Global Partnership for Education
Grant Agreement

(Sindh Global Partnership for Education Project)

between

ISLAMIC REPUBLIC OF PAKISTAN

and

INTERNATIONAL BANK FOR RECONSTRUCTION
AND DEVELOPMENT/
INTERNATIONAL DEVELOPMENT ASSOCIATION

acting as administrator of Global Partnership for Education Trust Fund

Dated MARCH 25, 2015
GLOBAL PARTNERSHIP FOR EDUCATION GRANT AGREEMENT

AGREEMENT dated March 25, 2015, entered into between the ISLAMIC REPUBLIC OF PAKISTAN ("Recipient"), and the INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT/INTERNATIONAL DEVELOPMENT ASSOCIATION ("World Bank"), acting as administrator of the Global Partnership for Education Trust Fund.

WHEREAS (A) Sindh has adopted and is implementing the Second Sindh Education Sector Reform Program ("SESRP II"), aimed at strengthening education sector governance and accountability;

(B) the Recipient and Sindh have requested the International Development Association ("Association") to assist in the financing of SESRP II;

(C) the Recipient and the Association have entered into a financing agreement for the purpose of extending a credit in an amount equivalent to two hundred fifty nine million six hundred thousand Special Drawing Rights (SDR 259,600,000) ("Credit"), dated November 28, 2013 ("Financing Agreement"), to assist in financing the project described in Schedule 1 to that certain agreement;

(D) Sindh has adopted the Sindh Education Sector Plan ("SESP"), integrating SESRP II, aimed at: (i) strengthening governance and service delivery; (ii) increasing equitable access to quality early childhood education, primary and secondary education; (iii) improving the quality of learning outcomes; (iv) improving the quality of teachers; and (v) enhancing the equity of resource allocation and improving the fiscal sustainability and effectiveness of educational expenditure.

(E) the Recipient and Sindh, having satisfied themselves as to the feasibility and priority of the Project described in Schedule 1 to this Agreement ("Project"), have requested the World Bank to assist further in the financing of SESP.

WHEREAS the World Bank has agreed, on the basis, inter alia, of the foregoing, to extend a financing to the Recipient upon the terms and conditions set forth in this Agreement;

The Recipient and the World Bank hereby agree as follows:
Article I
Standard Conditions; Definitions

1.01. The Standard Conditions constitute an integral part of this Agreement.

1.02. Unless the context requires otherwise, the capitalized terms used in this Agreement have the meanings ascribed to them in the Standard Conditions or in this Agreement.

Article II
The Project

2.01. The Recipient declares its commitment to the objectives of the Project. To this end, the Recipient shall cause the Project to be carried out by Sindh in accordance with the provisions of Article II of the Standard Conditions and the agreement dated the same date as this Agreement between the World Bank and Sindh, as such agreement may be amended from time to time ("Project Agreement").

2.02. Without limitation upon the provisions of Section 2.01 of this Agreement, and except as the Recipient and the World Bank shall otherwise agree, the Recipient shall ensure that the Project is carried out in accordance with the provisions of Schedule 2 to this Agreement.

Article III
The Grant

3.01. The World Bank agrees to extend to the Recipient, on the terms and conditions set forth or referred to in this Agreement, a grant in two portions, as follows, to assist in financing the Project:

(a) an amount equivalent to twenty two millions United States Dollars ($22,000,000) ("Portion A of the Grant-TF018672"); and

(b) an amount equivalent to forty four millions United States Dollars ($44,000,000) ("Portion B of the Grant-TF018673").

(Portion A of the Grant-TF018672 and Portion B of the Grant-TF018673 collectively referred to as, variously, the "Grant" or the "Financing").
3.02. The Recipient may withdraw the proceeds of the Grant in accordance with Section IV of Schedule 2 to this Agreement.

3.03. The Grant is funded out of the abovementioned trust fund for which the World Bank receives periodic contributions from the donors to the trust fund. In accordance with Section 3.02 of the Standard Conditions, the World Bank's payment obligations in connection with this Agreement are limited to the amount of funds made available to it by the donors under the abovementioned trust fund, and the Recipient's right to withdraw the Grant proceeds is subject to the availability of such funds.

