



BENAZIR INCOME SUPPORT PROGRAMME
GOVERNMENT OF PAKISTAN



BISP Help Desk:

Proper guidance, swift GRIEVANCE REDRESSAL!

In Case ...

- BISP Poverty Survey has **not yet been conducted** at your household.
- Your **Poverty Survey Form** or your **Computerized National Identity Card** is a **duplicate copy**.
- **Poverty Survey** has been conducted within your community, **yet your name has not been enlisted**, since either you were **away from your home**, or you did not possess your CNIC at the time.
- Your **Poverty Score** is **16.18 to 20**, and you want to launch an appeal for enrolment into **BISP**.
- A family has **ONE Person with disability** and a Poverty Score of **16.18 to 20**, or a family has **TWO Persons with disability** and a Poverty Score of **16.18 to 25**, and **wants to be enrolled into BISP**.
- Your name is **not correctly recorded**.
- Your **Benazir Card** or its **PIN code** **has been lost**.
- You could not receive your **Benazir Card**, or financial assistance, due to **change in your home address**.
- A **BISP registered family member** has **passed away**, and the family wants to **transfer the enrolment** to another family member's name.
- If you have any **complaint against BISP staff behaviour** or any other **problem related to Pakistan Post or Bank**.

Then ...

Contact BISP Help Desk in person within your Town, Tehsil or District, for all kinds of queries related to Benazir Income Support Programme.

Register your queries by ...

- Calling at **BISP Toll-FREE** number **0800-26477**, or
- Writing a letter to "**Benazir Income Support Programme, F-Block, Pak Secretariat, Islamabad**", or
- Paying visit in person at your nearest **BISP office**, [List of BISP Offices](#) [SEE DETAIL](#)
- Logging on to **BISP website** i.e. www.bisp.gov.pk **Will be activated soon**

Remember! Registering your queries at BISP Help Desk is absolutely **FREE**.

Important: Avoid anonymous mobile message, phone calls and verbal communication regarding your enrolment into BISP and immediately contact BISP Help Desk.