



**NBP**

# Newsline

since 2006



## Looking to the **Future**

**NBP takes a lead in facilitating Prime Minister's  
Youth Business Loan Scheme**



# Opportunities for Women

Prime Minister Nawaz Sharif announced new skill, development program for all Pakistan youth. Through this scheme the new professional can learn new skill and also get monthly scholarship through this program.

Government is focused on creating new job opportunities for the youth through the promotion of SMEs in the country. Prime Minister's Small Business Loan Scheme is a milestone in this regard. Women constitute almost 52% of 190 Million population of the country. There are 60 special seats reserved for women in Pakistan's National Assembly, Women are 25% of the workforce in the country, especially in rural areas. They are actively contributing in agriculture, industry, banks, telecommunication and marketing.

PML(N) government is fully committed to economic empowerment of women. Government also wants to impart vocational training to women through Youth Skill Development Scheme. Women would be professionally trained in skills like cookery, bakery and would be provided a monthly stipend worth 3-5 thousand rupees, for a period of 6 months. The government will bear their fee. Around 800 million rupees which have been allocated for this programme.

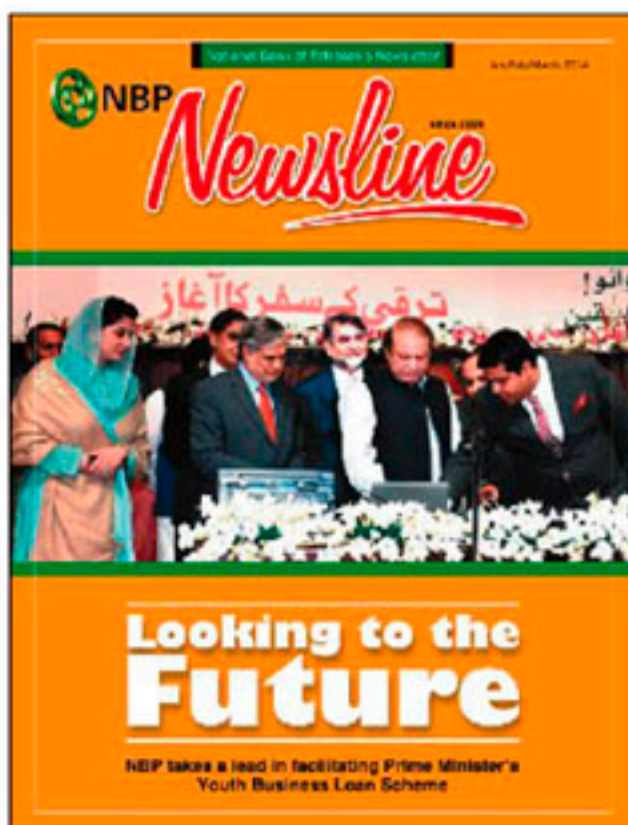
Government intends to promote entrepreneurial skills in women. Prime minister's Youth Business Loan Scheme has reserved 50% loans for women. This scheme includes many women-specific trades like bakery and confectionery, catering and decoration services, montessori school, beauty clinic, interior decoration, daycare centre and boutique. Besides the provision of business loans to the women, Government is also focused on providing them technical know-how through different programmes.

In this scheme they will not only be given cheques to the loan seekers but will assist them in running their businesses. Special arrangements, if necessary, will be made for this purpose.



Editor-in-Chief  
**Zubair Ahmed**  
SEVP/Group Chief  
Logistic Support Security &  
Engineering Group

Editor  
**Asra Adnan**



Concept Layout:  
**NBP Newsline**  
Creative Department

**Don't miss a single issue!**  
To subscribe your personal copy of  
**NBP Newsline/Management Brief**  
(only if you are entitled to)  
you may contact us at 021-99217915

Kindly notify us if there is any  
change of address.

## Change of Location

### Corporate Communication Division

has shifted from NJI  
Building to Mezzanine  
Floor, Chapal Plaza,  
Hasrat Mohani  
Road, Karachi.

Fax: 021-99217916

**Syed Ibne Hassan**  
VP/Divisional Head  
021-99217912

**Asra Adnan**  
AVP/Editor  
NBP Newsline/Management Brief  
021-99217915

**Ch. Muhammad Ashfaq**  
Incharge Administration  
021-99217913

**Ali Ahmed Zaib**  
Senior Manager  
021-99217914

**Mujahid Abbas Jatoi**  
OG-II/Media Manager  
021-99217913

The opinion expressed in the Editor's Note do not necessarily  
reflect the views of the National Bank of Pakistan



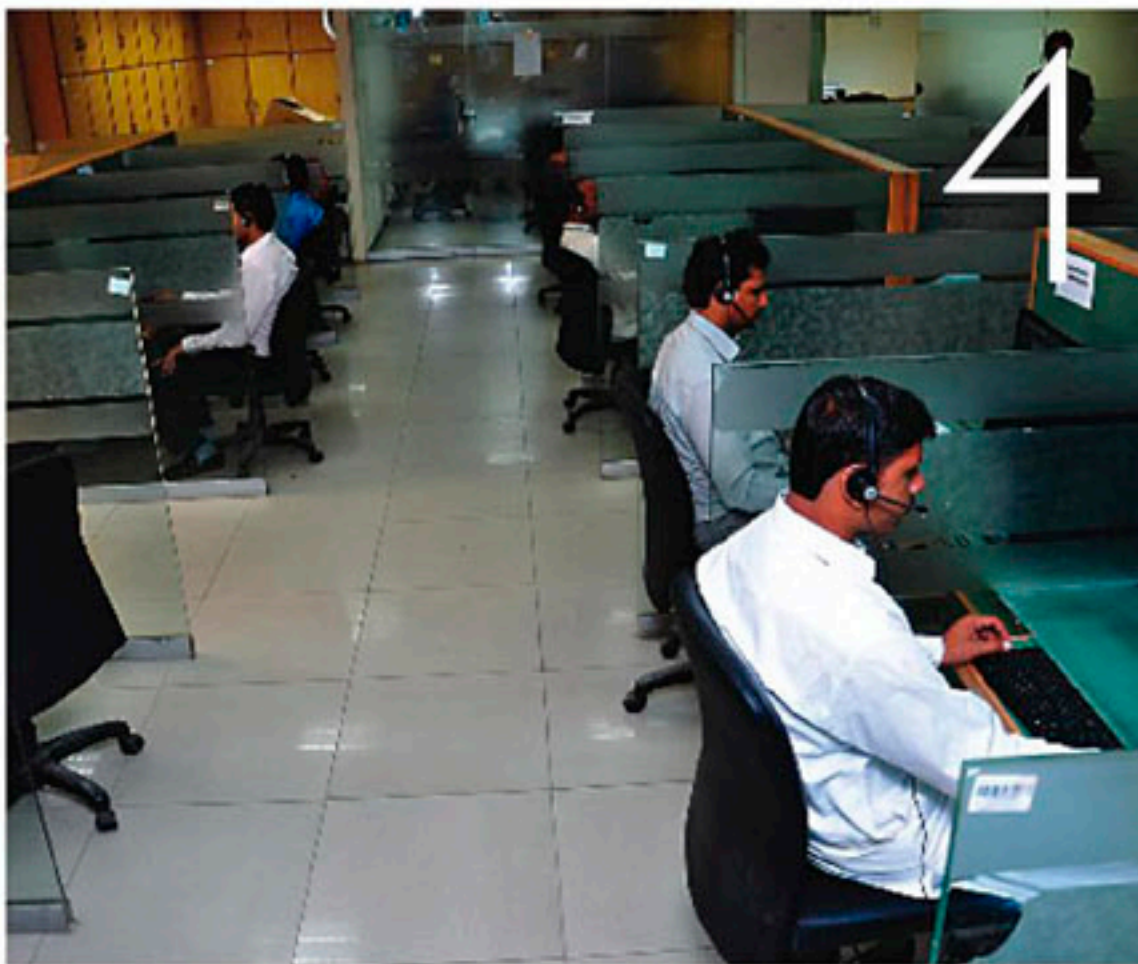
# C o n t e n t s

## Features

- 4 **A lifetime opportunity to run your own business**  
NBP is fully supporting the Prime Minister's Small Business Loan Programme to enable the youth and poor segments of population
- 14 **Corporate Communication Division**  
CCD was established on March 16th, 2011, to look after Media Management, Public Relations, Image and Brand Management functions of the Bank
- 16 **Pakistan Agri Expo Conference**  
Sarzabz Pakistan Agri Expo and Conference was held in Lahore
- 18 **Aitemaad - NBP Islamic Banking**  
Aitemaad is making its presence felt in the Banking Industry in Pakistan and boosting Islamic Banking Business
- 19 **GHR - Update**  
A round-up of Home Remittances Group activities

## Happenings

- 20 **65th Annual General Meeting**  
National Bank of Pakistan held 65th Annual General Meeting in Karachi



- 21 **Hajj Balloting 2014**  
NBP conducted Hajj balloting for 25 employees
- 22 **NBP Exchange Company Limited opens a branch**  
In Zamzama Boulevard to provide remittances services

## Regulars

- 23 **CBA Update**  
CBA project implementation reaches Quetta
- 25 **Sports**  
An integral part of NBP's way of life
- 26 **Our World**  
Tidbits from our side of the world

**NBP Newsline** is published bimonthly to keep our employees and others updated about the latest activities of the **National Bank of Pakistan**

For your suggestions and feedback call on

021-99217915  
Fax: 99217916

e-mail: [editornbp@hotmail.com](mailto:editornbp@hotmail.com)  
Website: [nbp.com.pk/EPublications/index.aspx](http://nbp.com.pk/EPublications/index.aspx)

Contributions to **NBP Newsline**, may be sent to Mezzanine floor, Chapal Plaza, Hasrat Mohani Road, Karachi.

### Disclaimer

The contents of this newsletter may not be reprinted without permission.





## NBP Getting Immense Response across Pakistan

National Bank of Pakistan is in the process of receiving several hundred applications on a daily basis throughout NBP network.

The number of these applications is in excess of 50,000 and increasing day by day. The process of evaluating these applications is being carried out at our network of branches, at the Head Office & Tariq Road PMYBL Data Centre where more than 100 employees are working round the clock to process these applications and are in constant contact with applicants on a daily basis.

PMYBL programme is the vision of this Government under the leadership of the Prime Minister and NBP is proud to be a part of this programme. The Bank is fully committed to actualize the dream of this Nation where young generation will have the opportunity to fulfill their dreams by becoming an agent of change and in becoming earning members of the families.

PMYBL is now NBP's product and the Bank is trying to see that before actual disbursement of these loans are made, we mitigate all risks for the borrower and the Bank and ultimately PMYBL programme.

At NBP we have constituted high powered committee comprising of Senior Executives, Mr. Nausherwan Adil-SEVP/Group Chief, Operations as Chairman, Mr. Tariq Jamali, SEVP/Group Chief-C&RBG, Mr. Kausar Iqbal, SEVP/Group Chief, HRM & AG, Mr. Wajahat Baqai-EVP/Head-CMG, Mr. Shahzad Akhtar Shami-EVP/Head-Compliance Group, Group Chief Risk Management Group who are responsible for the overall supervision of PMYBL on daily basis.

NBP is very confident that once these teething problems are resolved this programme will be running smoothly without any hiccups. We are confident that disbursement would start in the very near future.



A lifetime  
**opportunity**  
 to run **your**  
 own business

**NBP** is fully supporting the **Prime Minister's Small Business Loan Programme** to enable the youth and poor segments of population to get good opportunities of employment and at the same time boost economic empowerment in Pakistan



One of the major challenges to economic policy in Pakistan at this time is to strengthen the private SME sector of the economy. In coming future there will be a major employment challenge over the coming years as labour supply

continues to expand rapidly. However, it follows from the fact that this sector has substantial untapped potential to contribute to those objectives; both economic logic and the experiences of other developing countries point to that potential, as well as providing





evidence on how it may be achieved. A dynamic SME sector is an important complement to a more open economy; in most of the countries which appear to have reaped major benefits from export orientation the SME sector has been importantly involved in that process. Achieving the maximum contribution from SME, however, is not automatic even though the sector often displays considerable dynamism in the face of little policy support. That dynamism is likely to be more impressive when good support is provided. That small and medium enterprise plays an important role has been increasingly recognized over the last twenty years, both in an extensive literature, which emphasizes that role, and in the policy rhetoric of many developing countries. Policy support is less far along, except for a few countries, most of them in East Asia; despite interesting advances and innovations in a number of other countries, most (including Pakistan) are far from having well designed and implemented support systems. However, Prime Minister Muhammad Nawaz Sharif and the government is committed to empower the youth by providing them Rs.3.7 billion easy loans as it would not only help the country but also strengthen national economy.

Now the youth of the country would come forward by starting their own businesses in various sectors, which would not only benefit them but they would also be in a position to provide jobs to other persons.

Youth are country's asset and they can play a vital role in economic development of the country. The future of country's

**Now the youth of the country would come forward by starting their own businesses in various sectors, which would not only benefit them but they would also be in a position to provide jobs to other persons**

economy depends upon making the youth self-sufficient. NBP is facilitating by taking personal interest in the Scheme adding that it was the fulfillment of his promise made during election manifesto. The government has urged all banks to move their resources towards welfare of the youth for reducing unemployment from the country. Prime Minister of Pakistan announced the launching of the 'Prime Minister's Youth Business Loans' last year and NBP is participating in the Scheme as per directives conveyed through Ministry of Finance & SBP.

The Scheme is totally designed by the government including the Loan Application Form, which is also designed/approved by the Ministry of Finance. Scheme's basic parameters, including borrower eligibility criteria, loan limits, grace period, and maximum tenor of the loan are exclusively determined and set by the Ministry of Finance, Government of Pakistan. State Bank of Pakistan has been on board with Ministry of Finance during the conception and designing of this scheme. State Bank of Pakistan has conveyed the terms and conditions of the Scheme vide IH&SMEFD Circular #10/2013 dated November 18, 2013.