**Article IV**

**Additional Remedies**

4.01. The Additional Events of Suspension referred to in Section 4.02 (k) of the Standard Conditions consist of the following:

(a) SESP has been amended, suspended, abrogated, repealed or waived so as to affect materially and adversely the ability of Sindh to achieve the objective of the Project and/or perform any of its obligations under the Project Agreement; or

(b) A situation has arisen which shall make it improbable that the SESP, or a significant part of the core activities thereof, will be carried out;

(c) The Recipient and/or Sindh have taken any action that would have the effect of materially reversing the objectives of SESP, including any action specified in Schedule 3 to this Agreement; or

(d) The right of the Recipient to withdraw the proceeds of the Credit has been suspended, canceled or terminated in whole or in part, pursuant to the terms of the Financing Agreement.

**Article V**

**Recipient's Representative; Addresses**

5.01. The Recipient's Representative referred to in Section 7.02 of the Standard Conditions is the Secretary to the Government of Pakistan, Economic Affairs Division ("EAD"), or any Additional Secretary, Joint Secretary, Deputy Secretary or Section Officer in EAD.
5.02. The Recipient's Address referred to in Section 7.01 of the Standard Conditions is:

The Secretary
Economic Affairs Division
Government of Pakistan
Islamabad,
Pakistan

Facsimile:

(92-51) 920417

5.03. The World Bank's Address referred to in Section 7.01 of the Standard Conditions is:

International Development Association
1818 H Street, N.W.
Washington, D.C. 20433
United States of America

Cable: INDEVAS
Telex: 248423 (MCI) or 64145 (MCI)
Facsimile: 1-202-477-6391
AGREED at Islamabad, Islamic Republic of Pakistan, as of the day and year first above written.

ISLAMIC REPUBLIC OF PAKISTAN

By

Authorized Representative

Name: Muhammad Saleem Sethi
Title: Secretary, EAD

INTERNATIONAL BANK FOR
RECONSTRUCTION AND DEVELOPMENT/
INTERNATIONAL DEVELOPMENT
ASSOCIATION
acting as administrator of the
Global Partnership for Education Trust Fund

By

Authorized Representative

Name: Rabid Bermessaoud
Title: Country Director, Pakistan
SCHEDULE 1

Project Description

The objective of the Project is to strengthen the institutional capacity to generate, disseminate and use information to support the implementation of key reforms under SESP.

The Project consists of the following parts:

Part 1: Systems Strengthening

1.1 Supporting the establishment of a school monitoring system for collecting, analyzing, disseminating and using data on specific school-level indicators, including student enrollment and teacher presence.

1.2 Strengthening the management of teaching and non-teaching staff through *inter alia*: (i) the establishment of a basic human resources management information system ("HRMIS"), consisting of: (A) a computer-system for the compilation and analysis of existing teacher-related data; and (B) a manual, including, *inter alia*, processes for data input and analysis, and procedures for responding to key finding of the data analysis; and (ii) the development of a comprehensive, web-based HRMIS, through *inter alia*: (A) a comprehensive analysis of the current human resource processes and processes; (B) a plan for proposed process revisions; and (C) an action plan for its design and operationalization.

1.3 Supporting the design and implementation of a communications strategy; annual stakeholders' review of SESP implementation; the roll-out of a web-based dashboard to streamline internal communication; and the establishment of a web-based complaints resolution system to review and respond to grievances within the education sector.

Part 2: SESP Support

Providing technical, advisory, and capacity-building support for the development, implementation and monitoring of the activities outlined in Part 1 above and the achievement of the DLIs.
SCHEDULE 2

Project Execution

Section I. Institutional and Other Arrangements

A. On-granting Budgetary Arrangements

1. To facilitate the carrying out of the Project, the Recipient shall make the proceeds of the Grant available to Sindh in accordance with the provisions of this Agreement and the Recipient’s on-granting policies and budgetary procedures, and under the same terms and conditions as shall have been received from the World Bank.

2. Notwithstanding paragraph 1 above, in the event that any of the provisions of this Agreement, including the instructions that the World Bank shall have specified by notice to the Recipient pursuant to Section IV.A.1 of this Schedule, are inconsistent with the budgetary procedures of the Recipient, the provisions of this Agreement shall govern.

3. The Recipient shall exercise its rights under its on-granting policies and budgetary procedures in such manner as to protect the interests of the Recipient and the World Bank and to accomplish the purposes of the Grant.

