



National Rural Support Programme

National Rural Support Programme

IRM Complex, 7, Sunrise Avenue, Park Road, Chak Shehzad,
Near COMSATS University, Islamabad. Ph: +92-51-8746170-3

Date: December 06, 2022

**Request for Proposals (RFP)
for
Hiring of firm/individual consultant to develop
Complaint Management and Investigation
Guidelines System
for
National Rural Support Programme (NRSP)**

Ref No. RQ-961

Newspaper Advertisement

 National Rural Support Programme	<h1>REQUEST FOR PROPOSALS</h1>
<p>National Rural Support Programme (NRSP) intends to hire a company/individual consultant to develop Complaint Management and Investigation Guidelines System for National Rural Support Programme.</p> <p>The complete Request for Proposal document is available on NRSP's website at https://nrsp.org.pk/tenders/ which can be downloaded free of cost. Companies/individual consultants having relevant experience and good track record are encouraged to apply. Deadline for the submission of Proposal is December 21, 2022 till 03:00 pm. NRSP reserves the right to accept or reject any/all proposals or cancel the RFP.</p>	
<p>National Rural Support Programme, #7, Sunrise Avenue, IRM Complex, Park Road, ChakShehzad, Near COMSATS University, Islamabad. Ph: 8746170-3</p>	

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RFP Details		
1.	Date of RFP and upload on NRSP website.	December 06, 2022
2.	Last date for sending queries /question or clarifications	December 10, 2022
3.	Last date for reply of queries/ question or clarifications by NRSP	December 12, 2022
4.	Last date, time and address for receipt of RFP (in hard copies)	December 21, 2022 By 3:00 p.m.(PST) National Rural Support Programme, #7 Sunrise avenue, Near COMSATS University, Park Road, Chak Shahzad, Islamabad, Tel: +92(51) 8746170-
5.	Date and Time of Opening of Technical Proposals	December 21, 2022 By 3:30 p.m.(PST)
6.	Place of opening	National Rural Support Programme, #7 Sunrise avenue, Near COMSATS University, Park Road, Chak Shahzad, Islamabad, Tel: +92(51) 8746170-173
7.	Address for communication and correspondence	As above
8.	Contact for Queries/ Communications	Interested companies are requested to send their queries on the following email: procurement@nrsp.org.pk. The email query should clearly mention the following details, so that in case of any clarification, the same maybe issued to them: Name of Company, Contact person, Mailing address, Telephone No. Email address, Mobile No. etc

Note: Proposals will be opened in presence of the companies' representative who choose to attend the events.

1. Objective of the Assignment

National Rural Support Programme (NRSP) intends to hire the services of firm/individual consultant to develop Complaint Management and Investigation Guidelines System for the Organization. This step is being taken by the organization keeping in view the suggestions and recommendations from the NRSP's donors (including donors/ organizations who carried out institutional assessments of NRSP including UN agencies, Green Climate Fund, EU etc), Partner Organizations, Experts, Management and feedback from other Professionals/ Consultants working directly or in-directly with NRSP.

For clarity, it is important to note that Complaint Management and Investigation System and its guidelines (part of various manuals, policies etc documents of NRSP) already exist in NRSP for which compliance are being ensured; but this system and guidelines need to be updated/ revised on the basis of feedback/recommendations and national/international standards (suitable for NRSP to adopt). Few other guidelines which directly or in-directly relates to complaint management and investigation; may also have to be updated as part of this assignment.

2. Scope of work/Deliverables

Sr#	Deliverables	Key activities	Estimated time
1	Consultant and NRSP are on one page and agreed to start work on the assignment. Consultant will be sharing day to day Work Plan with NRSP for the complete assignment.	<ul style="list-style-type: none"> Meetings between Consultant and NRSP on ToRs of the assignment 	
2	Identify gaps in the existing Complainant Management System and investigation guidelines according to the standards	<ul style="list-style-type: none"> Reviewing the existing documents, guidelines, policies etc; specially the complaints management system 	2 Days
3	Consultant to carry-out the first stakeholder's consultation meeting/ workshop with NRSP's relevant Professional staff	<ul style="list-style-type: none"> Lead, facilitate and carry out the consultation during the meeting/ workshop Documentation of feedback received from workshop participants on the study topics Preparation of a short workshop/ meeting report by the consultant (soft copy to be shared with NRSP) 	3 days
4	Consultant to carry-out the 2 nd stakeholder's consultation meeting/ workshop with NRSP's management	<ul style="list-style-type: none"> Lead, facilitate and carry out the consultation during the meeting/ workshop Documentation of feedback received from workshop participants on the study topics Preparation of a short workshop/ meeting report by the consultant (soft copy to be shared with NRSP) 	3 days
5	Consultant to share 1 st draft of the table of contents (soft copy) for Complaint Management and Investigation Guidelines document and other relevant policies/ procedures to be developed/ updated	<ul style="list-style-type: none"> Meetings of Consultant with relevant professionals of NRSP for discussion on table of contents 	6 Days

