



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



TERMS OF REFERENCE

**PUNJAB URBAN LAND SYSTEMS ENHANCEMENT (PULSE)
PROJECT**

**ISLAMIC REPUBLIC OF PAKISTAN
PUNJAB PROVINCE**

**HIRING OF AN INDIVIDUAL CONSULTANT AS
GRIEVANCE REDRESSAL OFFICER (GRO) – GRMIS
ADMINISTRATOR**

JUNE 2025

TERMS OF REFERENCE (TORs) - GRIEVANCE REDRESSAL OFFICER (GRO) – GRMIS ADMINISTRATOR

1. BACKGROUND INFORMATION: -

The Punjab Urban Land Systems Enhancement initiative, led by the Government of Punjab, aims to modernize and digitize the grievance management framework to improve responsiveness, transparency, and accountability in urban land governance. Central to this effort is the establishment of a dedicated Grievance Redressal Officer (GRO) responsible for overseeing the management and resolution of complaints received through diverse channels, including social media, traditional correspondence, the Chief Minister Complaints Cell, and the Pakistan Citizen Portal etc.

The GRO will serve as a vital link in the grievance redress process, working closely with the GRM (Grievance Redress Management) Specialist to ensure complaints are properly logged, tracked, and resolved efficiently. The role emphasizes the digitization of complaint data, ensuring that users have flexible options such as saving incomplete forms and completing them later, thereby enhancing user experience and engagement.

The successful candidate will be entrusted with administering and maintaining the Grievance Redress Management Information System (GRMIS), a digital platform designed to streamline complaint handling, facilitate analysis, and generate actionable insights for policy and operational improvements.

1.1. Beneficiary Country and Province:

Islamic Republic of Pakistan and Punjab Province.

1.2. Contracting Authority:

Under the Punjab Urban Land Systems Enhancement (PULSE) Project and in agreement with the World Bank, the Project Management Unit (PMU), Borad of Revenue (BOR), Government of Punjab is the contracting authority.

2. OBEJECTIVE: -

To oversee and manage the GRMIS platform by creating and maintaining user accounts, ensuring system updates, resolving technical issues, and following up on grievances to facilitate efficient grievance management and resolution.

3. SCOPE OF WORK & RESPONSIBILITIES: -

A. User Account Management

- Create, modify, deactivate, and maintain user accounts in the GRMIS platform based on authorized requests.
- Assign appropriate roles and access levels to users, ensuring data security and system integrity.
- Maintain comprehensive records of user account activities and access rights.

B. System Maintenance & Updates

- Regularly monitor the GRMIS system for operational stability, bugs, or vulnerabilities.
- Coordinate with technical teams or vendors for system updates, patches, and upgrades to ensure smooth functioning.
- Implement system configurations, changes, or enhancements as authorized.

C. Grievance Follow-up & Tracking

- Track the status of grievances assigned to various departments within the system.
- Follow up with relevant departments or officers to ensure timely resolution and update grievance statuses accordingly.
- Escalate unresolved or delayed grievances.

D. Support & Troubleshooting

- Provide first-level support to users facing issues related to login, access, or system usage.
- Log and report technical issues or bugs to the IT support team or vendor for resolution.
- Assist users with system navigation, data entry, and other operational activities.

E. Data Security & Confidentiality

- Ensure that user data and grievance information are protected from unauthorized access or breaches.
- Adhere to data privacy policies and organizational security protocols.

F. Documentation & Reporting

- Maintain detailed logs of user activities, system updates, and resolution actions.
- Prepare periodic reports on system performance, user management, and grievance follow-up status for review by GRM Specialist.

G. Training & Capacity Building

- Conduct orientation or training sessions for new users on system functionalities and procedures.
- Keep users informed about system updates, policies, and best practices.

4. DELIVERABLES: -

The consultant is expected to deliver the following:

- Overseeing system management and maintenance, providing user support, and monitoring grievances to ensure seamless operations, quick issue resolution, and comprehensive record documentation for future reference.
- Maintaining detailed records of compliance measures to uphold standards and promote transparency across all activities.
- Delivering regular monthly updates on progress and comprehensive status reports to keep stakeholders informed.

5. QUALIFICATION & EXPERIENCE: -

- Minimum 16 years of education in Bachelor's degree in Information Technology, Computer Science from HEC recognized University / Institute.
- At least four (4) years of post-qualification experience, in system administration, user management, or helpdesk support, preferably with grievance management platforms.

5.1 Key Skills & Competencies:

- Strong understanding of software development best practices, such as unit testing, code review, and continuous integration/continuous delivery.
- Technical proficiency in system administration and user management.
- Good communication skills for user support and training.
- Ability to prioritize tasks and follow deadlines.
- Discretion in handling sensitive grievance data.

5.2 Performance Evaluation:

The consultant's performance will be evaluated based on the following criteria:

- Quality and functionality of the GRMIS with accordance of the requirements.
- Adherence to project tasks, timelines, and budget.
- Communication and collaboration with cross-functional teams.

6. TYPE OF CONTRACT

Time-Based Contract.

7. DURATION OF CONTRACT

The duration of the contract is for a period of one (01) year (extendable).

8. SELECTION PROCEDURE

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.
