

Sindh Mass Transit Authority

Government of Sindh, Pakistan

Karachi Mobility Project Yellow Bus Rapid Transit Corridor

Terms of Reference [TORs] for Consulting Services

To Support in Preventing & Mitigation Risks of Sexual Exploitation & Abuse / Sexual Harassment (SEA / SH) & Gender Based Violence [GBV] during Implementation of Karachi Mobility Project Yellow Line BRTS Corridor [Firm Selection].

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1. BACKGROUND AND JUSTIFICATION

Gender-based violence (GBV) is an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed (i.e., gender) differences between males and females. It includes acts that inflict physical, sexual, or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty. These acts can occur in public or in private.

Gender Based Violence (GBV) risks may emerge in a project involving civil construction and can intensify within local communities when there are large influxes of male workers from outside the area. Such workers often come without their families and have large disposable incomes relative to the local community and can pose a risk in terms of sexual harassment, violence and exploitative transactional relationships. Moreover, evidence from around the world confirms that safety on public transportation is a significant concern for girls, transgenders and women with high rates of sexual harassment and assault. The World Bank recognizes that addressing gender-based violence (GBV) globally is critical for closing gaps between men and women, ensuring a lasting impact on a reduction in poverty, and promoting inclusive and sustainable economic growth.

The World Bank's Environmental & Social Framework (ESF) Good Practice Note for addressing Sexual Exploitation and Abuse and Sexual Harassment in projects involving Major Civil Works¹ (SEA/SH GPN for Civil Works) recognizes that World Bank-financed projects may exacerbate GBV risks, including risks for sexual exploitation and abuse (SEA) as well as sexual harassment (SH), by a range of actors linked to project implementation in both public and private spheres in a number of ways. For example, projects with a large influx of workers may introduce and/or increase the demand for sex work— even increase the risk for sex trafficking of women—or the risk of early marriage in a community where marriage to an employed man is seen as the best strategy for an adolescent girl's livelihood. Furthermore, higher wages for workers in a community can lead to an increase in transactional sex. The risk of abusive sexual relations between laborers and minors, even when it is not transactional, can also increase.

These Terms of Reference (TOR) have been prepared for the purpose of recruiting a consultant/firm that specializes in GBV prevention and response, including for SEA and SH, and which will be responsible for supporting the Karachi Mobility Project in preventing, mitigating, and responding to such risks during implementation.

2. PROJECT BACKGROUND

The Karachi Mobility Project –Yellow Line BRT is being implemented by Sindh Mass Transit Authority (SMTA), Government of Sindh. The 21-kilometer-long Yellow BRT Corridor stretches from Dawood Chowrangi to shahra e Quaideen Numaish and plays a pivotal role within the overarching blueprint of the Karachi Mass Transit System (KMTS). Its overarching objective is to catalyze enhanced mobility, accessibility, and safety across selected corridors throughout Karachi. The following, Key performance indicators have been defined to gauge the achievement of the project's objectives:

- The daily count of public transport journeys on the BRT system is set at 300,000, with a specific emphasis on elevating women's ridership from the current 10% to an ambitious 30%.

¹ <https://thedocs.worldbank.org/en/doc/6f3d9ddc6010c4221315dd1282958e41-0290032022/original/SEA-SH-Civil-Works-GPN-Third-Edition-Final-October-12-2022.pdf>

Table 1.2: Yellow Corridor Segments

Segment		Length [km]
1.	Dawood Chowrangi - from bus depot entrance to Dawood Chowrangi	0.3
2.	Future Colony - from Dawood Chowrangi terminal to Mansehra Colony	1.15
3.	8000 Road - from Mansehra Colony to Malir River bridge (Jam Sadiq)	10.65
4.	Malir River bridge (Jam Sadiq)	1.1
5.	KPT interchange	0.85
6.	Korangi Road - from KPT Interchange to Sharah-e-Faisal Interchange	3.9
7.	Shahrah-e-Faisal - from Shahrah-e-Faisal Interchange to Shahrah-e-Quaideen	1.65
8.	Shahrah-e-Quaideen - from Shahrah-e-Faisal to M.A. Jinnah Road	1.4
Total:		21