Prime Minister's 'Youth Business Loan', for young entrepreneurs between the age group of 21 - 45 years, is designed to provide subsidized financing at 8.0% service charges per annum for nearly one hundred thousand (100,000) beneficiaries, through designated financial institutions namely National Bank of Pakistan and First Women Bank Ltd.

Small business loan with tenure up to 8 years, with first year grace period, and a debt : equity of 90 : 10 will be disbursed to SME beneficiaries across Pakistan, covering; Punjab, Sindh, Khyber Pakhtunkhwa, Balochistan, Gilgit Baltistan, Azad Jammu & Kashmir and Federally Administered Tribal Areas (FATA). It has a 50% quota for women and 5% quota for families of Shaheeds, Widows and Disabled persons.

Forms are available at branches of all participating banks for free and the person only needs to submit form with a valid copy of CNIC and business plan.





**Mr. Zubair Mirza,**  
SVP/Wing Head,  
Project Manager Business



**Mr. Imran Jafri,**  
SVP/ITD, Project Manager,  
System Development,  
Deployment & Training



# Terms and conditions

**Brief Description** - Small Business Loans will focus on (but will not be restricted to) unemployed youth, especially educated youth looking for establishing or extending business enterprises.

**Eligibility Criteria** - All Men/Women holding CNIC, aged between 21 and 45 years with entrepreneurial potential to apply from designated branches mapped with area of residence/business.

**Security Requirements** - One Guarantor  
**Permissible Collaterals** - Business hypothecation.

**Focus on Women** - 50% of loans will go to women borrowers.

**Debt-Equity ratio - 90:10**

The borrowers` contribution of equity would be in the form of cash or immovable property and will be required after approval of the loan.

**Forms are available at branches of all participating banks for free and the person only needs to submit form with a valid copy of CNIC and business plan**

**Loan Period** - Maximum Tenor of loan is eight years including one year grace period.

**Pricing** - 8% fixed for borrower. Government

will pay the difference of the cost at KIBOR +500bps.

**Risk Mitigation** - Government will bear upto 5% losses on the portfolio of the bank under this scheme.

**Number of loans** - 100,000

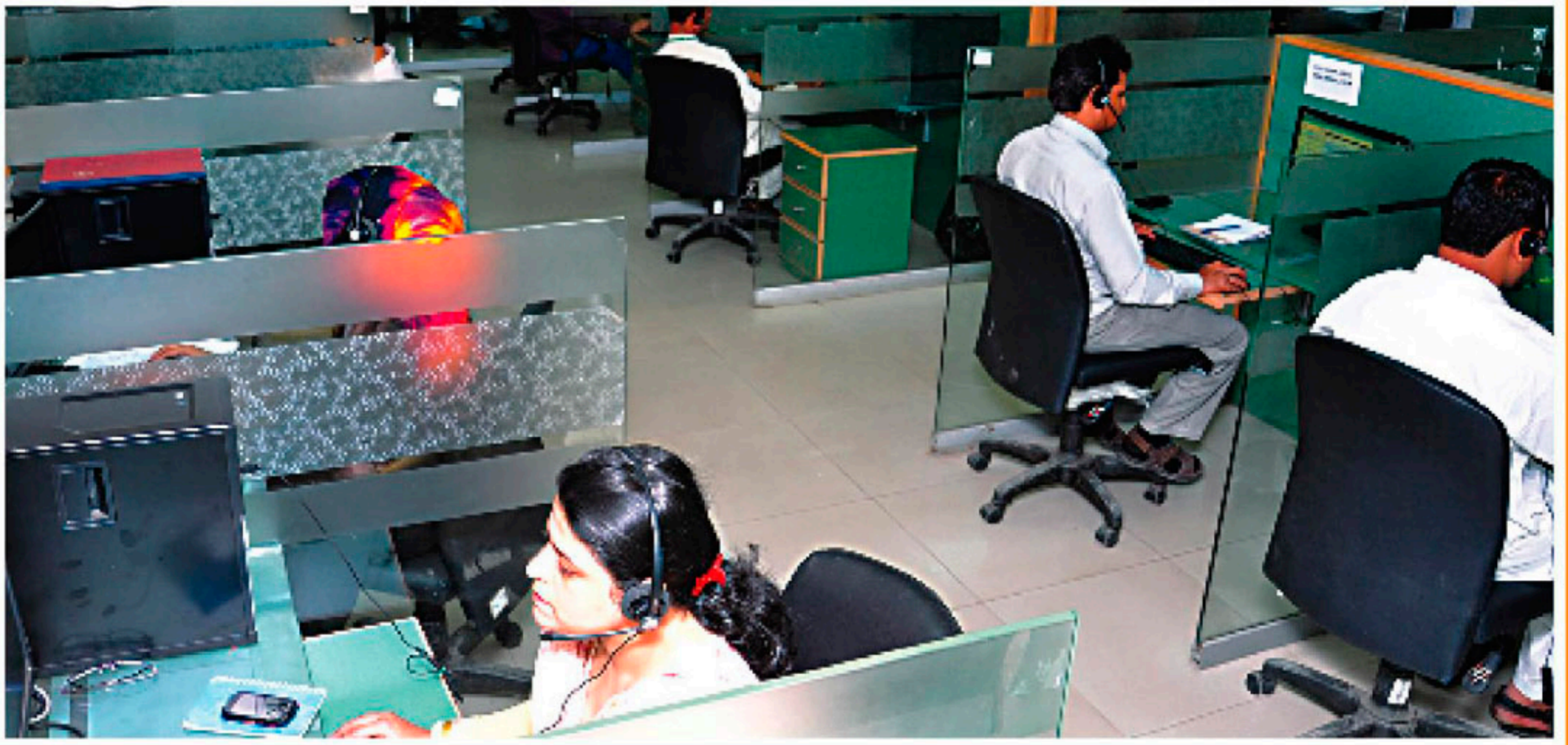
**Size of Loan** - Upto Rs 2.00 Million

**Allocation in Budget 2013-14** - Rs.5 billion

**Executing Agency** - In the first instance, National Bank of Pakistan and First Women Bank Limited under the guidance and supervision of State Bank of Pakistan to ensure participation of private banks:

- Private banks will be required to participate in this scheme on the basis of soundness of business proposals.
- SBP will encourage private banks to build this portfolio commensurate with their size.
- SBP will arrange appropriate training for





## Role of Small and Medium Enterprises Development Authority

- The 50 feasibilities prepared and uploaded by SMEDA, extensively publicized and their access to public made easier through multiple linkages with other relevant websites.
- SMEDA will work closely with Punjab Information Technology Board (PITB) to ensure that the schemes are accessible to those who participate in PITB survey.

private banks to implement this scheme.

**Sectors and Products** - Standardized schemes/projects/undertakings will be designed by SMEDA, projects designed by private sector service providers or individuals themselves will also be admissible.

**Application Form:** The Form is in both English and Urdu, and required minimum essential information with simple format. The processing time will not exceed 15 working days and will be stated clearly in the application form. The form is readily available both in branches and through dedicated websites of the banks. Non-refundable form processing is Rs. 100.

**Monitoring** - SBP is publishing consolidated information about the loans extended under the scheme for information of the public on quarterly bases on its website.

- An effective Complaints Center to resolve complaints is set up.
- E-government directorate of Ministry of IT will provide support.

### The role of designated and non-designated branches

Application Forms are issued through Designated Branches and Non Designated Branches. All Category-III and selected

Category-II branches are nominated as Designated branches. All other branches are nominated as Non-Designated branches. Non-Designated Branches are mapped with the Designated branches.

### Parameters for selection of designated branches

The selection of Designated branches is made on the following basis:

- Geographical location of the branch: Branch is located in an accessible and populous area ensuring critical mass of applications providing for economic justification of choice
- Selected branches are distant from each other minimizing the risk of cannibalization effect.
- Branches have the required infrastructural capacity.
- Adequacy of human resource capacity in terms of skill set for effective operation of the scheme.
- Branch's existing loan portfolios performance especially in small ticket structured loans.
- Branch's exceptions history and internal audit category.

### Roles of designated and non-designated branches

- Applicant can collect application form through designated and non-designated branches.
- 400 branches are categorized as designated

branches.

- All other branches are categorized as non-designated branches.
  - Non-designated branches are mapped with the designated branches.
  - The processing of the loan application will be done at the designated branches only.
  - Non-Designated branches will only distribute and receive the application forms.
- Non-designated branches will send the completed application form to the mapped designated branch for processing.

It will be mandatory for the non-designated branch to dispatch the received applications to the designated branch on same day.

### Application form issuance

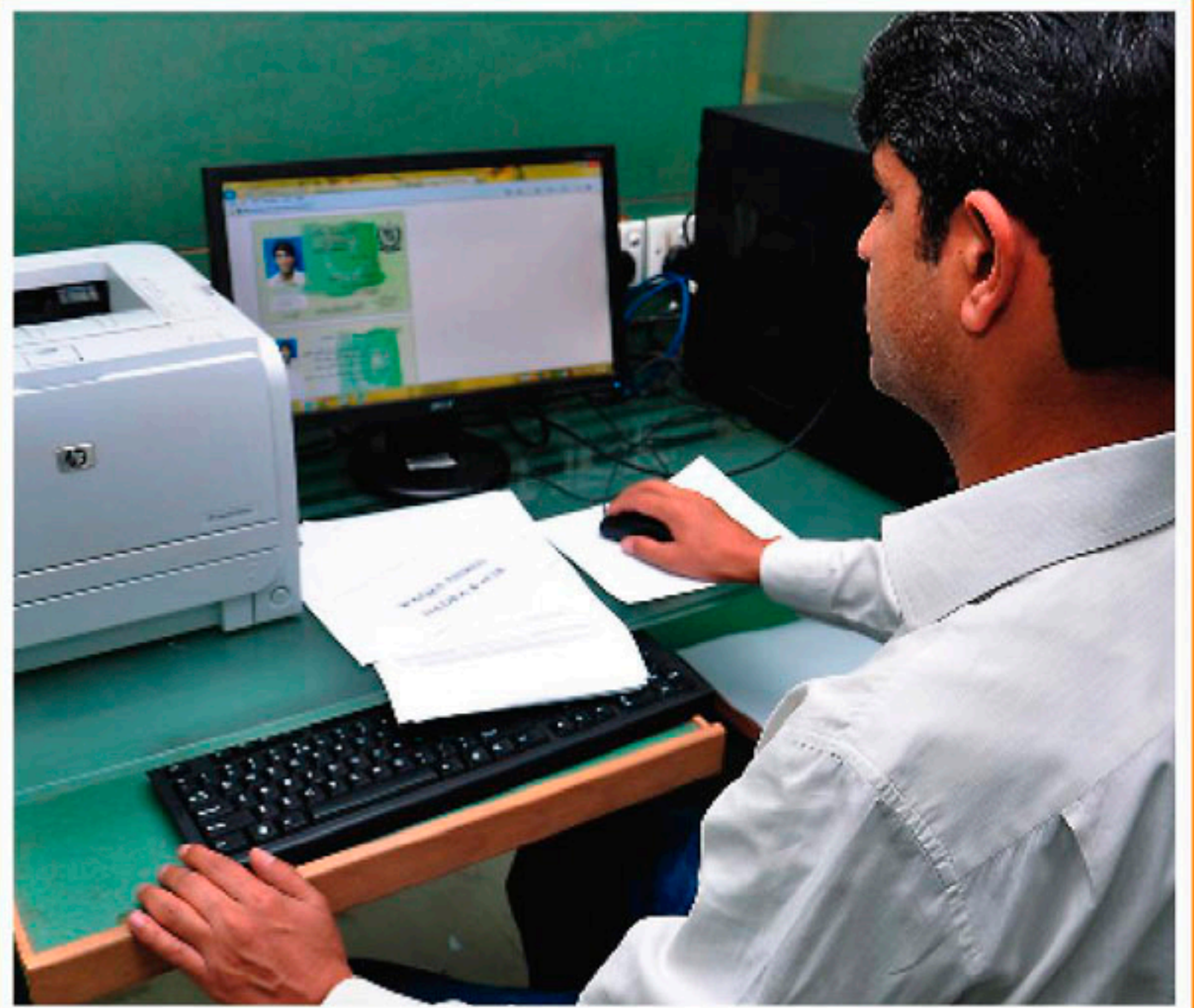
Both Designated and Non-Designated Branches issue forms to the applicants. For this purpose, a separate counters are made in all designated branches with prescribed branding and outlook as conveyed to the bank by Prime Minister's Secretariat through SBP.

*Application Form and other three distinct sections:*

- Borrower Basic Facts sheet on SBP approved format
- Guarantor's Information Section
- Required Documents Checklist.

While issuing Application Forms, branches have to ensure that both sheets are issued to the customers. Non-designated branches, while





**Applicants are free to choose between non-designated and designated branches for forms submission. Therefore, if an applicant submits loan application form at a non-designated branch he/she would not be refused.**

issuing forms, may advise applicants to submit the form directly to the mapped/ assigned designated branches.

For this purpose, complete details of designated branches including address and telephone numbers are provided to the applicant.

**Application Form Acceptance**

Applicants are free to choose between non-designated and designated branches for forms submission. Therefore, if an applicant submits loan application form at a non-designated branch he/she would not be refused. Officer at the counter, before accepting the form and

issuing Acknowledgment Receipt, will conduct a process called 'Front-end Screening' in CAMS. Front-end screening comprises loan application form (LAF) and attachments' scrutiny for completeness and adequacy. Officer in the non-designated branch shall perform this activity at the time of loan application submission with the help of relevant checklist module in the product management system (CAMS). If the checklist is completely ticked-off, and guarantor is unique, that is his CNIC does not already exist in the system as either Applicant or Guarantor, the case will be accepted for login and CAMS will issue a Loan Registration Number. This number will be used for all future references regarding this application and borrower. In case, there are deficiencies, applicants are free to choose between non-designated and designated branches for forms submission. Applicant's signatures is obtained on the LAF Return Receipt's acknowledgement copy and filed, in serial order, for future reference.