B. Anti-Corruption

The Recipient shall ensure that the Project is carried out in accordance with the provisions of the Anti-Corruption Guidelines.

C. Safeguards.

1. The Recipient shall ensure that the activities under the Project:

   (i) are carried out in accordance with the Environmental and Social Management Framework, the objectives, policies and procedures thereof, and the social and environmental mitigation measures and monitoring requirements provided therein including any and all plans, acceptable to the World Bank, developed thereunder; and

   (ii) do not entail involuntary land acquisition or give rise to Affected Persons.

2. In the event that any land is required for the Project, the Recipient, in consultation with the World Bank, shall ensure that such land be obtained under a willing-buyer/willing-seller basis, or as a voluntary donation or bequest.
Section II. Project Monitoring, Reporting and Evaluation

A. Project Reports; Completion Report

1. The Recipient shall monitor and evaluate the progress of the Project and prepare Project Reports in accordance with the provisions of Section 2.06 of the Standard Conditions and on the basis of indicators acceptable to the World Bank. Each Project Report shall cover the period of a calendar semester (September through February and March through August), and shall be furnished to the World Bank not later than March 31 and September 30, respectively.

2. The Recipient shall prepare the Completion Report in accordance with the provisions of Section 2.06 of the Standard Conditions. The Completion Report shall be furnished to the World Bank not later than six (6) months after the Closing Date.

B. Financial Management; Financial Reports; Audits

1. The Recipient shall ensure that a financial management system is maintained in accordance with the provisions of Section 2.07 of the Standard Conditions.

2. Without limitation on the provisions of Part A of this Section, the Recipient shall prepare and furnish to the World Bank, or shall cause Sindh to prepare and furnish, to the World Bank the interim financial reports (“IFR”):

   (a) by no later than May 31 of each year, commencing on May 31, 2015, an IFR for the Project, in form and substance satisfactory to the World Bank, covering the immediately preceding six-month period (i.e. November through April) of Project activities; and

   (b) by no later than November 30 of each year, commencing on November 30, 2015, an IFR for the Project, in form and substance satisfactory to the World Bank covering the immediately preceding six-month period (i.e. May through October) of Project activities.

3. The Recipient shall have its Financial Statements for the Project audited in accordance with the provisions of Section 2.07 (b) of the Standard Conditions. Each such audit of the Financial Statements shall cover the period of one (1) Fiscal Year of the Recipient. The audited Financial Statements for each such period shall be furnished to the World Bank not later than six (6) months after the end of such period.
Section III. **Procurement**

A. General

1. **Procurement and Consultant Guidelines.** All goods, non-consulting-services and consultants’ services required for the Project and to be financed out of the proceeds of the Grant shall be procured in accordance with the requirements set forth or referred to in:

   (a) Section I of the Procurement Guidelines in the case of goods and non-consulting services, and Sections I and IV of the Consultant Guidelines in the case of consultants’ services; and

   (b) the provisions of this Section III, as the same shall be elaborated in the Procurement Plan.

2. **Definitions.** The capitalized terms used below in this Section to describe particular procurement methods or methods of review by the World Bank for particular contracts, refer to the corresponding method described in Sections II and III of the Procurement Guidelines, or Sections II, III, IV and V of the Consultant Guidelines, as the case may be.

B. **Particular Methods of Procurement of Goods, Works and Non-consulting Services**

1. **International Competitive Bidding.** Except as otherwise provided in paragraph 2 below, goods, works and non-consulting services shall be procured under contracts awarded on the basis of International Competitive Bidding.

2. **Other Methods of Procurement of Goods, Works and Non-consulting Services.** The following methods, other than International Competitive Bidding, may be used for procurement of goods, works and non-consulting services for those contracts specified in the Procurement Plan: (a) National Competitive Bidding, subject to the additional provisions set forth in paragraph 3 below; and (b) Shopping.

