

**Benazir Income Support Program (BISP)**  
**National Social Protection Program (CR.5973-PK)**  
**TERMS OF REFERENCE**  
**PAYMENTS COMPLAINTS SPECIALIST**

**A. BACKGROUND:**

Initiated in July 2008 by the Government of Pakistan (GoP), BISP is the first ever comprehensive and countrywide Social Safety Net (SSN) programme. BISP's primary aim is to eradicate poverty through provision of unconditional and conditional SSNs. Unconditional SSNs through cash injection enhance buying capacity of the disadvantaged families. Through conditional SSNs schooling of the children aged 05-12 is supported. Between 2008 and 2012, BISP carried out a National Socio-Economic Survey (NSES) to take stock of the socio economic status of entire population of the country by applying a comprehensive Proxy Means Test (PMT) to NSES in order to identify eligible beneficiary families with PMT scores less than 16.17.

It is widely acknowledged that household demographics change to a considerable extent over a duration of five years, and, often, economic registries have errors at three levels i.e. (i) design, (ii) Implementation, and (iii) time/aging factor which in turn affect the measure of accuracy. In consideration of these, this year, BISP has initiated a fresh National Socio Economic Survey to update its National Socio-economic Registry (NSER).

The World Bank is actively engaged with the GoP and BISP since 2009. The World Bank's initial support to BISP came through sectoral Development Policy Credit (US\$150) in 2009, accompanied by Social Safety Net Technical Assistance (TA) Project (US\$60 million). In 2012, the TA Project was restructured with additional financing of US\$ 150 million to support expansion of the program and strengthening administration and performance by introducing disbursement linked indicators (DLIs) and was closed on June 30, 2017.

World Bank is extending its support through National Social Protection Program (NSPP), a US\$ 100 million credit from IDA. It will support the GoP through, a Program for Results (PforR) in an amount of US\$ 90 million by making disbursement against the key results as part of the Government's program; and an Investment Project Financing (IPF) TA component in an amount of US\$ 10 million to finance critical areas to achieve the quality of results. The expected closing date of NSPP is June 30, 2021.

**B. OBJECTIVES**

The Payment Complaint Specialist is the person responsible for the appropriate functioning of the Complaints System in the field, namely in Tehsil and Divisional Offices. S/he works closely with the Operations Teams, under director supervision of D.P and report to the Director Payments.

**C. SCOPE AND RESPONSIBILITIES**

The Payments Complaint Specialist would be responsible for the following duties,:

- Get well acquainted with the Operations Manual and its Annexes and in particular the Annexes on: (a) Manual for Data Entry, Validation, Verification and selection of

Beneficiaries; and (b) Case Management, to understand the BISP-SN concept and its implementation mechanisms;

- Coordinate the establishment of the Complaints system on all operational levels (National, Divisional, Tehsil etc.)
- Contribute to the annual Implementation Plan on all Issues of Beneficiary Data Complaints;
- Monitor the functioning of the processes of Complaints, identify shortfalls and propose solutions;
- Supervise the Beneficiary Officers in the Division Offices on all issues related to Complaints, maintain good communication and provide technical guidance;
- Produce quarterly and annual reports on Complaints, using data provided by the MIS and Results of monitoring visits to the field; and
- Conduct any other duties requested by the Director Payments.

#### **D. TIME FRAME AND SUPERVISION**

Initial contract will be for a period of one year subject to further extension based on satisfactory performance. The Consultant will report to Director (Payments).

#### **E. QUALIFICATION & EXPERIENCE**

- Advanced (Master's) degree in Social Sciences or any related field.
- Proven work experience of a minimum of five (05) years in the social sector is required.
- Candidates should furthermore have excellent communication as well as problem solving skills and be fluent in Urdu and English.
- Computer skills in word processing and spreadsheets are necessary to fulfill Job requirements.