**TERMS OF REFERENCE**

**CORRECTIVE ACTION PLAN (CAP) IMPLEMENTATION CONSULTANT**

**Hired under Karachi Water & Sewerage Services Improvement Project (KWSSIP) for Implementation Support to the Resettlement Unit -KWSC**

1. **Introduction**

The Federal Government of Pakistan through the Pakistan Water and Power Development Authority (WAPDA), is executing the K-IV Project Phase 1, which aims to provide an additional 260 Million Gallons per Day (MGD) of bulk water to Karachi. The Second Karachi Water and Sewerage Services Improvement Project (KWSSIP-2) is being implemented by Government of Sindh (GoS) with financing from the World Bank (WB) and the Asian Infrastructure Investment Bank (AIIB) with counterpart sharing of GOS on 40:20:20 cost sharing basis.

Under KWSSIP-2, the K-IV Augmentation Project is being undertaken to integrate the K-IV Project into Karachi’s water distribution network. Given its critical role, the K-IV Project has been designated as an "Associated Facility" under the World Bank’s Environmental and Social Framework (ESF), requiring compliance with the WB Environmental and Social Standards.

The K-IV Project, part of the Greater Karachi Bulk Water Supply Scheme, aims to address Karachi's water demand. Land acquisition for the project began in 2014, with a 1000 ft. Right of Way (ROW) along a 111 km canal passing through Thatta and Malir districts, covering 12,469.33 acres. Of this, 11,396 acres were government-owned, and 1,073.36 acres were privately owned in Malir. Compensation for private land in Malir was paid in 2017 and 2018.

A Corrective Action Plan (CAP) has been developed to address resettlement as per the World Bank’s Environmental and Social Standard (ESS) 5: Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement. The CAP aims to ensure that affected persons receive fair compensation, alternative livelihoods, and resettlement assistance per the requirement of the WB ESF and ESS 5. The CAP was further revised and now includes an Addendum that should be read together with the CAP.

To ensure effective implementation of the Corrective Action Plan–Resettlement Plan (CAP–RP), including its Addendum, cleared by the World Bank, and in accordance with the Sindh Resettlement and Rehabilitation Policy, 2022, a dedicated Resettlement Unit (RU) has been established at Karachi Water and Sewerage Corporation (KW&SC).

A qualified firm will be engaged to plan, implement, monitor, and report on the corrective resettlement measures, in full compliance with national regulations and World Bank safeguard policies.

**Institutional Arrangements**

* Resettlement Unit (RU) of KW&SC KWSSIP - Responsible for overall project execution and ensuring compliance with the CAP - RP requirements reflected in PC-1 for compliance with applicable legal and operational frameworks and to meet the World Bank ESF.
* **Independent Monitoring Consultants (IMC)**: Conduct external evaluations and implementation of CAP with WB safeguards.

**2. Objectives**

The primary objectives of engaging the CAP Implementation Firm are to:

* Review the CAP – RP document cleared by the WB to provide complete support to RU in implementation of CAP-RP.
* Ensure full compliance of resettlement related activities with, but not limited to, provincial, national and World Bank Environmental and Social Framework (ESF).
* Assist RU to provide fair compensation and livelihood restoration support to identified Project Affected Persons (PAPs) according to the CAP-RP, its Addendum, and PC-1.
* Implement a Grievance Redress Mechanism (GRM) for addressing disputes and concerns of PAPs including women and vulnerable community members
* Maintain transparency and stakeholder engagement throughout the resettlement process.
* Facilitate institutional coordination among RU KWSC, PIU KWSSIP K-IV PIU, and relevant government agencies.
* Ensure internal monitoring of CAP - RP, including its Addendum, implementation as per the activity wise plan in the CAP – RP Addendum and prepare project completion report.