If all the information and documents, as mentioned above, have been provided and application form is complete and signed. The officer shall accept the form for routing to the nearest mapped/assigned designated branch and issue an Acknowledgment Receipt. This receipt will clearly state the Loan Application Registration Number, date and time of form submission. Even explain that the form has been accepted for routing to the designated branch. The relevant designated branch's address and advise the customer to contact that branch in future for information on loan application processing.

After the front-end screening, applicant will be asked to deposit Rs. 100/= (Rupees One Hundred Only) on the cash counter of the

branch and bring deposit receipt which will be attached to the form.

Officer at the counter is not required to question the correctness or validity of any information provided by the applicant in the form or attached documents or to advise applicant on business selection or any other related matter.

At every day's end, all non-designated branches shall dispatch the application forms received during the day along with their related documents to their mapped/assigned designated branches under a cover letter through courier or by hand. Cut-off time for dispatch of day's forms shall be 5:00 pm every day. Any form received after this time shall be included in the next working day's dispatches.

**Application form acceptance at designated branches & front-end screening**

*Designated branches shall be receiving application forms from two sources:*

- Forms routed/ dispatched to them by the non-designated branches
- Forms submitted by the applicants directly at their counters.

**Application login in cams**

Complete application forms login entries for both – forms routed from non-designated branches and forms directly submitted at designated branches – are made in CAMS. This completes the application login process.

**Desktop verification of applicant and guarantor**

*Immediately after the login, application will become available at Head Office for desktop*





verification. It comprises following three activities:

- NADRA Verification of Applicant and Guarantor`s CNIC
- ECIB Report of Applicant and Guarantor
- Datacheck Report of Applicant & Guarantor

#### **Nadra verification of applicant and guarantor`s CNIC**

With the CNIC number provided in LAF Module in CAMS, Desktop Verification Head (DVH) will access VERISYS (NADRA`s online terminal), take out the detailed CNIC verification report, and key-in the relevant details in the CAMS CNIC verification Module. This will establish the veracity of CNIC submitted, cross match applicant information as provided on LAF, provide applicant and guarantor`s mother names and will serve as a reference point for telephonic and physical verification.

The NADRA CNIC printout shall be kept in the pending cases file in the order of Loan Registration Number and shall be attached to the Loan Case when the case reaches Regional Office.

*The critical decision making points at this stage are:*

- CNIC Number is valid and exists in NADRA Records.
- Applicant & Guarantor are mapped against the provided CNIC Number in NADRA Records.
- Applicant & Guarantor are resident Pakistanis.
- CNIC is valid and not expired
- Applicant & Guarantor`s date of birth is same as provided in Loan Application Form
- CNIC is not marked as 'Suspicious`in NADRA Records.

**After the front-end screening, applicant will be asked to deposit Rs. 100 on the cash counter of the branch and bring deposit receipt which will be attached to the form.**

#### **Verification Business Rules**

If NADRA verification returns 'Yes` to all above points, this verification will be marked satisfactory. This rule is true for both Applicant and Guarantor. If there is a 'No` to any one of the above 6 points, case will be closed and applicant duly informed through letter.

#### **ECIB Verification of Applicant and Guarantor`s**

ECIB checking against the CNIC of applicant and guarantor by the DVH. The relevant contents of the ECIB Report will be entered in the ECIB section of the Verification Module in CAMS.

*In case of presence of credit history of both or anyone of the applicant and guarantor in ECIB Records, the critical decision making*

*points would be:*

- Correct name is mapped against the provided CNIC Number in ECIB Records.
- There are no existing clean/unsecured facilities availed by the applicant.
- There is no default history of Applicant and/or Guarantor.

#### **ECIB Verification Business Rules:**

If ECIB verification returns 'Yes` to all above points, this verification will be marked satisfactory. This rule is true for both Applicant and Guarantor. If there is a 'No` to any one of the above points, case will be closed and applicant duly informed through letter.

#### **Datacheck Verification of Applicant and Guarantor`s**

The Desktop Verification stage concludes with this final activity. DATACHECK Report will be taken out and its relevant contents will be entered in CAMS. Besides, looking at the credit history of the applicant and guarantor, information on loan attempts made in the past along with applicants` employment status for these attempts also gets revealed and shall be used analytically in the credit process.

*In case of presence of credit history of both or anyone of the applicant and guarantor in Datacheck Records, the critical decision making points would be:*

- Correct name is mapped against the provided CNIC Number in Datacheck Records.
- There is no default history of Applicant and/or Guarantor.

#### **Datacheck Verification Business Rules**

If Datacheck verification returns 'Yes` to all above points, this verification will be marked





satisfactory. This rule is true for both Applicant and Guarantor. If there is a 'No' to any one of the above points, case will be closed and applicant duly informed through letter.

### Televerification of Applicant, Guarantor and References

Tele-verification Officers, dedicated for this scheme, performs telephonic verification of applicants, their guarantor and references. For this purpose, Call Center provides access to relevant module and screens of product management system (CAMS). This helps updating tele-verification results directly in the database reducing processing TAT and eliminating risks, time and costs associated with manual data input. The contents and results of tele-verification report cannot be visible to or accessible by branch at this stage.

*The critical decision making points would be:*

#### APPLICANT

- Contact with Applicant is established on his provided telephone number.
- Address provided in loan application form is verified.
- Residence owned/ rented status confirmed
- Mother's maiden name confirmed.

#### GUARANTOR

- Contact with Guarantor is established on his provided telephone number.
- Guarantor is not an immediate blood relation of the Applicant.
- Guarantor has consented to act as guarantor
- Guarantor is prepared to provide bank statement and other details of his net worth
- Guarantor is prepared to provide 'Post Dated Cheques' with guarantee at the time of loan sanction.

#### REFERENCES

- Contact with Reference is established on his provided telephone number.
- References who knows the applicant.
- References confirm the reason for which they have been named as references.

#### Tele-verification business rules:

- The applicant's verification will be considered 'Satisfactory' if the response to point number 1 is positive, otherwise case will be closed.
- The guarantor's verification will be considered 'Satisfactory' if the responses to points 1, 2, 3, 4, and 5 are positive, otherwise case will be closed.
- Verification of references will be considered 'Satisfactory' if responses to points 1, 2, and 3 are positive, otherwise case will be closed.

#### Physical Verification of Applicant & Guarantor

Verification Officer, mapped with applicant's branch, will be triggered for the Physical verification of the applicant at applicant and guarantor respective residences. A standard questionnaire shall be used to capture applicant and guarantor responses. The respondents' signatures shall be obtained on the completed forms duly dated and timed. Verification Official signs the report and hand it over to Officer in branch designated for this purpose. The Officer shall input the responses in the relevant module of the product management system (CAMS) accessible only to him through his password.

*The critical decision making points would be:*

#### APPLICANT

- Applicant's address is confirmed
- Residence owned/ rented status confirmed

#### GUARANTOR

- Guarantor's address is confirmed
- Guarantor's relationship with applicant is confirmed
- Signed Guarantor consent form has been obtained.

#### Physical Verification Business Rules:

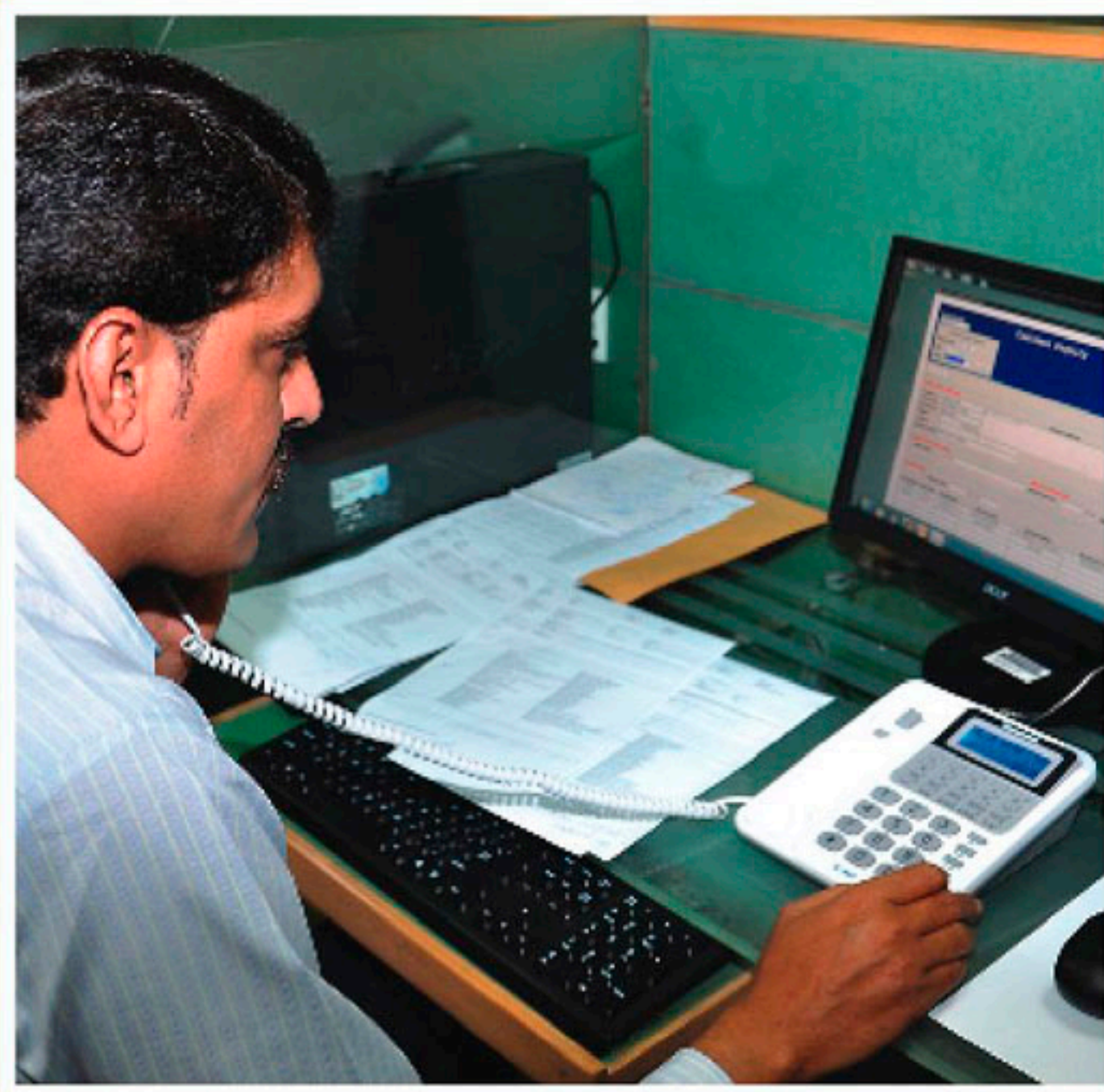
If physical verification returns 'Yes' to all above points, this verification will be marked satisfactory. Otherwise, case will be closed and applicant duly informed through letter.

#### Branch manager's assessment

This is the most critical step in loan application evaluation and approval process. Branch Manager is in direct contact with the applicant and in the best position to assess the merits and demerits of the loan application, borrower's proposed business' viability, and borrower's competence and skill set to setup and run the proposed business. Branch Manager will meet the applicant and collect the information required for application scoring using a standard response sheet to collect information in order to:

- Ascertain genuineness of applicant's business
- Discover real motivation of applicant's loan request.
- Identify borrower and business related risks
- Match applicant's competence with required skills in the proposed business
- Determine project cost and thereby actual loan requirements through estimation of business setup cost.
- Evaluate proposed business's sustainability – that is, its capacity to support applicant's business expenses, household, and repays loan installments regularly.
- Since the business is to be setup in branch's





vicinity, Branch Manager will apply his local business knowledge to evaluate the competitive space for the proposed business, local suitability, economic and business rationale, business's supply and demand side, availability of required infrastructure and enabling factors, etc. If the applicant thinks that he cannot answer some of the questions now and needs some time to prepare responses, such as estimation of business setup costs or revenue and cost projections, he may ask for it. In that case, Branch Manager will enter his specific request, schedule date and time of next meeting in CAMS, which will generate a letter citing reasons and request for deferment of current meeting with date and time of next meeting to be signed by applicant. This would mitigate the risk of a complaint by applicant against possible TAT overrun due to this deferment. Likewise, Branch Manager could feel that he needed more information or another meeting with applicant before he could firm up his mind for a decision. Similar process as discussed above would follow in such situation. However, it must be noted that deferment by Branch Manager must not be for more than 2 days, as the maximum TAT for this stage is 3 days. On the 3<sup>rd</sup> day, Branch Manager must complete his assessment, prepare Credit Proposal and submit it for review and further processing at Regional Office. Regional Head and GM Business are responsible for monitoring such deferments and quick disposal. In case of excessive delays or time overruns they will be held responsible.

There is a specific section in CAMS, which captures this applicant-BM interaction and Q&A. The manually filled questionnaire will be entered there and Branch Manager will login with his password to provide comments, observations, and analysis. On submission of this input, system

will ask BM for a decision on this application. He may recommend either to approve or to decline the case. In case of recommendation for approval, Branch Manager will recommend the loan amount and tenure of loan. In either case, whether recommended for approval or decline, Credit Line Proposal, along with all relevant documents shall be forwarded to the respective regional office.

#### Application Scoring

In the absence of specific target borrower attributes, Bank has decided to use the most important factors, cited by credible recent research, responsible for the success or failure of new businesses.