Sr#	Deliverables	Key activities	Estimated time
		<ul style="list-style-type: none"> Desk review exercise for the collection of information from primary and secondary sources 	
6	Finalization of first draft of the document on Complaint Management and Investigation Guidelines of NRSP Improving/updating other relevant policies/documents (including Anti Sexual Harassment Safeguards etc) (Soft copies of the above documents to be shared with NRSP)	<ul style="list-style-type: none"> Desk reviews exercises and collection of information from secondary and primary resources Exchange of any formats like contents, guidelines/feedback/recommendations from donor/ GCF One to one meeting with GCF (only if needed) Incorporation of feedback received from workshop/ meeting participants (professionals and management) Sharing the 1st version of document with NRSP 	28 days
7	Presentation of document during an online workshop to be organized for NRSP's Professional staff and management. (Soft copy of presentation to be shared with NRSP, before the event)	<ul style="list-style-type: none"> Preparation of presentations by the consultant Feedback of NRSP on the presentations Recording feedback of participants during the workshop and incorporation of feedback into the final document Preparation of a short workshop/ meeting report by the consultant (soft copy to be shared with NRSP) 	4 days
8	Submission of final version of document on Complaint Management and Investigation Guidelines to NRSP (Soft copies of the final document to be shared with NRSP)	<ul style="list-style-type: none"> Reviews and meetings between NRSP and Consultant; before the task to be considered as complete 	7 days

3. Submission of Proposals

- a) All the Proposals shall be furnished on **Single Stage two Envelope Procedure**
One Technical Proposal complete in all respect along with Separate Financial Proposal with complete details should be submitted in the sealed envelopes, clearly marked as "Proposal for Hiring of firm/individual consultant to develop Complaint Management and Investigation Guidelines System for NRSP".
- b) Soft copy of the complete technical proposal including the annexures should be provided on USB with the hard copy in the envelope.
- c) Prices should be inclusive of all applicable taxes, services etc.
- d) Prices quoted will be firm for the entire period of Contract. All prices to be quoted in Pak Rupees, and must clearly state all applicable taxes/services which must be included in quoted price.
- e) The applicant should take care in submitting the proposal and ensure that enclosed papers will be properly numbered and submitted in a file in proper manner.
- f) The proposals to this RFP must be submitted latest by December 21, 2022, 3:00pm. Electronic proposals will not be entertained. Any proposals delivered after due date

and time will be considered non-responsive and disqualified from further consideration. The Proposals should be addressed to:

**Procurement Department
National Rural Support Programme,
#7 Sunrise Avenue, Near COMSATS University,
Park Road, Chak Shahzad, Islamabad.
Tel: +92(51) 8746170-173**

- g) The offer will remain valid for a period of 45 days from the closing date of the Proposal. Any offer falling short of the validity period is liable for rejection.
- h) No offer can be withdrawn by the vendor subsequent to the closing date and time for submission of offers.
- i) Full disclosure of policy.

4. Timeframe

Total time frame of this assignment is 53 days (spread over 2 months and 15 days). Contract signing date between Firm/Consultant and NRSP will be considered as start date of this assignment. Due to time constraints, extension in time for completing the assignment is not recommended and will not be encouraged (though if slight changes are needed, a dialogue can be done on this topic).

5. Budget and Payments

The maximum available budget for this assignment is PKR 2,700,000 which includes all taxes as per the law of land. Procedure for the payment of installments is given below which will be further finalized at the time of signing the agreement.

