

**EMPLOYEES' OLD AGE BENEFITS INSTITUTION
B&C DEPARTMENT HEAD OFFICE KARACHI.**

Ref: HO/CIR/BTS/2012/520

Dated: April 16, 2012

CIRCULAR No. 03 2011-12

Subject: **FACILITATION OF PENSIONERS THROUGH EASY PAISA**

Keeping in view the difficulties faced in getting pension through normal banking channels by our pensioners, the management entered into an agreement with M/s. Tameer Micro Finance Bank (TMFB) for disbursement of pension through branchless banking known as "Easy Paisa" to provide the pensioners with an additional facility. Disbursement of pension through Easy Paisa commenced from January 2012, however, till now the Regions could not fully utilize this facilitation for the benefits of our pensioner due to a variety of reasons including;

- i. Requirement of LPC from NBP for existing pensioners
- ii. Restriction on payment of arrears for six (06) months
- iii. Confusion in award and effective date of pension payment
- iv. Difference in rate of pension on the database
- v. Disbursement of Invalidity & Old-Age Grants through Easy Paisa
- vi. Incorrect particulars (especially CNIC) of pensioners or Authorized Persons

2. To obviate difficulties faced both by the Regions and the Pensioners in getting pension through Easy Paisa outlets; requirement of LPC from NBP for existing pensioners has been dispensed forthwith. The NBP disbursement data is routinely made available to our IT Department after a months' lag, therefore, there should not be any problems in ascertaining the "effective date" for insertion in the PPOs issued in favour of the existing pensioners. Besides the NBP also endorses last payment details invariably on each pension card, thus it would also help Regions in ascertaining the effective date for disbursement of pension on both PPO and database for transferring existing pensioners' to Easy Paisa. The Regions shall, therefore, ensure immediate transfer of existing pensioners from NBP to Easy Paisa outlets mentioning effective date as endorsed on pension cards by the NBP and/or through the disbursement data available on our database, whichever is later.

3. For payment of pension with arrears of more than six (06) months, it shall be paid through a cross cheque issued in the name of the pensioner concerned and marked as "Payees' A/C only". Cheque Books are being arranged through Tameer Micro Finance Bank for each Region. Regions shall immediately provide names of the authorized signatories and send

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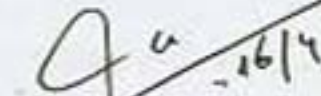
specimen signature on the TMFB signature cards already sent to Regions. Detailed SOP for maintenance of these cheque books is being sent separately for guidance of the Regional offices. As the arrears issue has now been taken care of, there should not be any hesitation in smooth transition to Easy Paisa.

4. Another common error which create difficulty for pensioners in receiving pension from Easy Paisa is difference between "rate of pension" on the database and on PPOs/Pension card. The Regional Offices forget to update rate of pension on the database shared with Easy Paisa, thus adding to the problems of the pensioners. It shall be ensured that rate of pension is updated on the database before the pensioners are guided towards the Easy Paisa. Besides the Regions wrongly take the amount of pension shown in the column of last pension disbursed as rate of pension and wrongly presume and insist that the rate is updated. Rate of pension column is different which shall be updated enabling pensioners to have a smooth sailing at Easy Paisa outlet.

5. The Regions lack understanding in the "date of award" and "effective date" while processing pension through CBA. The "award date" is the date on which the pension is processed & approved in the CBA (this in fact is the system date) which contradicts with the effective date mentioned in the PPOs, therefore the pensioners are not paid due amount of pension. Regions shall, therefore, ensure that the "effective date" in the CBA shall be the "date" of commencement of pension and not the date of processing or date of approval of the pension. It shall also be ensured that particulars of pensioners or their authorized persons are correct, updated and match on both the database and pension card/PPOs.

6. Agreement with TMFB is for disbursement of all types of pension, therefore, there should not be any hesitation in this regard. All pensioners irrespective of their type of pension shall be facilitated through Easy Paisa.

8. Smooth and hassle free transition of all pensioners shall be ensured as soon as possible.



(Javed Iqbal)

Director General (OPS) South

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