##### These include

- Business Attractiveness.
- Applicant's Competence.
- Financial Space available to the applicant.
- Credit Worthiness.

#### Application Review and Decision by GM Business

● GM business will review the business case against recommendation, scorecard, verification reports and business plan as uploaded in the system. If he so deems, GM Business ask for additional verifications and/or estimations.

● GM Business will record his observations in the space provided. After the review, if GM Business is satisfied, he will recommend the case to Regional Head along with the loan amount and tenure. GM Business can downward revise the loan amount and/or loan tenor as recommended by branch manager. However, he cannot increase the amount or tenor.

- The GM Business can also decline the case.

In case of decline, the declined case will become available at the branch and Branch Manager will issue the decline letter to the applicant citing reasons.

In case of recommendations for approval, the case will be forwarded to Regional Head at Regional Office for review and decision.

#### Application Review and Decision by Regional Head

From the business side, responsibility for loan application approval/sanction rests with Regional Head who will sanction the loan application jointly with General Manager Credit of the region.

- Regional Head will review the recommendations of branch manager and GM Business.
- After the review, Regional Head can decline or recommend the loan for approval.
- In case of decline, Branch Manager will issue a decline letter to the applicant.

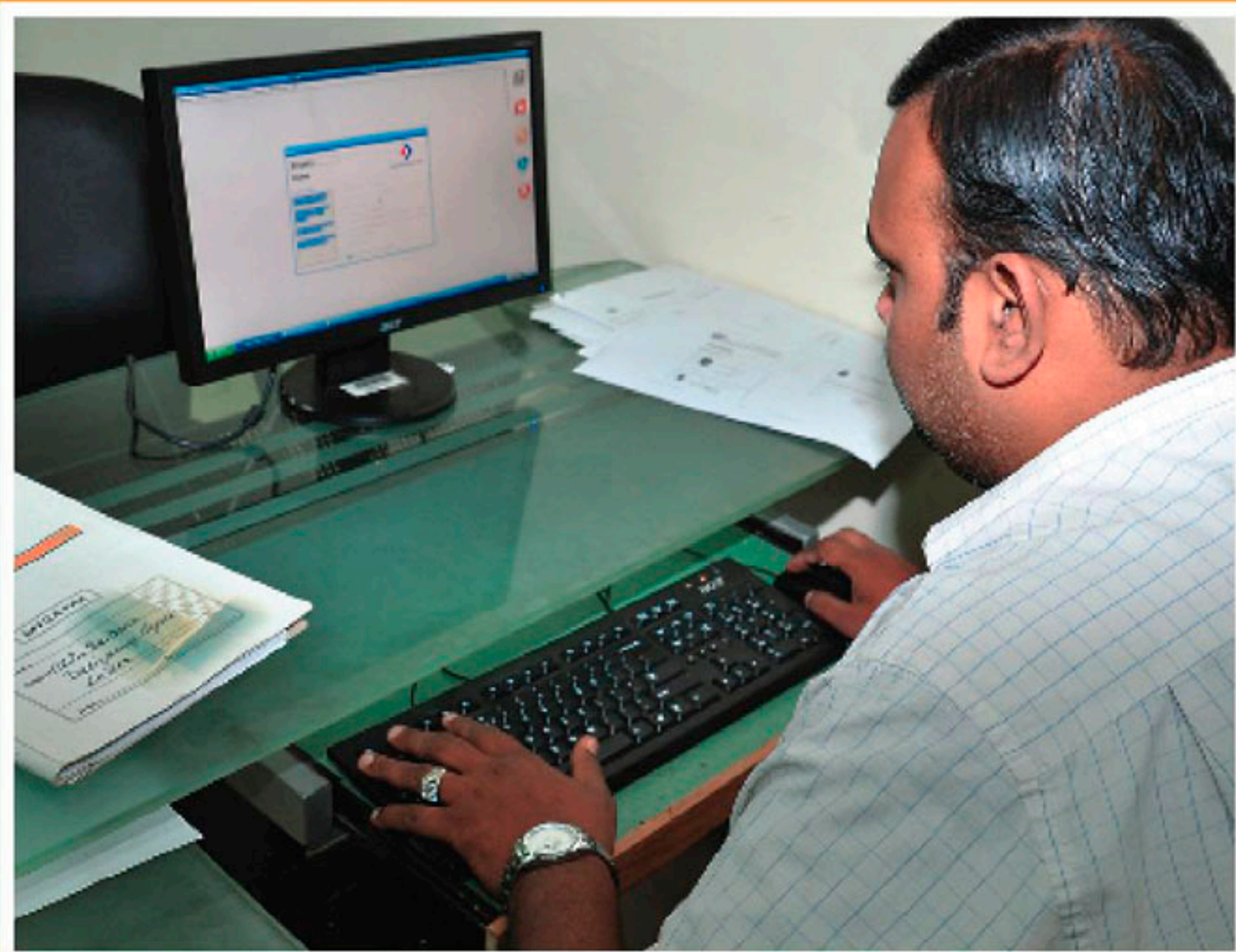
The Regional Head is the final authority about the decision on loan application from the business side and therefore, he has to ensure complete transparency and unbiased professional evaluation of the loan proposal. Regional Head is empowered to override the recommendations of GM Business. But he can only reduce the recommended amount or loan tenor. In case of approval, the case will become available to GM Credit for joint decision.

#### Credit Review by GM Credit and Final Decision

General Manager Credit finally approves or declines the loan application. This is the last stage in the credit processing and evaluation chain and therefore a significant responsibility is attached to this step.

- GM Credit will review the case in line with





all the policy parameters. Compliance with SME Prudential Regulations and CPM is reviewed.

- He will review the entire proposal along with related documents from credit point of view, identifying risks and mitigants within the product program scope and framework.
- GM Credit can decline the case, in which case, Branch Manager will issue the decline letter from CAMS.
- GM Credit, too, can revise the Regional Head's recommendation for loan amount and tenure, but like Regional Head and its predecessors, he can only reduce the recommended amount and tenor.
- GM Credit takes the final decision on loan application. He will either sanction or decline the case.

### Responsibility of Loan Sanction and Decline

The complete responsibility of loan application approval or decline rests with Regional Head and General Manager Credit. This is because of the fact that both of them have the complete view of the applicant, including verifications, application scoring, branch manager and GM business' assessment and recommendation, etc. and are technically in the best position to take the decision. They have to apply their knowledge, analytical skills, local business understanding and experience to make prudent decision as per specific terms and conditions of this scheme, relative caps (if any), bank's CPM, and relative laws and regulations.

### Issuance of sanction letter

- On receiving approval letter from the Regional Office, Branch will print Customer Sanction letter from CAMS indicating all the terms &

conditions of the loan for acceptance.

- Customer will be called and presented the letter for acceptance.
- If customer declines the offer, the case will be closed by the Branch Manager
- If customer accepts the offer, he will be advised to contact CAD Officer in the branch. Simultaneously CAD officer will also be intimated about customer's acceptance of offer letter.

### Mandatory Turnaround Time for Processing of Application and Decision

- The mandatory TAT for loan application processing and decision – loan sanction or application decline – is fifteen working days, excluding weekly and all national holidays occurring during this period.
- This is decided directly by the Government of Pakistan and is clearly mentioned on application form.
- Exceptions are available only in cases where delays/ time overruns are caused by events beyond bank's control:
  - Applicant has requested for a deferment
  - Applicant has not timely provided information or documents required for processing of application.

### Pre & Post Disbursement Process

- Receipt of Equity and Account Opening by Branch Manager/CAD Officer.
- Execution of Legal Documents by Branch Manager/CAD Officer.
- Issuance of Disbursement Authorization Certificate by CAD Officer/Branch Manager.
- Disbursement of Loan by CAD Officer/Branch Manager.
- Safe Keeping of the documents by CAD

Officer/Branch Manager.

### Receipt of Equity and Account Opening by Branch Manager/CAD officer account opening

Branch Manager is responsible for the opening of customer's Current Account for deposit of equity, documentation charges, business transactions and repayment of loans. If applicant already has a current account in the same branch, the same can be used and mapped for this purpose. Any account other than Current Account is prohibited.

### Equity Received in Cash

- After receiving and accepting the offer letter, the applicant will deposit his approved equity, not less than 10% of the total funds requirement as stipulated in the sanction advice, in his funding account. Branch Manager/CAD Officer shall be responsible for this step.
- Documentation Charges (at actual) are to be borne by the applicant.

### Equity in shape of Immovable Property

- For equity shown in shape of immovable property, it shall be appraised by the bank/PBA approved valutors and the cost of this valuation shall be borne by the applicant.
- The property must be in applicant's own name and must be free from any charge or lien.
- The appraised value of property must be equivalent to 10% of the total funds requirement as stipulated in the sanction advice.
- Branch Manager/ CAD Officer shall be responsible for this step.
- Documentation Charges (at actual) are to be borne by the applicant.

### Execution of Legal Documents by Branch Manager/CAD officer

- To initiate disbursement process, the applicant and guarantor will sign complete set of financing agreements/charged documents (duly filled in and signed by applicant & guarantor) in front of Credit Administration Officer (CAD) or Branch Manager.
- The Branch Manager/CAD Officer will be responsible for stamping and completion of charged documents.
- Applicant and Guarantor will each submit 3 post dated cheques

### Collection Policy

- Collection and recovery under this scheme shall be governed by Collection and Recovery Circular 99/2008 dated August 29, 2008.
- Existing Collection System – CARS shall be customized to scheme features and integrated with CAMS.
- Any modifications, amendments, and/or enhancements shall be submitted for approval separately

### Customer Services & Complaint Handling

Regional Head is overall responsible for



seamless management of the scheme, immediate problem resolution adherence to and strict compliance of instructions contained in this instruction circular down the line. In case of any complaint, the complainant must be dealt with politely and his/her complaint must be recorded and redressed immediately. The decision on the complaint must be taken as per policy and procedure of the bank. Branches have to ensure highest standard of customer service and quality. Again, Regional Heads, GM Business and Branch Managers are personally responsible for successful management and implementation of the scheme and Head Office will keep a close watch on it.

### Prime Minister's Youth Business Loans Branding

The branding of the Scheme is strictly as per the CD & DVD provided to Regions. Regional Heads are responsible to print the branding material and to ensure placements in all NBP Branches. They also ensure that Application Forms and related document are available in sufficient quantity in the branches.

### GoP Mark –Up Contribution Treatment

GoP mark-up treatment will be centralized at Head Office. GoP Mark-up receivable and Mark-up reserve A/c will open at FCD. On the request of C&RBG, FCD will make monthly mark-up receivable entries. Upon receipt of GoP mark-up portion, FCD will book the same in the Income A/c.

### Scheme Classification

The classification of loans will be strictly as per the SBP Prudential Regulations for SME Financing (Small Business).

### Repayment of Loan and Due Dates Calculation

- Borrower will be making their monthly loan installments as per Loan Amortization Schedule. Grace period of 1 year is allowed. Tenure of the loan is 8 years including 1 year grace period.
- Installment shall be payable in arrears.
- Installment due dates, for all PMYBL loans, shall be 1<sup>st</sup> day of every month. If 1<sup>st</sup> day of a month is falling on a holiday, immediately next working day shall become the due date.
- The due date for the first installment shall be calculated using mid-of-the month cycle cut rule, i.e., for all loans disbursed during dates between 1<sup>st</sup> and 15<sup>th</sup>, 1<sup>st</sup> day of 14<sup>th</sup> month shall be the due date for first installment.
- Similarly, for all loans disbursed between 16<sup>th</sup> day and the last day of the month (28<sup>th</sup>, 29<sup>th</sup>, 30<sup>th</sup>, or 31<sup>st</sup>), 1<sup>st</sup> day of 15<sup>th</sup> month shall be the due date for first installment.
- Monthly repayment of the loan will be made directly through a Debit Authority from the borrower's account. ♦

# First Balloting



National Bank of Pakistan has put the names of the successful candidates of the first balloting result for the PM's Youth Business Loan Scheme on its website. All the applicants whose names have been selected in the balloting, have been requested to visit NBP's website [www.nbp.com.pk](http://www.nbp.com.pk) to view the complete list of successful candidates. Prime Minister, Mian Muhammad Nawaz Sharif had announced the results of first balloting on February 28. The event was also attended by Chairperson of PM's Youth Business Loan Scheme, Maryam Nawaz, ministers and members of Parliament, NBP Chairman Muneer Kamal, NBP President & CEO, Syed Ahmed Iqbal Ashraf and other distinguished guests and dignitaries.

National Bank provided processed 6,077 cases for balloting, out of which 5,350 applicants were declared successful after

the balloting.

While 4085 applications were declared successful out of total 4,782 cases belonging to Punjab, names of 105 applicants out of 135 cases sent from Islamabad, were among the successful.

From AJK 75 cases, Baluchistan 73, KPK 670 and Sindh 342 cases were sent and all cases came out successful in balloting.

Applicants have applied for loans for different business sectors mainly dairy and livestock, agri processing, boutiques light engineering, marketing and distribution, education and retail trade.

The list comprising applicant names along with their CNIC number and branch is available on National Bank website and customers can view the details at

<http://www.nbp.com.pk/PMYBL/PMYBL-First-Balloting-Results.pdf>

*The scheme is aimed at exploiting the skills of the unemployed youth that may benefit in country's economic growth and prosperity along with promoting SMEs.*



YOU HAVE GOT UNLIMITED RESOURCES  
THE FOUNDATIONS OF YOUR STATE HAVE BEEN LAID  
AND IT IS FOR YOU TO BUILD  
AND BUILD AS QUICKLY AS WELL AS YOU CAN  
GO AHEAD AND I WISH YOU GOD SPEED!

