

Government of Pakistan
Benazir Income Support Programme

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BISP DEVELOPS PERFORMANCE INDICATORS TO MEASURE THE PERFORMANCE OF THE FIELD STAFF

MUZAFFARABAD: (JULY 25) Benazir Income Support Programme (BISP) has developed proper monitoring mechanism to judge the performance of field staff against special indicators with specific deadlines and responsibilities in order to meet the operational and service delivery related challenges. Minister of State/ Chairperson BISP, MNA Marvi Memon said on Saturday while talking to the BISP staff of AJ&K region during the brainstorming session held at BISP regional office Muzaffarabad in AJ&K.



MUZAFFARABAD: Minister of State/Chairperson BISP, MNA Marvi Memon chairing a meeting with BISP staff of AJ&K region at BISP regional office Muzaffarabad. (Dated: July 25, 2015)

She added that BISP is moving towards e-governance systems to monitor the entire field activities at the level of higher management of the organization at BISP Headquarters in Islamabad. In brainstorming session the overall staff of AJ&K region including Regional Director, Divisional Deputy Directors, Assistant Directors as well as the Field Supervisor participated to identify the major areas of concern and discuss possible solutions. Moreover, feedback from field offices was also sought make the monitoring mechanism effective and practical. Around

10 key areas have been identified for the monitoring on which appropriate action would be taken on priority to increase the efficiency and productivity of the organization for facilitation of the marginalized segments of the society.

Sharing the salient points of the monitoring mechanism, Chairperson BISP said that the issues related to the disbursement of payment will be addressed to enhance the efficiency of the payment process. Compliance of the service agreement by the banks will be ensured and the new payment mechanisms like high-tech biometric system will be piloted. In order to help the uneducated and poor women for obtaining their cash transfer amounts smoothly, financial literacy project will also be started in the field.

Ms. Marvi Memon stated that the poverty survey was conducted almost five years back and a fresh survey is under consideration in order to update the national socio-economic registry in line with the changes in the socio-economic conditions in the country. The re-survey will also target those deserving families who were not included in the previous survey. She added that in order to facilitate more and more deserving people, BISP will make efforts for issuance of CNIC cards to the Non-CNIC pending beneficiaries.

Chairperson BISP Marvi Memon said that the vision of the Prime Minister is to make BISP 'pride of Pakistan' by improving its service delivery and products that give dignity and empowerment to the beneficiaries and a meaning to their lives as well.

During the interaction with beneficiaries at BISP regional office Muzaffarabad, Ms. Marvi Memon listened to their problems and directed the officials to resolve them with utmost vigilance and honesty.

MoS/ Chairperson BISP Marvi Memon also visited the chamber of Opposition Leader and met with Ex-Prime Minister/ Opposition Leader Raja Muhammad Farooq Haider. She said that Government of Pakistan and Honorable Prime Minister of Pakistan has taken a clear stance on Kashmir issue and has never compromised on it. She further stated that BISP is vital to reach the poorest and most vulnerable people who live near the Line of Control (LOC) and other different far-flung areas in AJ&K, for building a more inclusive state where everyone, including the poorest women and their children, has the opportunity to fulfil their potential and contribute to economic growth.