



**PAKISTAN BANKING AWARDS**

**THE INSTITUTE OF BANKERS PAKISTAN**

DAWN

| A.F. FERGUSON & CO. |

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the PwC network

**5TH  
PAKISTAN  
BANKING  
AWARDS  
2020**

**T**he Pakistan Banking Awards 2020, jointly organized by The Institute of Bankers Pakistan (IBP), the DAWN Media Group and A.F. Ferguson & Co. (a member firm of the PwC Network), were held at Pearl Continental Hotel, Karachi on January 08, 2021. Governor State Bank of Pakistan Dr. Reza Baqir graced the occasion as the Chief Guest.

A highly celebrated annual event among the banking and finance fraternity, these were the 5th Pakistan Banking Awards, since their inception in 2016. These annual awards are recognized as symbol of excellence for banks across Pakistan and help motivate them to raise their service standards and products' quality at par with international standards.

This year, 34 banks and financial institutions participated in the competition. Awards for 2020 were given to banks and financial institutions for their best performance in nine different categories including the two new categories introduced this year for banks. i.e., the: i) Best Digital Banking and ii) Most Innovative Business.

The winners were selected by a distinguished jury consisting of five experts from the corporate, banking and financial sectors. As always, they adopted a neutral, transparent and impartial evaluation process to determine the best performers for these awards.

The eminent jury comprised of former SBP Governor Salim Raza (Chairman of the Jury), former President/CEO Faysal Bank Limited Naved A. Khan, former Banking Mohtasib Pakistan & former Country Head SCB Pakistan Azhar Hamid, former Regional Head of Citibank Middle East and Pakistan Shehzad Naqvi; and Managing Director & CEO English Biscuit Manufacturers (Pvt) Ltd Dr. Zeelaf Munir.

As decided by the respectable jury, Meezan Bank received the Best Bank Award; the Best Customer Franchise Award went to Habib Bank Limited (HBL); HBL also succeeded in winning the Best Investment Banking Award as well as the Award for Best Bank for Small and Medium Businesses; while National Bank of Pakistan (NBP) was declared the Best Bank for Agriculture; Khushhali Microfinance Bank received the Best Microfinance Bank Award; Faysal Bank Limited won the Best Emerging Bank Award; United Bank Limited (UBL) bagged the award for Best Digital Banking; while there were two winners for Most Innovative Business: Karandaaz and Akhuwat.

The Governor State Bank of Pakistan in his keynote address, said while the year 2020 had been marred with COVID-19 and brought adversities both for humans and economic well-being in terms of considerable life losses and dampening the business activities all across the globe, it had also been a year of opportunity. Appreciating the banks, he said that bankers went a long way in defusing the adversities of COVID-19 by working hand-in-hand with Government of Pakistan and State Bank of Pakistan in implementing the special measures, apart from continuing their routine operations.

Elaborating the extraordinary measures taken by SBP, Dr. Baqir said that these measures were unprecedented and reflected innovation. He particularly referred to the decrease in policy rate by 625 basis points in a short span of three months terming it to be historical. Adding further, he said that this was supplemented by refinance

schemes, loan deferments and regulatory relaxations, which prevented the liquidity shock from turning into a solvency problem. By end-2020, the cumulative impact of this support was estimated at 4.5 percent of GDP, he said.

He said that in the recently concluded SBP initiated Rozgar Scheme where concessional loans were provided to businesses to finance their wage bills, a total of 2,958 businesses availed the financing of Rs. 238.2 billion to cover the wages/salaries of close to 1.7 million employees. Further, the opening of bank branches and the availability of ATMs which hovered around 96 percent to 97 percent even in peak high of both the COVID-19 spells, had been extremely crucial in winning and maintaining confidence of depositors as well as the general public towards the banking system.

The Governor added that, "The overall business confidence improved further by 3 points and reached two years high from 52 in August 2020 to 55 in October 2020, remaining in positive zone for second consecutive wave which shows optimistic views of business community regarding enhancement in economic activities in Pakistan. The perceptions of both the industry and services sectors further improved in positive zone. Business confidence index for industry increased from 51 in August 2020 to 55 in October 2020; and for services sector firms from 52 to 55. Importantly, this optimism has also begun to reflect in planned investment activity in the country". Dr. Reza Baqir remarked that some of the other ways in which SBP innovated were the initiatives in digitalization and housing finance.

Referring to the SBP initiative of Roshan Digital Account, he said that digital account opening has ushered a new era of banking in the country and is expected to increase the pace of financial inclusion in the country. He also spoke briefly about the SBPs latest initiative of Pakistan's Instant Payment System, called Raast. He shared that the first phase of this project would be launched very soon by the Prime Minister. About housing finance, Governor Baqir expressed his optimism that the incentives provided by the Government to promote housing and construction activities along with the subsidized housing refinance scheme by SBP for affordable housing will accelerate the economic activities further.