The project is expected to significantly benefit female riders and other vulnerable groups. It aims to provide women, transgenders, girls (and people with limited mobility) with safe and secure transport in order to improve their access to jobs and other economic activities while incorporating features such as a separate bus section for women and transgender people, allocating seats for the elderly and disabled people. The project is also focused on hiring women (20%) in BRT operations for maintenance, boarding, check-in and security, as well as recruiting and training women and transgender bus drivers. The project also aims to provide business opportunities for women along the corridor. SMTA will also ensure that 30% of newly recruited professional staff will be women. To mitigate the risks of harassment, the buses will be used to educate the passengers on Pakistan's anti-harassment laws, what constitutes as harassment, and the BRT's zero tolerance for harassment. Helpline numbers will be displayed at all the bus stations and inside the buses and complaint cells or complaint boxes in the bus stations will also be available to report any incidents.

The Project will address the needs and concerns of women as well as other vulnerable groups (e.g., the elderly, persons with disabilities, transgender, children, etc.) and aims to increase ridership of women and other marginalized persons by improving safety and security features on the Yellow corridor, as well as to reduce GBV risks by training relevant staff, community members on expected behavior.

Moreover, the project will take necessary protocols and implement the mitigation mechanisms required to address GBV risks, such as sensitization on GBV, having a Grievance Redress Mechanism which has specific procedures for GBV and SEA/SH while making existing GBV helpline(s) more active in Karachi.

3. NATIONAL AND SUB-NATIONAL CONTEXT FOR GENDER-BASED VIOLENCE (GBV) and SEA/SH.

Gender-based violence (GBV) in transportation is a significant issue in Pakistan. According to the Asia and the Pacific Policy Society, approximately 27 percent of women in Pakistan experience intimate partner or domestic violence in their lifetime, and only 51 percent perceive their communities as safe.²

Lack of safe, affordable and accessible public transport system in Karachi affects all but particularly female riders. Although the robust data on prevalence of sexual harassment in public space is not available for Karachi, harassment is reportedly widespread. The share of women who reported to have been sexually harassed in public transportation in Karachi ranges from 55 percent to 80 percent³. Women, transgenders and girls often face harassment, including verbal harassment, groping, and stalking, while using these modes of transport. The lack of female-friendly facilities and security measures further exacerbates their vulnerability to GBV.

The overall safety concerns that increase the risk of GBV for women, transgenders and girls are related to transportation, including poorly lit areas, crowded spaces, and inadequate policing. Fear of harassment and violence often restricts their mobility and access to essential services and opportunities. Findings of consultations and interviews conducted with women public transport users show that most women are dissatisfied with the current public transport service and complained about poor facilities; lack of adequate, clean, and safe seating on buses and waiting spaces at bus stops for women and, frequent experience of harassment both while waiting for buses and during travel.

The consultant/firm will be required to contribute to the effective management of GBV and SEA/SH risks linked to the Karachi Mobility Project and conduct mapping of GBV service providers along the 21 km corridor. The project has three phases design, construction and operation, initially, the GBV training consultant/firm will be hired till the construction phase.

This ToRs is for the first phase of the project, the firm will be expected to develop referral mechanism for SEA/SH and mapping of existing service providers. Terms of Reference for the second phase of the project which will focus on safe transport for women, girls and transgenders will be developed at a later stage. This is due to the time lapse between construction and operations spanning approximately three years.

4. OBJECTIVES

The general objectives of this assignment are to support the World Bank-financed Karachi Mobility Project in rolling out the SEA/SH risk prevention, mitigation, and response measures linked to implementation of its activities (in the construction phase) through the provision of holistic services (shelter-medical, psychosocial and legal) to survivors.

