

TORs for Third-Party Monitoring Consultant 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 Punjab¹. 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 feasible². 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	Liaquatpur	286
Rajanpur	Rojhan	88

The Project consists of the following major components³:

- 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 which is managed by the PRMSC directly.

PRMSC seeks to engage an independent and qualified external firm (hereafter referred to as the "TPM Firm") to assess the E&S aspects described above. Additionally, in line with stakeholder engagement requirements, the TPM Firm will also assess beneficiary satisfaction. 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
- 2) Conduct Contractor E&S Performance Scorecards (ESPSC) exercises for all contractors engaged under PRSWSSP for civil works. The Scorecard will be conducted for each village once it meets the criteria for assessment, and consolidated reports for each contractor will be prepared. The TPM Firm will receive tools and training from PRMSC on how to conduct the scorecard assessment prior to the initiation of the activity.
- 3) Conduct Community Scorecards (CSCs) with Village Organizations (VOs) and the wider community. This will be conducted through community meetings for each village once

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.

construction is completed and service delivery has commenced. The Community Scorecards will gauge beneficiary satisfaction and feedback on the Project activities.

Additionally, the secondary **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, and the RPF.
 - 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
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.
3. Verification of VLD Processes for Future VLD (Census based review)
 - a. For all new instances of VLD that occur after the selection of the TPM Firm:
 - i. The Firm will, in collaboration with the PRMSC establish a robust mechanism for timely notification from the PRMSC to the Firm of all upcoming/proposed VLD activities before being formally accepted by the Project.

- ii. The Firm will review and verify each instance of proposed VLD prior to the finalization of the donation where feasible, or shortly thereafter. The exact modality for this (e.g. required documentation, frequency of site visits, etc) shall be detailed by the Firm in its Inception Report and agreed upon with the PRMSC.
- iii. For each future VLD case, the Firm will undertake a thorough verification process, including:
 - 1. Confirmation that all efforts to use suitable state-owned land have been exhausted and documented by the Project before proceeding with VLD
 - 2. Direct verification that consultations with potential land donors are conducted in a meaningful, transparent, and culturally appropriate manner, ensuring that they are fully informed about the project, its land requirements, their right to refuse, and the Project's policy on 10% maximum donation from their total landholding
 - 3. Direct confirmation that the proposed land donation is free from coercion and/or intimidation.
 - 4. Verification that the proposed donated land does not exceed 10% of the donor's total landholding.
 - 5. Verification that specific measures are in place and implemented to ensure that vulnerable individuals or groups are not pressured or disproportionately affected by the proposed VLD
 - 6. Direct assessment of the process to obtain informed consent for each donor
 - 7. Ensuring complete and accurate documentation for each VLD case that is prepared by the Project, including consultation records, donor profiles, consent forms, demarcation and mapping of donated land, and verification of the 10% rule.

Scope of Services – Contractor E&S Performance Scorecards

- 1. Pre-Assessment Preparation
 - a. Prior to conducting an assessment, the TPM firm's assessor must:
 - i. Undergo a comprehensive training on the assessment methodology
 - ii. Examine key documents like the contractor's ESCP, GRM, and E&S monitoring reports
 - iii. Coordinate with PRMSC and the contractor's representative to schedule the on-site visit once the relevant scheme reaches 80% physical completion
 - iv. Ensure that they have a copy of the Scorecard, the relevant SOP document, and any required glossaries.
- 2. On-site Assessment and Scorecard Completion
 - a. The assessor will conduct a one-time, specific assessment when a scheme or subproject reaches approximately 80% physical completion. During the on-site visit, the assessor will:

- i. Systematically inspect active work areas, material storage points, waste collection areas, and labor facilities
 - ii. Collect evidence for each item on the scorecard through direct observation (including photo evidence where possible), document review (e.g. training logs, waste disposal records), and informal consultation with workers and/or community members.
- b. Assign scores for each item on the scorecard using the provided key
- c. Provide factual and specific comments for every scorecard item.
- 3. Calculating Final Scores and Action Plan Development
 - a. The firm is responsible for calculating two types of scores:
 - i. Final scheme score which measures the non-compliance percentage for each subproject (where a lower score indicates better performance)
 - ii. Final contractor score which is determined by averaging the scores of all completed scorecards for a specific contractor.

Developing action plans to address any E&S performance issues identified during the assessment. The TPM firm will be responsible for formally communicating and tracking these corrective actions.

