



## **"Quality Review Newsletter"**

### **January - June, 2019**

### **17th Issue**

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### **Message from Mr. Naveed Kamran Baloch Finance Secretary**



I am delighted to see that Finance Division has achieved a milestone by securing the ISO 9001:2015 Certification. It truly reflects the performance of our Division which corroborates with international benchmarks and fulfills the regulatory requirements meant for efficient service delivery. Delivering the highest standards of service is an integral part of our ethos and philosophy under the Quality Assurance Programme. More importantly, the Certification of International Organization for Standardization (ISO) exhibits commitment of Finance Division to adhere to the globally accredited operational procedures.

Improving service delivery has always been a top priority in the strategy of Finance Division but compliance to ISO 9001:2015 envisages catering to our current needs while focusing on future challenges as well. This international certification helps this Division keep an eye on the feedback of other administrative Divisions/Departments for continuous improvement of the quality assurance mechanism.

I must also commend the dedication of ISO Secretariat and all officers/staff of Finance Division for their commitment to run ISO Certification Programme efficiently and effectively since 2006. However, I still see room for improvement in days to come. I hope my colleagues will put in concerted efforts to comply with the ISO Management Standards through sustainable performance.

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### **Benefits of ISO 9001 Certification**

Quality Management has been achieved in many organizations due to the emergence of quality standards; ISO 9001 series is one of them. There is no doubt that its creation is among the positive impacts that have happened to the area of quality in most organizations including:

- Making easier to satisfy customer needs
- Better management control and reporting
- Requiring organizations to continuous improvement
- Fewer problems with failures in services or product quality
- Greater employee awareness about quality
- Increased credibility
- Reduced environmental impact

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### **Capacity Building of Human Resource of Finance Division**

Under Para-3(part-7) of Quality Assurance Procedure(QAP), Quality Assurance Section is responsible for coordinating and arranging training for the Officers/Officials of Finance Division and to ensure that the required level of awareness about significance of Quality Assurance System exists and appropriate training and development programs are planned, developed and delivered at all levels.

Capacity building of human resource is one of the key features of Finance Division. In this regard, all types of foreign and inland trainings received from Economic Affairs Division, other Ministries/Divisions/Departments and International Sponsoring Agencies are circulated in the Finance Division and also uploaded on the website and nominations received thereon are processed accordingly. Nomination(s) for foreign trainings are recommended by a Foreign Training Committee (FTC) comprising of all Additional Finance Secretaries (AFSs), headed by AFS(HRM/QA) and then forwarded to the concerned quarter with the approval of Finance Secretary. Trainings record of Officers/Officials of Finance Division **from January-June, 2019** is as under:

<b>S #</b>	<b>Type of Training</b>	<b>Nominations Processed</b>	<b>Nominated</b>	<b>Availed</b>
1.	Local/Inland (Officers/Officials)	59	37	35
2.	Foreign (Officers)	27	18	12
	Total	86	55	47

**Ishtiaq Ahmad, Section Officer (QA-I)**



### **Performance of Economic Adviser's Wing for the period from January-June, 2019**

The Economic Adviser's Wing remained involved during 2018-19 by providing technical and professional inputs on all relevant economic and financial matters to Finance Division. 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, 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 dimensions of the economy during the year.

**Pakistan Economic Survey** is formally launched every year by the Federal Minister for Finance, Revenue & Economic Affairs, in a special ceremony, in the presence of print and electronic media and also placed in the Parliament for perusal and discussion of the members during the budget session. Pakistan Economic Survey 2018-19 and its highlights both in Urdu and English were published on 10<sup>th</sup> June, 2019 prior to the announcement of Federal Budget.

**Nargis Bano, Assistant Economic Adviser (EA Wing)**



## Finance Division Achieved ISO Certification on new Quality Management Standard – ISO 9001:2015



Special Secretary Finance, Mr. Omar Hamid Khan expressing his views in a high level meeting arranged for presenting ISO 9001:2015 Certificate to Finance Division by the ISO Certification Body.



Syed Inkesar Hussain, Lead Assessor, M/S Lloyd's Register Quality Assurance Ltd. presenting ISO 9001:2015 Certificate to Special Secretary Finance, Mr. Omar Hamid Khan in Finance Division

Finance Division has been awarded ISO Certification on new Quality Management Standard ISO 9001:2015 by M/S Lloyd's Register Quality Assurance (LRQA) Ltd, Dubai, a UK based international ISO Certification Body. Syed Inkesar Hussain, Lead Assessor of M/S Lloyd's Register Quality Assurance (LRQA) Ltd presented the Certificate to the Special Secretary Finance, Mr. Omar Hamid Khan in a prestigious ceremony held on March 11, 2019 in Finance Division, Pakistan Secretariat, Islamabad.



### Major Activities of External Finance (C&B) Wing from January – June, 2019

Discussions with the International Monetary Fund (IMF) for a prospective program arrangement were initiated in October, 2018 which continued till June, 2019 and culminated in a 39 months program arrangement that has entitled Pakistan for an SDR 4.2 billion loan from the Fund. The program was approved by IMF Board in July 2019 and SDR 760 million have been disbursed as first tranche.

Further disbursements under the program are subject to reviews of the structural benchmarks, policy action and quantitative performance criteria by the IMF staff and the Government of Pakistan.

*Shahid Ali, Deputy Secretary (EFC)*



### Work Efficiency / Performance Based Survey

The 19<sup>th</sup> Bi-annual Work Efficiency Survey for the period **July – December, 2018** was conducted to measure performance of all Wings against the following metrics of quality objective:-

- Average duration of days taken by SOs for submission of cases = 0.75 days
- Average duration of delays of files by SOs and equivalent = 0.01 days
- Average days taken for final disposal of cases = 2.47 days
- Percentage of cases disposed off at each level as follows:-

Percentage of Cases Disposed off at each level				
SO	DS	JS	AFS	FS
0.00%	8.19%	25.86%	29.31.4%	36.64

#### Comparison of Work Efficiency/Performance Based Survey (July-Dec, 2018) with previous Two Surveys

Activities	17 <sup>th</sup> Survey	18 <sup>th</sup> Survey	19 <sup>th</sup> Survey
	Jul-Dec, 2017	Jan-June, 2018	July-Dec, 2018
Average number of days taken by SOs/ equivalent for submission of cases	1.02	0.90	0.75
Average duration of delays of cases by SOs/equivalent	0.00	0.00	0.01
Average duration of disposal of cases	2.10	2.10	2.47
Percentage of cases disposed off at SO level	0.80%	0.00	0.00
Percentage of cases disposed off at DS level	9.40%	3.60	8.19
Percentage of cases disposed off at JS level	33.60%	22.70	25.86
Percentage of cases disposed off at AFS level	28.30%	34.40	29.31
Percentage of cases disposed off at FS level	27.90%	39.30	36.64

*Khurshid Anwar, Deputy Secretary (QA)*