



"Quality Review Newsletter" 2nd & 3rd Quarter (April _ September, 2012 4th Issue

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Message from Dr. Abdul Hafeez Sheikh Finance Minister



We, at the Ministry of Finance, are constantly striving to improve our performance. While on one hand, we continue to place high premium on the time-honored ethos of public service, we have, on the other, modernized our operations by adopting the best of international practices. The introduction of performance-based budgeting, for instance, has allowed us to match financial allocations as close as possible with the objectives they are intended to achieve. Similarly, the rolling medium-term budgetary framework has expanded our perspective from ephemeral year to year interventions to a much broader vision, in which annual budgets are but stepping stones towards more concrete goals. And PIFRA has enabled us not only to maintain precise accounts, but also to monitor expenditures and to ensure the most efficient utilization of the nation's resources. Irrespective, however, of the many advantages that technology and modern financial management practices have afforded us; our most valuable asset remains our human resources. It is certainly a matter of immense satisfaction that the Ministry of Finance, because of its enduring legacy of professionalism, has been able to attract the best of officers and staff from a wide range of cadres, who have contributed vastly to the institutional development of the Ministry and the realization of its objectives. It gives me great pleasure to note here that the Finance Division was the first government organization in Pakistan to achieve ISO certification, and that this is the fifth year around that we have successfully met their stringent requirements. This is indeed a matter of great pride for all of us.

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BASICS OF ISO-9001:2008: ISO 9001-2008 is an outline for a Quality Management System (QMS). When you are going to build QMS based on, ISO 9001:2008, in fact you are managing your organization as a system inter-related processes. When you plan these processes, identify how they relate to each other, set goals, measure the processes and make improvements. The ISO requirements cover every thing from how you plan your processes, how they carried out, how they measured and improved. The standard calls these processes Product realization, which are actually in service sector are services you are delivering.

An effective Quality Management System (QMS) in organization leads to many improvements in an organization and ISO is proven foundation for an effective QMS. Whether you decide to register your organization or just build an ISO 9001QMS for the internal benefits will improve your organization. Increased productivity/ quick service delivery, less rework, increased employee satisfaction, continual improvement/ customer satisfaction are the benefits of ISO 9001:2008(Continued on page 3)



REPORT ON WORKING OF HRM WING IN FINANCE DIVISION



Dr. Akhtar Ali Hakro,
SO (HR-I)

Human Resource side of HRM Wing of Finance Division is working under Deputy Secretary (HR) consisting on 05 Sections i.e. HR-I, HR-II, HR-III, HR-IV and Confidential Section in line with the government policies. The HR side of HRM Wing has taken special care for an effective control on improved lines on matters relating to Human Resource Development.

Major function of HR Wing is to manage official business smoothly and efficiently by providing effective human resource and logistic support to other Wings of the Finance Division. The HR Wing of Finance Division performs the following functions to achieve this goal:-

To provide competent, trained and professional human resource in officer cadre (BS-17) and above through Establishment Division and to create posts according to the requirement of work assigned to Finance Division. Recruitment of staff and their promotion as per Appointment Promotion & Transfer (APT) Rules, 1973 and their adjustment through posting/transfer within this Division. Ensures timely completion of Annual Performance Reports (PERs) of officers and staff of this Division.

To maintain discipline in the light of Government Servants (Efficiency & Discipline) Rules 1973.

To provide logistic support, facilitate visiting foreign delegates and to provide Customers Service to the general public visiting the Ministry of Finance.

To make arrangement for the employees of Finance Division regarding hiring of residential accommodation as per Accommodation Allocation Rules, 2002, medical re-imbursment, House Building, Motor Car, Motor Cycle, Cycle Advances and other Advances like GP Fund, etc. Preparation of pension papers for the retiring Officers/Officials.

Disposal of employee's grievances in consultation with concerned organizations under this Division.

In pursuit to achieve the above objectives, achievements of the HR side during the year 2011-2012 in various areas are enumerated below:

Promotion: - In order to enhance the quality of work of the officials, 48 employees in (BS 01-09) were promoted to the higher grades during reference period and 09 officials in (BS-10 to 14), one official upgraded from (BS-10) to (BS-12). In pursuance of Finance Division (Regulation Wing) decision dated 23rd December, 2011, the HR-I Section promoted 11 Private Secretaries (BS-17) to (BS-18) and 08 Private Secretaries were also granted BS-19 with nomenclature of Senior Private Secretaries w. e. f. 23rd December, 2011. One Stenographer is promoted to the post of Private Secretary on 11th June, 2012.