Scope of Services – Community Scorecards

- 1. Coordinate with PRMSC to prepare a quarterly workplan for conducting CSCs
- 2. Coordinate with PRMSC to schedule the on-site community meetings once the relevant village meets CSC criteria
- 3. 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
- 4. Assign scores for each village on the scorecard using the provided key
- 5. Providing factual and specific comments for every scorecard item

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), detailing sampling criteria, size, and confidence levels
- The census-based review methodology for all future VLD instances (as per section 3 under “Scope of Services”), detailing the process for real-time review, verification protocols, and coordination with the PRMSC

Key Qualifications and Experience of the TPM Firm

The selected firm must demonstrate:

- A minimum of 20 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
- 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
 - Environmental management
 - Monitoring and evaluation
 - Mixed methods research and data analysis
- The proposed Team Leader should have at least 15 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; finalized data collection tools for all monitoring activities; outlines for deliverables 2 and 3.	4 weeks after contract signing
2	Assessment report on past VLD	Report shall include: assessment of compliance with project policies and World Bank ESS5; recommendations for addressing	8 weeks after submission of deliverable 1

		any identified non-compliances or unresolved issues for past VLD cases	
3	Monthly VLD monitoring reports	Report shall cover all VLD activities reviewed during the reporting month and will include at minimum: number and details of VLD cases reviewed, findings on compliance with established VLD procedure, status of all reviewed VLD cases, any emerging issues, risks, or identified non-compliances; specific actionable recommendations for the PRMSC to address any issues; a cumulative tracker of all VLD cases monitored.	Monthly after submission of deliverable 1
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	Annually after contract signing, or at a frequency agreed with PRMSC
5	Filled E&S Performance Scorecards	Completed tools, scores, and action plans for each project village	Within 1 week of completion of assessment for each village
6	Interim E&S Performance Reports	Contractor wise reports to be submitted for consolidated findings of scorecard assessments. These reports will: summarize key findings, trends, and systemic issues observed for each contractor; provide an overall assessment of the contractors adherence to E&S safeguards; evaluate the effectiveness of mitigation measures; highlight good practices and lessons learned; provide strategic recommendations for improving safeguards performance	Quarterly
7	Final E&S Performance Report	Contractor wise report to be submitted for final consolidated findings of scorecard assessments. This report will: summarize key findings, trends, and systemic issues observed for each contractor; provide an overall assessment of the contractors adherence to E&S safeguards; evaluate the effectiveness of	Within 1 month of completion of scorecards for all villages

		mitigation measures; highlight good practices and lessons learned; provide strategic recommendations for improving safeguards performance	
8	Filled Community Scorecards	Completed tools and scores for each project village	Within 1 week of completion of assessment of each village
9	Interim Community Scorecard Reports	Contractor wise reports to be submitted for consolidated findings of community scorecards. These reports will: summarize key findings, trends, and systemic issues observed for each contractor; community feedback; evaluate the effectiveness of community engagement and grievance redressal measures; highlight good practices and lessons learned; provide strategic recommendations for improving community engagement	Quarterly
10	Final Community Scorecard Report	Contractor wise report to be submitted for consolidated findings of community scorecards. This report will: summarize key findings, trends, and systemic issues observed for each contractor; community feedback; evaluate the effectiveness of community engagement and grievance redressal measures; highlight good practices and lessons learned; provide strategic recommendations for improving community engagement	Within 1 month of completion of scorecards for all villages
11	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 the entire remaining duration of completion of pilot phase villages commencing from [DATE]. The TPM Firm will be required to conduct monitoring activities at regular intervals throughout this period, aligned with the Project's implementation schedule for VLD.

Client's responsibilities

1. Nomination of focal persons for VLD and E&S 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 E&S safeguards and VLD.
 - iii. Data related to the types of schemes provided to villages/settlements.
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. Provide the service provider with the requisite NOCs from the concerned departments/authorities for conducting field data collection and other related activities.
6. 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	15%
3.	VLD proformas filled (Donors + neighbours) to ascertain the genuineness of VLD and procedures followed (Village-wise submission)	25%
4.	E&S Performance Scorecards (Village-wise submission)	25%
5.	Community Scorecards (Village-wise submission)	15%
6.	Final Report (Contractor's E&S Performance + Community scorecard + VLD compliance + lessons learnt)	10%

Selection Method

Consultant's Qualifications-Based Selection (CQS) through Limited Competition