01

BACKGROUND

COUNTRY CONTEXT

- Country's Population 249,566,743 (Census 2023)

- According to Global Climate Risk Index, Pakistan is currently the 5th most climate-vulnerable country in the world

- Country is highly exposed to flooding, drought, and heatwaves.

- Pakistan - ranked among the 43 countries most exposed to poverty risks

- 54% population is vulnerable to poverty due to health shocks

- Floods-2022 caused US$ 15.2 billion economic losses and 33 million individuals were displaced

- COVID-19 pandemic led to significant losses, including an increase in unemployment which rose to 6.9% in 2020

Lower Middle Income Class Poverty Line 132.5 in Pakistan rupee (2018) or US$3.65 (2017 PPP) per day per capita

SOCIAL PROTECTION SYSTEM IN PAKISTAN

- **BISP was established in 2008** as country's largest social safety net to provide financial assistance to economically distress persons and families

- The **objectives and purposes** of the Programme are:

  - **Enhance financial capacity** of poor people and their dependent family members;
  - Formulate and implement comprehensive policies and **targeted programs for uplift of underprivileged** and vulnerable people; and
  - **Reduce poverty** and promote equitable distribution of wealth especially for low-income groups

- Annual Budget of PKR 471 billion (US$ ~1.89 billion) for FY 2023-24

- UCT, CCT-Education and CCT- Health & Nutrition are core programs of BISP

02

EVOLUTION OF DIGITAL SYSTEMS

Journey and Innovations towards Adaptive Social Protection

NATIONAL SOCIO-ECONOMIC REGISTRY

A Journey towards Digital Dynamic Registry

- National Socio-economic Registry (NSER) is the database established to serve as the **targeting platform** for all **Social Protection programs** of the country

- **Proxy Means Test** (PMT) approach used for assessing the socio-economic status of the households (HHs)

- NSER has been **evolved over the years** as the most reliable dataset used by a variety of stakeholders including, public sector institutions, policy think-tanks and development agencies for designing social protection and poverty alleviation programs and interventions

EVOLUTION OF NSER (Paper-based to Digital and Dynamic Registry)

Parliamentarian Phase

2008-09
1.98 m families

Individual Nominations

Score-Card

2010-2019,
27m HHs

Paper based Survey

Rollout

2019-22
35m HHs surveyed
9m eligible families

Static Digital Census Survey

Dynamic Registry

2023 – onwards
14m HHs Updated/Surveyed

-Coverage of missed out HHs, Demographic updates, Cyclic resurveys / recertification, Shock responsive updates

Dynamic Socio-Economic Registry

Shock Responsive & Interoperable

Civil Registry

Real Time Verification and Validation

NATIONAL DATABASE REGISTRATION AUTHORITY

142 Million
National ID Cards Issued

53.20%	46.80%
MEN	WOMEN

198 Million
Identities Issued

ID Cards   CRC   Registered Afghans

97% of the Adult Population

Birth Registration	Death Registration
86.45 M	**11.76 M**

Biometric Profile

134 Million
Facial Images

1.2 Billion
Fingerprints

Technology-enabled Payment System

A Journey towards Digital Payment

EVOLUTION OF DIGITAL PAYMENT SYSTEM

Pak Post Money Order
2008

Benazir Smart Card
April 2010

Mobile Banking
Dec 2010

Benazir Debit Card
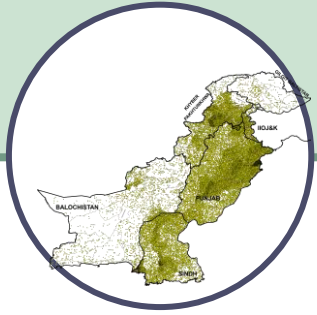Feb 2012

Biometric Verification System
National Rollout June 2016

UNVELING THE IMPACT OF DIGITAL TRANSFORMATION MEASURES

Improved Coverage & Inclusion

Enhance Efficiency & Accuracy through Interoperability

Digital Payments ensured transparency and financial inclusion
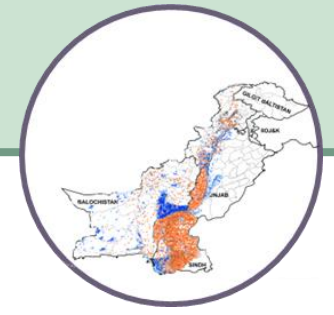
Shock Responsive

03

ADAPTIVE SOCIAL PROTECTION

Case Studies of Digital Transformation

COVID 19 RESPONSE – BEFORE DIGITAL TRANSFORMATION

IMPACTS

COVID 19 → **Caused** →
- No Economic Activity
- Business Shutdown
- No savings
- Informal Workers got major hit

→ **Activated** →

Social Protection Platform

NSER 27 million

→ **Demand Based Identification** →

INCLUSION

| Existing Beneficiaries – Bottom 2 Quintiles |
| Bottom 3rd Quintile |
| Provincial Government ...fication |
| ...egory Portal |
| ...n the registry |

