

# **Terms of Reference (TOR) for hiring of Consultancy Services for Establishing GBV/SEA/SH Case Handling Protocols, and GRM Strengthening under the PULSE Project**

## **1. Background**

The Government of Punjab (GoPunjab) is implementing a project titled the Punjab Urban Land Systems Enhancement Project (PULSE) with a credit in the amount of US\$150 million from the International Development Association (IDA/World Bank). The Project Development Objective (PDO) of PULSE is to support the GoPunjab with (i) improved land records; and (ii) identification of land for development, including land for housing programs. PULSE aims to achieve: (i) the provision of digital land records linked to cadastral maps and DRM data; (ii) improved tenure security and access to land for housing; (iii) a unified modern land information system; and (iv) a strengthened capacity and regulatory framework. In this context, the public in Punjab, particularly women and vulnerable groups, will benefit significantly from increased security of land rights and property ownership. The Project comprises the following components:

**Component 1:** Digital Land Records and Cadastral Maps for the Land Records Management and Information System or LRMIS to develop a seamless and multipurpose cadastral map linked to the digital land records for Punjab Province.

**Component 2:** Land for Housing to support the GoPunjab in the identification, evaluation, and mobilization of low disaster risk public/state lands, including resilient housing.

**Component 3:** Integrated Land and Geospatial Information Systems and Services to establish a modern Land Information System, unifying and integrating rural and urban land records; and

**Component 4:** Project Management and Institutional Strengthening to support the GoPunjab to manage, implement, and supervise project activities, and training and skill development.

For the implementation of PULSE and according to the agreed terms under the financing, a Project Management Unit (PMU) was established in the Board of Revenue (BoR), together with the Project Implementation Units (PIU) in the Punjab Land Records Authority (PIU-PLRA), to coordinate, manage, implement, and supervise PULSE.

Projects which involve an influx of field staff/ surveyors in the community, can raise concerns about the elevated risk of Gender-Based Violence (GBV), including Sexual Exploitation and Abuse (SEA). These projects may create power imbalances between surveyors and community members, increasing the vulnerability of individuals to SEA. In addition to SEA, there is a potential risk of Sexual Harassment (SH) within project-related work environments, with perpetrators potentially including fellow surveyors, supervisors, colleagues, or others present in the project intervention areas. The project considers it essential to implement robust safeguards and mitigation measures during the execution of project activities to effectively address and mitigate the risk of GBV.

In view of the above, PULSE, Board of Revenue, Punjab seeks to engage a specialized consulting firm with a proven track record in addressing Gender-Based Violence (GBV), including the prevention and response to Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH). The firm will be tasked with developing necessary protocols to ensure that

the project's mechanism for addressing GBV/SEA/SH-related grievances is both efficient and survivor-centered. This includes establishing robust protocols for case handling and integration in the existing Grievance Redressal Mechanism (GRM) framework, mapping of GBV/SEA/SH service providers and creating effective referral pathways for GBV incident management, and capacity building.

The Consultant will report to the PULSE Project Management (PMU) (Client) under Board of Revenue (BOR), and collaborate closely with the PMU's Gender Specialist and GRM Specialist. The Consultant is responsible for obtaining the Client's approval on all critical matters and ensuring alignment with the GBV/SEA/SH Good Practice Note developed by the World Bank and the Project's GBV/SEA/SH Risk Mitigation Action Plan (MAP).

It is expected of the consultant firm that in addition to the provided terms for strengthening the GBV protocols, it will be able to adjust the activities according to the evolving GBV requirements in intervention districts at any point during the duration of this assignment.

## **2. Objective of the Assignment**

The key objectives of this assignment will include but not limited to:

- To update, and develop all necessary GBV/SEA/SH case handling protocols and their inclusion in the existing GRM Framework
- Mapping of GBV/SEA/SH Service Providers and establishing referral pathways for GBV/SEA/SH incident management
- Training of all relevant stakeholders on key concepts of GBV, SEA/SH, protocols of case handling, and survivor-centered approaches

## **3. Scope of Work**

The consulting firm or NGO is expected to undertake the following tasks as part of this assignment under PULSE project :

