INVITATION
REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES)

Third-Party Monitoring Consultant for Voluntary Land Donation (VLD) Verification and Community Scorecards

Country:	Pakistan
Project Name:	Punjab Rural Sustainable Water Supply and Sanitation Project
Implementing Agency:	Punjab Rural Municipal Services Company (PRMSC)
Consultancy Services for:	**Third-Party Monitoring Consultant for Voluntary, Land Donation (VLD) Verification and Community Scorecards**
Loan No:	IBRD-92670 : **Project ID No:** P169071
Activities No.	PK-LG& CD-575834-CS-CQS

This Request for Expressions of Interest (REOI) follows the General Procurement Notice (GPN) No. OP00126428 for this project that appeared in UN Development Business on 22nd April 2021.

Punjab Rural Municipal Services Company (PRMSC) (hereinafter referred to as "Company") is a government-owned not-for-profit company, incorporated with the Securities and Exchange Commission of Pakistan, under Section 42 of the Companies Act, 2017. The Company has been registered as a dedicated water, sanitation, and waste management service provider for rural areas of Punjab and is envisioned to be customer-oriented and responsive to the WASH needs of rural populations.

The Government of Islamic Republic of Pakistan has received financing from the World Bank towards the cost of the Punjab Rural Sustainable Water Supply and Sanitation Project for improving service delivery standards of the rural water & sanitation system and has extended the said financing to Company. Under Component 1 viz. Sanitation and Water Supply infrastructure Development, of the Project, the Company has aimed at developing the infrastructure to help in addressing the lack of Water Supply & Sanitation Systems in 2,000 revenue villages (including the small habitations/basis in each Revenue Village) of sixteen (16) poorest and most underserved districts of Rural Punjab that underlies the low access to safely managed water and sanitation and poses threats to public health and the environment. Over 6.0 million rural residents shall be served under the said component which will be implemented in phased manner.

The Project consists of the following major components:

1) Water supply and sanitation infrastructure development
2) Behavior change and capacity development
3) Service delivery improvement
4) Project management and monitoring

The Project involves village-level civil works and associated environmental and social (E&S) risks. In accordance with the Project's Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), and applicable World Bank requirements, Voluntary Land Donation (VLD) may be used as a last resort where suitable government land is unavailable or infeasible. The Project also requires effective stakeholder engagement and assessment of beneficiaries' satisfaction with the interventions through Community Scorecards.

PRMSC therefore intends to engage an independent and qualified Third-Party Monitoring (TPM) Firm to verify that past and future VLD processes are genuinely voluntary and comply with the Project's RPF, ESMF, and applicable World Bank requirements, while also independently assessing beneficiary satisfaction through Community Scorecards. The assignment will provide independent verification of VLD procedures, including informed consent, absence of coercion, compliance with the 10% landholding limit, protection of vulnerable groups, and completeness of documentation. It will also collect and consolidate community feedback on service delivery, community engagement, and grievance redressal, and provide actionable recommendations to PRMSC for addressing identified gaps and strengthening safeguards, transparency, accountability, and community engagement throughout Project implementation.

The Company now hereby invites eligible "Firms", to indicate their interest for providing the required services.

The services of firms shall be hired for Third-Party Monitoring Consultant for Voluntary Land Donation (VLD) Verification and Community Scorecards under the Punjab Rural Sustainable Water Supply and Sanitation Project (PRSWSSP)

