

Dated: March 25, 2012

**Benazir Income Support Programme Launches online Grievance Redressal System;
Benazir Cards being distributed all over the country for more efficient Disbursement of Cash Grants;
Special Exemption Announced for Families with Disabled Person
Chairperson BISP Madame Farzana Raja Addresses a Press Conference**

Islamabad () In order to address inclusion and exclusion errors during nation-wide poverty census and to resolve the complaints of its 6 million beneficiary families in most effective manner, Benazir Income Support Programme (BISP) has launched a Comprehensive online Grievance Redressal System . Also, BISP is gearing up efforts for spreading the innovative payment Mechanism of Benazir Card for beneficiary families all over the country for transfer of grants electronically. These important announcements were made by Chairperson BISP, Madame Farzana Raja in a Press Conference at BISP Secretariat today.



ISLAMABAD: Chairperson Benazir Income Support Programme (BISP), Madame Farzana Raja showing Benazir Card being distributed to beneficiaries, during a Press Conference here at BISP Secretariat. Secretary BISP, Mr. Sher Khan also present. (Dated: March 25, 2012)

Madame Farzana Raja said that BISP, through its nation-wide poverty census has acquired the data of 180 Million people of Pakistan. The Programme has included 6 million beneficiary families in its social safety net. Now, in order to address some system errors, data entry issues or human errors, BISP is

putting in place Grievance Redressal System. Through this system, complaints can be lodged at BISP Tehsil/Regional Offices, on its website www.bisp.gov.pk or through toll free number 0800-26477. She said the Grievance Redressal System will ensure accurate, fast and timely solution of the issues.

Chairperson BISP said that Benazir Card has already been distributed to approx. 2,72,000 beneficiaries across Pakistan and now these are to be provided to whole BISP family i.e. 6 million beneficiaries. She thanked the banks for providing these electronic instruments to BISP free of cost which saved millions for national exchequer. Madame Farzana Raja said that Benazir Card is a part of branchless banking system introduced by BISP for the first time in the history of Pakistan. Through this card, beneficiaries can withdraw their money from ATM Machines or Bank Franchises present in every Union Council.



ISLAMABAD: Chairperson Benazir Income Support Programme (BISP), Madame Farzana Raja addressing a Press Conference here at BISP Secretariat. Secretary BISP Mr. Sher Khan and DG (Operations) BISP Ehsan Ali Mangi also present. (Dated: March 25, 2012)

During Press Conference, Madame Farzana Raja urged for the support of media, civil society and intelligentsia for this programme which is instrumental in improving the lives of millions of poor. Hollow criticism based on personal vendetta or misunderstand will not help the noble cause, she added.

Chairperson BISP also highlighted Self Accountability System employed by BISP which is proving more than useful to ensure transparency which in turn has given rise to the trust and confidence of donor

agencies and the world as a whole. She also told that BISP was the first organization to implement Harassment of Women at Work Place Bill.

Madame Farzana Raja also announced that BISP is going to give an exemption in poverty scorecard from 16.17 up to 20 to include family with one disabled whereas the family with 2 or more disabled will be included with a poverty score up to 25. She also told that the Health Insurance facility for BISP families is being introduced from Faisalabad next month.

In reply to a question, Madame Farzana Raja urged 2 million beneficiary families to obtain their ID Cards as this is the main cause they are still not getting their monthly cash grant.

Replying to a question about the future of the programme, Madame Farzana Raja said that BISP is a national asset, a programme of hope and welfare for people of Pakistan and no government would afford to close it. Also, the programme is an act of Parliament which enjoys legal status.
