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BISP INTRODUCES NEW PAYMENT SYSTEM

Special Mobilization and Monitoring Teams to be Deployed in the Field Ahead of Benazir Kafaalat Payments through Digital Wallets

A large-scale training session was held today at Benazir Income Support Programme (BISP) Headquarters to ensure the effective implementation of the new payment system for the upcoming Benazir Kafaalat installment through Digital Wallets. The session was attended by BISP officers and staff.

Addressing the participants, Chairperson BISP Senator Rubina Khalid stated that BISP is introducing the Digital Wallet system to provide beneficiary women with a more convenient, secure, and dignified payment experience. She emphasized that the successful implementation of this initiative depends on the active contribution of every team member.

She said that with the launch of the new payment system, BISP has established dedicated mobilization and monitoring teams, which are being trained and deployed to the field. These teams will visit Points of Sale (POS) and relevant locations and remain available to guide and support beneficiary women throughout the payment process.

Chairperson BISP further clarified that if any beneficiary woman requires assistance regarding payments, the Digital Wallet system, or wishes to register a complaint or seek information, she may approach BISP representatives present in the field. Beneficiaries may also visit their respective BISP offices for support and guidance.

Senator Rubina Khalid acknowledged that, as with any new system, some initial challenges may arise. However, she stated that proactive measures are already being taken to address issues in advance and facilitate beneficiaries. Objective of the training session is to equip field teams with complete information so they can effectively assist women and promptly resolve issues during the payment process, she added.

Chairperson BISP acknowledged the challenging weather conditions and said that despite the extreme heat, the teams must continue to deliver. She emphasized that serving beneficiary women is a noble public service in which every individual has an important role to play.

Later, DG Cash Transfer, Mr. Muhammad Idrees Mian, provided participants with comprehensive information regarding the new Digital Wallet payment system. He delivered a detailed briefing on operational procedures, field support arrangements, beneficiary guidance mechanisms, and implementation processes, and encouraged staff to actively contribute towards the successful rollout of the new system.