The detailed Terms of Reference (TOR) for the assignment, along with this Request for Expressions of Interest (REOI) Notice, can be accessed from websites **https://prmsc.punjab.gov.pk/tenders**. The eligible consulting firms are required to demonstrate/provide following requisite information to prove their qualification/eligibility to perform the assignment. Consultancy firms are encouraged to provide materials/ information that would be specific to the proposed services only by giving all the relevant details as required in the Instructions, and to avoid submitting generic promotional material. The unrelated or incomplete materials/information shall not be considered. The parameters for evaluating the EOI Responses, are given against each requisite as under: -

a) **Relevant Experience:** The consulting firm shall have a minimum of 10 years of proven experience in conducting environmental and social impact assessments, resettlement planning and monitoring, and third-party monitoring for rural development projects, including demonstrable experience in projects involving Voluntary Land Donation (VLD), with a sound understanding of associated social risks and mitigation measures. The firm/consultant should have strong knowledge of the World Bank's Environmental and Social Framework (ESF), familiarity with the legal and administrative framework for land records management and land acquisition in Punjab, and proven experience in designing and implementing mixed-methods research using quantitative surveys and qualitative data collection techniques. Relevant experience shall also include conducting community scorecards, beneficiary satisfaction assessments, and/or other participatory social accountability exercises, supported by strong analytical, documentation, and report-writing skills in English. Experience of working in rural Punjab and an understanding of the local socio-cultural context is highly desirable. The firm must be an independent entity with no conflict of interest with the Project, the PRMSC, or any of the Implementing Partners.

   The firm should have completed at least two projects of comparable scale and complexity. For each assignment claimed, the firm shall provide sufficient documentary evidence, such as **contract/letter of award, completion certificate, client performance certificate, or other verifiable evidence**, clearly indicating the nature and scope of services performed.

b) **Corporate Capacity**: Complete historical profile of the organization/firm with the information i.e. incorporation certificate, registrations, experience, last three years audit reports, corporate profile indicating years of operations, core competencies, management structure & systems, policies procedures and practices to ensure quality services to clients, complaint redressal mechanism and competency in using MIS Based Applications for reporting while delivering similar/comparable services,

c) **Staffing Capacity**: Firm shall have adequately qualified and skill staff, permanent/ intermittent staff, pool of panel of experts as per the scope of work. (specific CVs and nominations are not required at this stage)

The attention of interested Consultants is drawn to Section VII of the World Bank's "Procurement Regulations for IPF Borrowers," September 2025 (7th Edition) ("Procurement Regulations"), which set forth the World Bank's requirements regarding conflicts of interest in the selection and employment of consultants.

A consultancy firm, will be selected through "Consultant's Qualifications-Based Selection (CQS) through Limited Competition set out in the Procurement Regulations which can be perused at the website:https://www.worldbank.org/en/projects-operations/products-and- services/brief/ procurement-new-framework#framework

Expressions of Interest response, carefully prepared and marked, delivered in a written form to the address below (in person, or by post) by or before 1300 hours on **19th October, 2026**.

Chief Executive Officer
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TORs for Third-Party Monitoring Consultant for Voluntary Land Donation (VLD) Verification and Community Scorecards under the Punjab Rural Sustainable Water Supply and Sanitation Project (PRSWSSP)

Background

Pakistan's low human capital accumulation is a fundamental development challenge. A key contributing factor is the high rates of stunting and malnutrition among Pakistani children. The absence of significant investments in the treatment of drinking water and safe management of fecal waste is an important reason for the persistently high rates of stunting in rural areas. The lack of attention to quality of sanitation infrastructure and virtually no attention to fecal waste management has resulted in an unprecedented concentration of untreated fecal waste near human settlements and the consequent contamination of water and soil.

This contamination, coupled with poor hygiene practices and the use of inadequately treated water for drinking purposes, has exacerbated the incidence of diarrhea and environmental enteropathy in young children. The latter causes malabsorption and maldigestion of nutrients, undermining the impact of improved diets and leading to a host of growth and developmental issues that are manifested in child stunting. This challenge is especially acute in rural areas where households' abstract groundwater from shallow depths for drinking purposes. In addition to the direct pumping of contaminated groundwater, the poor quality of well construction leads to bacteriological contamination of drinking water even in cases where the underlying groundwater is clean.

