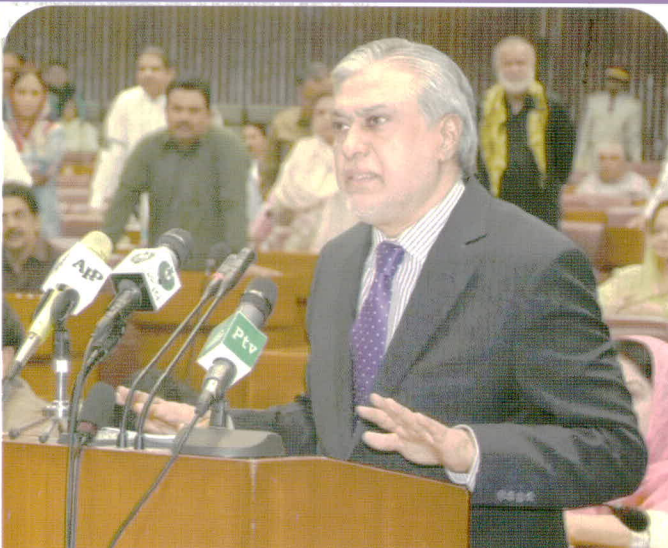
Finance Minister Senator Mohammad Ishaq Dar chairing a meeting on budget matters in Islamabad on April 15, 2017.



Finance Minister, Senator Mohammad Ishaq Dar displaying copy of Pakistan Economic Survey 2016-17 at a launching ceremony held in Islamabad on May 25, 2017.



Prime Minister Muhammad Nawaz Sharif approving Budgetary and Taxation proposals for FY 2017-18 after Cabinet meeting at Islamabad on 26th May, 2017.



Finance Minister, Senator Mohammad Ishaq Dar presenting budget 2017-18 in National Assembly in Islamabad 26.5.17



Finance Minister, Senator Mohammad Ishaq Dar in a meeting with US Ambassador David Hale at M/o Finance, Islamabad on June 3, 2017.



MOCK FIRE FIGHTING EXERCISE / FIRE DRILL AND RESCUE OPERATION IN THE FINANCE DIVISION

- Services side of the HRM Wing of Finance Division, in addition to its other functions i.e. ensuring smooth functioning of the entire Division thereby providing logistic support to all officers/officials from top to bottom and timely supply of furniture, fixture, machinery, equipments (computers, printers, Photostat machines, vehicles etc) also take care of the safety and security of office buildings.
- To ensure safety of the office building in case of emergency especially on account of fire eruption, fire fighting drill is extremely important as the same allow to see how well things operate and provide an opportunity to correct any problem, if it exists. Further, comprehensive awareness to sensitize the officers / officials about the safety measures and the techniques to deal with emergency situation especially on eruption of fire is all the more necessary.
- Keeping in view the necessity for awareness of self defence at the time of emergencies, civil defence trainings are also imparted through Quality Assurance Section of this Division from different Federal Government Institutes of Civil Defence i.e. Civil Defence Academy Lahore and Federal Civil Defence Training Schools at Lahore, Faisalabad and Abbotabad. These training courses cater for the problems arising out of natural, man-made and technical disasters in peace as well as in war. Moreover, various rehabilitative/relief measures are introduced to the participants so that they can manage/assist in disaster / relief rehabilitation measures for the affectees. The trained staff also perform security duties in Q/S block on rotation basis in addition to their own job responsibilities.
- Hence, as per previous years' practice a mock fire fighting exercise / Fire Drill and Rescue Operation was arranged by Finance Division in collaboration with Capital Development Authority (CDA) [Fire Headquarters (E&DM)], Islamabad]. In this context, all the officers / officials of the Division were informed about the mock exercise on 7th April, 2017 at any time during office hours. It was also informed to adhere to the fire drill in the following manner:-
 - As soon as the fire alarms start ringing, the lifts will be switched off.
 - The main stairs should be avoided for exit from the building.
 - Only the emergency stairs at both ends of the Q-Block, be used for going downstairs.
 - The officers / officials who exit from R-Block side / end should gather in the rear side lawn.
 - The officers / officials who exit from the parking side end should gather in the footpath or in front lawn.
 - All officers / officials may exit smoothly and avoid stampede.
- The Mock Fire Fighting Exercise / Fire Drill and Rescue Operation were carried out in the green area of Block "Q" (Finance Division), Pakistan Secretariat on 7th April, 2017. One F.C.S (Instructor), one LFM and eight (08) Fireman from the Capital Development Authority (CDA) [Fire Headquarters (E&DM)], Islamabad participated in the demonstration, which was also attended by the employees of Finance Division and witnessed by officers and staff of the Division.
- The exercise as a part of awareness campaign coupled with mock demonstration of firefighting and rescue operation inspired and motivated the employees of Finance Division to know how to react appropriately in case of emergency / fire eruption.

Altaf Hussain, Section Officer(Services-I)



MAJOR ACTIVITIES OF EXTERNAL FINANCE (C&B) WING DURING JANUARY – JUNE, 2017

- One of the important functions of External Finance Wing is to arrange international finances from the International Monetary Fund (IMF) for balance of payments or budgetary support. Pakistan's relations with the Fund are envisaged in the Articles of Agreement of the Fund which form basis of relations whether the Government has a program with the fund or otherwise.
- Since the government has successfully completed a three year Extended Fund Facility (EFF) with the Fund in September last year, Funds engagement with Pakistan continues in the form of Article IV consultations which are an annual feature.
- Government delegation held consultations with the Fund's team wherein the Fund reviewed the overall post program economic environment and presented Selected Issues Papers on Poverty, Inequality and Social Safety Nets in Pakistan, Fiscal Federalism, and Support Growth and Inclusion through Financial Development, which reflect state of affairs in respective areas of research.

