

TERMS OF REFERENCE
SENIOR SOCIAL DEVELOPMENT SPECIALIST
KARACHI WATER & SEWERAGE SERVICES IMPROVEMENT PROJECT

1. Introduction

Karachi is Pakistan's largest city, main seaport and international trade hub. It encounters numerous challenges among which water supply and sewerage are the worst affected services, falling far short of the city's expanding needs. To mitigate this gap, develop these services for Karachi and strengthen the Karachi Water and Sewerage Corporation (KWSC) to become a financially viable and technically well performing water utility that ensures clean, safe drinking water and sewerage services to public, the Government of Sindh GoS / KWSC partnered with the World Bank Group through the Karachi Water and Sewerage Services Improvement Project (KWSSIP). The Karachi Water and Sewerage Services Improvement Project (KWSSIP) encompass a USD 1.6 billion reform-led investment program, to be implemented in four phases over a period of 12 years. Phase 1, with an investment portfolio of USD 100 million, is currently under implementation, and a Project Implementation Unit (PIU) has been established for this purpose. The Project Proposal Form (PC-1) for the Second Phase of KWSSIP amounting to US\$600 Million has been approved by the Executive Committee of the National Economic Council (ECNEC). The project has been approved by the World Bank Board on 12th December 2024. The project is being implemented by the Government of Sindh (GoS) and the Karachi Water and Sewerage Corporation (KWSC) through multiple procurement processes, expected to occur within a short timeframe. The project activities aim to achieve key milestones, including addressing environmental aspects associated with the proposed project components.

The following are the project components:

Component 1 – Operational & Enabling Environment Reform

- a. Institutional Reforms and Capacity Building in Human Resource (HR)
- b. Implementation of Communication Program & Capacity Development of Customer Relations Management (CRM)
- c. Implementation of Gender Action Plan (GAP)
- d. Capacity Building in Asset Management, GIS and Data Collection Strategy
- e. Preparation and Implementation of Water Safety Plans
- f. Outsourcing of Metering & Operation and Maintenance (O&M)
- g. Advance Studies for the adaptation of Trenchless technology of Infrastructure development in Karachi Water and Sewerage Program
- h. Financial Management improvement

Component 2 – Infrastructure Investments

- a. Rehabilitating Water Supply and Sewerage in Selected Low-Income Communities
- b. Priority Sewer Network Rehabilitation and Extension
- c. Priority Water Network Rehabilitation including O&M equipment, meters & District Metered Areas (DMAs) to reduce Non-Revenue Water (NRW)
- d. Priority Works for Reducing Energy Consumption
- e. K-IV Augmentation and Downstream Allied Works
- f. Rehabilitation of Existing Filtration Plants (NEK K-II, 100 MGD, Pipri JBIC 50 MGD)
- g. Viability Gap Funding (VGF) to support Public Private Partnership (PPP) Interventions

Component 3 – Project Management and Studies

- a. Design Review and Construction Supervision of the Proposed Sub-Projects of Phase-2:
- b. Follow-up studies on energy audits:
Preparation of KWSSIP -3, feasibility, E&S study, designing & PC-1, follow up study from the Master Plan Study

2. Key duties, functions and responsibilities

The Senior Social Development Specialist will support the PIU in the implementation, monitoring, and documentation of all social standards -related activities under KWSSIP-2. The position will ensure compliance with the World Bank's Environmental and Social Framework (ESF), national laws, and the project's Environmental and Social Commitment Plan (ESCP).

In addition to working for the PIU, KWSSIP towards the WB ESS Compliances, the Senior Social Development Specialist will also assist the Project Director of the Resettlement Unit of KWSC in implementing the Corrective Action Plan (CAP) – Resettlement Plan and the Environmental & Social Review – Gap Analysis for the K-IV Main Project, in alignment with the requirements of local regulations and the Environmental and Social Framework (ESF).

The Specialist will focus on resettlement assistance, community and stakeholder engagement, gender inclusion, grievance redress, and implementation of the Gender Action Plan (GAP)—particularly in urban and informal settlement contexts.