EXCLUSION

Based on Administrative Data

**Response time
2 months**

VERIFIED

NADRA PAKISTAN
VERIFIED

Biometric Verification based Payments

Tehsil 1

Tehsil 2

Tehsil 3

← **Payment Touch Points Established with SOPs at Tehsil level** ←
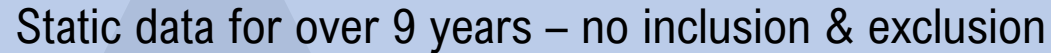
Final List of Eligible Population

14.9 million

Total Disbursement of Rs. 216 billion
(US$ 0.9 billion)

* US$ 1 ≈ Rs. 250

CHALLENGES AND COURSE CORRECTIONS

Static data for over 9 years – no inclusion & exclusion

Regular update of database to mitigate inclusion and exclusion errors

Registry was not shock responsive as it did not cater to changes in socio-economic status of households

Shock responsive registry

Cost implications of door-to-door activity for each registry update cycle

Operational costs of registration & targeting have significantly reduced

Payment mechanism had challenges, largely due to financial illiteracy and implementation of biometric based payment system

Beneficiary-centric payment model, with inclusion of all financial institutions

Lack of Administrative Data access, incompatibility for integration, lack of digitization, data completeness issues

Collaboration for API based two-way data exchanges and transfer

FLOOD RESPONSE 2022 – AFTER DIGITAL TRANSFORMATION

Notification of Flood Affected UCs/Tehsils/Districts

NDMA — NDMA notifications received → **BISP** — Data Sent to Banks → **Partner Banks (HBL/Alfalah)**

Population Identification Bottom 40% identified from NSER Data

PDMAs

Relief Commissioners

Provincial/Regional Institutions

SMS to Beneficiaries

Receives Cash

Response Time 10 days

BIOMETRIC VERIFIED
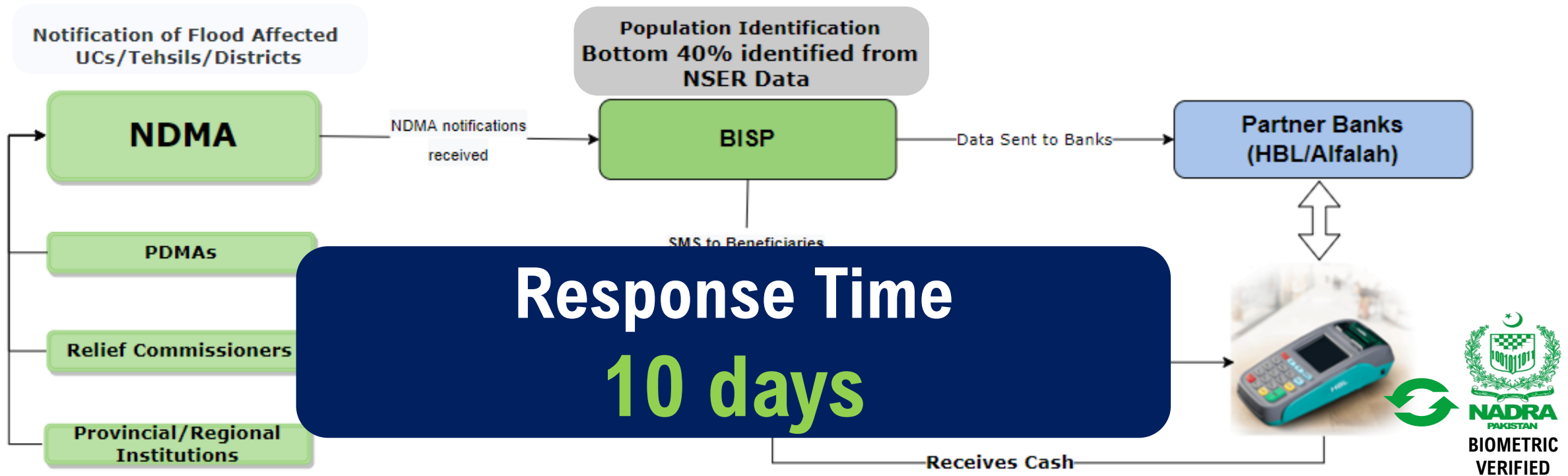
National Disaster Management Authorities (NDMA) with the support of respective Provincial Governments notified flood affected areas

Using BISP's National Socio-Economic Registry bottom 40% population was identified and through BISP's biometric payment system, Rs. 70 billion (~ US$ 280 million) disbursed to 2.76 million affected families.