- 20% of the agreed total amount (1st installment) will be paid after completion of deliverables from 1 to 5
- 60% of the agreed total amount (2nd installment) will be paid after submission of 1st draft of the required documents (deliverable 6)
- 20% of the agreed total amount (last installment) will be paid after approval of the final documents by NRSP

6. Corporate Competencies

Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability. Treats all people fairly without favoritism

7. Functional Competencies of Consultant and Professionals to be engaged

- Management and Leadership
- Consistently approaches work with energy and a positive, constructive attitude, demonstrates openness to change and ability to manage complexities
- Ability to lead effectively, mentoring as well as conflict resolution skills, demonstrates strong oral and written communication skills
- Remains calm, in control and good humored even under pressure
- Proven networking, team-building, organizational and communication skills

8. Eligibility/Selection Criteria and Scoring

Few points for consideration and clarity:

- Both Firms and Individual Consultants can apply for this assignment. Though in the case of firm applying for this assignment, evaluation will be done for the individual/ lead of the firm; who will work directly on this assignment for consultations, writing work and further completion of the assignment.
- Both firms and individual consultants can be international.
- In addition to the requirements of the evaluation criteria; following must also be shared by the applicants:
 - Firms:** Share organizational profile and registration certificate (with legal bodies)
 - Individual Consultant:** identification documents like CNIC or passport etc.
 - Experts to be nominated by the firms should also share their identification documents like CNIC or passport etc.
- Registration with FBR is highly recommended.

#	Indicators	Scores	Means of Verifications (MoVs)	Remarks
1	Master or PhD in topics related to Anthropology, Human Rights, Law, Administration (from a recognized national and/ or international university)	<ul style="list-style-type: none"> Master Degree: 16 Individual having PhD in relevant subject will get extra scores: 4 <p>(subtotal score = 20)</p>	>>Copy of Degree	>>NRSP may approach relevant institution for degree verification >>Relevant degree means on Anthropology, Human Rights, Law, Administration
2	Atleast 10 years of relevant working experience on finalization of similar documents/ manuals	<ul style="list-style-type: none"> 10 Years of relevant experience: 16 Consultant having more than 10 Years of relevant experience will get additional scores: 4 If evaluator is fully satisfied with the 3 required samples of reports and agreements: 40 <p>(subtotal score = 60)</p>	>>List of similar work done by the Consultant in last 10 years or more >>Soft copies of last 3 most recent and similar completed documents/ manuals in last 10 years (one of them must be on Complaint Management and Investigation) >>Copy of agreements (with the organizations/ institutions/ donors) for last 3 most recent work (asked in above point) >>Share any other means of verifications which may satisfy the evaluator that work is done by the Consultant him/her self (this will improve the evaluation scores)	>>This information is required for the work done by the Individual (documents/ manuals written by the individual applying for this assignment or nominated by the firm to work on this assignment) >>Relevant experience means experience of developing manuals/ policies (specially on complaint management system, investigation guidelines etc)

#	Indicators	Scores	Means of Verifications (MoVs)	Remarks
				>>NRSP may verify the information from various sources
3	Strategy/ methodology to facilitate the proposed workshops/ meetings and finalization of document	<ul style="list-style-type: none"> If evaluator is fully satisfied with the proposed methodology for the consultations workshops and finalization of the documents: 20 <p>(subtotal score = 20)</p>	Not more than 2-page write-up in MS word file	Keep the font type Calibri, font size 11 and line spacing as single.
100				

After receiving the proposal from the firms/consultants; NRSP/Committee will review, shortlist the proposals, will carry out the interviews and make decision on whether to issue contract to any firm/consultant or again start the procurement process (in case selection committee indicates that none of the applicant/Consultant is suitable for the job). Firm/consultant scoring highest marks in the technical evaluation which should be at least 70% or above and financial proposal within the budget will be eligible for selection and shortlisting.

9. Specific Terms & Conditions

- a) NRSP reserves the right to reject any or all proposals without assigning any reason or cancel the process at any time without shortlisting any company or signing the contract.
- b) NRSP reserves the right to increase/decrease the quantity of items/scope of the work. Applicant has no right to challenge the decision in Court.
- c) An effort by an applicant to influence NRSP, directly or indirectly THROUGH UNFAIR MEANS may result in the blacklisting for any future requirements of NRSP.

