

**GOVERNMENT OF PAKISTAN
BALOCHISTAN WATER SECURITY AND PRODUCTIVITY IMPROVEMENT
PROJECT (BWSPIP)**

**Terms of Reference and Scope of Services
Consulting Services – Social Development Specialist (Individual
Consultant)**

For Component B: Improvement of Quetta Water Supply Systems

Background

Quetta, the provincial capital of Balochistan, faces severe water scarcity driven by rapid urbanization, declining groundwater levels, climate variability, and aging infrastructure. The city depends heavily on over-exploited alluvial aquifers, with extraction exceeding recharge, resulting in falling water tables and deteriorating water quality. The existing water supply system suffers from limited storage, inefficient distribution, high non-revenue water, and weak operation and maintenance, leading to irregular and inadequate access to safe drinking water.

To address these challenges, the Government of the Islamic Republic of Pakistan, through the Government of Balochistan (GoB), with support of the World Bank (WB), is implementing the Balochistan Water Security and Productivity Improvement Project (BWSPIP). The project development objective is to improve flood protection, increase access to water for productive use, and improve water supply service delivery in selected areas of Balochistan.

The Improvement of Quetta Water Supply Systems (IQWSS) is a key sub-project under the BWSPIP, focusing on both infrastructure development and institutional strengthening interventions. The QWASA Project Implementation Unit (PIU) is responsible for the overall implementation and coordination of IQWSS activities. The sub-project includes a comprehensive set of activities such as improvement and rehabilitation of water supply and wastewater infrastructure, groundwater monitoring and management, assessment of bulk surface water transfer options for Quetta city, promotion of rainwater harvesting and watershed management, and strengthening the institutional capacity of Q-WASA.

To ensure compliance with relevant social safeguard policies e.g., World Bank's Environmental and Social Framework (ESF), the services of a Social Development Specialist will be required that will play a critical role in ensuring that the project complies with relevant social safeguards policies including community health and safety, labor management, land acquisition, cultural heritage and stakeholder

engagement. His/her tasks are designed to prevent, mitigate, or compensate for any adverse social impacts particularly on disadvantaged and vulnerable populations.

The Social Development Specialist will directly report to the Project Director and will be based full-time at the QWASA-PIU. The responsibilities will include, but not be limited to:

- Provide overall support and guidance to the QWASA-PIU on social safeguard and social risk management issues in line with the World Bank ESF.
- Lead and support preparation, implementation, monitoring, and updating of Social Impact Assessments (SIA), Social Management Plans (SMPs), Resettlement Action Plans (RAPs), and Voluntary Land Donation (VLD) documentation.
- Support implementation and monitoring of the Environmental and Social Commitment Plan (ESCP), Stakeholder Engagement Plan (SEP), Labor Management Procedures (LMP), and other safeguard instruments.
- Monitor contractor compliance with social safeguard obligations, labor management requirements, community health and safety provisions, and stakeholder engagement commitments.
- Undertake regular field visits to monitor social safeguard compliance and recommend corrective measures where necessary.
- Facilitate meaningful, inclusive, and appropriate stakeholder consultations with project-affected communities, water consumers, residents of low-income and underserved areas, vulnerable and marginalized groups, women, community leaders, local authorities, civil society organizations, and other relevant stakeholders in accordance with the Stakeholder Engagement Plan (SEP).
- Ensure effective implementation, operation, and monitoring of the Grievance Redress Mechanism (GRM), including maintenance of grievance records and timely resolution of complaints.
- Support implementation of land acquisition and involuntary resettlement activities, where required, in accordance with applicable safeguard instruments.
- Ensure all Voluntary Land Donation (VLD) processes are transparent, voluntary, documented, and compliant with World Bank requirements.
- Review socio-economic surveys, baseline studies, screening reports, and safeguard assessments prepared under the project.
- Develop safeguard monitoring indicators and reporting systems.
- Prepare monthly, quarterly, and annual safeguard monitoring and progress reports.

- Provide training and capacity-building support to QWASA-PIU staff, contractors, consultants, and community representatives on social safeguards, ESF requirements, GRM, and stakeholder engagement.
- Coordinate closely with environmental specialists, engineers, contractors, consultants, district administration, civil society organizations, and relevant stakeholders.
- Support development and implementation of communication and awareness strategies related to project safeguard activities.
- Perform any other assignment related to social safeguards and community engagement assigned by the Project Director.

2. Qualification and Experience

The Consultant must possess the following qualifications and experience:

- Master's degree (minimum 16 years of education) specifically in Sociology, Social Sciences, Rural Development, Community Development, Development Studies from a recognized university.
- Minimum seven (07) years of post-qualification professional experience in social development, social safeguards management, stakeholder engagement, community development, or social risk management, preferably in urban water supply and sanitation, municipal services, utility strengthening and infrastructure development.
- Demonstrated experience in the development sector, preferably in projects related to urban water supply and sanitation, institutional strengthening, public service delivery, or community development.
- Proven experience in stakeholder engagement, training and awareness raising, and community consultation processes involving project-affected communities, water consumers, residents of low-income and underserved areas, community-based organizations, vulnerable groups and conflict-sensitive engagement approaches.
- Demonstrated experience in design, management, and monitoring of grievance redressal mechanisms (GRM) and social risk mitigation measures. (Certifications required)
- Experience working in similar geographical and socio-cultural conditions, particularly in urban, peri-urban, underserved, and vulnerable communities. Familiarity with the institutional arrangements, local governance systems, socio-economic conditions, and community dynamics of Quetta will be an added advantage.
- Strong communication, coordination, documentation, and reporting skills.
- Knowledge of local languages.

3. Salary and Benefits

A market-based, competitive salary (lump sum with no additional benefits) shall be offered based on qualifications and relevant experience.

4. Time Frame of Consultancy

The services of the Consultant shall be acquired for the duration of the Project, subject to satisfactory performance and annual performance evaluation.

5. Selection Process

Consultants shall be selected following the procedures set out in the World Bank Procurement Regulations for IPF Borrowers (Fifth Edition, September 2023), under Open Competitive Selection of Individual Consultants.