Shahid Ali, Deputy Secretary(EF-C)



WORK EFFICIENCY / PERFORMANCE BASED SURVEY

A Bi-annual 15th Survey for the period **July - December 2016** was conducted to measure performance of all Wings against the following metrics of quality objective:-

- Average duration of days taken by SO for submission of cases = 1.42 days
- Average duration of delays of files by SOs and equivalent = 1.85 days
- Average days taken for final disposal of cases = 2.53 days
- Percentage of cases disposed off at each level as follows:-

Percentage of Cases Disposed off at each level				
SO	DS	JS	AFS	FS
1.98%	3.17%	33.33%	29.37%	32.14%

Comparison of Work Efficiency/Performance Based Survey (July-Dec, 2016) with previous two surveys

Activities	13th Survey	14th Survey	15th Survey
	Jul-Dec, 2015	Jan-June, 2016	July-Dec, 2016
Average number of days taken by S.Os/ equivalent for submission of cases	1.99	1.51	1.42
Average duration of delays of cases by SOs/equivalent	1.44	1.55	1.85
Average duration of disposal of cases	2.55	2.20	2.53
Percentage of cases disposed off at SO level	0.4%	0%	1.98%
Percentage of cases disposed off at DS level	5.4%	8.9%	3.17%
Percentage of cases disposed off at JS level	23.9%	28.5%	33.33%
Percentage of cases disposed off at AFS level	34.6%	26.7%	29.37%
Percentage of cases disposed off at FS level	35.7%	35.9%	32.14%

Shahzad Zareef, Section Officer (QA-III)

**AN OVERVIEW/PERFORMANCE OF ECONOMIC
ADVISER'S WING FOR THE PERIOD FROM
JANUARY-JUNE, 2017**

- ❖ The Economic Adviser's Wing remained involved providing technical and professional inputs on all relevant economic and financial matters to the Finance Division during the year 2016-17. Economic Adviser's Wing, represented Finance Division in meetings with IMF, World Bank, Asian Development Bank and other high level committees like; National Accounts Committee, Standing Committee on Balance of Payments, Economic Advisory Council, Technical Committee for New Base Year, Data Producer Council and Federal Committee on Agriculture. A number of other tasks were also performed like assessment of socio-economic situation of the country along with reflection of government's initiatives on various dimension of the economy during the year.
- ❖ **Publication- Pakistan Economic Survey**
Pakistan Economic Survey is formally launched every year by the Federal Minister for Finance, Revenue, Economic Affairs, Statistics and Privatization in a ceremony for the print and electronic media and also placed in the parliament for perusal and discussion of the members during the budget session. Pakistan Economic Survey 2016-17 and its highlights both in Urdu and English were published on 25th May, 2017 prior to the announcement of Federal Budget.
- ❖ **Review and Reporting Economic Situation**
Economic Adviser's Wing has prepared comprehensive presentation to the Economic Coordination Committee (ECC) of the Cabinet (11th January, 22nd February and 2nd March) on the state of the economy, reviews economic situation including Real sector, Inflation, Fiscal, Monetary and External Sector and is regularly appraised on key economic indicators, commodities stock position.
- ❖ **National Price Monitoring Committee meetings**
EA Wing is the secretariat of this committee with representatives from provincial governments and relevant federal ministries are the members of the committee. NPMC was held on 6th January 2017 which reviewed the prices and monitor supply situation of essential food items.
- ❖ **State Banks Reports**
EA wing reviewed the Financial Stability Review 2016 and Quarterly Reports of the SBP during this period and provided necessary comments to improve the reports.
- ❖ **2017 Article IV Consultation with Pakistan, February 23-March 8, 2017**
EA wing discussed Article IV consultation with IMF Mission and provided necessary input.
- ❖ **National Assembly and Senate Business**
Replies/briefs of all the National Assembly and Senate Questions/Motions/Adjournment Motions related to economic issues received during the period were prepared.
- ❖ **Rebuttals/Rejoinders**
Economic Adviser's Wing regularly reviewed and engaged in preparing rebuttals/rejoinders to counter the negative media campaign against concocted stories and commentaries which were published in newspapers with a view to offset negative propaganda against the government.

Departmental Quality Assurance Coordinators (DQACs)

The 2nd tier of Finance Division's Quality Assurance Structure consists of Departmental Quality Assurance Coordinators (DQACs), who work within their own wing under their respective Additional Finance Secretary/Sr. Joint Secretary and look after the implementation level of wings' Quality Objectives. The strength of DQACs varies on the basis of quantum of tasks. Presently, following are the DQACs:-



Syed Pervaiz Abbas
Naqvi, Director(BC)



Mr. Abdul Malik
Balghari,
Deputy Secretary(PF)



Syed Ahmad Raza
Asif, Deputy Secretary
(External Finance-P)



Mr. Suhbat Ali Talpur
Deputy Secretary
(Banking)



Mr. Muhammad
Saleem,
Deputy Secretary (PAC)



Mr. Shahid Ahmad Ch.
Deputy Secretary(R-III)



Mr. Tassadaq Hussain
Deputy Secretary
(Corporate Finance-II)



Mr. Nadeem Abbas
Deputy Secretary(HR)



Mr. Shahid Ali,
Deputy Secretary
(External Finance-C)



Dr. Syed Nayyar
Shah, Budget
Publication Officer



Mr. Munir Ahmed
Section Officer (Exp-IV)



Mr. Mushtaque Ali
Assistant Economic
Adviser (Investment-I)



Mr. Ahmed Ali
Section Officer(Dev-II)



Ms. Nargis Bano
Assistant Economic
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Finance Division
Government of
Pakistan



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