10. General Terms & Conditions

- a) The NRSP does not bind itself to accept the lowest or any Proposal and reserves the right to reject any or all Proposals at any point of time prior to the signing the contract/agreement without assigning any reasons whatsoever.
- b) Make sure to provide all the required information, though any missing information might be asked from the Company/ Firm once only (2-days deadline will be given); afterwards Company/ Firm's proposal will be considered as un-eligible (if no information is provided); or otherwise as decided by the proposal's evaluation committee
- c) At the implementation stage, if the selected firm/consultant change the professional/lead consultant proposed at the proposal stage, NRSP will immediately cancel this agreement (even if the agreement is signed between NRSP and the selected firm).
- d) NRSP reserves the right to initiate proposal process without providing any reason whatsoever. NRSP shall not incur any liability on account of such rejection.
- e) NRSP reserves the right to modify any terms, conditions, quantity or specifications for submission of offer and to obtain revised Proposals from the applicant due to such changes, if any.
- f) NRSP's organizational standard rules, regulations and policies related to Anti Money Laundering and Combatting Terrorist Financing, Environment Compliance, Child Labour, Anti Sexual Harassment, Anti-Fraud Policy etc will be applicable to the Consultant/Firm and will be made part of the agreement to be signed between NRSP and the Consultant.
- g) Moreover, by applying to this assignment, applicant will agree to (i) any decision to be made by NRSP regarding the selection, shortlisting and hiring of Consultant and (ii) will agree to NRSP if the RFP (this assignment) is terminated due to any reasons; before or after signing of contract with the Consultant/Firm.
- h) Supplier code of conduct is attached for required compliance as **Annex B**.
- i) The Consultant will be contracted by the National Rural Support Programme (NRSP) and assignment will be facilitated by the Project Coordinator (to whom the Consultant will coordinate directly). All work will be done in Islamabad Pakistan; however, if needed field visit(s) and meetings/ consultations will be arranged and financed by NRSP.
- j) Firm applying for this assignment cannot apply in a joint venture with any 3rd party.

11. Submission of Proposal and required Documents

- a) The offer should be completed in all aspects and incomplete proposal (s) will be rejected.
- b) Any Proposal, submitted with incorrect / false information will be rejected. Further, if any firm/individual consultant is found to have submitted incorrect / false information at any time, he may be debarred from participation in the future procurement processes or otherwise as decided by the evaluation committee. Proposal and supporting documents should be shared in a sequence as per the

requirements in Section-7; with a simple cover letter at the top. Cover letter should indicate the contact person name and phone number; whom evaluation committee members/ procurement team of NRSP may approach for any clarity.

- c) No financial should be attached with the technical proposal.
- d) Once the proposal is submitted in sealed cover by the firm/individual consultant, the NRSP will not accept any addition / alterations / deletions in the Proposal. However, the NRSP reserves the right to seek clarification or call for supporting documents from any of the firm/individual consultant, for which the concerned firm/individual consultant will submit the documentary evidence(s) as required by the NRSP.
- e) NRSP will scrutinize the offers to determine whether it is completed or errors made in the offer and the documents have been properly signed. Offers with incorrect information or not supported by documentary evidence, would be rejected. However, the NRSP, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. NRSP reserves the right for such waivers and this shall be binding on all insurance/Takaful companies.
- f) Deviation from required scope of work stipulated may make the proposal liable for rejection.
- g) For proper scrutiny, evaluation and comparison of offers, NRSP may, at its discretion, ask some or all firm/individual consultant providers for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.
- h) Proposals must be received by NRSP at the address specified in the RFP not later than the specified date and time as mentioned in the RFP. In the event of the specified date of submission of proposals being declared a holiday for NRSP, the proposals will be received up to the appointed time on next working day.
- i) NRSP may, at its discretion, extend this deadline for submission of proposals by amending the RFP documents.

12. Proposal Currency & Language

All prices shall be expressed in Pakistani Rupees and proposal should be submitted in English language.

13. Cost of RFP

The firm/individual consultant shall bear all the costs associated with the preparation and submission of proposal.

14. RFP Document

- a) The firm/individual consultant is expected to examine all instructions, forms, Terms and Conditions in this RFP Document.
- b) Firm/individual consultant should not add, omit, or change any item, term or condition in the original paper.
- c) If the firm/individual consultant has any additional terms & conditions or services, this shall be stipulated in a separate letter accompanying the proposal.

15. Confidentiality Statement

All data and information received from NRSP for the purpose of this assignment is to be treated confidentially and is to be used ONLY in connection with the execution of this assignment. All intellectual property rights arising from the execution of this assignment are assigned to NRSP. The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the expressed advance written authorization of NRSP. NRSP may then disclose the draft, final report and/or any related information to any person and for any purpose they may deem appropriate.