3. **Additional Procedures for National Competitive Bidding.** When procuring goods, works and non-consultant’s services pursuant to the provisions of Rules 4 to 15, 17, 20 to 26, 25, 30, 41 to 45 of the Sindh Public Procurement Rules (2010) (SROI (SGA&CD) 2-30/2010), as agreed to with the World Bank, the Recipient shall ensure that the following additional requirements be applied in order to align such procedures with the principles of economy, efficiency, transparency set forth in the Procurement Guidelines:
(i) Invitation to bid shall be advertised in at least one national newspaper with wide circulation, at least thirty (30) days prior to the deadline for the submission of bids;

(ii) bid documents shall be made available, by mail or in person, to all who are willing to pay the required fee;

(iii) foreign bidders shall not be precluded from bidding and no preference of any kind shall be given to national bidders in the bidding process;

(iv) bidding shall not be restricted to pre-registered firms;

(v) qualification criteria shall be stated in the bidding documents;

(vi) bids shall be opened in public, immediately after the deadline for submission of bids;

(vii) bids shall not be rejected merely on the basis of a comparison with an official estimate without the prior concurrence of the World Bank;

(viii) before rejecting all bids and soliciting new bids, the World Bank’s prior concurrence shall be obtained;

(ix) bids shall be solicited and works contracts shall be awarded on the basis of unit prices and not on the basis of a composite schedule of rates;

(x) contracts shall not be awarded on the basis of nationally negotiated rates;

(xi) a single bid shall also be considered for award;

(xii) contracts shall be awarded to the lowest evaluated and qualified bidder;

(xiii) post-bidding negotiations shall not be allowed with the lowest evaluated or any other bidders;

(xiv) draft National Competitive Bidding contract would be reviewed by the World Bank in accordance with prior review procedures;

(xv) any firm declared ineligible by the World Bank, based on a determination by the World Bank that the firm has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for or in executing a World Bank-financed contract, shall be ineligible to be awarded a World Bank-financed contract during the period of time determined by the World Bank;
(xvi) Each contract financed from the proceeds of the Grant shall provide that the suppliers, contractors and subcontractors shall permit the World Bank, at its request, to inspect their accounts and records relating to the performance of the contract and to have said accounts and records audited by auditors appointed by the World Bank. The deliberate and material violation by the supplier, contractor or subcontractor of such provision may amount to obstructive practice.

C. Particular Methods of Procurement of Consultants’ Services

1. Quality- and Cost-based Selection. Except as otherwise provided in paragraph 2 below, consultants’ services shall be procured under contracts awarded on the basis of Quality- and Cost-based Selection.

2. Other Methods of Procurement of Consultants’ Services. The following methods, other than Quality- and Cost-based Selection, may be used for procurement of consultants’ services for those assignments which are specified in the Procurement Plan: (a) Quality-based Selection; (b) Selection under a Fixed Budget; (c) Least Cost Selection; (d) Selection based on Consultants’ Qualifications; (e) Single-source Selection of consulting firms; (f) Selection of Individual Consultants; and (g) Single-source procedures for the Selection of Individual Consultants.

D. Review by the World Bank of Procurement Decisions

The Procurement Plan shall set forth those contracts which shall be subject to the World Bank’s Prior Review. All other contracts shall be subject to Post Review by the World Bank.

Section IV. Withdrawal of Grant Proceeds

A. General

1. The Recipient may withdraw the proceeds of the Grant in accordance with the provisions of: (a) Article III of the Standard Conditions; (b) this Section; and (c) such additional instructions as the World Bank may specify by notice to the Recipient (including the “World Bank Disbursement Guidelines for Projects” dated May 2006, as revised from time to time by the World Bank and as made applicable to this Agreement pursuant to such instructions), to finance Eligible Expenditures as set forth in the table in paragraph 2 below.

2. The following table specifies the categories of Eligible Expenditures that may be financed out of the proceeds of the Grant (“Category”), the allocations of the
amounts of the Grant to each Category, and the percentage of expenditures to be financed for Eligible Expenditures in each Category:

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount of Portion A of the Grant-TF018672 Allocated (expressed in USD)</th>
<th>Amount of Portion B of the Grant- TF018673 Allocated (expressed in USD)</th>
<th>Percentage of Expenditures to be Financed (inclusive of Taxes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Eligible Expenditure Programs (&quot;EEPs&quot;) under Part 1 of the Project, for the:</td>
<td></td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>(a) First scheduled disbursement (on or about May 31, 2015)</td>
<td>19,000,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b) Second scheduled disbursement (on or about May 31, 2016)</td>
<td></td>
<td>20,000,000</td>
<td></td>
</tr>
<tr>
<td>(c) Third scheduled disbursement (on or about May 31, 2017)</td>
<td></td>
<td>20,000,000</td>
<td></td>
</tr>
<tr>
<td>(2) Goods, works, non-consulting services, consultants’ services, Training and Workshops, and Incremental Operating Costs under Part 2 of the Project.</td>
<td>3,000,000</td>
<td>4,000,000</td>
<td>100%</td>
</tr>
<tr>
<td><strong>TOTAL AMOUNT</strong></td>
<td><strong>22,000,000</strong></td>
<td><strong>44,000,000</strong></td>
<td></td>
</tr>
</tbody>
</table>