QUINN-ARZAM MAH

# Corporate Communication Division

CCD was established on March 16, 2011 to look after Media Management, Public Relations, Image and Brand Management functions of the Bank

In the year 2013, CCD took a number of initiatives for damage control, containing negative publicity, streamlining interbank and intrabank communication, building and enhancing bank's image in public through press releases, articles/write-ups, prompt clarification and rebuttals and attending to media and public queries. In this regard a lot of information is available on the website of NBP to enable media, customers and masses to seek updates.

The CCD also increased NBP's visibility and ambiance through paid communication on print and electronic media, digital/social media and also used outdoor advertising through hoardings, billboards and gantries at eye catching locations in different cities and airports of major cities of Pakistan.

## Functions of CCD

**Media Management:** Objective is to work with print and electronic media to shape and to improve image of the Bank, gain confidence of corporate sector, individual customers and government sector. One of the important components is to safeguard against image loss by remaining vigilant against disinformation being spread by those having vested interest and to immediately nip in the bud.

**External Affairs:** NBP has to anticipate opportunities and challenges and remain in constant touch with the regulators and policy makers and offer competitive advantage. One of the key focus areas is Corporate Social Responsibility (CSR) to cast NBP's image as a socially responsible institution. This has been successfully done by CCD. The Division also performs as Investor Relationship management by visiting stock exchanges for controlling negative publicity and activity showing to boost investors' confidence by giving positive news of the Bank.

**Corporate Brand Management:** To build brand equity of NBP Corporate by focusing on all the target audiences and earning a competitive advantage by attracting the attention of potential clients, customers, employees, investors and the public as a whole. This is particularly relevant because NBP is busy to reposition itself among the peers and competitors where brand image plays a vital role for this purpose.

**Internal Communication:** It is critical for the employees, who are the first contact with existing and potential clients to maintain the highest standard of behavioral attitude and code of conduct. This is important as customers need to be engaged, motivated and energized to form a strategic alliance with NBP. Therefore, clear and prompt internal communication, downward, upward and horizontal is regarded as important and ethically followed. CCD publishes newsletters/product information leaflets for the benefit of its staff, clients and media. The Corporate Communication Division's Head maintains cordial relations with print & electronic media and Brand managers to manage all media related work at all levels.







Corporate Communication Division has also coordinated for Asian Banking and Finance Awards 2013. NBP got Domestic Retail Bank of the Year 2013 and Pakistan Domestic Technology & Operations Bank of the Year 2013 Awards from Asian Banking & Finance Singapore and coordinated The Banker Magazine UK for Top 1000 World Banks Ranking 2013 maintaining its status as the No. 1 Bank in Pakistan. The Division offered coordination support to the Federation of Pakistan Chamber of Commerce and Industries for FPCCI Awards in 2012 and 2013 and also to Karachi Chamber of Commerce and Industries in 2013, Management Association of Pakistan (MAP) in 2013. The Corporate Communication Division's

services are also acclaimed by Inter Services Public Relations (ISPR) Pakistan Army for print campaign.

The Division also managed number of internal and external events and sponsored events to promote NBP's corporate image and its various products and services.

The Corporate Communication Division also launched and re-launched number of products /services namely NBP Advance Salary, NBP Cash & Gold, NBP Kissan Dost, NBP Agri Gold roll over facility and NBP Aitemaad Islamic Banking. The Division also released number of non-paid communication in the form of press releases, articles and write-ups worth millions of rupees. ♦

## NBP Newslines/Management Brief

NBP Newslines is an effective communication tool for employees, customers of National Bank of Pakistan and financial fraternity. Since every organization is made up of people and others are usually interested in knowing about the Bank's employees and its activities, our newsletter certainly serves the purpose.

The real objective of our in-house newsletter is to keep each and every employee updated about the ongoing changes, happenings and at the same time keep the society informed about NBP. Employees are recognized through this channel of communication when they do a good job, take pride in the company when their exemplary performances are highlighted. In addition, placing people as an example encourages others to follow and help in developing a "can do" culture.

Today, revamped NBP Newslines has completed almost eight years of its publication and the management is overwhelmed by the



positive response it has received from the employees and from the business fraternity.

There is a continuous flow of requests for more copies of our Newsletter as employees find it extremely informative and useful. We print 5000 copies bimonthly but now looking at the demand we intend to increase the circulation list in future.

The newsletter is circulated to all the Banks operating in Pakistan, Ministries, Top Universities, Multinational companies, leading hospitals and other educational institutions, overseas and to NBP employees from OGI onwards.

Our other monthly publication Management Brief is a leaflet of handy tips on management skills and ways to increase the productivity of the employees. This is exclusively for the employees of the National Bank of Pakistan.

We print 3000 copies every month. ♦



## Exhibition

**A**griculture is the backbone of Pakistan Economy; this sector is central to its economic growth and development. It contributes 21 percent to GDP, employs 45 percent of the country's labor force and is a major force of foreign exchange earnings. It faces number of problems at the moment such as water shortage, technical knowledge of farmers and landowners, land holdings, affordability of pesticides, machinery and equipments, agents and middlemen issues, reach of multinational companies to far flung areas, the gap between researcher and the common farmers, etc. For addressing these issues, Sarzabz Pakistan Agri Expo and conference was held in Lahore. In the conference number of experts from agriculture field, academia, pesticide companies and banks participated. While addressing issues and role of bank financing and credit, Shahid Iqbal Dar, Senior Vice President, NBP, Regional Head, Lahore said, that financing of agriculture and SMEs is critical to the national economy because it not only provides a strong basis for industrial growth but also addresses the issues of food security and unemployment. NBP in view of its wide network of branches in rural areas is committed to focus on agriculture as its primary responsibility and as part of its business strategy. The bank has hired Agriculture Field Officers (AFOs) for capacity building to accelerate the agriculture financing. NBP is geared towards the development of agriculture sector through provision of financial services and technical knowhow. Most of the farmers are meeting their financial needs through informal ways and if the commercial banks step in to lend to critical sector like agriculture they will not only be able to create jobs but also alleviate poverty. NBP has products which can meet urgent financial requirements of farmers and landowners.

National Bank of Pakistan is financing for both farm and non-farm sectors. The finance for farm sector is mainly for farm production and farm development, while in non-farm sector it is for working capital and development purposes. NBP's Kisaan Dost is an affordable agriculture program that offers a wide range of financing opportunities especially designed to cater the needs of individual farmers. This program aims to provide every farmer the confidence to access easy and hustle free loans for agriculture needs. The program also carries with it an aura of convenience; financing is available to farmers against any form of collateral, be it Mortgage, Agriculture Land Pass Books, Gold ornaments, DSCs/SSCs or other practical means. National Bank of Pakistan is the largest Commercial bank providing Agriculture Finance to contribute to the development of the Agriculture Sector of Pakistan. It has designated 876 branches out of its 1,342 domestic branches for Agriculture Finance.

NBP gears up to meet Agriculture and



Sarzabz Pakistan Agri Expo and conference was held in Lahore. In the conference number of experts from agriculture field, academia, pesticide companies and banks (including NBP) participated.

SMEs Financing Challenges "Agriculture is critical to business strategy and unemployment' said Shahid Iqbal Dar, Senior Vice President, Regional Head Lahore Central. There exist enormous potential in all sub-sectors of agriculture - crops, livestock, fishing and forestry. Each has significance to the economy and if fully exploited can contribute to value addition of the sector and can lead Pakistan to become one of the world's richest country.

NBP enjoys a wide rural and semi urban branches network, the bank was able to surpass the SBP target by disbursing Rs.56.77 Billion to farmers against its target of Rs.47.500 Billion for the financial year that ended on 30.06.2013. It surpassed the SBP targets for the year ended 31.12.2013 by disbursing Rs. 29.808 Billion against SBP target of Rs.29.50 Billion with percentage achievement of 101.05%. NBP has also achieved Non-farm i.e Poultry, Livestock and Fisheries targets assigned under Agriculture Lending Diversification Project (ALDP). As we all are aware that over 70% of the total population of the country depends directly and indirectly on agriculture for its livelihood. Agriculture constitutes the largest contributor to our economy and majority of the population is dependent on this sector. Working in the same line, the NBP has played a significant role in the mechanization of agriculture by financing purchase of tractor, power tillers,

rice trans-planters, harvesters, thrashers and other implements. It also promoted utilization of underground water by financing installation of tube wells along with development of marine fisheries, poultry farming, plantations and financing better farm water management. The Bank has also strived in financing items for which credit was not forthcoming from other institutions and explored new avenues to offer loans.

The objective of National Bank of Pakistan's credit policy is to stimulate and support agricultural growth by providing soft and affordable loans to the farmers to increase their production capacity.

Pakistan's agricultural sector is central to its economic growth and development. It contributes 21 percent to GDP, employs 45 percent of the country's labor force and is a major force of foreign exchange earnings. It also contributes in the growth of other sectors of the economy through backward and forward linkages.

The economy, if fully exploited can contribute to value addition of the sector. Growth of the livestock sub-sector which presently contributes 54 percent of the value addition by agriculture and 12 percent in GDP. It helps to rise family incomes as it provides jobs for the rural population. About 30-35 million rural population is engaged in livestock raising.

Despite the fourth largest milk producing in the world, only 3 percent of total milk





production is processed because of the lack of the adequate milk collection centers in the milk pockets. Of the gross milk production of cows and buffaloes 15 percent is lost in transportation. Setting up of milk collection centers refrigerated transportation and modern management techniques would ensure availability of quality milk to the customers.

Financing plays a major part in the development of the agriculture sub-sectors. Huge potential exists, which is waiting to be exploited and developed. Among the commercial banks, National Bank of Pakistan leads in agriculture financing. The loans offered by NBP are for a host of schemes, both for development and production.

National bank is financing for both farm and non-farm sectors. The finance for farm sector is mainly for farm production and farm development, while in non-farm sector it is for working capital and development purposes.

NBP's Kisan Dost is an affordable agriculture program that offering a wide range of financing opportunities especially designed to cater the needs of individual farmers.

This program aims to provide every farmer the confidence to access easy and hustle free loans for agriculture needs. The program also carries with it an aura of convenience; financing is available to farmers against any form of collateral, be it Mortgage, Agriculture

lands pass book, Gold ornaments, DSCs/SSCs or other practical means. The approved loan limit is set to be within the farmer's reach at the time of need. Kisan dost financing scheme also offers small loans up to Rs. 2 lakh, to farmers on group surety. NBP has many competitive advantages in the banking industry, including a wide rural, semi urban branch network and especially a competitive markup rate. A professional agriculture staff offers free guidance/advice to farmers with a wide range of financing schemes under the farm and non-farm sectors. Different activities have been identified within these two sectors which are broadly categorized as production and development activities. National Bank of Pakistan has devised a comprehensive list of items covering almost all the activities ranging from input to farm development along the value added chain from production up to the processing.

Production finance is a finance facility which is given mainly for meeting input needs of a particular crop. These loans are mainly for the purpose of agriculture inputs like seeds, fertilizes, pesticides, etc. and other short term requirements. It is further subdivided into (a) farm inputs (b) vegetables (c) Horticulture & Fruits. While farm development loan includes (a) Mechanization and Tractors (b) Tube Wells and Allied Equipment's (c) Godowns on-farm & off-farm,

Corporate Farming. Non-Farm sector includes Livestock, Dairy, Poultry, Fisheries, Forestry.

The revolving credit scheme is advanced feature of NBP Kisan Dost Agriculture Production Finance scheme. The scheme primarily caters to the requirements of the farmers and provides financing for working capital needs and for production purposes to eligible farmers/growers. This scheme provides facility to the growers for any number of withdrawals and repayments (multiple operations), within the limit for the period of three years with once a year clean up from date of first withdrawal, with the consent of borrower. Farm development loan is limited to clearance of jungles, leveling, layout, terracing, soil improvement, Embankment, land formation, bund construction, reclamation of land.

Furthermore, crops, livestock, equipment's and machineries that are financed by the bank, including Tractors are insured up to the loan amount. Therefore, in case of any loss due to approved perils and unforeseen events, insurance companies are legally bound to pay losses to the affected borrowers. National Bank of Pakistan is the largest Commercial bank providing Agriculture finance to contribute to the development of the Agriculture Sector of Pakistan. It has designated 876 branches out of its 1,342 domestic branches for Agriculture Finance. Pakistan Banking Industry's agriculture portfolio consists of Rs. 278 Billion by end of December 2013 where as NBP's market share is 59 billion which becomes 58.5% in all commercial banks & 22% in all banks.

All this to provide easy access to its customers, particularly farmers from, remote areas of the country. Additionally, the bank has deployed specialized field force officers Agriculture graduates (Agriculture Field Officers), who are required to spend a considerable amount of their time on the field, especially during sowing and harvesting seasons to provide technical support to the farmers for the adoption of improved farming practices, use of better yielding inputs, pesticides and more importantly to facilitate them in meeting their financing needs. Because NBP enjoys a wide rural and semi urban branches network, the bank was able to surpass the SBP target by disbursing Rs. 56776.524 (M) to 292828 farmers against its target of Rs. 47500 (M) for the financial year that ended on 30.06.2013. it surpassed the SBP targets for the year ended 31.12.2013 by disbursing Rs. 29808.310 (M) against SBP target of Rs. 29500 (M) with percentage achievement of 101.05%. NBP has also achieved Non-farm i-e Poultry, livestock and fisheries targets assigned under Agriculture Lending Diversification (ALDP).

Reaching out to all fellow Pakistani citizens irrespective of accessibility or profitability of a particular area is the pride that only the NBP enjoys in the present cut throat competition era of commercial banking. ♦





# Aitemaad NBP Islamic Banking

**...is making its presence felt in the financial industry of Pakistan and boost Islamic Banking business by developing five year business plan. The plan proposes to increase the country-wide network of dedicated Islamic Banking branches to over 100 in the next couple of years.**

Pakistan was a rather late beginner and various half hearted attempts were made in the past to introduce Shariah compliant banking system. It will perhaps be correct to say that the real beginning was made in 2002. The apex regulator, SBP, decided to let the two banking systems run in parallel in the country. This decision was aimed at letting the people decide at their own rather than compelling them to opt for a system about which they may have certain reservations. The strategy has paid off and today Islamic banks have approximately 10% share in the banking system in Pakistan.