16. Rejection of the Proposal

The Proposal is liable to be rejected if:

- a) If it is received through Fax/E-mail.
- b) If it is received after expiry of the due date and time stipulated for Proposal submission.
- c) Incomplete Proposals
- d) If the financial proposal is above the maximum available budget.

17. Modifications and Withdrawal of Proposals

- a) No proposal will be modified after the deadline for submission of proposals. Proposals once submitted will be treated, as final and no further correspondence will be entertained on this.
- b) No firm/individual consultant shall be allowed to withdraw the proposal, if the firm/individual consultant happens to be a successful firm/individual consultant.

18. Proposal Opening and Evaluation

- a) The NRSP will open the proposals, in the presence of firm/individual consultant's and their representative(s) if any, authorized by the firm/individual consultant to attend, at the time, date mentioned in Proposal document and at the address mentioned in RFP details.
- b) The firm/individual consultant's representatives who are present shall sign the sheet evidencing their attendance. In the event of the specified date of proposal opening being declared a holiday for NRSP, the proposals shall be opened at the appointed time and place on next working days.
- c) Firm/individual consultant satisfying the technical requirements as determined by the NRSP and accepting the Terms and Conditions of this document shall be short-listed.
- d) Decision of the NRSP in this regard shall be final and binding for the firm/individual consultant.
- e) NRSP reserves the right to negotiate with first, second, third firm/individual consultant etc. if offer is above the available budget or successful firm/individual consultant is not able to provide the services or.

19. NRSP's Right to accept or reject any or all proposals

NRSP reserves the right to accept or reject any proposal and annul the process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected firm/individual consultant or any obligation to inform the affected firm/individual consultant of the ground for NRSP's action.

20. Governing Laws and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Pakistani Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award.

21. Authorized Signatory

The firm/individual consultant should indicate the **authorized officials from their organization** who can discuss, correspond, sign agreements / contracts, raise invoice and

accept payments and also to correspond. Atleast 2 persons can be nominated, whose details must be mentioned in the cover letter.

22. Appeals

Firm/individual consultant believing that they have been harmed by an error or irregularity during the award process may file a complaint to NRSP at complaints@nrsp.org.pk.

UNDERTAKING/DECLARATION OF ELIGIBILITY**(to be submitted on at least Rs.50/- stamp paper)**

In the response to your RFP#961, I/We, the undersigned, hereby declare that:

- Our proposal is valid for a period of 45 days from the last date for the submission.
- We agree to adhere to all of the terms and conditions as given in the tender documents of the NRSP and other documents as provided in the tender documents.
- We are registered with NTN, GST and provisional sales tax department(s).
- We confirm that we are not engaged in any corrupt, fraudulent, collusive or coercive practices and acknowledge that if evidence contrary to this exists, NRSP reserves the right to reject our proposal or terminate the contract with immediate effect.
- We are not bankrupt or being wound up, are having our affairs administered by the courts, have not the subject of proceedings concerning those matters, or are in any analogous arising from the a procedure provided for in national legislation or regulations.
- We have not been convicted of an offence concerning professional conduct by any judgment.
- We have not been guilty of grave professional misconduct proven by any means which the NRSP can justify.
- We have fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with legal provision the country in which we are established or with those of the country where the contract is to be performed.
- We have not been the subject of the judgment for any fraud, corruption, involvement in criminal/terrorist organization or any other illegal activity detrimental to Pakistani Law.
- I/We as sole proprietorship, authorized dealers, Association of Persons (AOP), partnership firms, private or public limited companies or other do not have any kind of relationship with the NRSP Staff; and if later my this statement is not found in conformity with reality i.e. relationship is found, I would stand liable to NRSP as per the rules mentioned in the tender documents.
- Are not guilty of serious misinterpretation in supplying information.
- Are not in situations of conflict of interest (with prior relationship to project or family or business relationship to parties in NRSP).
- Have no relation, direct or indirect, with any terrorist or banned organizations.
- Are not blacklisted by any Local/International organization, PPAR, SPPRA, Government/semi Government department, NGO or any other company/organization.
- Have no relation, direct or indirect, with proscribed individual/entities/political expose person(s).
- Are not on any list of sanctioned parties issued by the Pakistan Government, DIFD, USAID, UN agencies, UNSCR, NACTA, European Union and others.
- Have not been reported for/under litigation for child abuse.

Full official Name: _____

Signature: _____

Name of Company: _____

Company Stamp: _____

Date and Location: _____

Code of Conduct and Ethics
(Non-Employee, consultants, vendors and third parties)

Upholding ethical standards protects the integrity, fairness, and transparency of the procurement process.