B. Withdrawal Conditions; Withdrawal Period

1. Notwithstanding the provisions of Part A of this Section no withdrawal shall be made:
(a) for payments made prior to the date of this Agreement, except that withdrawals of the proceeds of Portion A of the Grant-TF018672 up to an aggregate amount not to exceed $3,000,000 equivalent may be made for payments made prior to this date but on or after March 1, 2014, for Eligible Expenditures; or

(b) under Sub-Categories 1 (a), 1 (b) and 1 (c), until and unless the Recipient shall have:

(i) complied with the additional instructions referred to in Section IV.A. of this Schedule, including the submission to the World Bank of the applicable IFR detailing the expenditures incurred under the EEPs up to the date of the applicable withdrawal application; and

(ii) by no later than May 31 of each calendar year, commencing on May 31, 2015, furnished evidence, satisfactory to the World Bank, of the Sindh’s achievement of all DLIs for the actions to be completed in the respective Fiscal Year for which payment is requested as set forth in Schedule 3 to this Agreement.

2. Notwithstanding the foregoing, if the World Bank determines, after consultation with the Recipient, that one or more of the DLIs set forth in Schedule 3 to this Agreement have not been achieved, or were no longer achievable, by its/their due date(s) and/or the Closing Date, then, the World Bank shall only effect a partial release of the amounts allocated to the respective Sub-Category 1 (a), 1 (b) or 1 (c), withholding the allotted price of the unmet DLIs, as set forth in the fifth column of the table in Schedule 3 to this Agreement.

3. In the event that the World Bank has withheld, or was entitled to withhold, part of the Grant pursuant to paragraph 2 above, the World Bank may, at its sole discretion:

(a) authorize partial releases of the amounts so withheld/to be withheld, if and when the World Bank is satisfied that: (i) the non-fulfillment of the respective DLI(s) is due to an event of force majeure; and/or (ii) the Recipient and/or Sindh have made reasonable efforts, in the sole opinion of the World Bank, to remedy the situation in order to achieve said DLIs;

(b) authorize, at a later date, the full release of the amounts so withheld, if and when the World Bank is satisfied that the respective DLI(s) has/have been achieved and/or
at any time, by notice to the Recipient, cancel the amount(s) so withheld/to be withheld, and/or reallocate them, whether in full or in part, to any other Category or Sub-Category/ies.

4. Notwithstanding the provisions of sub-paragraph 1(b), and those of paragraph 3 of this Sub-section IV.B, the Recipient shall ensure that: 
   (a) not more than ninety percent (90%) of the amounts available for withdrawal under each Sub-Category 1(a), 1(b) or 1(c), individually considered, shall be applied towards the financing of Employee Related Expenses under the EEPs; and
   (b) the aggregate amounts requested for withdrawal under each Sub-Category 1(a), 1(b) or 1(c), individually considered, against the Monitoring/SEMIS, the SAT Costs, the School non-salary Budgets, and the Employee Related Expenses under the EEPs, shall be always equal or lower than the difference between the total amount of said expenditures incurred under the EEPs, as documented in the applicable IFR, and the amount requested for withdrawal against the same expenditures under the Credit.

5. The Closing Date referred to in Section 3.06 (c) of the Standard Conditions is September 29, 2017.

C. Deposits of Grant Amounts

Except as the World Bank may otherwise agree:

(a) All withdrawals from the Grant Account shall be deposited by the World Bank into an account designated by the Recipient and acceptable to the World Bank; and

(b) The Recipient shall ensure that upon each deposit of an amount of the Grant into this account, an equivalent amount in Rupees shall be deposited, within two (2) working days, in the Sindh’s Consolidated Fund – Account No. 1 (Non-Food), in a manner acceptable to the World Bank.
## SCHEDULE 3