### **3.1. Strengthen the existing GRM Framework by including GBV/SEA/SH Case handling Protocols**

- The firm will assess the existing GRM Framework of the project and accordingly define GBV/SEA/SH Complaint handling protocols for the project including timelines to be followed as per prevailing laws and World Bank ESIRT guidelines, clear roles and responsibilities, from the intake of complaints, its documentation, to the referral of the complaint to appropriate forums, and protocols for safe communication with the survivor for follow-up to ensure privacy and confidentiality, and to engage with the survivor with due sensitivity.
- The firm will support the client in revising TORs for Grievance Redressal Committees (GRCs) specific to GBV/SEA/SH Case handling. Furthermore, TORs for Inquiry Committees will be developed including sanctions/penalties in light of the Punjab Protection of Women Against Harassment at Workplace Act, 2010.
- The Firm will prepare a response script for the Contractors, members of Grievance Redressal Committees (GRCs), provincial, and district level, GRM Focal persons (PULSE Community engagement Associates) Phone line operator for the helpline, and any other personnel responsible for direct dealing with the survivor. The script will be

designed to ensure that all concerned personnel are well-equipped to treat the survivor in a sensitive and dignified manner, along with the capacity to guide the survivor regarding informed consent, further options, and referrals (in alignment with referral pathways prepared under section 3.2 of the TORs).

- The consultant firm will review the existing GBV/SEA/SH Code of Conduct for contractors and suggest edits if and where required.

### **3.2 Mapping of GBV/SEA/SH Services in Punjab and establishing Referral Pathways**

- The Firm will be responsible for district-wise Mapping of GBV/SEA/SH Service providers across Punjab along with details of the specific services provided by each service provider. In addition to mapping services, the consultant firm will establish referral pathways and include them in the GBV Protocols for the existing GRM Framework.
- In case, any missing link is identified while establishing referral pathways the firm will advise the client on how to fill the gap. The referral pathways will cover Medical services, legal aid, Psychosocial support and any other relevant services. Furthermore, referrals to Police, law enforcement agencies and any other relevant forum will be included. After the completion of the mapping of GBV service providers, the firm will design a GBV service directory.
- The firm will also develop a response and referral pathways template for PMU/PIU staff, GRCs, Contractors, and Survivors. The template will include multiple referral pathways catering to the specific nature of the GBV/SEA/SH cases.

### **3.3. Trainings, capacity Building and Awareness**

The Firm shall submit the training and awareness-raising materials to the Client for approval and incorporation of feedback. Training will take place only after Activities under Section 3.1 and 3.2 have been completed and approved by the client. The consultant firm will :

- Develop comprehensive training modules tailored for Master Trainers (from the client's team), ensuring they are equipped with the knowledge and tools to independently deliver high-quality training sessions aligned with project objectives after the consultant firm concludes its engagement.
- The consultant firm will review and update training material on GBV/SEA/SH and include Case handling protocols, Survivor Centered Approaches, prevailing laws and referral pathways. The training material will be tailored to the specific needs of each target audience such as PMU/PIU relevant staff, GRCs, and Contractors or any other specified by the client. The training material will be bilingual (Urdu and English)
- The training material should be interactive and supported by suitable visual aids where necessary.
- The firm will submit a training schedule and get it approved by the client.
- The firm will conduct 02 training session for Master trainers and 01 session for PMU/PIU relevant staff.
- The firm will conduct 04 Trainings for the GRCs in the Phase- I (10 districts).The venue for training sessions will be mutually decided. The client and firm will mutually decide to adjust the number of trainings as per requirement.

- 10 training sessions with contractors staff . The client and firm will mutually decide to adjust the number of trainings as per requirement.
- The consultant firm will develop content for Information, Education, Communication (IEC) material for awareness on GRM of the Project and how it can be accessed by the survivors.

## 4. Deliverables and Payment Schedule

### 1. Inception Report

- **Content:**
  - Detailed work plan, methodology, and timeline for completing the assignment.
  - Approach for GBV Services Mapping, establishing referral pathways, updating the GRM framework, trainings etc.
  - Detail of Human resources
- **Timeline:** End of Week 2.
- **Payment:** 5% upon approval of the report by the client.

### 2. Mapping of GBV/SEA/SH Services and Referral Pathways

- **Content:**
  - Mapping of district wise GBV/SEA/SH service providers across Punjab along with types of specific services provided by each service provider.
  - Established referral pathways with local NGOs, police, social welfare departments, and all other relevant response actors.
  - GBV service directory and referral templates for stakeholders.
- **Timeline:** End of Week 10.
- **Payment:** 25% upon approval by the client.

### 3. Enhanced GRM Framework and Supporting Documents

- **Content:**
  - GRM-GBV Protocol Document on updating GRM framework with detailed GBV/SEA/SH complaint handling protocols.
  - Scripts for PMU/PIU, GRCs, contractors, for survivor-centered case handling.
  - IEC content for survivor awareness of GRM channels and GBV services.
- **Timeline:** End of Week 12.
- **Payment:** 20% upon approval.