The project will target several actors including women, transgenders, small business owners, schools and university students and staff, religious leaders, community leaders, child protection structures for awareness on GBVSEA/SH. The anticipated hot spots for potential cases of GBV/SEA/SH will be the main target and example of these hotspots include contractors' camp site, surrounding areas of construction sites, commercial centers along the project, site, school/university etc.

² Empowering the Pakistan justice sector to prevent violence against women and girls, 2023, UNDP.

³ <https://genderinsite.net/sites/default/files/safe-public-transport-women-girls.pdf>; An empirical review of Karachi's Transportation Predicaments: from Personal Attitudes to Public Opinion – a mega city survey – Syeda Hoorul Ain, University of Karachi, 2016

5. SCOPE OF WORK AND TASKS FOR THE CONSULTANT

5.1. Key Activities:

A. Enhancing GRM capacity to mitigate risks of GBV and SEA-SH associated with the project.

- I. Advise the PMU on modifying the existing GRM of the project to handle GBV and SEA/SH cases effectively; propose various possible modalities of running the GRM, as relevant. This will include training of GRM operators on how to receive and process GBV cases confidentially and empathetically, what referral pathways to follow and how to collect and report cases. Developing scripts for handling GBV/SEA/SH complaints and updating SOPs/protocols for effective management of complaints.
- II. Ensure that the GRM provides multiple, easily accessible, and trusted channels through which grievances can be registered safely and confidentially, and ensures a survivor centered approach as well as a speedy resolution of the case.
- III. Training the workers for both contractors and sub-contractors and sensitizing the communities on Grievance Redress Mechanism.

B. Designing and implementing a GBV, and SEA/SH training awareness program. The proposed activities are to raise awareness in project affected communities on GBV and SEA/SH risks associated with the project:

i) Develop tools and IEC Materials (posters, pamphlets, etc.) on Gender Based Violence, and SEA/SH for project affected communities and project construction sites. Ensure that the materials are understandable, in the local language and/or developed using communication tools that are adequate and can be understood by all members of the community, including those who have low levels of literacy. Use a simplified language that is adapted as necessary for each target group in order to relate educational messages.

iii) As part of awareness raising the consultant/firm is to also ensure that stakeholders (contractors, PIU, workers and community members are aware of the following:

- The Code of Conduct, its mandatory nature, and consequences of its violation.
- The local GBV service providers, their contacts and services offered and the referral pathway.
- Channels available to lodge complaints including through Project's GBV Grievance Redress Mechanism (GRM)

C. Service Provider Mapping, Capacity Assessment and Setting up of Referral Pathways.

The consultant is to undertake/update mapping of the GBV prevention and response actors (existing GBV service providers and community organizations) available to the project-affected communities. This should incorporate an assessment of the capabilities of the service providers to:

- I. Provide quality survivor-centered services, including GBV and SEA/SH case management.
- II. Provide referral services to link survivors to other services not provided by the organization itself.

The assessment should seek the following questions: what services exist? Are they safe, accessible and adequately staffed? Are minimum standards of GBV service delivery met or is further capacity building required? Identify already existing directories of service providers prepared by various organizations to create a fuller picture of all relevant stakeholders on the ground.

Identify all currently functioning shelters for the GBV survivors in project area of influence and assess their quality, availability and accessibility; identify basic services they provide; their staffing (number of full time and part time staff and services offered); define their eligibility criteria for admission; whether children are accepted; type of the facilities (government, private). As with all other activities, collect only secondary data from the management of shelters so as not to increase distress to the survivors and to protect their privacy.

Develop GBV referral Pathways including all relevant tools and technical checklists necessary for the establishment and management of a comprehensive referral mechanism to support women, adolescent girl and transgender survivors of gender-based violence (GBV). The referral pathways developed will support effective and smooth collaboration among the multiple GBV and Child Protection (CP) actors, at various levels.

