Employees' Old-Age Benefits Institution
B&C Department, Head Office, Karachi.

Circular No. 05/2012

Subject: **Standard Operating Procedures (SOP) for Business Process through CBA**

Since January 2009 when Core Business Application (CBA) was made live for carrying out various business processes, the systems & procedures have undergone tremendous transformation. Due to lack of comprehension at Regions, it has been observed that procedures at different Regions are not coherent. This has resulted in violation of various business rules thus putting a question mark on the efficacy of the entire business application. It has also been observed that CBA & Facilitation System are being misused as it has become safe and convenient conduit for wrongful award to ineligible Insured Persons due to lack of systems' checks. The Regions have been found indulged in modifying fixed information such as Name, NIC/CNIC, Date of Birth and Date of Entry into the Insurable Employment of pensioners & Insured Persons. To forestall rampant misuse of the FS & CBA, checks have been placed on various business processes with immediate effect. To streamline systems and procedure with a view to obviate any possible misuse of the CBA & FS, enhancing systems' efficacy & enabling smooth business at the Regions, the following SOP is specified which shall be observed in letter and spirit;

1.   **Insured Person (IP) backlog:**

1.1. Following changes/modifications in the fields of IPs' data would carried out at the Regional level
      through the expressed approval of the respective DDG (B&C) through CBA as well as on file.

     i.   Name
    ii.   NIC/CNIC
   iii.   Father/Spouse's name.
    iv.   Date of Birth
    v.   Date of joining EOBI scheme

1.2.   The following changes/modifications (in Insured Persons falling in category 0 to 2)*
would be carried out at the Regional Office level with expressed approval of the concerned
Regional Head through CBA as well as on file;

    i.   Create employment/contribution history of IP in case it is not available on
database, only through obtaining PR-02A for the period in question.

    ii.   Change in IP residential address only, if required.

1.3.   For creation of contribution & employment history retrieval of PR-02A is mandatory for
the period for which the history is to be created through the system. Without PR-02A, the
cases sent for approval would not be entertained.

1.4.   It shall also be ensured that PR-02A is retrieved & entered in the system and contribution
history of a claimant exists while processing any claim as it is a mandatory business
requirement. Verification of employment and certification of paid contribution in respect of
the "IP" by beat officers, sans PR-02A, does not meet the legal requirement of processing
claims through CBA.

2. FS System:

2.1.   It has also been observed that employers are taking undue advantage of the FS system by
changing date of entry in to the employment. Check has now been imposed in system and
now the FS system would no longer allow change in entry in to insurable employment/EOB
scheme beyond one year. In case the change is genuine, the employer inserted change would
be confirmed after due diligence by the beat officer, due authentication by Deputy Regional
Head before its approval by the Regional Head concerned. Similarly the FS system would no
longer allow employer to register IPs through CNIC if his/her entry into insurable
employment and or attaining 18 years of age before January 2001. For registration of IPs
who attained 18 years of age before January 2001, through FS system, entry/provision of
NIC in system has been made mandatory.

3.   Pension Backlog:

System checks have been placed and the Regions cannot process pension backlog cases
any longer. Regions are directed to send all cases of pension backlog to Head Office along with

copy of the complete file, PPCR and reasons why the pension/claim is not on the database for further processing. The B&C-I Department in consultation with the IT Department would analyze the pension and establish its correctness and authenticity and further guide the Region concerned accordingly.

4. Procedure:

To create IP backlog, the following steps should be followed/observed;

Step 1:   Log into CBA using Benefits or Beat Officer ID. The beat officer concerned would initiate the case from his/her ID & computer assigned to him/her if the IP has not attained the age of superannuation and the history is being created for the purpose of record updating only. However if the history is being created with a view to processing the case for award of any benefit, the officer In-charge Benefits would initiate case from his/her ID and assigned computer.

Step 2:   Create IP backlog through IP Maintenance screen. Select the IP Backlog check-box. Complete the information required on the screen. Once record is correctly entered, hit the "SAVE" button at the bottom of the screen. As soon as the record is saved, it would be added to the "Withheld" list on the top of the screen.

Step 3:   Click on the "Withheld" link, select the record by clicking the check-box and hit the "POST"   button. The record will be posted in the "Task Queue" of the concerned Regional Head. Once Regional Head approves, it would appear in the "Task Queue" of concerned DDG (B&C). The creation of IP backlog on part of the Benefits/Beat Officer ends here.

Step 4:   The concerned DDG (B&C) or officer authorized to complete the process would log into CBA using DDG (B&C) ID to approve IP   backlog cases on merit of each case.

Step 5:   Select the desired record and hit the "APPROVE" button at the bottom of the screen. The record will be moved to the "Task Queue" of the Benefits/beat Officer, who had initiated the record for further processing as per approval.

Procedure for IP Info Maintenance:

Scenario -1:   Modifications required in fields excluding NIC/CNIC, Name, Relative name, Date of Birth, Date of Joining EOB Scheme.

Step 1:   Log into CBA through Benefits/Beat officer's ID as the case may be.

Step 2:   Use the IP Info Maintenance tab to make necessary modifications.

Step 3:	Save the record and it would appear in the 'Withheld".
Step 4:	Click on the "Withheld" list, select the desired record, and hit the "POST" button.
	The record will be moved to the "Task Queue" of concerned Regional Head.
Step 5:	The Regional Head would log into CBA using his/her ID and computer assigned to him/her.
Step 6:	Click on the "Pending Approval" link and select the desired record.
Step 7:	Hit the "APPROVE" button at the bottom of the screen and the record will be moved to the "Task queue" of the Benefits/Beat Officer who has created it.

Procedure for IP Info Maintenance:

Scenario -2: *Modifications required in any of the field including NIC/CNIC, Name, Relative name, Date of Birth, Date of Joining EOB Scheme:*

Step 1:	Log into CBA through Benefits/Beat officer's ID.
Step 2:	Use the IP Info Maintenance tab to make necessary modifications.
Step 3:	Save the record and it would appear in the 'Withheld".
Step 4:	Click on the "Withheld" list, select the desired record, and hit the "POST" button.
	The record will be moved to the "Task Queue" of concerned Regional Head. Once Regional Head approves, it would appear in the "Task Queue" of concerned DDG (B&C). The creation of IP backlog on part of the Benefits/Beat Officer ends here.
Step 5:	The DDG (B&C) concerned or the authorized officer would log into CBA using DDG (B&C) concerned ID.
Step 6:	Click on the "Pending Approval" link and select the desired record.
Step 7:	Hit the "APPROVE" button at the bottom of the screen and the record will be moved to the "Task queue" of the Benefits/Beat Officer user who has created it.

5. Record Rejection:

In case DDG (B&C)/Regional Head, the authority concerned as per merit of each case, decides to "REJECT" the request, the record will return to the initiator (Benefits/Beat Officer). Remarks are mandatorily required for rejecting a record. The initiator will have the choice to either permanently close the request or may resend after removing the objection raised by the DDG (B&C)/Regional Head concerned.

6. Routinely claims in Regions are processed through a single computer through different IDs and Passwords thus giving rise to suspicions that only one person is running the whole process. Processing of claims through CBA has now been conditioned through four (04) different computers i.e. Beat officer, Benefits officer, Admin & Accounts officer and the Regional Head as it would no longer be possible through a single computer. All concerned officers have been allocated the User ID and password to login for mandatory processing through their assigned computers. Safety of IDs & Password would be the sole responsibility of officers concerned. In case computer assigned to these officers is used through their IDs and Password, they shall be held responsible for any wrongful award/data entry.

7. The above guidelines must be followed in letter & spirit.

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