The province of Punjab is home to over half of Pakistan's population and characterized by stark socioeconomic divides between north and south and rural and urban areas. Almost 98 percent of rural households in Punjab have access to an improved water source but continuous and treated piped water supply is rare and most households rely on groundwater pumping that is vulnerable to contamination. Most rural households in Punjab thus rely on groundwater as their main source of water, either through public supply or private investment. Access to improved sanitation is still low across rural Punjab and fecal waste is generally not safely disposed. There is almost no public investment in the treatment of fecal waste.

Taking cognizance of above issues, the Government of Punjab has established the "Punjab Rural Municipal Services Company" (PRMSC) as a Company under section 42 of the Companies Act, 2017) by the Government of Punjab. The Company has been placed under the Punjab Local Government and Community Development (LG&CD) Department, Government of Punjab.

PRMSC is a government owned not for profit-company that will provide critical municipal services related to water, sanitation and waste management to rural villages in Punjab[1]. The company will build and maintain safely managed water supply and sanitation schemes for single or multiple

[1] 73 percent of the province's population live in 23,000 revenue villages, and are in dire need for investments to improve WASH.

villages, where feasible[2]. Solid waste will also be managed safely, with only residual waste, after recycling, composting of food and green waste, sent to landfills, The goal of the company is to ensure that all major sources of contamination through human and animal waste are minimized and villages are converted into healthier, more hygienic and more pleasant living spaces with improved civic amenities. In this regard, the PRMSC will also focus on behavior change and capacity building for the sustainability of the improved WASH services.

The Government of Punjab through the Government of the Islamic Republic of Pakistan has received financing from the World Bank to supplement the above initiative in the form of a project titled "Punjab Rural Sustainable Water Supply and Sanitation Project" with an aim to provide equitable and sustainable access to safely managed water and sanitation and reduce child stunting in 2000 revenue villages of Punjab located in 16 tehsils of 16 different districts of the province. Each Revenue Village may have multiple Bastis/settlements and all such Bastis/settlements shall be covered. The order in which villages will be provided services will be randomized to ensure equity. The 16 tehsils/districts, listed below, to be covered by this phase of the project were selected using an index of need.

District	**Tehsil**	**# of villages**
Chakwal	Kallar Kahar	60
Khushab	Noorpur Thal	87
Mianwali	Isa Khel	64
Sargodha	Kot Momin	117
Bhakkar	Darya Khan	94
Chiniot	Bhawana	105
Jhang	Ahmad Pur Sial	99
Pakpattan	Pakpattan	159
Bahawalnagar	Bahawalnagar	238
Bahawalpur	Khairpur Tamewali	107
Lodhran	Kehror Pakka	102
Multan	Shuja Abad	83
Muzaffargarh	Alipur	124
Dera Ghazi Khan	Taunsa	196
Rahim Yar Khan	Liaqatpur	286
Rajanpur	Rojhan	88

The Project consists of the following major components[3]:

1) Water supply and sanitation infrastructure development

[2] As per SDG6, drinking water will be treated before supply and wastewater will be fully treated before reintroduction into surface or ground water systems.

[3] A detailed description of project components is available in the Project Appraisal Document which can be accessed from: https://documents1.worldbank.org/curated/en/223501624327374392/pdf/Pakistan-Punjab-Rural-Sustainable-Water-Supply-and-Sanitation-Project.pdf

2) Behavior change and capacity development
3) Service delivery improvement
4) Project management and monitoring

The Project activities involve civil works at the village level, with associated environmental, health, safety, labor, and social risks. To manage these risks, the Project has prepared and is implementing E&S safeguard instruments in accordance with the relevant Operational Policies of the World Bank's E&S Safeguards Policies. These instruments include: the Environmental and Social Management Framework (ESMF), Environmental and Social Management Plans (ESMPs), and the Grievance Redress Mechanism (GRM), and Resettlement Policy Framework (RPF).