At present, 5 full-fledged Islamic banks are operating in the country and 14 conventional banks have also established Islamic banking branches. Total number of bank branches exceed 10,000 and out of these over 1,100 offer Islamic banking. The share of Islamic banks in total banking business is also close to 10%. The credit of this robust growth goes to the Islamic banks and windows, Central bank, Shariah scholars and above all to the clients, who have reposed confidence in the system. It is also on record that apart from local companies, many multinational companies (MNCs), operating in Pakistan and despite enjoying special arrangements with local and international banks, have also concluded some landmark financing transactions with Pakistani Islamic banks. This is due to the confidence of these MNCs on unique transaction structuring, especially off-balance sheet ones, to cater to short and long-term financing and competitive pricing of Islamic banks.

To make strong presence in the Islamic Banking industry in Pakistan and to boost Islamic Banking business, NBP has recently developed five year Business Plan. The Plan proposes to increase the country-wide network of dedicated Islamic Banking branches to over 100 in the next couple of years. This growth has been planned to make NBP Islamic a meaningful player in the market, in line with its robust profile. We will also provide counters for FBR/ Tax Collections, foreign remittance through Western Union & Express Money, etc. The clients will also be provided with lockers facility at selected branches. The entire focus will be on providing quality services to our clientele.

To create awareness among masses about Islamic Banking services, NBP has relaunched Islamic Banking with a new brand that is

'Aitemaad,' which is synonymous with the trust of people on NBP. To market Islamic products and services, NBP plans to capitalize on its strong brand recognition. This will help NBP to get closer to people who wish to do Islamic banking, by offering innovative asset and liability products. Going forward, a comprehensive range of Islamic Banking products and services will be available to our customers.

To ensure smooth functioning and adherence to Shariah compliant operations, NBP Islamic Banking has taken on board Mufti Ehsan Waqar as Shariah Advisor. Mufti Ehsan possesses a unique combination of religious and contemporary education. He has served at institutions like Emirates Global Islamic Bank now Albaraka Bank Pakistan, UBL and Yasaar Ltd. Mufti Ehsan is also a member of the Technical Committee for Developing Accounting & Auditing Standard for Islamic Financial Institution at Institute of Chartered Accountants of Pakistan (ICAP) and member Islamic Capital Market Development Committee at KSE. He has also been nominated as a sub-committee member for developing Reporting Framework for Presentation of Financial Statements for Islamic Financial Institutions. As a member of Shariah Advisors Forum at State Bank of Pakistan (SBP), he also worked actively with SBP. Under his supervision, NBP plans to conduct comprehensive in-house training programs, under which employees will be provided training in Islamic Banking products,

practices and regulations. These training sessions will equip our human resources with in-depth knowledge of Islamic Banking.

It is very encouraging that the Central bank has also initiated generic awareness campaigns, which will benefit all the banks offering Shariah compliant products and services. Islamic Banking industry in Pakistan receives excellent pro-active support from the Central Bank and more specifically through its Islamic Banking Department, which is one of the main drivers in the growth of Islamic banking industry. It is also very positive on the part of Government of Pakistan to have an increased focus in the area of Islamic Finance. The government has formed a steering committee to promote Islamic Banking in the country and to formulate a comprehensive policy framework for Islamic financial system, implementing a real shariah based financial system. Some of the key objectives of this committee are as follows: To find out practical ways and means to maximize equity-based financing instead of the widespread debt-based system.

To suggest solutions for the Islamic secondary market/money market for liquidity management.

To chalk out a roadmap and propose a time plan for progress of different phases of Islamic banking.

To conduct an analysis of the possible legal obstacles in converting conventional banking into Shariah-compliant banking and the changes required to remove these obstacles. ♦



# GHR- update



## BP launches Home Remittance Services in collaboration with Arab National Bank (Telemoney)

National Bank of Pakistan recently launched Home Remittance Services in collaboration with Arab National Bank (Telemoney). On the occasion Mr. Khalid bin Shaheen, SEVP/Group Chief, NBP said,

'NBP is a key player in the remittance market of Pakistan and the remittance arrangement with Arab National Bank is another milestone.'

Arab National Bank established in 1979 is currently the 2nd largest provider of global remittance services in the Kingdom of Saudi Arabia. Headquartered in the capital city of Riyadh, the Bank is supported by Regional Offices in Jeddah and Khobar. ANB has an extensive distribution network, with over 270 premises within the Kingdom. ANB's outlets include 185 branches (of which 25% are Ladies' Branches) and 85 remittance centers (TeleMoney). ANB's Saudi coverage coupled with NBP's unmatched outreach in every nook and corner of the country with over 1327 branches nationwide will further facilitate expat Pakistanis and their families.

Seen in the picture are Mr. Khalid Bin Shaheen, SEVP/Group Chief, Global Home Remittances Management Group from NBP, Mr. Anwar Al Murshed Head of Telemoney-Arab National Bank and Mr. Adnan Malik Product Manager, Telemoney-Arab National Bank.

## NBP signs Home Remittance Arrangement with Bank Al-Jazira

National Bank of Pakistan has recently signed Home Remittance Arrangement with Bank Al Jazira and the services will be launched shortly. Bank AlJazira (BAJ) is a Joint Stock Company incorporated in the Kingdom of Saudi Arabia and is recognized as one of the leading Shariah compliant fast growing financial institution in Saudi Arabia.

This collaboration of NBP and BAJ will further boost remittance business and will give choice to remitters to send money to their loved ones from Saudi Arabia to Pakistan in minutes. The amount remitted from BAJ's over 48 retail branches, located



in the key town centers all over KSA can be collected from any of the NBP nationwide 1327 branches. In order to receive Cash Remittance, it can instantly be collected via NBP Foree Cash, even without having a bank account. NBP Foree Transfer offers credit to the individual accounts in over 1327 online branches.

## A visit to Hyderabad

Khalid Bin Shaheen SEVP/Group Chief, Global Home Remittance visited Hyderabad Region along with RMT Members. Seen in the picture are Muhammad Zaman Khan, General Manager, HR, Syed Wahid Ali, General Manager Credit, Dr. Jalil Ahmed Tariq, General Manager Operations, Hassan Ali Memon, Incharge Home Global Remittance, Khalil Ahmed Qureshi, Incharge Logistic, Aamir Almani, Mr. Irshad Ali Zardari and Mr. Abdul Latif Shahani and two representatives of HO KYC were also present.







### 65<sup>th</sup> Annual General Meeting held on March 28<sup>th</sup>, 2014.

National Bank of Pakistan held its 65<sup>th</sup> Annual General Meeting at Karachi on Friday 28<sup>th</sup>, 2014. The meeting was well attended by the shareholders. Mr. Muneer Kamal, Chairman NBP, and President NBP Mr. Syed Ahmed Iqbal Ashraf also attended the meeting. The bank's performance during the year was highlighted in a presentation to the shareholders. The shareholders were informed that Central bank reduced its policy rate by average 200 bps from 2012 besides linking minimum profit rate on deposit with SBP repo rate thereby increasing the minimum deposit rate to 7% from 6% last year. Calculation mechanism for profit payment was also changed. Due to these factors the bank's interest margin like other banks remained under pressure. The impact on net interest margin was partially offset through volume increase especially in high yielding advance salary, agriculture financing and gold loans. The bank posted operational profit (pre-provision profit) of Rs. 27.5 billion compared to Rs. 32.4 billion (restated) last year registering a decline of Rs. 4.9 billion mainly due to the above-mentioned factors. The bank's pre-tax profitability decreased to Rs. 7.1 billion compared to Rs. 21.4 billion (restated) due to higher provision charge in overseas branches and lower net interest margins. Provision coverage is around 80%, which will strengthen the balance sheet and benefit the bank once recovery efforts yield results in years ahead. Administrative expenses were kept under strict check which increased by just 4%.

The Bank's growth in balance sheet remained healthy. The Bank's domestic deposits increased by over 10% in 2013 with CASA deposits constituting 69% of the total deposits. The bank is well capitalized with capital and reserves of Rs. 156.3 billion and capital adequacy ratio of 15.24%. The President also highlighted the initiatives that the bank is taking in terms of technology up gradation and the progress for implementation of 'Core banking application. NBP achieved a number of I.T. milestones like the entire branch network coming online, expansion of ATM network to 375 and enhanced features at call center etc.

The President explained the bank's strategy and stated that the bank will give top priority to recoveries to reduce non-performing loans and write back of provisions. Low cost deposit mobilization, leveraging largest customer base in Pakistan, portfolio consolidation, cost management and capacity building through I.T. enhancement will be the other areas of focus. The shareholders approved dividend payout of 20% cash dividend (Rs. 2.00/-per share) as recommended in the Board of Director's meeting held on March 3, 2014.



Senate Standing Committee visited the NBP Head Office in March.



President Mamnoon Hussain is addressing the Roundtable Conference on Islamic Banking at Governor House in Karachi.



Ibne Hassan, VP/Divisional Head, receiving HR Award for CSR.

Mr. Arif Nasib, General Manager Marketing Services-PSO.

The agreement was signed by Mr. Malik Amir Sultan, SVP/Wing Head, NBP and Mr. Rustom. H. Mavalvala, Deputy General Manager, Cards Division, PSO. Through this agreement, PSO, Pakistan's leading Oil Marketing Company (OMC) and NBP, one of the country's largest commercial banks have partnered to establish a transparent and cost effective process of fuel consumption for NBP and centralize the payment process utilizing the PSO Cards Fuel Management solution. This will result in cost efficiency and hassle-free payment processing.

Present at the ceremony were Mr. Zubair Ahmed, SEVP/Group Chief, LSS&EG, Mr. Tariq Jamali, SEVP/Group Chief, C&RBG, Mr. Shahzad A. Shami, EVP/Group Chief, Compliance Group, Mr. Aamir Sattar, EVP/Financial Control Division and Mr. Saad Salman Dar, Vice President of NBP while PSO was represented by Mr. Arif Nasib, General Manager Marketing Services, Mr. Zulfiqar Ali Jaffri, Senior General Manager, Mr. Iftikhar Amanat, Manager Cards Sales and other executives of NBP and PSO. Also in attendance were other executives from the marketing and cards teams from NBP and PSO.

Mr. Zubair Ahmed, SEVP/Group Chief, LSS&EG said that, "This is the first step for both NBP and PSO which will now be using each other's expertise and products and services such as using PSO outlets for NBP branding for promoting NBP products and services, mutually beneficial campaigns and placement of NBP ATM machines." PSO holds the largest fuel card customer base in Pakistan and is working towards introducing innovative and efficient services for its customers. The addition of NBP to this continually growing list of customers was a proud moment for PSO.



### NBP and PSO Sign Strategic Agreement

National Bank of Pakistan and Pakistan State Oil signed a strategic agreement, through which NBP will be using PSO fuel cards to procure fuel for the generators being used across the entire NBP network including its Head Office, 30 regional offices and approximately 1,300 branches nationwide. This agreement is the result of a joint initiative of Mr. Zubair Ahmed, SEVP/Group Chief, LSS&EG-NBP and





# HAJJ BALLOTING 2014

National Bank of Pakistan conducted Hajj-2014 balloting for 25 employees (5 executives upto VP, 10 officers upto Grade-I and 10 clerical/non-clerical staff) for performance of Hajj on Bank's expenses. NBP President Syed Iqbal Ashraf presided over the Hajj balloting ceremony. Mr. Kausar Iqbal Malik, SEVP/Group Chief, Human Resources Management Group, Mr. Muhammad Zubair, SEVP/Group Chief, Logistic Support & Engineering Group, Mr. Khalid Bin Shaheen, SEVP/Group Chief, Global Home Remittance Management Group, Mr. Nasir Hussain, EVP/Group Chief, Overseas Banking Group, Mr. Wajahat Hussain Baqai, EVP/Group Chief, Credit Management Group, Mr. Mohsin Furquan, EVP/Divisional Head, Operations Group, Mr. Muhammad Naeem Ansari, SVP/Wing Head, IRW, P&IRD, HRM&AG, HO, representatives of the CBA Union, Syed Jahangir, Secretary General, Mirza Rehan Baig, Chairman and officers representative Mr. Mohsin Jamil, Secretary General, NBP Officers Welfare Association, Head Office also attended the ceremony. A large number of other representatives of the unions and Bank employees were also present. On this occasion the Bank's President congratulated the 25 lucky employees who were declared successful in the balloting and said that that they were blessed by the Almighty Allah to perform "Fareezah Hajj". He urged them to pray for the prosperity of the Bank and the country while visiting the holy places.

## Core Banking Application Implementation at Hub Chowki Branch Gawdar Region

In line with the policy & vision of Bank Management, ITD is rolling out the CBA project implementation all over the county. CBA is spreading its wings and recently Gawadar Region has been added to the list of Regions having branches operating Core Banking Application (CBA) by implementation of CBA PROFILE software at Hub Chowki Branch of Gawadar Region. CBA Profile was implemented by the team of I.T Center Quetta. PROFILE Application Operations Hub Chwoki Branch were inaugurated by Mr. Nisar Ahmed Baloch, Regional Head Gawadar and Mr. Sultan Jaffar, GM Operations Gawadar. Also present on the occasion was Syed Anjum Naseer IT Manager Baluchistan.

Regional Head and GM Opertions Gawadar praised the efforts of I.T Manager Quetta & his Team for CBA branch Readiness & GO Live of Hub Chowki branch.