Dr. Baqir said the Pakistan Banking Awards are a step forward in acknowledging the positive contribution the banking sector is making towards the National development and endorsed that such an event should take place every year to encourage a healthy sense of competition amongst the performers.

"Pakistan Banking Awards are unique as each award category has been ingeniously created considering the core areas of banking & financial sector and how they impact our Country's economic goals." Elaborating further, he said, "A bit different than previous years' events, this year the efforts of the bankers who kept banking business not only unaffected by the COVID-19 pandemic but also set new standards of working from home and serving the people from all segments of society were being recognized."

"A sense of achievement, I believe, should be the prime focus for your participation in this competition where you will find lot of space avail to get your innovative approach registered and receive appreciation there against.

Notwithstanding the pandemic economic slowdown, State Bank of Pakistan took a number of initiatives where banks could excel in performance and be a candidate for winning the next PBA awards."

Earlier, in his welcome address, the Chief Executive IBP Mr. Mansur-Ur-Rehman Khan said that the Pakistan Banking Awards lay the benchmark for healthy competition and the spirit to accomplish more through improvement and innovation in their products and services. Highlighting the significant role IBP has played in shaping the banking and financial landscape of the country, Mr. Mansur-Ur-Rehman Khan said The Institute of Bankers Pakistan takes pride in substantiating its presence for almost 7 decades of supporting the banking and finance industry of Pakistan by providing quality training, recruitment and assessment services. "IBP's mission is to empower banking professionals with continuous learning, adaptation and application of knowledge, to prepare them with the skills required by the job market", he said.

He spoke about the future training initiatives by the Institute including Certificate courses in AML/CFT and SME Banking for Relationship Managers, Introduction of Job standards for different job functions; Building active alumni and industry engagement programs; and Continuing Professional Development (CPD) programs for IBP Qualified Members. Elaborating upon the ongoing efforts, Mr. Mansur-Ur-Rehman Khan said that to further support the initiatives taken by the SBP for developing necessary systems, processes and market infrastructure for housing and construction, especially low cost housing finance, IBP, with due guidance from the SBP has formulated the four certificate courses on Housing Finance Legal Framework, Mortgage, Monitoring & Documentation.

"We are also focusing on Real Estate Developer Financing. As the banking industry in Pakistan had limited exposure towards housing and Real Estate Developer

Project Finance; therefore, development of human capital was one of the basic prerequisites to execute this mandatory Government initiative of housing and construction of buildings (residential and non-residential), as instructed by the State Bank of Pakistan, to maintain 5 percent of their domestic private sector credit by December 2021. The Institute of Bankers Pakistan in line with the initiative taken by seven selected banks under the leadership of HBL, is in the final stage of collaborating with an international learning partner for capacity building in Real Estate Developer Financing in Pakistan. The session for bankers will commence in January 2021", he added.

Lauding the efforts of SBP's measures in the wake of COVID-19, he said "It is heartening that the ramifications of the pandemic have neither dampened spirits nor caused a disruption of operations in the banking sector, who continued to provide their services uninterrupted, thanks to SBP's support through special COVID-19 measures."

In his concluding remarks, Mr. Mansur-Ur-Rehman Khan paid tribute to the Governor State Bank of Pakistan for extending his continued support and guidance to promote the training and development agenda of IBP and thanked him to make it possible to grace this occasion as a chief guest despite the heavy engagement schedule. He also expressed gratitude to the eminent jury, comprising of distinguished professionals, who have contributed in keeping the evaluation process transparent throughout. He added, "The Pakistan Banking Awards are a forum to recognize achievements of the financial sector, which are redefining the role of banks. The COVID-19 pandemic has impacted every niche of the economy and caused us to the view conventional banking afresh through a new focal lens."

The ceremony was attended by eminent professionals from Pakistan's banking and finance industry. Ms. Shahla Naqvi, Manager Publications and Communication at IBP, hosted the event.







*Congratulations*

## PAKISTAN BANKING AWARDS 2020

The Institute of Bankers Pakistan, Dawn Media Group and A.F. Ferguson & Co.  
Express their Heartiest Congratulations to all the Winning Banks

### BEST BANK

MEEZAN BANK

### BEST MICROFINANCE BANK

KHUSHHALI MICROFINANCE BANK

### BEST BANK FOR SMALL & MEDIUM BUSINESSES

HABIB BANK LIMITED

### BEST BANK FOR AGRICULTURE

NATIONAL BANK OF PAKISTAN

### BEST DIGITAL BANKING AWARD

UNITED BANK LIMITED

### BEST INVESTMENT BANKING AWARD

HABIB BANK LIMITED

### BEST CUSTOMER FRANCHISE

HABIB BANK LIMITED

### BEST EMERGING BANK

FAYSAL BANK LIMITED

### MOST INNOVATIVE BUSINESS

KARANDAAZ & AKHUWAT



# GALLERY