Context of the Assignment

Due to the scope and nature of the project, E&S risks are significant. In this context, there are two key aspects of E&S monitoring: (i) the implementation of ESMPs at the village level by contractors and their staff, and (ii) the implementation of the RPF, including Voluntary Land Donation (VLD), which is managed by the PRMSC directly. This assignment covers the second aspect; the contractors' implementation of ESMPs is assessed through Contractor E&S Performance Scorecards under a separate assignment. In addition, in line with the Project's stakeholder engagement requirements, beneficiary satisfaction with Project interventions is to be assessed independently through Community Scorecards.

PRMSC seeks to engage an independent and qualified external firm (hereafter referred to as the "TPM Firm") to (i) verify that all past and future VLD under the Project is genuinely voluntary and complies with the RPF and ESMF, and (ii) assess beneficiary satisfaction through Community Scorecards conducted with Village Organizations (VOs) and the wider community. These assessments will ensure compliance with the agreed E&S safeguards frameworks, regulations, and policies of the World Bank, the Government of Punjab, and the Government of Pakistan, thereby enhancing transparency, accountability, and mitigating E&S risks.

Assignment Objectives

The objectives of this assignment are to:

1) Verify that all Voluntary Land Donation (VLD)[4] processes are truly voluntary and follow project policy, including the 10% cap on individual donations and use of VLD as a last resort. This includes confirming that all donors are properly identified, documented, and compensated, and that the procedures followed are effective, and align with the RPF and ESMF, while also identifying any compliance gaps and providing actionable recommendations to the PRMSC and the World Bank to address identified issues

[4] The Project aims to utilize state-owned land where available and suitable for infrastructure development. Where government land is unavailable/unfeasible, the Project will fall back to Voluntary Land Donation from individuals and communities in participating villages. VLD is considered a measure of last resort, when no other options are viable. The Project's RPF stipulates that no individual shall donate more than 10% of their total landholding to the Project.

2) Conduct Community Scorecards (CSCs) with Village Organizations (VOs) and the wider community. This will be conducted through community meetings for each village once construction is completed and service delivery has commenced. The Community Scorecards will gauge beneficiary satisfaction and feedback on the Project activities and services, including community engagement and grievance redress. Findings will be consolidated village-wise and contractor-wise, with actionable recommendations to the PRMSC. The TPM Firm will receive tools and training from PRMSC on how to conduct the Community Scorecards prior to the initiation of the activity.

Scope of Services – VLD Monitoring

1. Desk Review and Inception Phase
    a. Thoroughly review all relevant project documents, including but not limited to: the Project Appraisal Document, the ESMF, the RPF, and PRMSC's SOPs and records related to VLD.
    b. Develop a detailed monitoring plan and methodology, including a sampling strategy for past VLD, and the approach for reviewing all future VLD instances. This will be submitted to the PRMSC for approval in an Inception Report.
    c. Develop data collection tools if necessary, including VLD verification proformas for donors and neighbors.
2. Verification of VLD Processes for Completed VLD (Sample based review)
    a. For all VLD and land acquisition that has taken place prior to the selection of the TPM Firm, conduct site visits to a representative sample (a statistically significant proportion to be proposed by the TPM Firm in the Inception Report) of villages where VLD has occurred. The sample should be geographically representative, cover different types of infrastructure, and include villages at different stages of prior project activity.
    b. For the sampled villages, the TPM Firm will:
        i. Verify and document the steps taken by the Project to explore the use of state-owned land before resorting to VLD, and assess whether alternative project designs were considered to avoid or minimize VLD.
        ii. Verify that consultations with potential land donors were conducted in a meaningful, transparent, and culturally appropriate manner, ensuring that they were fully informed about the Project, its land requirements, the implications of donation, their right to refuse, and the Project's policy on 10% maximum donation from their landholding.
        iii. Confirm that land donations were made without coercion, intimidation, or manipulation, based on interviews and available records.
        iv. Verify that the donated land did not exceed 10% of the individual donor's total landholding at the time of donation.
        v. Verify that specific measures were taken to ensure that vulnerable individuals or groups were not pressured into, or disproportionately affected by VLD
        vi. Assess the process of obtaining informed consent from land donors, including evidence of signed agreements and understanding of the terms of donation

vii. Verify the accuracy and completeness of existing documentation related to VLD, including records of consultations, donor agreements, land ownership details, and mapping of donated land parcels.