## Head CMG and Divisional Head C&RCD meet General Managers (Credit)

As part of process of evaluating credit handling by field functionaries and helping them improve, Wajahat A Baqai, EVP/Head CMG and Sultana Naheed, EVP/Divisional Head C&RCD held meetings with General Managers (Credit) of various regions. Mirpur AJK, and Jhelum.

In the meetings, Head CMG and Divisional Head C&RCD reviewed in detail credit portfolio of each region, position of non-performance loans and status of top non-performing accounts. They also discussed issues specific to each region.

Group Head during his conversation emphasized the need for improving efficiency and effectiveness of credit processing and keeping turnaround time at lowest possible. He exhorted participants to work as a team with other members of regional management to further the interests of the bank. He also talked about Prime Minister's Youth Business Loan and explained how this product affords a great avenue for the bank to productively expand its exposure in SME sector. He said that SME financing has large share in credit portfolio in all developed economies whereas in Pakistan it is only marginal as such great potential of this sector still remains almost untapped. He underscored that credit decisions based only on merit and in compliance with bank's policies and procedures will ensure minimum defaults and success of the scheme for the bank and the country.



## NBP Remittance Mela in Larkana

National Bank of Pakistan is working hard to extend its outreach to customers both inside and outside the country to facilitate overseas remitters and their loved ones at home. NBP regularly conducts public mobilization events where beneficiaries of overseas remittances are given awareness about the importance of using legal channels for bringing in Home Remittances and the contribution that they are making towards a stronger Pakistan in this manner. In this context, a Remittance Mela was recently organized by NBP at Larkana to market, mobilize and create awareness about this national cause in the public and to discourage the use of illegal channels.

SEVP/Group Chief & Chairman NBP Exchange Co. Ltd, Mr. Khalid Bin Shaheen along with Senior NBP Officials distributed gifts to Home Remittance customers in an event held in Larkana.





## Cordial Ties!

among hundreds and thousands of Pakistani community members during the functions of 23rd March including the Flag Hosting Ceremony and the Banquet Reception at Tuwaiq Palace arranged by H.E. Muhammad Naeem Khan, Pak Ambassador in KSA. The said ceremonies were also attended by a large number of Ambassadors/Diplomatic Officers/Notables from Pakistani community and Prince Turki Bin Alfaisal was

Embassy of Pakistan in Riyadh, recently published monthly Magazine for February 2014 and gave prominent coverage to the efforts of National Bank of Pakistan in facilitating Home Remittances. Copies of the magazine were distributed



## President & Regional Heads' Meeting

Syed Ahmed Iqbal Ashraf, NBP President called all Regional Heads to Karachi to discuss PMLYP processing at NBP branches to Karachi. The Regional Heads from Sindh, Balochistan, Punjab, Khyber Pakhtunkhwan, Gilgit, Azad Kashmir and Islamabad attended the meeting.

## NBP Exchange Company Limited Opens Branch in Zamzama, Karachi.

NBP Exchange Company Limited has opened its 17<sup>th</sup> branch in Zamzama DHA Karachi to provide remittance services and money exchange to a large number of commercial and retail clients in the area, especially to the families of Pakistani students studying abroad where timely and dependable remittance is of utmost importance.

NBP Exchange Company is a fully owned subsidiary of National Bank of Pakistan giving it unmatched capability and coverage to satisfy the needs of expatriate Pakistanis living across the globe coupled with the credibility and dependability of its parent institution.



## Important Courses

Staff College Karachi initiated specialized training programmes on Credit Management and Banking Laws & practices. The purpose is to impart the specialized role of credit and banking laws with theoretical concept and advanced practices in the field of banking operations. A half-day session about role and functions of NAB taught by officials of NAB Abdul Hafeez Siddiqui, Additional Director staff NAB-Sindh and Shahzada Imtiaz Ahmed, Deputy Director, G&TTP, NAB. Overall these specialized training programs encourage by trainees and considered the most effective means to create greater understanding with hands-on knowledge of the subject.



# Core Banking

## Implementation Reaches Quetta



After successful launch and conversion of branches to Core Banking Application (CBA) PROFILE in Karachi and Lahore. The CBA project implementation reached at its third destination Quetta. Presently, three branches of Quetta Region have successfully migrated to CBA Profile and are running smoothly.

CBA is successfully implemented at Alamdar Road, Masjid Road and Hazar Ganji branches of Quetta Region. More branches of Quetta & Gawadar regions are in pipeline for CBA migration where data readiness is at final stages. Mr. Anjum Naseer, VP/IT Manager, Quetta, highlighted the support of Head Office ITD & PMO Teams, CBA task team, cooperation of concerned RMTs and efforts of ITC Quetta team for launching CBA in Baluchistan.

Mr. Sarfraz Khan Jomezai Regional Head, Quetta and Mr. Anwer Shinwari GM Operations Quetta has expressed their satisfaction over conversion of Quetta Region branches to CBA and praised IT Centre Quetta team for their determined efforts put in by them for successful and smooth CBA Profile launch in Quetta Region.

To keep with the latest trends the National Bank of Pakistan banking system is slowly shifting from traditional banking to hi-tech banking. Previously the relationship between the Bank and its customers has been on a one-to-one level via the branch

network but now with the help of Information Technology the Bank is embarking beyond its conventional role.

The Bank is taking no chances in order to bring about efficiency to the IT infrastructure. In the change processes, it will automate and consolidate. The change will be extensive for which we need to address a number of critical issues.

NBP is still in the process of elaborating its existing IT set up by embarking on Centralization of online Branches Project. To achieve this goal it has formulated IT plan and business support approaches for the period of one and half years to support Business and Operations Group to retain customers and at the same improve IT support services.

These days IT is crucial to the majority of businesses. Almost all companies use IT to some extent, making it important for employees to have proficient knowledge in the area. ♦





### Adoption of Female Ward at Maria Adelaid Leprosy Center

NBP financially supported MALC, a non-profit organization by extending period of adoption of female ward where free treatment is provided to Leprosy Patients from all over Pakistan.



### Medical Camp at Ghakkar Mandi Wazirabad

The Majority of local population is suffering from malaria, typhoid, fever, hepatitis and skin diseases. A team of doctors examined 400 patients and provided free medicines.



### Eye Camp at Haroonabad City



### NBP Eye Camp at Jalala Village Mardan KPK

A team of experienced Eye surgeons and paramedic staff conducted an eye camp. Out of 600 patients 250 patients received free eyesight glasses and 30 Cataract patients were operated upon and provided with free medicines.



### Medical Camp at Village Mona District Chakwal

NBP in collaboration with Bin Qutab Foundation organized medical camp. Team of doctors examined about 400 patients and provided them free medicines.

# CORPORATE SOCIAL RESPONSIBILITY



### Donation of Begum Noor Memorial Hospital by (BQF)

Bank provides financial assistance for the construction of Lab and X-ray facilities at Noor Hospital Chakwal which is run by Bin Qutab Foundation. The Outdoor Patients Department will be in operation by the end of 2014 for the benefit of local population.



### Donation to Sindh Institute of Urology Transplant (SIUT)

The SIUT Karachi is a charitable trust run by Dr. Adeb ul Hassan Rizvi, a well renowned urologist. SIUT provides free treatment to patients who can not afford the cost of treatment. A seprate SIUT unit at Sukkur is in the process of development which the Bank is supporting.



NBP Regional Head Lahore handed over the Hematology Analyzer donated by the Bank to the Medical Superintendent of President PWA Lady Wellington Hospital Lahore.



### Vocational Training for Women

Bank in collaboration with District Industrial Home (SANATZAR), Bahawalpur, arranged a vocational training camp for 3 weeks and 30 well deserved women participated in the course. On completion of training, Bank distributed sewing machine to participants to financially support their families.



Network for Human Social Development Islamabad organized a function for Christian community and distributed gift among children.



### All Pakistan Folk Singing Mela, Lahore

To promote the folk singing, a Lok Mela was organized by the Bank at AL Hamra Hall Lahore. The folk singers from all over Punjab Province participated and performed.



### NBP Equipment Support to DHQ Hospital, Skardu

DHQ Hospital Skardu is located at the foothills of Skardu Gilgit Baltistan and provides medical facilities to people living in surrounding areas and villages in difficult conditions. The hospital has very limited lifesaving equipments. NBP upgraded the hospital with supply of necessary equipment particularly used in Operation Theater.





**NBP Hockey Team Won National Hockey Championship - 2013**



**NBP Cricket Team won President One Day Cup-2013**



**NBP Blind Cricket Tournament-2013**

NBP Blind Cricket Tournament was held at Lahore, teams from AJK, Gujranwala, Karachi, Faisalabad, Bhawalpur, Quetta and Peshawar participated. The last year champion Bahawalpur was beaten by Islamabad. The RBC (Faisalabad) and Rana Mujahid, Joint Secretary PHF distributed the prizes to the winner and runners' up.

**National Bank Football Challenge Cup 2014**

National Bank of Pakistan and Pakistan Football Federation held joint Press Conference at Karachi Press Club for promoting football game by sponsoring 11 matches. These matches were played in KPT Benazir Football Sports Complex and KMC Stadium at Karachi. National Bank of Pakistan, being the leading financial institution in the country has always endeavored to build stable and sustainable economy by adapting strategies and policies as per the needs of the stakeholders. NBP has taken various initiatives that very clearly depict its dedication towards its Corporate Social Responsibility (CSR) mission. The focus of the Bank is on achieving commercial success in a manner that honors ethical values, respects society and communities in meeting their needs in such a manner that the ability of future generations to meet their needs with pride and dignity is not compromised.

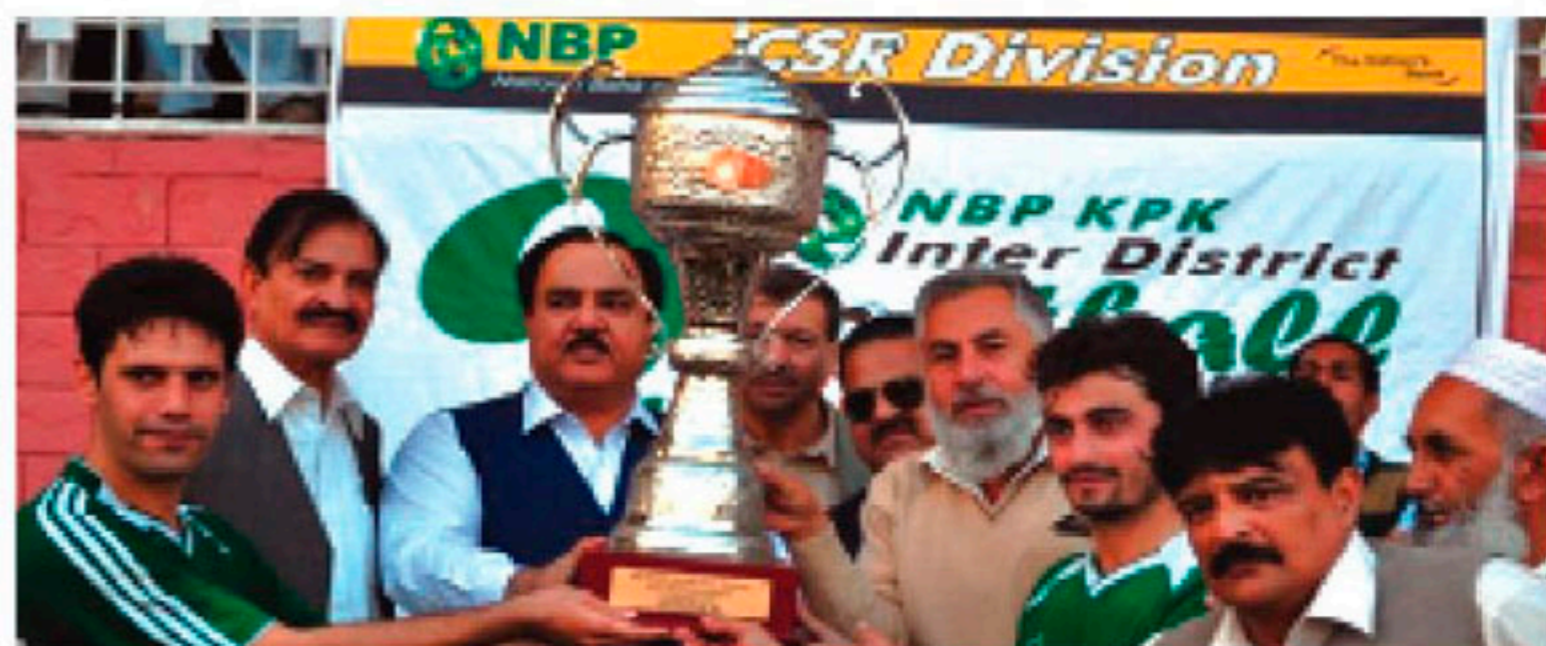
**7th NBP All Pakistan Boxing Tournament, Quetta**

NBP All Pak Boxing Tournament was held at Quetta. Pak- Navy, Railway, Sindh, FATA, Islamabad actively participated. Baluchistan Red secured first position whereas Sindh and Baluchistan achieved 2nd and 3rd position respectively.



**NBP Inter District Cricket Tournament-Abbotabad**

To promote club cricket in KPK, NBP organized a cricket tournament at Abbotabad. Cricket team of District Sawabi won the tournament.



**NBP Inter District Football Tournament Peshawar-KPK**

NBP Inter District Football Tournament was organized by Khyber Pakhtunkhwa Football Association, 18 districts participated, Peshawar & Laki Marwat played the final and Peshawar won the title.



**NBP Inter Club Football Tournament at D.I Khan**

To promot Club Football at District level, NBP in collaboration with Khyber Pakhtunkhwa Football Assosiation organized Inter Club Football Tournament D.I Khan. Alqurish Club won the title.



**What a shot!**

NBP Regional Head Quetta distributed prizes to winner and runners up of Rifle shooting Competition at Ziarat Balochistan.