* US$ 1 ≈ Rs. 250

Flood Impact 2022

Flood Extent (By September 2022)
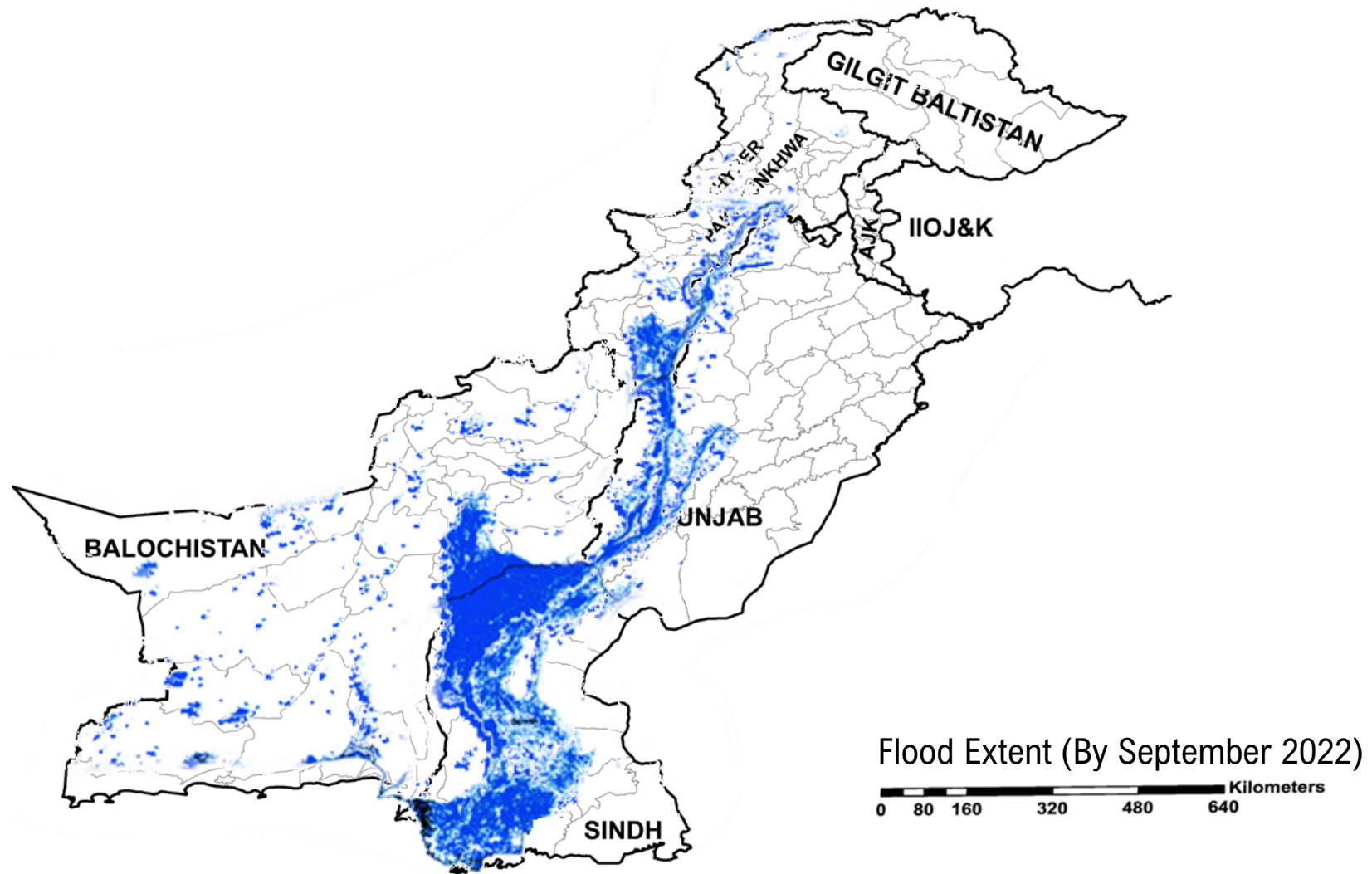
Flood Response 2022

- Disbursed **PKR 70 billion (US$ 280 million)** to **2.8 million** families across the country

- Sindh was one of the worst hit provinces in 2022 floods.

