



EMPLOYEES' OLD-AGE BENEFITS INSTITUTION

EOBI Head Office, 190/1/B, Block-2
P.E.C.H.S., Karachi.

Expression of Interest - Pension Disbursement Solution

Employees' Old-Age Benefits Institution (EOBI) is a government institution under the Ministry of Overseas Pakistanis & Human Resource Development, Government of Pakistan established in 1976 for provision of Old-Age benefits to the persons employed in industrial, commercial and other organizations.

EOBI disburses pension to approximately 350,000 pensioners on monthly basis. The number of pensioners increases on an average of 36,000 per annum. The pensioner's ages are mainly 55+ years.

EOBI intends to acquire Pension Disbursement Solution from banks/service providers with a pension disbursement network of 300 or more online outlets across Pakistan, including AJK. Proposed disbursement solution must include the following; .

1. Facilitation to pensioner with ease of accessibility to the pension withdrawal location.
2. Zero tolerance on non-payment of every approaching eligible pensioner.
3. The solution should be tailored by keeping in mind the age factor, dispersed home location of pensioners, social conditions and their understanding towards use of technology.
4. Minimum pension is Rs. 3600/- per month, where as pensioners can draw pension after multiple interval of months. Generally 80% draw every month, and as a whole 99.5% draw within six months.
5. Payment of arrears beyond six months is generally payable one time to new pensioners.
6. The disbursement could be had from any outlet across Pakistan.
7. Provision of proof of Life preferably through biometric identification.
8. Real time disbursement data reporting.
9. Real time bank account monitoring.
10. Daily settlement of payable/disbursed with central disbursement bank account.
11. Service charges to be paid on settlement/reconciliation.
12. Provision of reversal of disbursed amount from individual's account in case of non-withdrawal for six months (where applicable).
13. Compliant of standard payment practices; like receipt of any form as proof of payment to the pensioner.
14. Complaint management system.

EOBI intends to have multiple channels, may be with multiple service providers. For the details to help prepare EOI response please contact DG (HR&GA), DG (Operations-South) and DG (Operations-North).

All the responses with Pension Disbursement solution with Bank/service providers' profile, details of similar solutions already in operation with the solution's success ratio and customer satisfaction details may be submitted at the office of DG (HR&GA) latest by 1100 hrs on Monday, September 30, 2013. EOIs would be opened on the same day at 1130 hrs in the presence of the representatives who may care to be present.

The shortlisted banks/services providers will be called for comprehensive presentations and onward procedure as per PPRA rules. EOBI reserves the right to accept or reject any/all EOI responses in accordance with relevant clauses of PPRA rules. This Advertisement is also available on PPRA & EOBI websites.

Director General, HR&GA Department
021-34328005

Website: www.eobi.gov.pk

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