### Disbursement Linked Indicators

<table>
<thead>
<tr>
<th>Disbursement Linked Indicator</th>
<th>Actions to be Completed in FY 2014/15</th>
<th>Actions to be Completed in FY 2015/16</th>
<th>Actions to be Completed in FY 2016/17</th>
<th>Amount of the Grant Allocated (expressed in USD) to each DLI per FY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sindh School Monitoring System (establishment)</td>
<td>The DG M&amp;E has produced at least one monthly report, as set forth in the SMS Manual for each of the 5 districts agreed with the World Bank.</td>
<td>(i) The DG M&amp;E has produced at least four monthly reports, as set forth in the SMS Manual, for each of the 15 districts agreed with the World Bank; and transmitted all monthly reports produced to the relevant RROCs.</td>
<td>(i) The DG M&amp;E has produced at least four monthly reports, as set forth in the SMS Manual for each of 23 districts agreed with the World Bank; and transmitted all monthly reports produced to the relevant RROCs.</td>
<td>FY 2014/15: 8,000,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(ii) DG M&amp;E has prepared an annual report, as set forth in the SMS Manual, demonstrating the key district trends and challenges over the previous 12 months (based on the data from the 5 selected districts); and SED has convened a meeting with district and provincial officials (specified in the SMS Manual) to review such report.</td>
<td>(ii) DG M&amp;E has prepared an annual report, as set forth in the SMS Manual, demonstrating the key district trends over the previous 12 months (based on the data from the 15 selected districts), as well as corrective actions taken to address challenges identified in the annual report for FY2015/16; and SED has convened a meeting with district and provincial officials (specified in the SMS Manual) to review such report.</td>
<td>FY 2015/16: 8,000,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(iii) SED has published the aforementioned annual report following the review thereof.</td>
<td>(iii) SED has published the aforementioned annual report following the review thereof.</td>
<td>FY 2016/17: 7,000,000</td>
</tr>
</tbody>
</table>
| 2. Sindh School Monitoring System (use) | Sindh/SED has revised the terms of reference of the RROCs to include actions/responsibilities related to the use of the Sindh's school monitoring system data. | Each RROC has held at least three meetings to discuss the monthly reports transmitted by DG M&E and determined/monitored corrective actions taken to address the challenges identified by said reports; and has informed SED of these meetings, accordingly. | Each RROC has held at least three meetings to discuss the monthly reports transmitted by DG M&E and determined/monitored corrective actions taken to address the challenges identified by said reports; and has informed SED of these meetings, accordingly. | FY 2014/15: 1,000,000  
FY 2015/16: 2,000,000  
FY 2016/17: 3,000,000 |
|---|---|---|---|---|
| 3. HRMIS | SED has approved the HRMIS Manual; and operationalized the basic HRMIS with the appropriate software, dashboards, input of existing data and the provision of training to the relevant staff. | RSU has implemented the basic HRMIS in accordance with the HRMIS manual. | (i) RSU has implemented the basis HRMIS in accordance with the HRMIS manual.  
(ii) RSU has prepared the bidding document(s) for the procurement of the comprehensive HRMIS. | FY 2014/15: 5,000,000  
FY 2015/16: 5,000,000  
FY 2016/17: 5,000,000 |
| 4. Strengthening Communication | (i) SED has approved a communications strategy and a time bound plan for its implementation.  
(ii) SED has organized an annual review of the implementation of SESP with internal and external stakeholders.  
(iii) SED has deployed a web-based internal communication platform with an integrated complaints management system. | (i) SED has completed all activities for the implementation of the communications strategy under the time bound plan, including an annual review of implementation of SESP with internal and external stakeholders.  
(ii) As of May 2016, at least 40% of the official annual notifications of SED/RSU are routed through the internal communication platform.  
(iii) SED has implemented a pilot expansion of its integrated complaints management system, for the purpose of receiving, | (i) SED has completed all activities in for the implementation of the communications strategy under the time bound plan, including an annual review of SESP implementation with internal and external stakeholders.  
(ii) As of May 2017, at least 60% of the official annual notifications of ELD/RSU/LSU are routed through the internal communications platform.  
(iii) SED has responded to at least 50% of all the complaints received from internal | FY 2014/15: 5,000,000  
FY 2015/16: 5,000,000  
FY 2016/17: 5,000,000 |
| Managing, validating and redressing complaints from selected communities in 3 districts agreed with the World Bank. | Stakeholders within FY 2016/17 through the web-based complaints redressal system within ninety (90) days from the date of receipt. |
APPENDIX
Definitions

1. "Affected Persons" means any person who, on account of the execution of the Project, has experienced or would experience direct economic and social impacts caused by: (a) the involuntary taking of land, resulting in: (i) relocation or loss of shelter; (ii) loss of assets or access to assets; or (iii) loss of income sources or means of livelihood, whether or not such person must move to another location; or (b) the involuntary restriction or access to legally designated parks and protected areas, resulting in adverse impacts on the livelihood of such person.