Flood Extent (By September 2022)
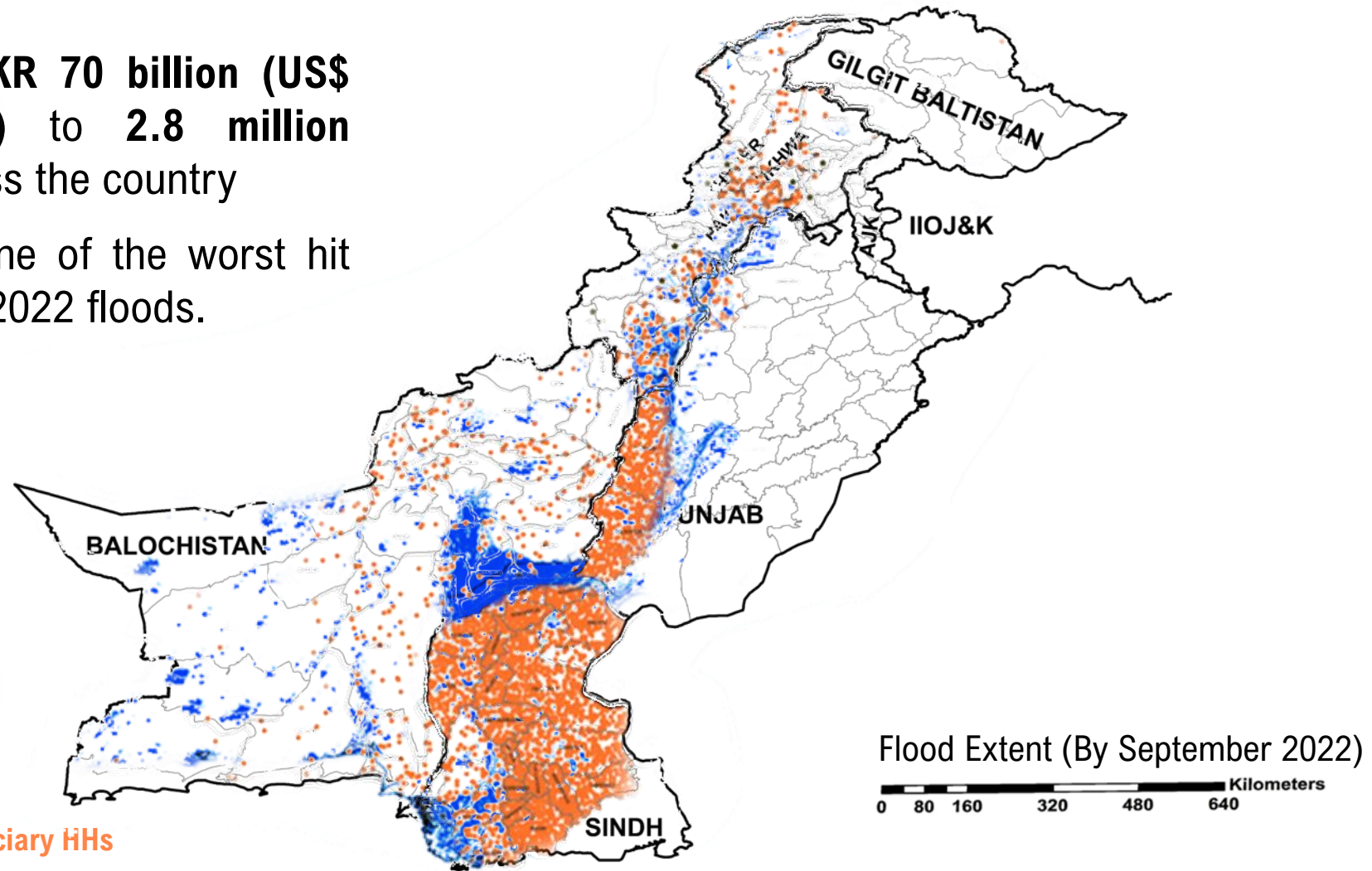
1   DOT= 500 Beneficiary HHs

1   Star= <500 HH

04

WAY FORWARD

INNOVATION AND ADAPTIVE SOCIAL PROTECTION

INTEROPERABILITY

35 million households Static NSER Database

Screening Intake

647 Dynamic Registration Centers across Pakistan

Issuance of Survey Token based on Survey Date

Registration

Dynamic Data Collection (HH Registration) through multiple platforms

Real-time CNIC Verification

Real-time PMT Calculation

API based Planned Integrations

PMD — Mobile Portability Database

REVENUE — Land Ownership Admin. Data

EXCISE — Vehicle Ownership Admin. Data

Registration & Assessment

NADRA — National Civil Registry

BISP Dynamic NSER Database

Social Registry Data and PMT Update

Validated Social Registry Household Data

Socio-Economic Registry Data Sharing

SOCIAL PROTECTION DATA INTEGRATION

Provincial Governments (various SP programs)
Targeted Subsidies (Fuel, Wheat Seed, Flour, etc.)
Emergency Programs

Beneficiary Enrollment & Management

CGA — Government Employees Database

Fetch Govt Employee Status (Self / Spouse)

Eligibility Decisions & Enrollment

Eligibility Assessment
• Eligibility Check against CNIC (Self-Spouse)

Enrollment Decision

UCT & CCT Program Enrollment

Fetch Tax Status against CNIC (Self / Spouse)

FBR — Active Taxpayer Registry

Other Business Rules (Exclusion Filters)

API based Planned Integrations

Other Administrative Sources / Beneficiary Registries

BISP Program Beneficiary Registry

Program Beneficiary Data Sharing

SOCIAL PROTECTION BI INFRASTRUCTURE

Data Sources
(NADRA, NSER)