Regularization of Contingent Paid Employees: - In pursuance of decision of Sub-committee of Cabinet's meeting held on 2nd August, 2011 regarding regularization of contract basis/daily wages employees in Ministries / Divisions / Attached Departments / Autonomous Bodies / Organizations, held on 2nd August, 2011 in the Committee Room of Establishment Division, Islamabad and the recommendations of Departmental Selection Committee, HR Wing regularize the services of 92 contingent paid employees in (BPS-01 to 09) of this Division and 04 contractual Assistants were regularized.

Hiring: - In the domain of HR-IV Section to provide the hiring of private residential accommodation to the 300 Officers and Officials of Finance Division and all payments up-to 30th June, 2012, have been made to the owners of houses hired by the Officers/Officials of Finance Division according to rules and regulations.

Medical Facilities: - Medical re-imbursment facilities were provided to retired as well as serving Officers/Officials of Finance Division after thorough scrutiny of medical re-imbursment bills so that public money may be utilized according to rules and regulation. In the wake of prevailing law and order situation and on the special government instructions, fool proof security arrangements were made by deploying Naib Qasid as Security Guards on all the floors of Block "Q" round the clock basis during the Budget Season 2012 - 2013.



“Innovation”

Sarosh Fatima,
SO (Investment-I)

The importance of “Innovation” as a driver of economic growth is internationally accepted as one of the key pillars in every Economy. World Economic Forum (WEF) considers it (Innovation) as 12th Pillar of Competitiveness. Innovation creates new technologies as well as process that could give boost to our domestic market. For making up such mind set of Pakistani society where one may leave the trodden path of Economy and adopt new measures to complete with other competitors.

Investment Wing has encouraged Public Private Partnership and Joint Investment, with friendly countries of equal equality basis. It has established seven JICs, so-far with various countries thus achieving economic competitiveness through co-financing on the one hand and learning as well as sharing of entrepreneur skills on the other hand. Thus Investment Wing has converted the concept of knowledge Economy into tangible reality through these JICs.

2. While part of innovation is creative: Creating new technologies and processes, in many developing countries along-with adopting new technologies which may already exist elsewhere but are new to the domestic market is a part of innovation.

For such innovation there should be mindset of the investor that there are chances of risks & failure as well, while changing the status quo of the economic crisis, Social values and lacking of intellectual liberty may also cause hurdle for adopting new ideas.

3. To make the innovation a successes story we may involve academia, government and private sector who may conduct seminars/ workshops to address the issues surrounding our priority sectors and come up with innovative solutions of these macro economic issues.

4. Blind imitation of other's innovative economic concepts, even if they have been proved fruitful for other markets, without attaching it to Pakistan's economic realities and social ethos of our community, would be false copying and further facing unprecedented economic crisis.

5. As no public or private institution could be singly specialized in all aspects of economy, therefore instead of collective or consolidated approach, we may tackle economic issues through disaggregated way at the beginning.

From page..... (1) BASICS OF ISO-9001:2008

Tasnim Bajwa,
SO (QA-I)

Let us say that what ISO will do for your employees, it will ensure that they have the training and information to do their job correctly, because systems will be in place to identify problems, find the cause and eliminate it to prevent problems from recurring.

Now, you are agreed that QMS is a system of improvement in organization and ISO requirements covers every thing required for improvement.

To find out what ISO standard really is, we look at the specific requirements of ISO 9001 which are:-

a- To Establish a quality policy and quality Goals and design QMS to control the processes.

Quality policy states organization's commitment and aspirations to provide customer quality and reliable services and Quality goals are established to support the quality policy. They are measurable and specific; as you meet the goals and new goals can be set accordingly.

b- Documented Quality Management System (QMS) includes quality policy, quality manual, procedures, work instructions and records.

Management responsibility; means Management has established the Quality Policy and objectives to continually improve the effectiveness of the QMS. Management will review the quality policy, collect and analyze data about its performance of QMS processes. Hold management review meetings to assess the opportunities for improvement and need for change. Management must make sure that systems have been established to determine and meet customer requirements. Organization must continue to provide the necessary resources, i-e human resource/infrastructure and work environment. While performing work, you will have to follow documented work instructions and procedures and also make sure that you are using controlled copies of documentation. This will make you confident that you are using current and correct documentation. Work instructions identify measuring and monitoring requirements.

To continually improving the QMS organization will carry out inspection, testing, measurements, analysis of improvement processes. For that internal audits must be conducted regularly to monitor how the QMS is being followed. By this you can not only check the effectiveness but also fix problems with QMS and make improvements to QMS by preventive and corrective actions.

Concluding above remember to identify the processes affecting service quality and these should be included in QMS. Use process management approach that is essential in managing the organization as a system of interlinked processes. Thus the out put of one process is the key input of next process. By these steps, control processes and manage for continual improvement and ISO standard is designed to follow a process management approach.



Budget 2012-13 in Pictures

DISTINGUISHED MEMBERS AT FEDERAL HOUSE



Dr. Abdul Hafeez Sheikh, Federal Minister for Finance addressing a Pre-Budget Seminar at Federal House Karachi on 20-05-2012.