3. "ASC" means annual school census.

4. "Budget Execution Report" means the consolidated budget execution report to be prepared by Sindic and furnished to the World Bank in accordance with the requirement set out in Section II.C of the Schedule to the Project Agreement.

5. "Category" means a category set forth in the table in Section IV of Schedule 2 to this Agreement.

6. "Communications Team" means put together within RSU in September 2014, and referred to in Section I.A.2 (c) (i) of the Schedule to the Project Agreement.


8. "DG M&E" means the office of the Director General responsible for monitoring and evaluation under SED, established pursuant to Notification No. SO(B&F)E&L/SNE/SECRETARIAT/2011-12, dated April 13, 2012, and referred to in Section I.A.4 of the Schedule to the Project Agreement.

9. "DG M&E Costs" means the reasonable costs of salaries, allowances, and related costs of staff working for or contracted by the DG M&E.

10. "Disbursement-linked Indicators" and the acronym "DLIs" mean, collectively, the disbursement-inked targets set forth in the columns entitled “Actions to be Completed in FY2014/15”, “Actions to be Completed in FY2015/16”, and “Actions to be Completed in FY2016/17” in Schedule 3 to this Agreement; and the acronym “DLI” means, individually, any one of such targets.
11. "Director, School Education" means the Director, School Education within SED at regional/division level.

12. "Economic Reform Unit" and the acronym "ERU" mean the unit established within Sindh's Finance Department, pursuant to Notification No. SO(C-IV)/SGA&CD/4-42/2008, dated December 24, 2008, and referred to in Section I.A.3 of the Schedule to the Project Agreement.

13. "Eligible Expenditure Programs" and the acronym "EEPs" mean, collectively, the Monitoring/SEMIS, the SAT Costs, the School non-salary Budgets, the Employee Related Expenses, and DG M&E Costs, each of which is a defined expenditure incurred by Sindh under the budget/account codes/numbers A03973, A03966, A03-Operating Expenses (sub-head A039-General and A03970-Others for Education), A01 (sub-functions 091, 092, and 096; for employees associated with codes 91102, 91103, 92101, 92102, and 96101), and A01(education sub-function 094 – cost center KA5983) respectively (or any other budget/account code/number agreed in writing with the World Bank).

14. "Employee Related Expenses" means the reasonable costs of salaries, allowances, and related costs of teachers and other education staff of public primary, elementary and secondary schools, as well as provincial, district and sub-divisional office of SED.

15. "Environmental and Social Management Framework" means the social and environmental and social framework disclosed by Sindh on January 26, 2013; as the same may be further updated from time to time with the prior concurrence of the World Bank.

16. "Fiscal Year" and the acronym "FY" means the fiscal year of Sindh which commences on July and closes on June 30 of each year.

17. "HRMIS" means human resources management information system.

18. "HRMIS Manual" means the manual to be adopted by Sindh, in form and substance acceptable to the World Bank, setting forth inter alia: (a) processes for populating the HRMIS and analyzing data; and (b) procedures for responding to key findings of the data analysis; as the same may be revised from time to time with the prior approval of the World Bank.

19. "Incremental Operating Costs" means the reasonable costs of incremental expenditures required for the Project, including: consumable material and supplies; office rental costs; utilities fees; insurance; communications, advertising and newspaper subscriptions; printing and stationary costs; vehicle and/or office equipment operation and maintenance; charges for opening and operating bank accounts required for the Project, travel, lodging and per diems
allowances for Project staff; salaries of contractual staff (other than consultants); performance honoraria to government officials assigned to the RSU and the LSUs, in accordance with the Performance Based Incentive Plan; and Project Staff Allowances, but excluding salaries of the Recipient's and Sindh's civil servants.

