

Government of Pakistan
Benazir Income Support Programme

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**BISP AIMS TO PROMOTE A CULTURE OF SELF-SUFFICIENCY AMONG
BENEFICIARIES: MARVI MEMON**

**MOTT MACDONALD ORGANIZES STAKEHOLDERS CONFERENCE ON SPOT
CHECKS AND BENEFICIARY FEEDBACK OF BISP**

Islamabad () BISP aims to promote a culture of self sufficiency among beneficiaries through various initiatives and also seeking to leverage other institutions to provide support to its beneficiaries in the areas of health, education and access to finances. This was stated by Minister of State and Chairperson BISP, MNA Marvi Memon in her address during the Stakeholders Conference on Spot Checks and Beneficiary Feedback (SCBF) of BISP organized by Mott MacDonald Ltd.



Islamabad: Minister of State and Chairperson BISP, MNA Marvi Memon and Minister for Petroleum, Mr. Shahid Khaqan Abbasi during the Stakeholders Conference on Spot Checks and Beneficiary Feedback of BISP.
(Dated: October 30, 2015)

The objective of the conference was to share the findings, recommendations and lessons learnt from SCBF with the key stakeholders and to elicit feedback from relevant BISP staff and implementing partners for further improving the processes of BISP. The conference was chaired by the Federal Minister for Petroleum and Natural Resources, Mr. Shahid Khaqan Abbasi. The key stakeholders who attended the conference were representatives of Ministry of Finance, Planning Commission, Provincial Education Departments, Mott MacDonald, BISP management, DFID, World Bank, ADB, implementing partners of BISP, ambassadors and members of academia.

In the beginning of the conference, Mott MacDonald presented key findings based on the spot checks and beneficiary feedback. The findings of the last two years included satisfaction level of beneficiaries regarding different services and initiatives, grievance redress mechanism, payment mechanism, regularity of payments, empowerment of beneficiaries and knowledge and understanding of beneficiaries about BISP. The issues highlighted focused on profile of beneficiaries, their literacy level, the gap between beneficiaries and technology based mechanisms and the communication gap. The way forward for BISP, based on beneficiary feedback, as recommended by Mott MacDonald incorporated need of personalized BDCs, comprehensive communication strategy, resurvey, amendments in eligibility criteria and assessment of biometric payment mechanism.

Chairperson BISP said that BISP is open to feedback as it enables us to serve our beneficiary better. To ensure transparency and credibility, BISP engages third parties for monitoring and evaluation. The information received through operational reviews, process evaluations, spot checks and impact evaluations is used for course correction. Credible national and international research organizations including IDS, Aurat Foundation, Oxford Policy Management and Mott MacDonald are working with BISP.

Chairperson BISP further said that BISP has embarked upon the process of updating its National Socio-economic Registry. The process aims to minimize inclusion and

exclusion errors. BISP is also revisiting some of the inclusion and exclusion criteria used during the last survey. This, among other criteria, will include a review of BISP's policy condition of being ever-married. She agreed with the recommendation of Next of Kin Policy on the death of a beneficiary by Mott MacDonald and informed that BISP board has approved this policy.

Chairperson BISP added that within a short span of seven years, BISP has made tremendous efforts and is rated among the best social safety net programmes of the world. She expressed her determination to make BISP pride of Pakistan which means transformation from the public sector culture to the corporate culture to increase the efficiency and remove bottlenecks. She also said that the present government under the leadership of Prime Minister Muhammad Nawaz Sharif is fully supporting BISP to achieve its targets.

Chairperson BISP also threw light on the issues of BISP's proposal on amputation policy for people with special needs, centralized Payment Complaints Management System (PCMS) to address complaints of beneficiaries, installation of tablet based visual monitoring system at Rawalpindi Tehsil office for receiving feedback of beneficiaries, testing of BISP's communication strategy in six districts, public service messages through state radio, technology based efforts for overcoming middleman culture and women empowerment.

Secretary BISP Muhammad Saleem Ahmed Ranjha also spoke on the occasion and highlighted the silent features of the organization. He said that the reports shared by Mott MacDonald will help BISP management to improve its operational processes. Federal Minister for Petroleum and Natural Resources Mr. Shahid Khaqan Abbasi and Acting Country Head DFID Ms. Judith Herbertson, while speaking on the occasion, appreciated the efforts of BISP for the cause of poor. They shared the views that BISP is moving in the right direction by putting in best efforts to overcome the problems and making BISP a success story and assured every kind of assistance.