



**PROJECT MANAGEMENT UNIT (PMU)  
PUNJAB URBAN LAND SYSTEMS  
ENHANCEMENT (PULSE) PROJECT  
Board of Revenue (BOR)  
Government of the Punjab**



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**REQUEST FOR EXPRESSIONS OF INTEREST (REOI)**

**HIRING OF INDIVIDUAL CONSULTANT**

**Punjab Urban Land Systems Enhancement (PULSE) Project  
IDA Credit No. 7041-PK**

Project Management Unit (PMU), Board of Revenue, Punjab Urban Land Systems Enhancement (PULSE) Project, Govt. of the Punjab has received financing from the World Bank toward the cost of the Punjab Urban Land Systems Enhancement (PULSE) Project, and intends to apply part of the proceeds toward payments under the contract for Hiring the Services of Individual Consultants.

Under this programme, PMU-PULSE invites experienced candidates having relevant experience /qualification from recognized institutions to indicate their interest in providing the consultancy services in below fields . Interested candidates should provide information indicating that they are eligible as per below criteria:

Sr. #	Position Title	No. of Post	Qualification & Experience
1	Grievance Redressal Officer	01	i. Minimum 16 years of education in Public Administration, Social Sciences (Sociology, Social Work, Anthropology, Statistics) or equivalent education from HEC recognized University / Institute. ii. At least four (4) years of post-qualification experience in complaint management, grievance redressal, or customer service roles.
2	Grievance Redressal Officer – (GRMIS)	01	i. Minimum 16 years of education in Bachelor's degree in Information Technology, Computer Science from HEC recognized University / Institute. ii. At least four (4) years of post-qualification experience, in system administration, user management, or helpdesk support, preferably with grievance management platforms.
3	Gender Based Violence (GBV) Associate	01	i. Minimum 16 years of education in Gender Studies/Sociology/Social Work/Law or equivalent education from a HEC-recognized university / Institute. ii. At least three (3) years of post-qualification experience in implementing GBV/SEA/SH safety protocols , gender sensitive complaint handling and GBV/SEA/SH prevention trainings (experience in working with World Bank or other foreign funded projects will be preferred).
4	Gender Associate	01	i. Minimum 16 years of education in Gender Studies/Sociology/Social Work/Law or equivalent education from a HEC-recognized university / Institute. ii. At least three (3) years of post-qualification experience in mainstreaming gender perspectives in project planning, community engagement, awareness activities, training, and documentation processes (experience in working with World Bank or other foreign funded projects will be preferred).
5	Social Safeguard Associate	01	i. Master's degree in Social Sciences, Sociology, Agricultural Sciences, Environmental Sciences or related fields. ii. At least three (3) years of post-qualification experience in the field of environment and social safeguards or social development in donor-funded projects (World Bank experience preferred).

Detailed Terms of Reference (TORs), can be accessed at: <https://www.pulse.gop.pk/> . The selection will be made in accordance with Section VII, paragraph 7.36 on Open Competitive Selection of Individual Consultants of the World

Bank Procurement Regulations for IPF Borrowers", dated November 2020. The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" dated November 2020 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

Interested candidates should submit their expressions of interest (in hard form) with Curriculum Vitae (CV), copies of educational degrees/certificates/experience certificates, and CNIC by 10<sup>th</sup> July, 2025 till 11:00 AM at address mentioned below.



**Procurement Specialist**  
**Punjab Urban Land Systems Enhancement (PULSE) Project**  
**Project Management Unit, Board of Revenue (BOR)**  
**Government of the Punjab, Pakistan**  
**158-A, Abu Bakar Block, New Garden Town, Lahore.**  
**Ph: 042-37882061-63**  
**<https://pulse.gop.pk>**