Scope of Services – Community Scorecards

1. Coordinate with PRMSC to prepare a workplan for conducting CSCs, based on the villages where construction has been completed and service delivery has commenced
2. Prior to conducting a CSC, the TPM Firm's assessors must:
    a. Undergo a comprehensive training from PRMSC on the CSC methodology, the Perceptions Input Matrix, the Community Scorecard Tool, and the scoring key
    b. Review village-level information, including the schemes provided, VO details, and grievances recorded through the Project GRM
3. Coordinate with PRMSC to schedule the on-site community meetings once the relevant village meets CSC criteria, and ensure that the VO and the wider community, including women and vulnerable groups, are informed in advance
4. Conduct on-site community meetings when a village meets the criteria for CSC. For the on-site meeting, the assessor will:
    a. Meet with the VO to gather perceptions on service delivery and expectations using a Perceptions Input Matrix
    b. Convene a wider community meeting to gather and score community feedback using a Community Scorecard Tool
    c. Ensure the participation of women and vulnerable groups, including through separate sessions where culturally appropriate
5. Assign scores for each village on the scorecard using the provided key
6. Provide factual and specific comments for every scorecard item
7. Consolidate village-level scores into contractor-wise findings, and identify issues requiring action by the PRMSC or contractors, along with specific and actionable recommendations
8. Promptly communicate issues requiring urgent attention (e.g. service disruptions or unresolved grievances) to the PRMSC through Briefing Notes

Note on VLD Monitoring Methodology

The TPM Firm is expected to propose a robust, mixed-methods approach for this assignment. This approach must clearly differentiate between:

- The sample-based review methodology for past VLD (as per section 2 under "Scope of Services – VLD Monitoring"), detailing sampling criteria, size, and confidence levels

Key Qualifications and Experience of the TPM Firm

The selected firm must demonstrate:

- A minimum of 10 years of proven experience in conducting environmental and social impact assessments, resettlement planning and monitoring, and third-party monitoring for rural development projects.

- Demonstrable experience in projects involving VLD, with a strong understanding of the associated social risks and mitigation measures
- Knowledge of the World Bank's Environmental and Social Framework
- Familiarity with the legal and administrative framework for land records management and land acquisition in Punjab
- Proven experience in designing and implementing mixed-methods research, including quantitative surveys and qualitative data collection techniques
- Proven experience in conducting community scorecards, beneficiary satisfaction assessments, or other participatory social accountability exercises
- Strong analytical and report writing skills in English
- A team of qualified professionals with expertise in:
    - Social development/sociology/anthropology/ social science
    - Legal compliance especially related to land
    - Land tenure and administration
    - Community engagement and participatory approaches
    - Gender and social inclusion
    - Monitoring and evaluation
    - Mixed methods research and data analysis
- The proposed Team Leader should have at least 10 years of relevant experience, and a postgraduate degree in a relevant discipline
- Experience of working in rural Punjab and an understanding of the local socio-cultural context is highly desirable
- The firm must be an independent entity with no conflict of interest with the Project, the PRMSC, or any of the Implementing Partners.