Social Protection
BI Infrastructure

Dashboards

DATA MINING

Web Reports

Accessible to Provinces,
DMAs and other SP initiatives
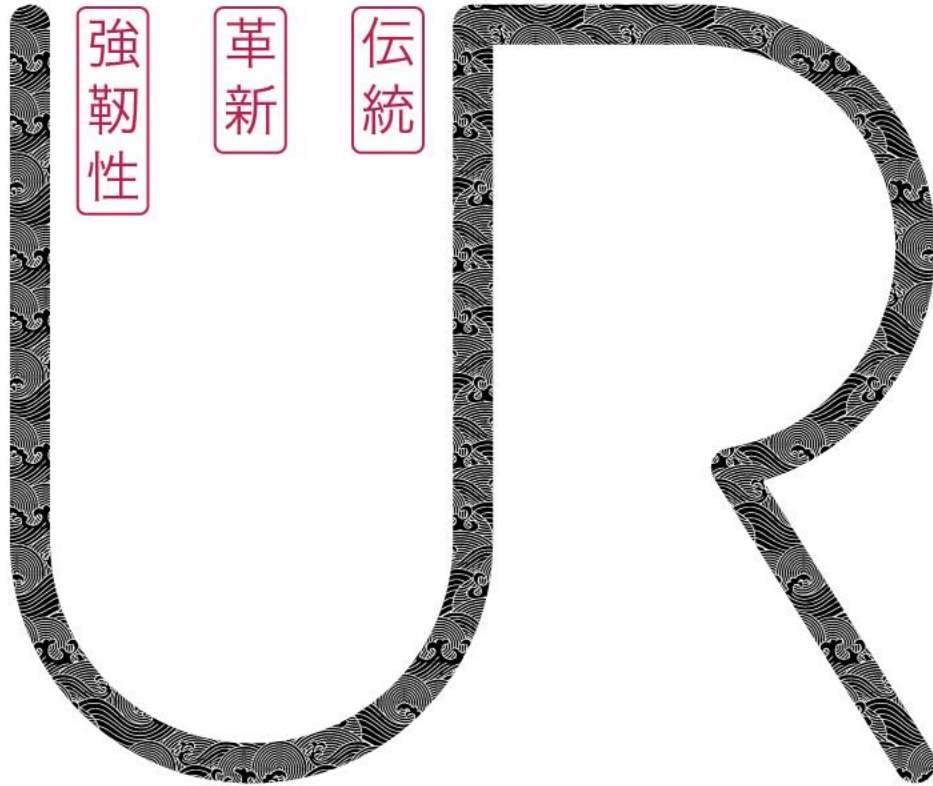
Thank you !

EVOLUTION OF NSER (Paper-based to Digital and Dynamic Registry)

Parliamentarian Phase

Individual Nominations

2008-09

1.98 m families

Limited Coverage

EVOLUTION OF NSER (Paper-based to Digital and Dynamic Registry)

Parliamentarian Phase
Individual Nominations

Score-Card
Paper based Survey

Rollout
Static Digital Census Survey

Dynamic Registry
Dynamic Registry
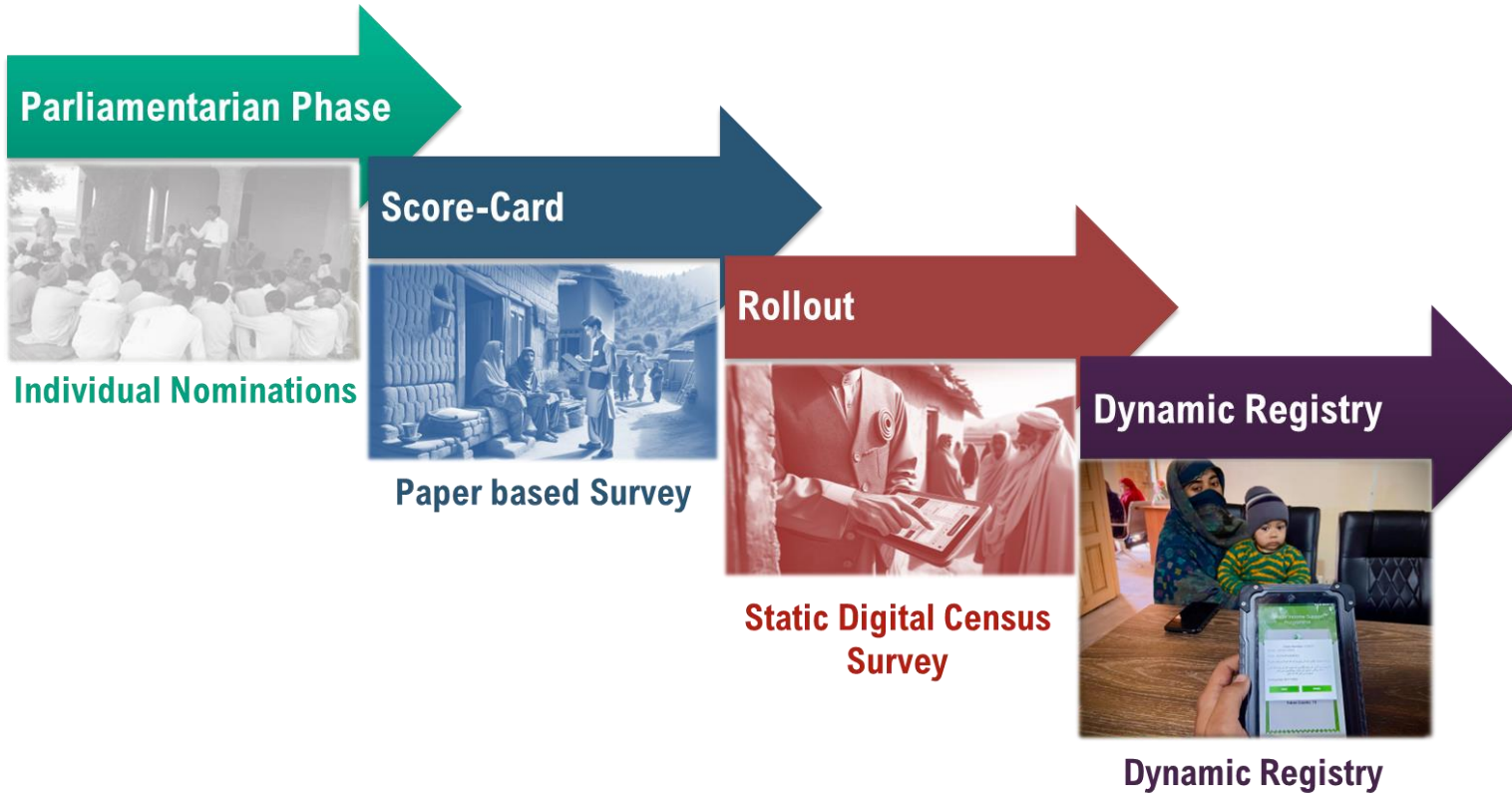
Diverse Registry Users

