

**Government of Pakistan**  
**Benazir Income Support Programme**

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**PRESS RELEASE**

**6<sup>TH</sup> JUNE, 2014**

**IMPROVEMENTS IN PAYMENT MECHANISM TO BE INTRODUCED BY BISP**

Islamabad ( ) After the success of first phase of Debit Card, Benazir Income Support Programme (BISP) is implementing plans for better and improved payment mechanisms in future for greater efficiency, transparency and facilitation to the beneficiaries.

Transparency and efficiency are at the core of BISP's operations and the system of BDC was founded on the same principles. Based on the lessons learnt so far, BISP has planned to introduce a number of changes in the system with the purpose of not only facilitating BISP's beneficiaries but also holding the partner banks more accountable.

BISP is now engaged in a re-hiring process of banking services for disbursements to the beneficiaries. The rehiring process is expected to be completed by end June 2014. This will be followed by issuance of new cards for the beneficiaries with improved features. The process for distribution of new cards, is expected to be completed by the end of FY 2013-14, said Secretary BISP. He added that in the meantime, we have decided to suspend the outreach activities for issuance of Debit Card under the old system. Secretary BISP also informed that the Tehsil and Divisional offices have been instructed to mobilize the beneficiaries to withdraw their cash against their existing cards as soon as possible, because the accounts may be suspended for a short period of time to complete the reconciliation process with the existing banks and the un-withdrawn amount in beneficiary accounts will be taken back by BISP.

However, once new cards are issued to beneficiaries under the new arrangement, all such amount/arrears will be re-issued accordingly. Further, the issuance of Debit Card has been suspended but the complaints related to blocked cards and PIN code re-generation will continue to be redressed as per current mechanisms.

The new Debit card will be personalized with the name of beneficiary printed on it and some added features. Printing the name of beneficiary will resolve problems of counterfeiting and misplacements of cards. Under the new system banks will be bound to implement a robust complaint handling system, unlike the old system, for facilitation of beneficiaries.

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