The specialist will also liaise with related entities like the KWSC, the Planning and Development Department's Project Coordination and Monitoring Unit, the Water and Power Development Authority, Sindh Transmission and Dispatch Company (STDC) and the Sindh Irrigation Department to support compliance with the KWSSIP-2 E&S instruments and ESCP.

3. Scope of Work

- Assist in field-level implementation of Resettlement Plans (RPs), Corrective Action Plan (including its Addendum), Labor Management Procedures (LMPs), and Community and Occupational Health and Safety Plans.
- Monitor contractors' and consultants' compliance with social risk management measures, including labour standards, site-level social risk mitigation, and workers' welfare.
- Support identification and timely resolution of on-site social issues in coordination with the relevant stakeholders of the Project.
- Facilitate consultations and community meetings, ensuring inclusion of disadvantaged and/or vulnerable groups
- Support implementation of the Stakeholder Engagement Plan (SEP) in field locations, including urban slums (katchi abadis).

- Maintain regular liaison and engagement with local NGOs, community-based organizations, and social leaders in support of inclusive project delivery under the guidance of the Senior Social Specialist
- Support the implementation of the Gender Action Plan (GAP) at the field level, in coordination with the Gender Specialist of PIU.
- Track and report on Gender Action Plan (GAP) indicators (e.g. women's participation, benefits, training access, employment data).
- Ensure that consultation, hiring, training, and service delivery processes are gender-inclusive and reflect GAP objectives.
- Promote safe spaces for women and support gender-balanced participation in grievance redress, consultation, and decision-making.
- Assist in organizing women-focused outreach and training sessions.
- Flag gender-related challenges in project implementation, including risks of Gender-Based Violence (GBV), exclusion, or underrepresentation.
- Act as the field-level focal point for GRM, ensuring grievances are documented, categorized, and reported to the PIU.
- Ensure women and vulnerable groups have equitable and safe access to the GRM.
- Conduct awareness-raising activities and facilitate accessibility of GRM in local languages and through trusted community channels.
- Follow up on pending grievances and assist in documentation of case resolution and beneficiary feedback.
- Conduct field monitoring visits and document social safeguard and gender-related progress, challenges, and risks.
- Prepare weekly/monthly field reports with input on resettlement progress, stakeholder engagement, gender action, and grievance resolution.
- Support collection and reporting of disaggregated data (by gender, vulnerability, etc.) for all relevant indicators.
- Assist in compiling field-level inputs for quarterly reports, supervision mission documents, and World Bank reporting.
- Organize or support field-level training and awareness sessions on:
 - Community and occupational health and safety
 - Gender equality and inclusion
 - Labor standards and workers' rights including code of conduct

- Gender-Based Violence (GBV)/Sexual Exploitation and Abuse (SEA) awareness and referral pathways
- Grievance mechanism
- Stakeholder engagement and consultations
- Promote respectful workplace behaviour and inclusive communication in interactions with community members and contractors.
- Assist the PIU in the preparation quarterly progress reports for submission to PIU / World Bank detailing project progress in terms of social management and implementation status of KWSSIP-2 ESIAs, ESMPs, RPs, ARPs, and other documents / plan as specified in the ESCP.
- Assist in the establishment of the E&S cell in KWSC as per the recommendations of the E&S institutional assessment report. This will include development of TORS for various roles, providing training and mentoring for KWSC environmental cell staff as needed.
- Carry out any additional tasks assigned by the Project Director for effective implementation of ESF standards, social and gender commitments.
- Provide field coordination support during third-party monitoring visits or audits related to social and gender safeguards.

Support the RU in the implementation of the CAP -RP and E&S Review Gap actions including but not limited to the following:

- Provide guidance and technical support to the CAP–RP Implementation Firm in the validation and updating of Project Affected Persons (PAPs) data and compensation records.
- Facilitate compensation disbursements and monitor compliance with CAP–RP provisions.
- Support the effective functioning of the Grievance Redress Mechanism (GRM), including documentation and tracking of grievances.
- Conduct joint field visits with the CAP–RP Implementation Firm and assist in consultations with PAPs and relevant stakeholders.
- Assist the CAP–RP Implementation Firm in tracking court cases and identifying unanticipated impacts during implementation.
- Coordinate and oversee the implementation of E&S Review Gap Actions through WAPDA–KIV Main, ensuring close collaboration with the WAPDA–KIV Main Supervision Consultant for effective execution and reporting.
- To ensure that relevant documents as mentioned in the E&S Review and Gap report are prepared and implemented including LMP, Gender Action Plan and SEP.
- Ensure the preparation and implementation of key safeguard instruments, including the Labor Management Procedures (LMP) and the Stakeholder Engagement Plan (SEP).
- Monitor the implementation of occupational health and safety measures on-site as outlined in the LMP.
- Ensure that all relevant trainings related to the World Bank’s Environmental and Social Framework (ESF) are conducted in a timely and effective manner.

- Assist the RU in preparing monthly and quarterly progress reports for submission to the K-IV Coordination and E&S Implementation Committee.
- Support the effective operation of the Grievance Redress Mechanism (GRM), including the documentation, tracking, and resolution of grievances.
- Conduct regular field visits to K-IV Main project sites to assess and verify compliance with World Bank ESF requirements.
- Coordinate closely with the CAP–RP Implementation Firm and the Independent Monitoring Consultant (IMC) to report progress on CAP–RP and Gap implementation.

4. Position Requirements

Qualification

- Master’s degree or above in social sciences (e.g. development studies, sociology, human geography, urban studies, anthropology or any relevant subject) from a recognized university.

Experience

- At least 10 years or above of experience including but not limited to working with communities, community mobilization and engagement. Relevant experience in the preparation of or assisting in the preparation of community or stakeholder engagement/mobilization strategies or plans, participatory development plans.
- Experience in resettlement management, implementation of social safeguards and preparation of or assisting in the preparation of at least 5 resettlement plans for infrastructure projects Experience in urban settings would be an advantage.
- Strong knowledge of relevant Federal, Provincial, and local laws, standards, regulations, and policies such as those pertaining to land acquisition and resettlement, labour management and protection, special protection legislation, mechanisms and provisions pertaining to women and vulnerable and marginalized groups.
- Strong knowledge of the social safeguards/ social risk management policies and environment and social frameworks, and compliance requirements of IFIs (e.g. World Bank, Asian Development Bank, Asian Infrastructure Investment Bank, JICA etc.)
- Prior experience of working on resettlement and/or social risk management in IFIs-funded projects is an added advantage

Core Competencies

- Strong knowledge of participatory methods, techniques, and practices for community engagement and mobilization, social assessments, qualitative studies, survey and resettlement planning.
- Research, interpret and apply technical information to prepare clear and concise management reports; apply logical supporting information to justify decisions and recommendations.
- Ability to collect, record and manage large datasets.

- Work with diverse groups to achieve desired results.
- Establish and maintain cooperative relations with others.
- Excellent written and spoken communication skills in English and Urdu.

5. Reporting Line

The Specialist will report to the Project Director, KWSSIP. The Specialist will also liaise with the PD RU in CAP RP and E&S Review Gap Implementation and work closely with the relevant stakeholders including PIU KIV Main contractors, supervision consultants, and community stakeholders.

6. Contract Duration

The Specialist is required to work for the KWSSIP-2 for a period of Three (03) years. The Probation Period will be for 3 months during/up to which contract may be terminated owing to unsatisfactory performance. Contract can be terminated with one month notice period by either party. The position is based in Karachi with travel requirements to the site as & when required.

7. Salary, Benefits, and Conditions of Service

Market competitive salary based on qualification and experience will be offered. The salary, benefits will be discussed and agreed with the successful candidate. The contract and conditions of service follow the general conditions of service as stipulated in the Project Operations Manual (POM). These will also be discussed and agreed with the successful candidate.

8. Selection Process

An individual will be selected in accordance with process stipulated in Section VII of “Approved Selection Methods: Consulting Services, Clause 7.34, Approved Selection Methods for Individual Consultants under The World Bank Procurement Regulations for IPF Borrowers (Fifth Edition September 2023), available on

<https://thedocs.worldbank.org/en/doc/6c0602876d68949e80820507d90a14ed-0290012023/original/Procurement-Regulations-September-2023.pdf>