- BISP's UCT and CCT Education & Nutrition Programs

- Emergency Cash Transfers (**COVID-19, Floods, Earthquake** etc.)

- Targeted Subsidies (Fuel, Wheat Seed Support, Wheat Flour)

- Provincial Governments (various SP programs)

- Federal Institutions Development Partners

EVOLUTION OF NSER (Paper-based to Digital and Dynamic Registry)

Parliamentarian Phase

2008-09
1.98 m families

Individual Nominations

Score-Card
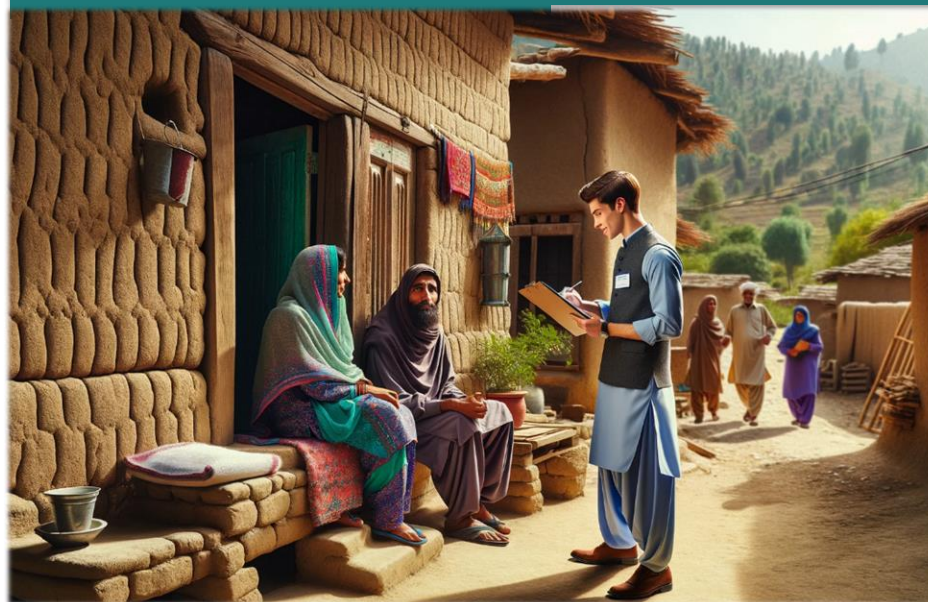
Paper based Census Survey
2010-2019,
23 variables, 27m HHs (4.4m eligible families)

Coverage and Content Errors Due to Manual Data Collection

EVOLUTION OF NSER (Paper-based to Digital and Dynamic Registry)