Dr. Abdul Hafeez Sheikh, Federal Minister for Finance chairing the Pre-Budget Seminar 2012-13 Organized by Express Media Group in Islamabad on 18-05-2012.



Federal Minister for Finance Dr. Abdul Hafeez Sheikh chairing the meeting of the Monetary Anderson Fiscal Policies Coordination Board in Ministry of Finance, Islamabad on May 25, 2012.



Prime Minister Syed Yousuf Raza Gilani According Approval on 5th Budget (2012-13) Document Incumbent of the Democratic Govt. on June 1, 2012. Finance Minister, Dr. Abdul Hafeez Sheikh Along With His Team Also Present on the Occasion.



Federal Minister for Finance Dr. Abdul Hafeez Sheikh and Federal Minister for Information & Broadcasting Qamar Zaman Kaira Briefing to Media During Post Budget Press Conference in Islamabad on June 2, 2012.



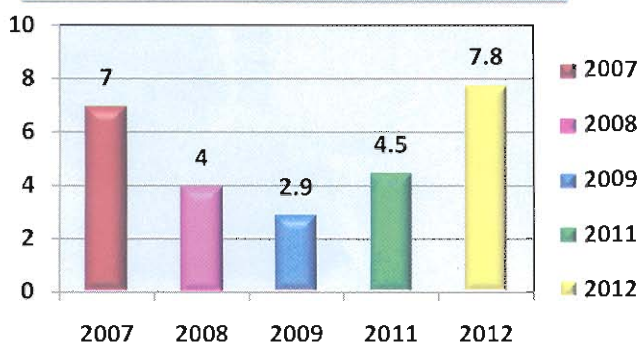
Federal Minister for Finance Dr. Abdul Hafeez Sheikh Chairing the Meeting of the Cabinet Committee on Restructuring of Pakistan Steel Mills in Ministry of Finance, Islamabad on June 28, 2012.



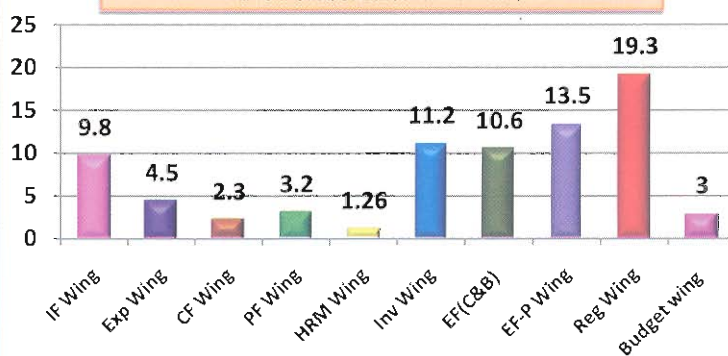
Activities of Quality Assurance Section

- Quality Assurance Section is dealing with the capacity building of employees of Finance Division. January to September, 2012. 39 officers of Finance Division have visited abroad to attend Training, Seminar and Meetings in different Countries.
- 92 officers/officials availed training at different institutes at Lahore, Karachi and Islamabad.
- One officer availed Master Degree from Korea and other one proceeded for Master Degree Program at China.
- Quality Assurance Section has conducted Survey to measure the work efficiency rate of the Wings of Finance Division against the targets given below in graphical presentation of result of survey to meet the objective # 2 of Quality Assurance Section.

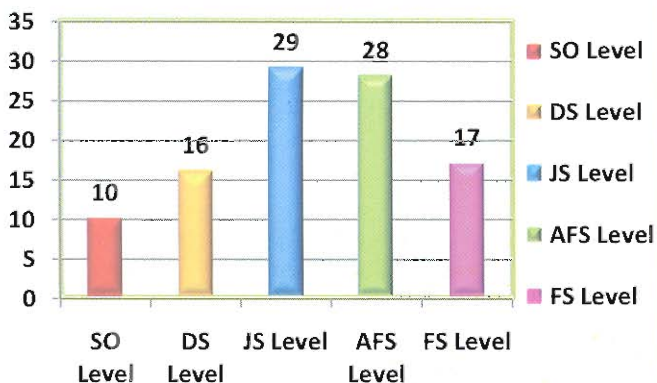
AVERAGE DAYS TAKEN BY SOS OF FINANCE DIVISION FOR SUBMISSION OF CASES DURING 2007-2012