1. **Scope of Services**

The CAP Implementation Firm will be responsible for the following key tasks:

**3.1 Validation and Verification of Data provided in CAP .**

* Review, confirm and re validate the list of PAP’S and affected structures provided in WB approved CAP-RP.
* Confirm and update the missing details, if any, related to PAPs' addresses, CNICs, and contact numbers of the PAP’s list provided in WB approved CAP document, in coordination and with the approval of District Administration / LAO.
* Ensure that all missing information is collected, verified, and documented in coordination with relevant authorities to facilitate the smooth execution of the resettlement plan.
* Computerize all resettlement-related data, including land acquisition and compensation records, and maintain a comprehensive database. This data bank will serve as a key resource for implementation, monitoring, and reporting, and will be made accessible to the RU-KWSC

**3.2. Status of Court Cases**

* Track the status of court cases filed by the PAPs and update their status on a monthly basis. However, filing of any new law suit shall be reported to the PD RU within 48 hours.
* Document and maintain records of disputes or issues causing delays in compensation disbursement or receipt, including the names of involved individuals including the court cases.
* Report any unanticipated impacts encountered during implementation to RU-KWSC

**3.3. Stakeholder Engagement and Consultation**

* Public consultations shall be conducted with Project Affected Persons (PAPs), affected communities, and other relevant stakeholders. All communication messages prepared by the firm must first be approved by the Project Director, Resettlement Unit (PD RU).Liaise with government agencies, local authorities, and community representatives.
* Ensure gender-sensitive stakeholder engagement, particularly for women and other vulnerable groups.
* Design, plan, and implement an information campaign to inform PAPs about their entitlements, eligibility criteria, and procedures for accessing compensation and support.

**3.3 Resettlement Aspects**

* Assist RU to develop a mechanism for the compensation payments as per PC-1, CAP -RP and addendum.
* Contact identified PAPs for disbursement of compensation packages defined in CAP-RP, its Addendum, and PC-1.
* Maintain records, including copies of notices issued to PAPs and the number of contact attempts made.
* Implement the mechanism and facilitate all compensations as outlined in the CAP RP (including Addendum) payments to the identified PAPs.

**3.4 Grievance Redress Mechanism (GRM) Implementation**

* Formation of PAPs inclusive committees.
* Establish and operationalize GRM committees at the local and RU levels.
* Ensure PAPs have access to multiple grievance reporting channels. Also, ensure that the PAPs are fully aware of the grievance redress procedure and the process of bringing their complaints to the grievance redress committees (GRCs)
* Maintain detailed records of grievances and ensure timely resolution as per the GRM outlined in the CAP - RP document.

**3.5 Monitoring and Evaluation (M&E)**

* Develop a Resettlement Monitoring Framework with key performance indicators.
* Conduct regular site visits to monitor CAP implementation progress.
* Coordinate with Independent Monitoring Consultants (IMC) for external evaluation.

1. **Reporting and Documentation**

Prepare and submit the following reports:

* Inception Report (within the first month)
* After signing the contract, the firm shall submit Monthly and Quarterly Progress Reports in line with the activity-wise implementation plan outlined in the PC-1 and CAP RP Addendum including any issue that might hinder the progress. Final CAP Implementation Report, summarizing all activities, lessons learned, and recommendations.

Any other relevant task assigned by PD -RU KWSC.

1. **Expected Duration of the Assignment**

As per the timelines and the CAP Implementation Plan outlined in the CAP Addendum, the assignment is expected to be completed within 12 weeks. However, to accommodate the submission of the final report and the World Bank’s evaluation of the full implementation of the CAP-RP, the assignment may be extended up to 24 weeks. The Consultant/Firm is required to remain flexible and responsive to project requirements throughout the assignment period. All experts mentioned below will be required for the entire duration of the assignment**.**

1. **Professional Qualifications and Key Experts**

The professional qualifications key personnel are:

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| **Experience of Personnel:** | |
| **Team leader (Senior Resettlement Specialist)** | * Master's degree in a relevant field (e.g., social work, social sciences, sociology). * At least 10 years working experience as a development and execution expert * At least ten (10) years of experience in land acquisition and resettlement planning and implementation. * Confirmed experience in community development activities, preferably in implementing income generating activities and strategies. * A proven track record in Resettlement, livelihood restoration, development, planning and implementation; * Understanding of working with marginalized and vulnerable communities, their issues and concerns; * Excellent organizational and time management skills; * Demonstrated leadership and technical abilities to communicate ideas verbally and in writing. * Outstanding communication, interpersonal and leadership skills. * Have a deep understanding of M&E principles, including data collection, analysis, and reporting. Familiar with different M&E frameworks and methodologies, such as logical frameworks, results-based management, and participatory monitoring. |
| **Community Engagement Expert** | * A bachelor's or master's degree in a relevant field (e.g., gender studies, social sciences, international development). * At least 7 years’ experience working with, and confirmed knowledge of, community-based organizations, NGOs and other civil society organizations operating at the local level; * Building and maintaining positive relationships with community members and stakeholders * Understanding and respecting cultural differences is key to successful * Managing community engagement projects, including planning, implementation, and evaluation. * Have an understanding of community development principles and practices * Ability to analyze data and report on community engagement activities, including progress and outcomes * An excellent communicator and have the ability to tailor message to different audiences. * Familiarity with socio-economic conditions in underprivileged areas and marginalized communities. * Expertise in working with differently abled and vulnerable groups; * Experience in conducting workshops, meetings and FGDs with communities, elderly and influential groups; * Fluency in Sindhi is an advantage. |
| **Financial Specialist** | * A Master's degree in Finance, Accounting, Economics, Business Administration, or a related field from a recognized institution. Professional certifications such as ACCA, CPA, or * At least **seven (7) years of professional experience** in financial management, preferably in development or infrastructure projects. * Proven experience in **budget planning, financial analysis, tracking of project expenditures, and financial reporting** in line with donor and national financial management standards. * Prior experience working on **World Bank-funded or other international donor-supported projects**, with a thorough understanding of donor financial guidelines and reporting requirements. * Familiarity with **Pakistan’s financial management systems**, including budgeting, procurement, and audit processes at the provincial and federal levels. * Demonstrated knowledge of **financial compliance frameworks**, including anti-corruption measures, internal controls, and fiduciary risk mitigation. * Proficient in using financial management software and tools for **monitoring, evaluation, and reporting**. * Capable of coordinating with multidisciplinary teams to support cost-effective and timely implementation of project activities. |
| **Gender Expert** | * Master’s degree in Gender Studies, Sociology, Social Work, or a related discipline. * At least 7 years of demonstrated experience integrating gender considerations in resettlement or development programs. * Expertise in gender-sensitive planning, conducting gender impact assessments, and developing gender action plans. * Proven track record in addressing SEA/SH risks, GBV prevention, and gender-inclusive stakeholder engagement. * Experience in designing and implementing awareness campaigns and capacity-building programs on gender equality. * Familiarity with World Bank ESF (particularly ESS1, ESS4, and ESS10) and national gender policies. * Skilled in gender-disaggregated data collection, analysis, and monitoring. * Strong communication and training skills to engage both male and female community members |
| **Legal Expert** | * A bachelor's or master’s degree in Law (LL.B or LL.M) with specialization in Environmental Law, Land Laws, or a related field. * At least 10 years of demonstrated experience in legal advisory roles, particularly in environmental compliance, land acquisition, and resettlement projects. * Strong knowledge of national and provincial environmental laws, land acquisition regulations, and social safeguard policies, including the Sindh Resettlement and Rehabilitation Policy 2022. * Familiarity with international environmental and social safeguard frameworks (e.g., World Bank, ADB, IFC). * Experience in contract review, regulatory compliance, and legal due diligence for infrastructure or development projects. * Proven ability to handle dispute resolution and stakeholder engagement on legal matters. * Ability to work effectively in a multidisciplinary team and multicultural environment. |

**7. Expected Deliverables and Timelines**

Payments will be released based on the achievement of key deliverable, including:

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| **Sr. No** | **Deliverable** | **Timeline** | **Payment %** |
| 1 | **Inception Report** | Within two weeks after contract award | 10% |
| 2 | Data Verification and Validation | Within six weeks after contract award and acceptance of Inception Report | 15% |
| 3. | Monthly Progress Reports | Within first week of Every month | 15% |
| 4. | Mid-Term Report and Evaluation Findings | By the end of the 06 weeks contract after award | 15% |
| 5. | Draft CAP -RP Report | By the end of 12 weeks after the award of the contract | 20% |
| 6. | Final CAP Implementation Report | Final report to follow WB and RU comments on draft report. | 25% |

**8.** **Client’s Input and Counterpart Personnel**

(a) Services, facilities and property to be made available to the Consultant by the Client: N/A

(b) Professional and support counterpart personnel to be assigned by the Client to the Consultant’s team: Project Director Resettlement Unit