Parliamentarian Phase

2008-09
1.98 m families

Individual Nominations

Score-Card

2010-2019,
27m HHs
4m beneficiaries

Paper based Survey

Rollout

2019-22
43 variables
35m HHs surveyed
9m eligible families

Static Digital Census Survey

Improved Coverage

Dynamic Registry – Implementation Types

Roster Update
- Birth/death
- Marital Status
- Disability
- Gender

Discrepancy
- Invalid or missing CNIC
- De-Duplication
- Data Quality Issues

Cyclic Update
- Beneficiary
- Non-Beneficiary

Fresh Registration
- Missed out households

Dynamic Registry

Shock Response
- Fresh Registration (Re-assessment)
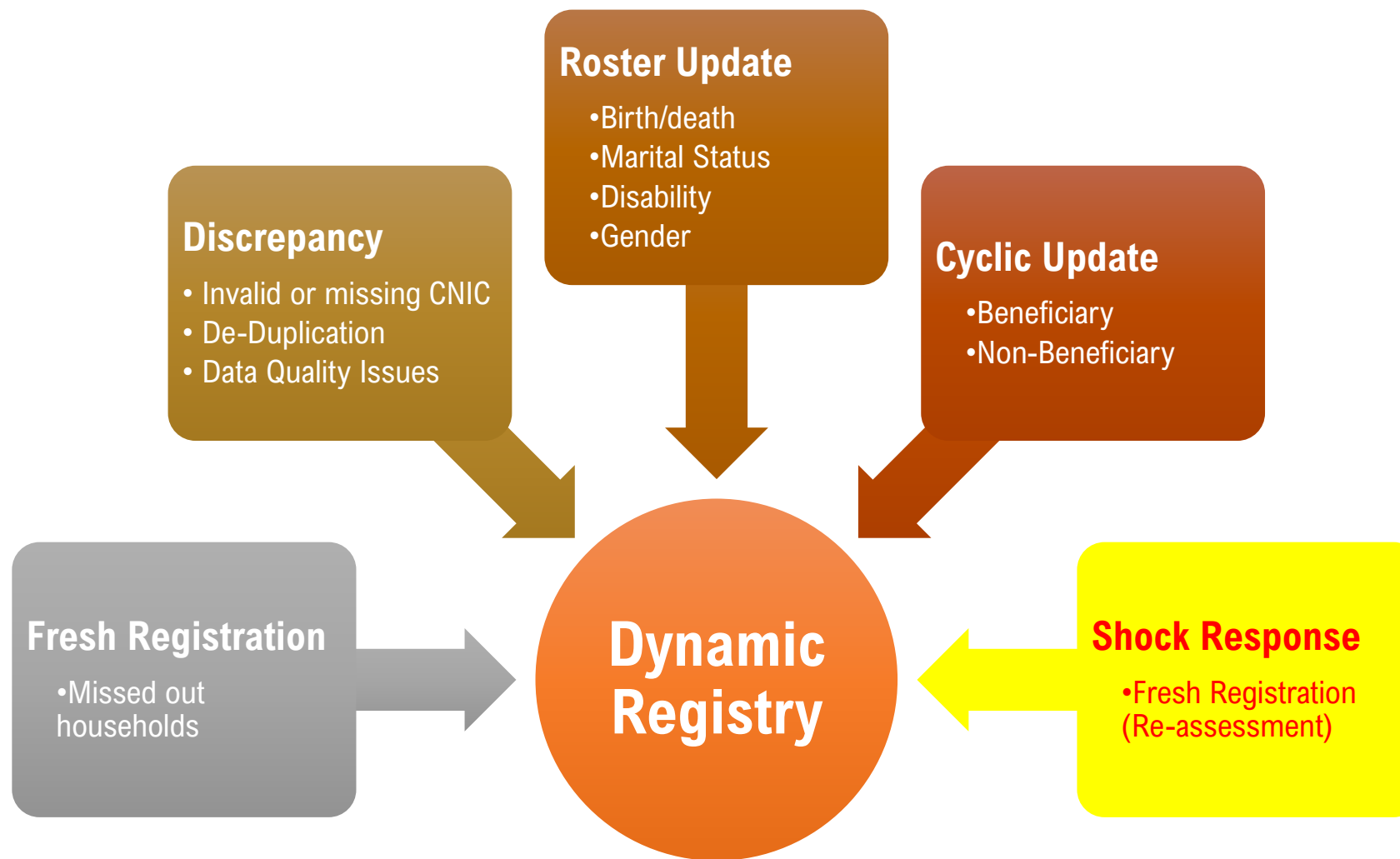
Detailed Implementation of Dynamic