## Promotion

**Shakeel Ahmed Shaikh**, AVP/CAD Officer, NBP, WAPDA Colony Branch Hyderabad receiving promotion letter from Regional Head/RMT Members and Regional Manager CAD. He is MTO/Batch-V and got promotion from OG-I To AVP.



## Milad

**Siraj Ahmed Shaikh**, OG-II, HR Department, Regional Office, Hyderabad, recently organized a Milad and invited Regional Team Members from Hyderabad Region. He also invited staff of HR and other departments.



## Foreign Degree

**Irfan Jan Muhammad**, Resident Engineer/Officer Grade II, LSS & EG, has completed MS (Business Administration) degree from Blekinge Institute of Technology, Sweden. He secured distinction for thesis on "Antecedents of Innovativeness and its impact on Small Firms Performance-A Study of Pakistani Small Firms".



## Good Attempt!

**Muhammad Shoab Abid**, OG I/ MTO (B-VI), Regional Office Multan has passed his AIBP exam in his first attempt.

## The First One

**Khalid Pervalz**, Vice President, NBP Regional Office Jhang became the the first and only executive from Jhang Region, who has successfully qualified Associateship of IBP (AIBP). We wish him success for his future endeavours.



## Letter of appreciation

**Babar Jawaid**, OG-I, Regional Credit Management Group, NBP, RO, Hyderabad received appreciation letter on qualifying JAIBP by Dr. Jalil Ahmed Tariq, VP/GM-Credit. The letter was issued by the Regional Head.



## Bachelors in Arts

**Nooranshah**, OG III/designated at the office of Secretary Board, Head Office, Karachi, recently acquired his Bachelors of Arts Degree from Federal Urdu University of Arts, Sciences and Technology.



## A step Ahead

**Muhammad Arsalan**, s/o Muhammad Hassan, OG-II, Industrial Development Wing, HRM & AG, passed his Pre-Engineering in B.E Exam with A-Grade from NED University of Engineering & Technology, Karachi.



## Party Time!

A party was organised by **Noman Azim**, OG-II/Compliance Officer, on passing JAIBP. Noman invited his colleagues and friends to celebrate his success at Latifabad, Hyderabad.

## Move On...

**Sajjad Ahmad**, OG I, HR Wing, Regional Office Multan has passed his JAIBP Stage III exam in his first attempt.







## Retirement

The following officers retired from NBP services

Waqar Sahib, NBP-WAPDA Colony Branch Hyderabad, Manzoor, NBP, Tando Muhammad Khan Branch, Waheed, NBP, Compliance Wing, R.O Hyderabad, Ismail Lund, NBP, Currency Management Department, Operations Group, RO Hyderabad and Mr. Muhammad Qasim, OG-I/BM, NBP, Mirpur Sakro Branch. The officers are receiving retirement shield and Ajrak from RH & RMT Members.

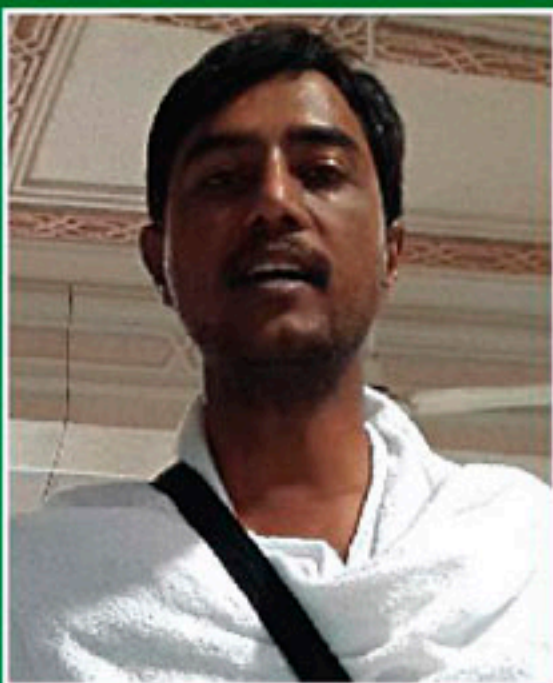


### Bright Kidz!

Children of **Muhammad Javed**, Messenger, Assets Recovery Group, HO, secured top positions at school. We wish Muhammad Shoal, Safiya Javed and Sobia Javed more success in their future endeavours.



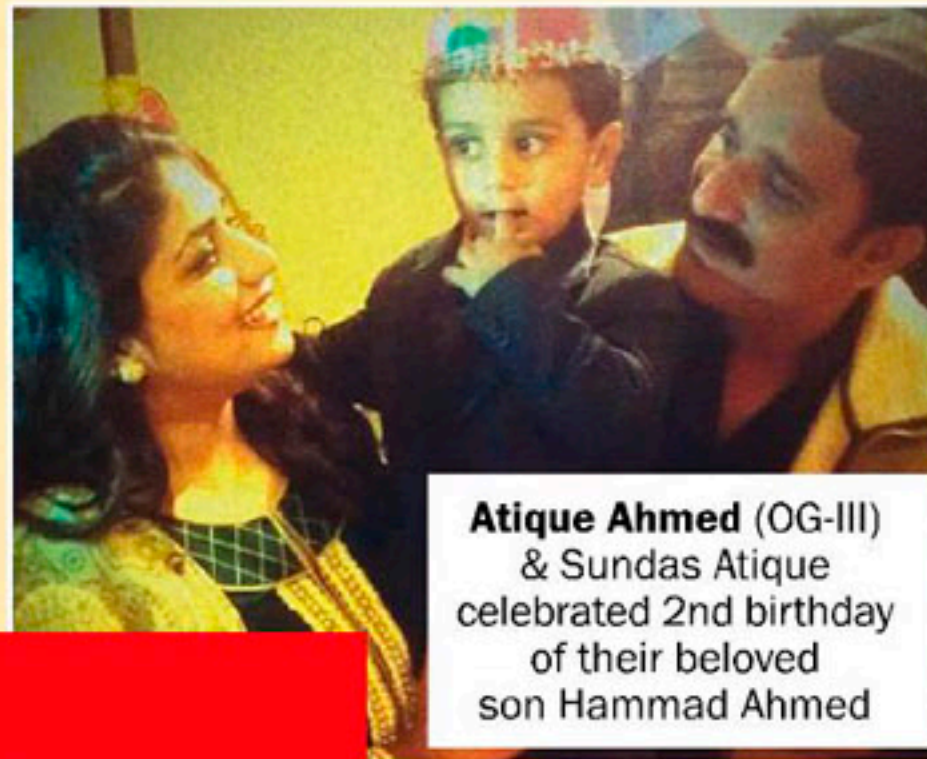
**Babar Ghous**, Manager - Audit, Compliance, Risk & Regulatory Matters, Corporate & Investment Banking Group has completed Rescue Diver exercises for skills development and cleared the test with 94% marks. Now he has a Rescue Diver certification card from PADI.



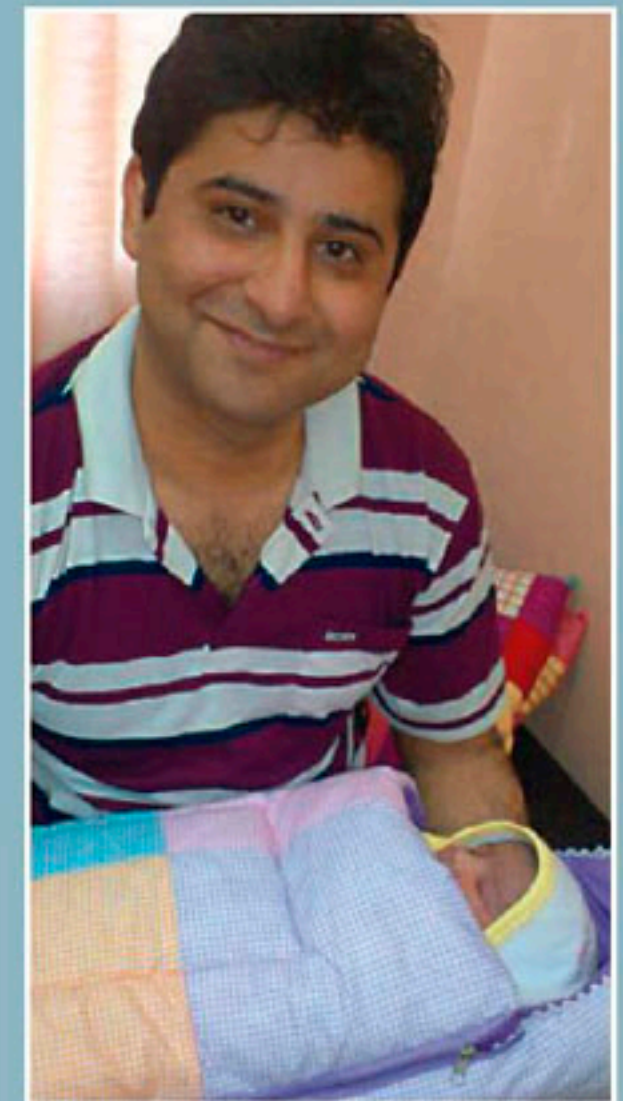
### Umrah Mubarak!

*Heartiest congratulations to*

**Sirajul Haq Ansari**, OG-III, Corporate Communication Division, LSS & EG, on performing his first Umrah in 2014.



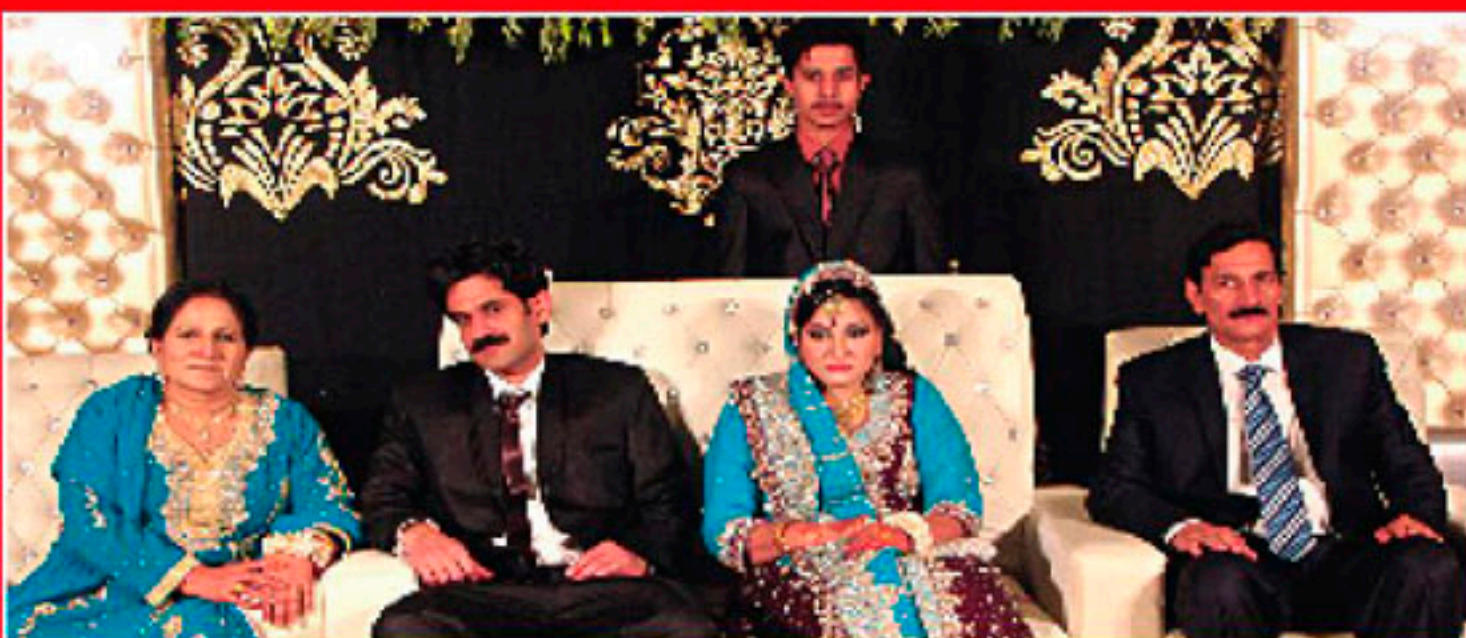
**Atique Ahmed (OG-III)** & Sundas Atique celebrated 2nd birthday of their beloved son Hammad Ahmed



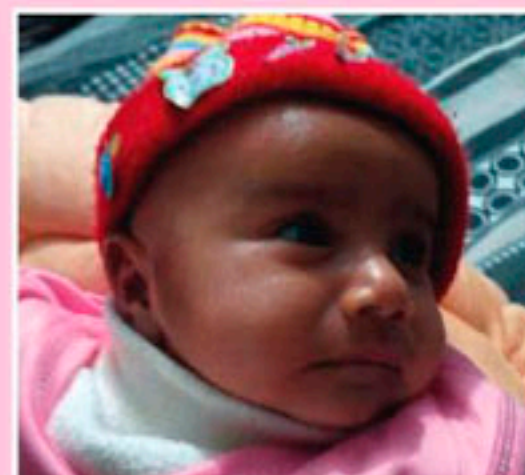
### Birth

**Tahir Saeed Jagirani**, AVP, Compliance Wing, R.O Hyderabad recently became father of a baby BOY. His wife also works for NBP.

### Shaadi Mubarak



Chaudhry Naveed Ashfaq, s/o **Chaudhry Muhammad Ashfaq**, OG-I/Incharge Administration, Corporate Communication Division, LSS & EG, recently got married to Ana at Shah Kot District Nankana Sahib, Punjab. We wish him a long happy married life.



### G for Girl

**Shakeel Ahmed Quraishi**, OG-III, NBP, IT Centre, Hyderabad, is blessed with a baby girl INAYA FATIMA.





**NBP**

*National Bank of Pakistan*