Consultant is also expected to regularly monitor the service providers that are part of the GBV Referral Pathways (including those used by the GRM, to check their capacity and coverage as some of them might weaken or disappear over time. Ask the questions: are they still safe, accessible and adequately staffed?

Consultant is also expected to update the Referral Pathways accordingly and inform stakeholders.

6. DELIVERABLES

The Consultant is expected to deliver the following outputs:

- I. An inception report outlining the detailed methodology and work plan/Action plan within 10 working days of signing the contract.
- II. GBV, SEA/SH cases referral pathway in narration and diagram 30 days after submission of
- III. inception report.
- IV. A report on the Integration of GBV, SEA/SH in Grievance redress mechanism in terms of support and activities 30 days after acceptance of inception report.
- V. Training materials for GRM committee 30 days after acceptance of inception report.
- VI. Training materials for relevant stakeholders for GBV 30 days after acceptance of inception report.
- VII. IEC Materials for awareness raising amongst project communities and sites on GBV, SEA, SH, VAC and GRM in form of brochures, posters and leaflets 30 days after acceptance of inception report.
- VIII. IEC materials for workers in form of posters and leaflets 30 days after acceptance of inception report.
- IX. Training reports.
- X. Sustainability Plan. The consultant will submit a sustainability plan on how the project will execute when the consultant leaves.

7. DURATION AND PROCEDURES FOR DELIVERING SERVICES

The duration of the Consultant's services will be of 24 months in the construction phase. SEA/SH risk management activities will continue on a regular basis throughout the life of the project.

The work will be done under the supervision of the Gender Specialist in the PMU and in coordination with the Supervision Consultant and the World Bank.

8. CONSULTANT QUALIFICATIONS

The Consultant (or consortium of consultants) providing services must:

- Have at least five years of experience in GBV prevention and response, with experience on prevention and response to SEA/SH being an added value;
- Have excellent experience in the following fields: (a) Community engagement and promotion of behavior change; (b) Training and promotion of behavior change; (c) Organization of safe spaces for women, trans persons and girls; (d) Case management, psychosocial and psychological support; (e) Medical referrals and establishment of collaboration agreements with competent health care facilities, and (f) Legal assistance;
- Have experience in ethical data collection on case management of GBV survivors.
- Have a code of conduct and a clear internal policy on preventing and responding to sexual harassment, exploitation and abuse, including a plan for regular personnel training that complies with the minimum standards of the project;
- Have experience in strengthening local accountability systems, including training and awareness-raising on prevention of SEA and SH;
- Have the necessary material and human resources to fulfill the tasks, including a project team made up of individuals with adequate qualifications and experience for the contract;
- Keep accounts and have had at least one financial audit conducted in the past two years by well-known and reputable audit firms; and
- Demonstrate positive outcomes in implementation of projects financed by international donors.

9. TEAM COMPOSITION

i. Lead Consultant/GBV, SEA/SH Advisor

Qualification: The Lead Consultant must have a minimum of a Master's degree in Sociology, Behavioral Sciences, or related discipline, with specialist training in Gender Equality, Gender Analysis or other gender and development skill, and at least ten (10) years of experience in designing and leading projects of similar scope and complexity.

ii. Lead Facilitator/Trainer

Qualification: The Lead Facilitator must have a Masters degree in Sociology, Psychology, or related discipline, and undergone certification as a Facilitator or adult learning specialist. The Lead Facilitator must have at least five (5) years of professional work experience in the design and delivery of adult learning modules and courses, particularly in training diverse groups in areas related to gender, diversity, justice, law reform or social development and for International Donor funded projects.

iii. Communication Specialist

Qualification: The communication specialist must have Masters degree in Mass Communications or related field and must have at least 5 years of professional work experience of developing IEC materials on GBV/SEA/SH in a culturally sensitive manner according to the local context of projects.