National Socio-Economic Registry Coverage

35 million households
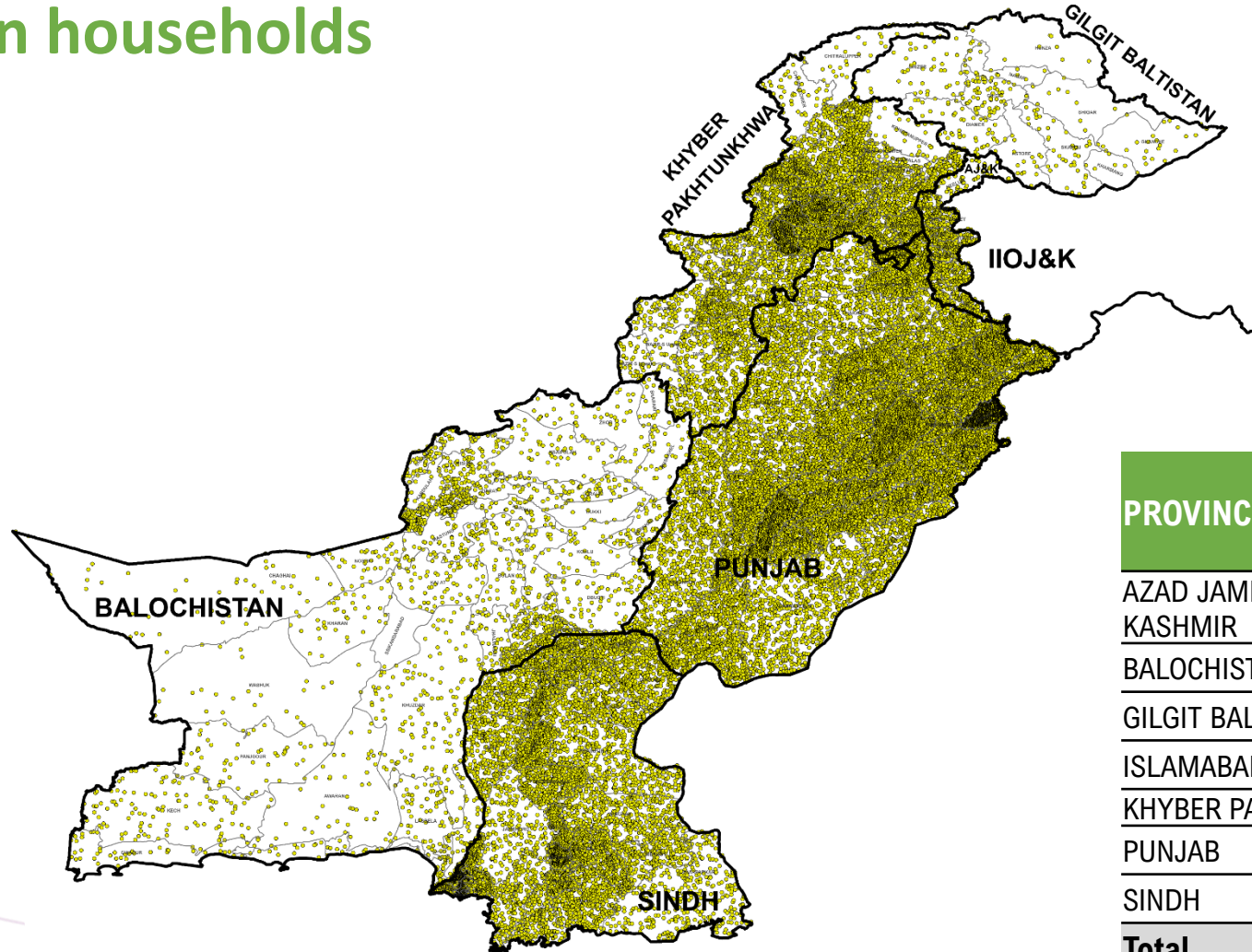
PROVINCE/ REGION	NSER SURVEYED HHS
AZAD JAMMU & KASHMIR	767,214
BALOCHISTAN	1,767,422
GILGIT BALTISTAN	233,807
ISLAMABAD	243,847
KHYBER PAKHTUNKHWA	5,461,011
PUNJAB	17,890,102
SINDH	8,656,016
Total	**35,019,419**

1   DOT= 1000 Registered Households

Dynamic Registry Implementation Types (Details)

Start ✓
Door to Door Completed
NSER Updated
(Over **35** million households)

Completed

TYPE 1
Update of Missed Information
- Missed HH Coverage
- Missing CNIC of Potential Beneficiaries
- Discrepancy Resolution
- Update of CNICs of all adult members
- Operational measures to ensure B-Form prior to adding children

Immediate-on going

TYPE 2
Implementation of Appeal Cut Off
Appeal Cut Off: Vulnerability inclusion filters are:
- ✓ Presence of one or more widow member(s)
- ✓ Presence of one or more members with 65 years of age
- ✓ Size of household 3 or less

Subject to increase in the number of beneficiaries

TYPE 3
Roster Update
- Birth Registration
- Death Registration
- Marital Status Update
- Gender Update
- Disability Update
- Linked with NADRA database
- Re-calculation of PMT
- Android Support (Self-Reporting App)

Regular

TYPE 4
Shock Responsive Update
- For all kinds of disasters – NDMA/PDMAs will notify the areas
- Through desks, NSER will perform resurvey of the notified areas
Re-calculation of PMT

Immediate in response to Shock

TYPE 5
Cyclic Socio-Economic Update
- Non-Beneficiaries will be called for re-survey after Two years to update socio-economic status, in different PMT brackets (e.g.)
  - 32.01-35– first 3 months
  - 35.01-40- Next 3 months
  - 40.01-45- Next 3 months
  - 45.01 & Above - Next 3 months
- Once initiated, all HHs under these categories will be processed in phases and process will be completed within one year time frame

Every 2 Years

TYPE 6
Re-certification of Existing Beneficiaries
- After 3 years of survey, beneficiaries will be asked to go through the mandatory recertification / reassessment.
- Beneficiaries will be given 6 months for the resurvey.

Every 3 Years

TYPE 7
Update the Registry
- After collecting updated data from both type 5 & 6 in 3 and a half years, a fresh PMT calculation will be executed within next 6 months and all the existing NSER data will be updated after every 4 years.

Completed Every 4th Year

Registry will be updated **every 4 years** following this approach without carrying out massive door to door activity.

Only on sample basis door to door activity will be carried out to create deterrence.

Grievance Redressal System will include (Eligibility Appeals, Volunteer Opt-Out, Whistle Blower policies).