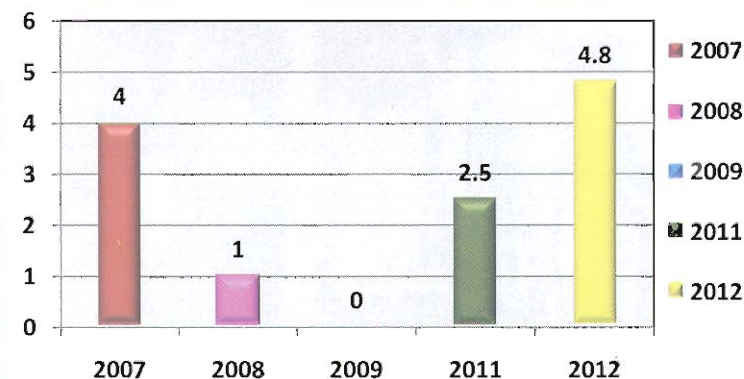
AVERAGE DAYS TAKEN BY SOS/EQUIVALENT OF EACH WING FOR SUBMISSION OF CASES



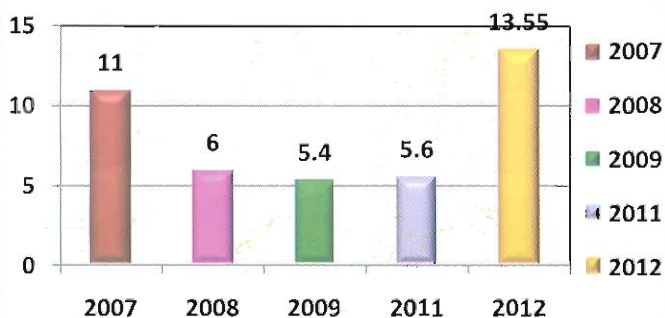
PERCENTAGE OF CASES DISPOSED OFF AT EACH LEVEL OF FINANCE DIVISION DURING 2012



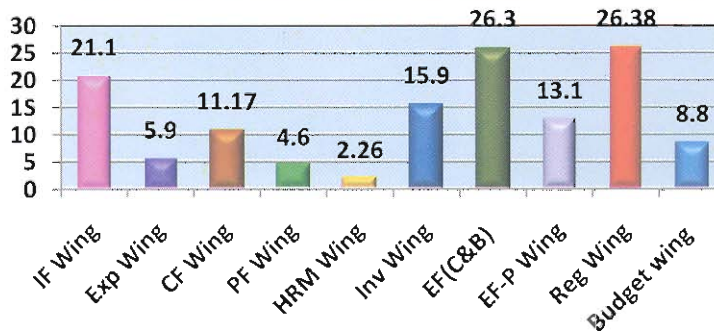
AVERAGE DURATION OF DELAY OF CASES BY SOS OF FINANCE DIVISION DURING 2007-2012



AVERAGE DAYS TAKEN FOR FINAL DISPOSAL OF CASES BY FINANCE DIVISION DURING, 2007-2012

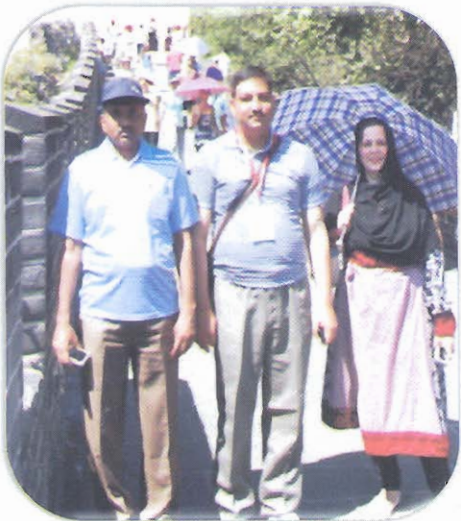
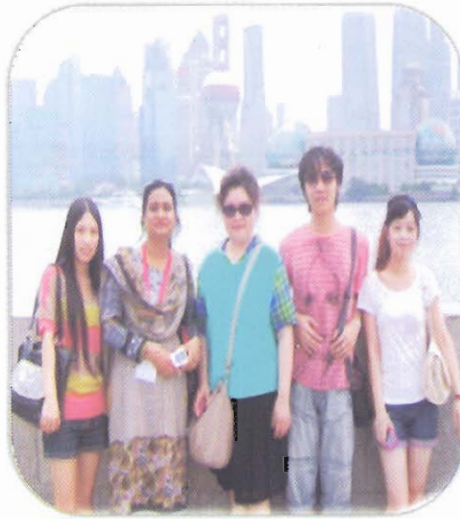


AVERAGE DAYS TAKEN FOR FINAL DISPOSAL OF CASES OF EACH WING DURING 2012





Foreign Training Pictures



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In Future

- ❖ Strategic Quality Management Committee's (SQMC) meeting will be held in October, 2012.
- ❖ 4th Surveillance Audit will be carried out in November, 2012.
- ❖ Customer Satisfaction Survey to measure the Customer Satisfaction Index (CSI) is in process.

