

TORs for Social Management Specialist (Federal Board of Revenue)

Background and Objectives

Federal Board of Revenue is implementing the Pakistan Raises Revenue Project (PRRP) with the assistance of the World Bank. The objective of the project is to contribute to a sustainable increase in domestic revenue by broadening the tax base and facilitating compliance. PRRP comprises two components: Component-1 (US\$ 320 Million): Result-based components and Component-2 (US\$ 80 Million): Investment Project Financing.

The FBR aims to improve its capacity to manage issues related to social safeguards and development, in line with the requirements of World Bank Environmental and Social Framework (ESF). The FBR therefore plans to hire the services of a qualified Social Management Specialist (SMS) with the requisite skills and experience for its Program Office (PO). The PO will be supporting the implementation of the FBR's Institutional Transformation Program, including its ICT Development Strategy, as well as the preparation and implementation of the upcoming activities and projects.

Under the Program, Stakeholder Engagement Plan (SEP) as well as Environmental and Social Management Plan (ESMP) have been finalized. The SMS will be responsible for implementation of SEP and ESMP. The associated monitoring and reporting activities will need to be conducted in line with the Environmental and Social Management Plan, SEP and World Bank's Environmental and Social Framework (ESF). The project has been screened against the ten Environmental and Social Standards (ESS) that are well defined in the ESF manual. Going forward, the FBR is planning to establish internal capacity in social management, so that the organization is able to complete social management activities efficiently and in compliance with applicable laws and regulations.

Scope of Services

The intended services of the Social Management Specialist will be required at the following stages of the FBR project:

SMS will be responsible to prepare and/or implement all social safeguard documents as per the ESF, namely the Project's Social Assessment, Stakeholder Engagement Plan, ESMP, and Labor Management Procedures. The SMS will work together with the Environmental Specialist hired by the FBR for the project.

- a) SMS will ensure timely completion, implementation and updating/ reiterating the Stakeholder Engagement Plan for the project that will comply with the World Bank's Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure and will provide the process of stakeholder engagement.
Specifically, the consultant will be required to:

- i. **Continuously conduct stakeholder mapping** (definition, identification and analysis) based on desk review and workshops.
 - ii. **Implement and update/reiterate the Stakeholder Engagement Plan** based on the above.
 - iii. Develop tools/templates and instruments for implementing the SEP.
 - iv. Develop and implement a social management capacity building training for Provincial Revenue Authorities per the SEP.
 - v. Disseminate the Stakeholder Engagement Plan to identified stakeholders through communication channels as well as during training workshop.
 - vi. Coordinate with Environmental Specialist and implement social measures in accordance with Project's ESMP.
 - vii. Develop tools for implementation of social measures in accordance with the ESMP.
 - viii. Represent Program Office during social management meetings/events with the World Bank and project stakeholders.
 - ix. Conduct stakeholder consultations and engage with multiple stakeholders according to the medium, frequency and tools as suggested by the Stakeholder Engagement Plan.
 - x. Make any required changes to the Stakeholder Engagement Plan.
 - xi. Develop additional social management plans and documents as and when required by the Program Office and World Bank.
 - xii. Implement Project's Grievance Redress Mechanism (GRM) and be the focal person for recording and resolution of social grievances in accordance with the requirements of GRM.
 - xiii. Develop quarterly data on GRM and incorporate the same in the progress reports.
 - xiv. Develop social progress reports as per the frequency and timelines in the SEP and ESMP, and submit the same to the Program Office
- b) SMS will ensure timely completion, implementation and updating/reiterating of the Labor Management Procedures for the project that will comply with the World Bank's Environmental and Social Standard (ESS) 2 on Labor and Working Conditions and will ensure support to the process of developing the same.
- c) Contribute to and implement Environmental and Social Commitment Plan (ESCP) for the project, jointly with the Environmental Specialist assigned. The ESCP sets out measures and actions required for the project to achieve compliance with the ESSs over a specified timeframe. The ESCP has been agreed with the World Bank and is a part of the Financing Agreement for the project. The ESCP has been publicly disclosed and is under implementation. The ESCP takes or will take the following considerations into account:
- i. Findings of the environmental and social assessment, labor management procedures and stakeholder engagement plan
 - ii. Summary of material measures and actions required to avoid, minimize, reduce, or mitigate the potential environmental and social risks and impacts of the project
 - iii. Completion date for each action
 - iv. Description of relevant management tools to implement and monitor the agreed measures and actions.
 - v. Targeted outcomes that can be measured and tracked over defined time periods.

