

September 04, 2026

TL2026/0904/2A

Dr. Jalal Faiz,
Director General,
Benazir Income Support Programme, Balochistan
Quetta.

**Subject: Complaint Against Allegations of Administrative Issues Faced by Beneficiaries of
Benazir Income Support Programme (BISP) in Balochistan**

Dear Sir,

Transparency International Pakistan has received a complaint against allegations of administrative issues faced by beneficiaries of Benazir Income Support Programme (BISP) at districts level in Balochistan.

The complainant has made the following allegations:

1. The Federal Government has introduced a new payment mechanism under the Benazir Income Support Programme (BISP), whereby eligible beneficiaries are required to obtain officially issued SIM cards to activate their Social Protection Wallets and receive BISP payments.
2. Third-party agents are regularly charging BISP beneficiaries, particularly women, between Rs. 1,000 and Rs. 1,500 against each quarterly installment for the withdrawal of BISP payments and for the processing and activation of Social Protection Wallet SIMs.
3. Officially, BISP beneficiaries are not required to pay any fee for the withdrawal of their installments. Therefore, any unauthorized charges or deductions imposed by third-party agents are irregular and place an additional financial burden on vulnerable beneficiaries.

Transparency International Pakistan Comments

Transparency International Pakistan has reviewed the allegations of the complaint.

Following are TI Pakistan's comments:

1. Social safety net programmes such as the Benazir Income Support Programme (BISP) must maintain robust oversight to maximize the programme's impact on beneficiaries who are women, ensuring that they are not subjected to unauthorized or illegal charges by agents.
2. Clear information on complaint and grievance redress mechanisms must be displayed at all payment and facilitation points, enabling beneficiaries to easily report corruption, unauthorized deductions or other irregularities.

Transparency International Pakistan Recommendations

Transparency International Pakistan requests the Director General, BISP Balochistan to look into the allegations of the complaint and if found correct, take necessary action so illegal payments to agents by beneficiaries are stopped.

Transparency International Pakistan is striving for across-the-board application of Rule of Law, which is the only way to stop corruption, and achieve Zero tolerance against corruption.



Regards,

Advocate Daniyal Muzaffar,
Trustee/Legal Advisor

Transparency International Pakistan

Copies forwarded for the information with request to take action under their mandate to:

1. Chairperson, Benazir Income Support Programme (BISP), Islamabad.
2. Chief Secretary, Government of Balochistan, Quetta.
3. Registrar, High Court of Balochistan, Quetta.

Note:

This is to clarify that Transparency International Pakistan is not a complainant, it acts as a whistleblower and operate under Article 19-A, of the Constitution of Pakistan which gives the right to public to know how government is being run by public officers. Article 19-A makes the right to access of information pertaining to a public authority a fundamental right, and a three-member bench in case of Mukhtar Ahmad Ali vs the Registrar, Supreme Court of Pakistan, Islamabad, headed by Chief Justice Qazi Faez Isa in the landmark judgment on 16 October 2023, in CP No. 3532/2023, has declared that

“What previously may have been on a need-to-know basis Article 19A of the Constitution has transformed it to a right-to-know, and the Access to information is no longer a discretion granted through occasional benevolence, but is now a fundamental right available with every Pakistani which right may be invoked under Article 19A of the Constitution”