20. "IFR" means each of the interim financial reports to be furnished to the World Bank by the Recipient pursuant to Section II.B.2 of Schedule 2 to this Agreement, and by Sindh pursuant to Section II.B.2 of the Schedule to the Project Agreement.

21. "Local Support Unit" and the acronym "LSU" mean the local support units established within each district, pursuant to Notification No. SO(G-II)/6-2/2013, dated December 5, 2013, and referred to in Section I.A.5 of the Schedule to the Project Agreement.

22. "Monitoring/SEMIS" means the reasonable cost of monitoring and evaluation activities in Sindh's education sector, including the cost of using Sindh's education management information system to carry out annual censuses of schools.

23. "Performance Based Incentive Plan" means an incentive plan for government officials assigned to the RSU and the LSUs approved by Sindh, pursuant to Notification No. SO (G-III) E&L/RSU/WB-AM/12, dated October 19, 2012.


25. "Procurement Plan" means the Recipient's procurement plan for the Project, dated December 22, 2014 and referred to in paragraph 1.18 of the Procurement Guidelines and paragraph 1.25 of the Consultant Guidelines, as the same shall be updated from time to time in accordance with the provisions of said paragraphs.

26. "Project Implementation Manual" and the acronym "PIM" mean the Project implementation manual, dated July 2014, adopted by Sindh, in form and substance satisfactory to the World Bank, containing detailed arrangements and procedures for: (i) institutional coordination and day-to-day execution of the Project, including guidelines for Project disbursement and financial management, procurement, environmental and social safeguards management; (b) monitoring, evaluation, reporting and communication, including a detailed protocol for the verification of DLIs; and (c) such other administrative, financial, technical and organizational arrangements and procedures as shall be required for the Project, as the same may be revised from time to time with the prior approval of the World Bank.
27. "Project Staff Allowances" means the reasonable Project allowances for project staff working full time on the Project, as may be permitted under the Recipient's or Sindh's civil service statutes, regulations and policies, but excluding salaries of the Recipient or Sindh's civil servants.

28. "Reform Support Unit" and the acronym "RSU" mean the unit established within the SED, pursuant to Notifications No. SO (C-I)/SGA&CD/4-34/2005 dated January 5/6, 2006 and Order, issued by the Chief Secretary of Sindh, and Order No. SO (B&F)/EDU/SNE/RSU/05-06, issued by the Secretary of Education and Literacy of Sindh, and referred to in Section I.A.2 of the Schedule to the Project Agreement.

29. "Regional Reform Oversight Committee" and the acronym "RROC" means the regional oversight committee established in each of Sindh's regions pursuant to Notification No. SO(C-IV)/SGA&CD/4-26/11, dated February 21, 2013, as amended thereof (as agreed in writing with the World Bank), and referred to in Section I.A.4 of the Schedule to the Project Agreement.

30. "Rupees" mean the currency of the Recipient.

31. "SAT Costs" means the reasonable costs associated with the administration of all stages (i.e. from test design to data analysis and findings dissemination) of the student achievement test in language, mathematics and science for grades 5 and 8 in government schools.


33. "School non-salary budgets" means the reasonable operating costs of primary, middle, elementary, secondary, and higher secondary schools.


36. "Second Sindh Education Sector Reform Program" and the acronym "SESRP II" mean Sindh's program to strengthen education sector governance and

37. “SED” means the Education and Literacy Department of Sindh, or any successor thereto.


39. “Sindh” means the Recipient’s Province of Sindh;

40. “SMS Manual” means the school monitoring system manual to be adopted by Sindh pursuant to Section I.C.1 of the Schedule to the Project Agreement, as the same may be revised from time to time with the prior approval of the World Bank.


42. “Steering Committee for SERP II” means the committee established pursuant to Notification No. SO (C-IV)/SGA&CD/4-34/05: dated 10th December 2012, and referred to in Section I.A.1 of the Schedule to the Project Agreement.

43. “Sub-Category” means any of the Sub-categories set forth under Category (1) in the table in Section IV of Schedule 2 to this Agreement; and the term “Sub-Categories” means collectively two or more said sub-categories.

44. “Training and Workshops” means the reasonable costs of training, workshops and conferences conducted in the territory of the Recipient or attended overseas (subject to the prior approval of the World Bank), including the purchase and publication of materials, rental of facilities, course fees, and travel and subsistence of trainees.