SMS will work as a member of the FBR's Program Office (PO). She/he will support, advice, and assist the PO's Director and PRRP Team on social development and management related issues of the project. The consultant will support the implementation, supervision and monitoring of all the above mentioned plans, documents, and procedures. She/he will support the PO in project's social monitoring and reporting to the World Bank, as described in the ESCP.

Qualifications and Experience

- **Master's Degree** (minimum sixteen years of education) in social sciences, international development, statistics, economics, information management or related field required.
- **Minimum 10 years of post-qualification professional experience** in the area of social management/development including extensive experience of stakeholder mapping, mobilization, engagement, monitoring, reporting, policy and advocacy work, etc.
- **Demonstrated computer user skills** (e.g., desktop application MS Office such as Word, Excel, and Power Point).
- Proven ability to work in a collaborative, team environment with ability to work independently and undertake the field assignments.

Selection Process

An individual consultant will be selected in accordance with process stipulated in accordance with "World Bank: Procurement Regulations for Investment Project Financing Goods, Works, NonConsulting and Consulting Services" (July 2016) revised November 2017 & August 20".



EXPRESSION OF INTEREST FORM (INDIVIDUAL CONSULTANTS)

1. Position Applied for: _____
2. Name: _____
3. Current Residential Address: _____
Telephone/ Mobile No.: _____ E-Mail Address: _____
4. Date of Birth: _____ Citizenship: _____
5. Education [Bachelor and above only in reverse chronological order] [*Indicate college/ university and other specialized education giving names of institutions, degrees obtained, and dates of completion/ obtainment*] [most recent first]:

Degree	Major Subjects	Name of University	Division/Grade	Passing Year

6. Membership in Professional Associations: _____
7. Other Trainings/ Certifications [*Indicate significant and relevant trainings/ certifications only since completion of requisite qualification(s)/ degree(s) as mentioned under "Education"*]:

Title	Institute	Year	Please indicate whether it is a Workshop/ Diploma/ Certification/ Training Course or else	Local/ Foreign (If foreign, please write country name)
			Example; Workshop	

8. Countries of Work Experience: [*List countries where applicant has worked in the last ten years*]:
9. Employment/ Consultancy Record [*Starting with the present/ last position, list in reverse chronological order every employment held by applicant since graduation*]:

Employment			Employer/ Consulting Organization	Position Held	Supervisor Name & Designation	Employer Contact (Email/ Mobile/ Phone)
From	To	Total Duration				

10. Specific Experience [For each of key assignment that best demonstrates your suitability for this position, fill the below columns]:

	A) Assignment(s) Undertaken that Best Illustrates Applicant's Capability to Handle the Responsibilities/ Scope of Services as Required in/ by the TOR <i>[Among the assignments in which the applicant has been involved, indicate the following information for those assignments that best illustrate the applicant's capability to handle the tasks respecting the TOR vis-à-vis Employment/ Consultancy Record as listed under No. 9 above]</i>	B) Detailed Tasks Assigned <i>[List all tasks performed by applicant under this assignment; please also indicate the level of involvement and responsibility]</i>
	Name of assignment or project: _____ Client/ employer: _____ <i>(Government/ Semi Government/Provincial Government organisation, Private Organization, International Organization, Local or International Donor Agency etc)</i> Main project features: _____ Position(s) held: _____ From (Month/ Year): _____ to (Month/ Year): _____ Activities performed: _____ <i>(Including nature and level of services performed/ delivered)</i>	Total Volume/ Value and Duration of the Project (where applicable):

NOTE: Please be specific.

11. Certification:

I, the undersigned, certify to the best of my knowledge and belief that this form correctly describes my qualifications and my experience

Yes **No**

I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Full Name: _____

CNIC: _____

Signature of Applicant: _____

Date: (Day/ Month/ Year) _____