### 4. Training Materials Development

- **Content:**
  - Training material on GBV/SEA/SH risk mitigation, case handling, and survivor-centered approaches tailored to the specific needs of each target audience such as PMU/PIU staff, GRCs, Contractors or any other stakeholder identified by the client.
  - Training module for Master Trainers
  - Visual aids and interactive content tailored to the audience and local context.
- **Timeline:** End of Week 14.
- **Payment:** 15% upon approval.

### 5. Training and Capacity Building

- **Content:**
    - Comprehensive Report on the training sessions .
      - Training reports must include the description of material delivered, detail of the venues, list of participants, and Photographs of each session
  - **Timeline:** End of Week 22 (Project Completion).
  - **Payment:** 20% upon completion of all training sessions and approval of reports.
- 6. Final Report and Recommendations**
- **Content:**
    - Consolidated final report summarizing all activities, findings, and outcomes.
    - Recommendations for GBV/SEA/SH risk mitigation and GRM improvements.
  - **Timeline:** End of Week 24 (Project Completion).
  - **Payment:** 15% upon approval of the final report.
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## Notes:

- **Concurrent Work Streams:** Some tasks, such as GRM framework enhancement and mapping referral pathways, can proceed concurrently to optimize time.
- **Client Feedback:** Deliverables must incorporate Client feedback and adjustments within the agreed timeline.
- **Payment Conditions:** Payment is contingent upon Client approval of deliverables.
- **Flexibility:** Timelines may be slightly adjusted in consultation with the Client to address unforeseen delays or additional requirements.

## 5.Duration of the Assignment

The assignment is expected to last for a period of 06 months, with the possibility of extension based on project needs.

## 6. Qualifications of the Consultant Firm

The consultant firm should meet the following criteria:

- At least five years of demonstrated experience in implementing GBV/SEA/SH risk mitigation measures at large scale including GBV case handling, developing and maintaining GRM systems, establishing referrals , service provision to survivors. Proven experience in developing training material and delivering trainings to diverse stakeholders, including Government officials, project staff, and contractors.
- Familiarity with World Bank's requirements and guidelines on GBV/SEA/SH, as well as local legal and social contexts in Pakistan.
- A multidisciplinary team including GBV/SEA/SH specialists, legal experts, Psychosocial support expertise, and capacity-building professionals.

### 6.1 Team Composition

The Consultancy Firm shall provide their staff deployment plan in their request for proposal. The suggested composition for key sectoral experts' staff required for this assignment is as under:

| Sr. | Title of the Key Experts  |
|-----|---|
| 1.  | <p><b>One (01) Team Lead:</b><br/> <b>Qualification:</b> 16 years of education in Social Science preferably Sociology, Social Work or Gender Studies<br/> <b>Experience:</b> 10 years of experience in working with public sector, foreign funded projects, NGO/INGOs<br/>           Duration : Full time</p>   |
| 2.  | <p><b>One (01) GBV Specialist:</b><br/> <b>Qualification:</b> 16 years of education in Social Sciences sociology, Social Work gender studies, Psychology or any other relevant discipline<br/> <b>Experience:</b> 08 years of experience in working with public sector or NGO/INGOs specially in GBV/SEA/SH Case handling and establishing referral pathways<br/>           Duration : Full time</p>  |
| 3.  | <p><b>One (01) Legal Specialist:</b><br/> <b>Qualification:</b> Bachelors degree of law<br/> <b>Experience:</b> 8 years of experience in working with public sector or NGO/INGOs having experience of providing legal aid to GBV/SEA/SH survivors<br/>           Duration : Full time</p>   |
| 4.  | <p><b>Two (02) Master Trainers:</b><br/> <b>Qualification:</b> 16 years of education in sociology, gender studies, development communication, Mass communication or any other relevant discipline<br/> <b>Experience:</b> 8 years of experience in working with public sector or NGO/INGOs specially in the field of developing training material and conducting training sessions for diverse stakeholders<br/>           Duration : As per need</p> |
| 5.  | <p><b>01 Psycho-Social Support Expert :</b><br/> <b>Qualification:</b> MA/MSc Psychology or related faculties or minimum 16 years education.<br/> <b>Experience:</b><br/>           At least 5 years' experience in counselling violence and/or trauma victims.<br/>           Duration : Full time</p>   |
| 6.  | <p><b>01 Communication expert (for IEC/Training material development):</b><br/> <b>Qualification:</b> Masters in Gender Studies/Mass Communication/Social Sciences/ or minimum 16 years education.<br/> <b>Education:</b> Minimum three years' experience.<br/>           Duration : As per need</p>  |

## 7. Reporting Requirements

The consultant firm will report to the Project Management Unit (PMU) of the PULSE project, with regular updates on progress. All deliverables should be submitted in English, with executive summaries/training material/information material for target audiences in suitable languages as needed.