Deliverables

The Firm will be required to submit the following reports in English:

#	Deliverable	Detail	Timeframe
1	Inception report	Report shall include: detailed methodology, work plan, and schedule for the monitoring period; specific methodology and sampling plan for deliverable 2; detailed methodology and procedures for the continuous, census-based review of all future VLD instances, including coordination protocols with the PRMSC for timely information flow; methodology for Community Scorecards, including community mobilization, conduct of VO and community meetings, scoring, and consolidation of findings, along with the first quarterly CSC workplan; finalized data collection tools for all monitoring activities,	2 weeks after contract signing

		including VLD verification proformas; outlines for deliverables 2, 3, 5, 7 and 8.	
2	Assessment report on past VLD and Community Scorecard	Report shall include: assessment of compliance with project policies and World Bank ESS5; recommendations for addressing any identified non-compliances or unresolved issues for past VLD cases / complete tool for Community Feedback	4 weeks after submission of deliverable 1
3	Filled VLD Verification Proformas / community Scorecard	Completed VLD verification proformas (donors), with supporting documentation, to ascertain the genuineness of VLD and the procedures followed, for each village (village-wise submission) Completed tools (Perceptions Input Matrix and Community Scorecard Tool), scores, and comments for each project village	Within 2 week of completion of Assessment
4	Consolidated Summary Reports	These reports will: summarize key findings, trends, and systemic issues observed during the reporting period; provide an overall assessment of the Project's adherence to VLD related safeguards; evaluate the effectiveness of mitigation measures; highlight good practices and lessons learned; provide strategic recommendations for improving safeguards performance	With in 2 weeks of handing over performas
5	Final Report	Final report of the assignment, covering: (i) VLD compliance, consolidating the findings of the assessment of past VLD and the review of all future VLD cases, the status of all VLD cases and non-compliances, and the Project's overall adherence to VLD related safeguards; (ii) contractor wise consolidated findings of community scorecards, including key findings, trends, systemic issues, and community feedback, and an evaluation of the effectiveness of community engagement and grievance redressal measures; and (iii) good practices, lessons learned, and strategic recommendations for improving safeguards performance and community engagement	Within 2 weeks of completion of consolidated summary

6	Briefing Notes	As requested by PRMSC on specific urgent issues, significant findings requiring immediate attention, or for specific reviews	To be mutually agreed upon on a case-by-case basis

Duration of the Assignment

The total duration of this assignment is expected to be 12 weeks.

Client's responsibilities

1. Nomination of focal persons for VLD and Community Scorecards for the provision of required data and information.
2. Timely provision of all required information and data, including but not limited to the following:
   i. Soft and hard copies of all available data, as well as reports or summary data sheets maintained for recording and tracking progress.
   ii. All SOPs and procedures that are being or were followed during the execution of activities related to VLD, community engagement, and grievance redress.
   iii. Data related to the types of schemes provided to villages/settlements.
   iv. Records related to VLD cases, VOs, and grievances registered under the Project GRM.
   v. Timely notification of all upcoming/proposed VLD cases, and of villages meeting the criteria for CSC.
3. The client's focal persons shall instruct their field staff to facilitate the service provider by providing the requisite data and information, and by assisting in obtaining records from the Revenue Department or other relevant authorities.
4. Facilitate the service provider's team in field data collection by introducing them to local community members, community leaders (VO members), and contractor staff.
5. Review the Community Scorecard tools (Perceptions Input Matrix and Community Scorecard Tool) and scoring key, and training on their use, prior to the initiation of CSCs.
6. Provide the service provider with the requisite NOCs from the concerned departments/authorities for conducting field data collection and other related activities.
7. Timely review of submitted deliverables and provision of feedback.

Note: In most third-party audits, there is a high risk of a lack of coordination or intentional non-cooperation from staff whose records or performance are being audited. Therefore, the client shall ensure that such conflicts do not arise by clearly communicating that the purpose of the audit is to identify underlying weaknesses in existing procedures and protocols rather than to penalize the officials concerned.

Payment Schedule

Sr. No.	Deliverable	Payment (%)
1.	Inception Report (methodology, tools, workplan)	10%
2.	Assessment Report on Past VLD	20%
3.	VLD proformas filled to ascertain the genuineness of VLD and procedures followed (Village-wise submission)	25%
4.	Community Scorecards (Village-wise submission)	15%
5.	Final Report (VLD compliance + Community Scorecards + lessons learnt)	30%