As a consultant/Vendor professional objective is to assist NRSP to add value to their enterprise, whether that enterprise takes the form of a business, a not-for-profit organization or any element of government.

As a consultant/vendor requires adherence to this Code of Conduct and Ethics as a condition of relation. All consultants/vendors have pledged to a proposal by the NRSP's Code of Conduct and Ethics and their voluntary adherence to the Code signifies the self-discipline of the profession.

All individuals (non-employees) contracted or functionally related to NRSP, including executing entities and third-party vendors:-

1. Will serve NRSP with integrity, competence, objectivity, independence and professionalism.
2. Will only accept assignments that they are competent to perform; and will only assign staff or engage colleagues with knowledge and expertise relevant to the assignment.
3. Before accepting any assignment will establish with NRSP realistic expectations of the objectives, scope, expected benefits, work plan and fee structure of the assignment.
4. Will treat all confidential NRSP information appropriately; will take reasonable steps to prevent access to confidential information by unauthorized people and will not take advantage of proprietary or privileged information, for use by them or others, without the NRSP's permission.
5. Will avoid conflicts of interest, or the appearance of such, and will disclose to NRSP immediately any circumstances or interests that they believe may influence their work, judgment or objectivity.
6. Will not contact NRSP during the any pre-solicitation or evaluation phase in which participated, unless NRSP contact for any information.
7. Will offer to withdraw from assignment when they believe their objectivity or integrity may be impaired.
8. Will inform NRSP immediately if there is any change in contact person, email, address, directors, release of any of his/her employee or any such information which could be necessary for NRSP record.
9. Will represent the profession with integrity and professionalism in their relations with NRSP, colleagues and the general public.
10. Will report to appropriate authorities within or external to NRSP organization any occurrences of malfeasance, dangerous behavior or illegal activities discovered during the course of an assignment.
11. Will not offer commissions, gift, bribe, remuneration, or other benefits from himself or from a third party in connection with any assignment to NRSP, and will disclose in advance any financial interests.
12. Will promote adherence to the Code of Conduct and Ethics by all other staff working on their behalf.
13. Strive to treat all persons of NRSP with respect and courtesy in accordance with applicable international and national conventions and standards of behavior;
14. Never intentionally commit any act or omission that could result in physical, sexual or psychological harm to the beneficiaries we serve, or to their fellow workers;
15. Not condone or intentionally participate in corrupt activities or illegal activities. While respecting and adhering to these broader frameworks of behavior,
16. Shall not harass, discriminate, or retaliate against any other consultant/vendor or any member of society.
17. Shall make themselves available and fully participate in all administrative inquiries with completely honesty.
18. No NRSP employees shall solicit anything of value from a citizen or business for services that the NRSP is expected to provide.
19. Shall not remove NRSP property from its assigned place for personal use. Defacing or destroying NRSP property is vandalism and shall be dealt strictly.
20. Will not permit considerations of race, gender, nationality, religion, politics, sexual orientation or social status to influence professional behavior or advice.
21. Will be respectful of those whose wellbeing may be contingent. Will diligently apply objective judgment to all consulting assignments, based on the best information available. Will conduct independent research and analysis where possible, and will consult with colleagues and others who can help inform the judgment.
22. Will not use any services, goods, materials, technology and/or equipment provided by or paid for by NRSP for illegal, inappropriate, or otherwise disruptive activities, or in support of such activities.
23. Shall not place or display non-official notices in NRSP premises without prior written approval from the appropriate authority.
24. Shall not possess unauthorized weapons, illegal drugs, or alcohol on NRSP premises.
25. Shall strictly follow the NRSP's workplace policies while on any NRSP premises.

This Code of conduct is not exhaustive and may not anticipate every situation which may morally, ethically, professionally, legally compromise the employees or NRSP interests. In this regard NRSP expects to use sound judgment. However, compliance with this Code is a mandatory obligation owed by all consultants, third party vendors etc. Breach of this Code or any requirements mentioned in these Rules will result in disciplinary action and may lead up to cancellation of work order/registration including legal action or other appropriate disciplinary actions.

Anti-Money Laundering and Anti-Terrorism Financing Policy

Policy

"It is the policy of the NRSP to prohibit and actively prevent money laundering and any activity that facilitates money laundering or the funding of terrorism or criminal activities" by complying with all applicable requirements under the **Anti-Money Laundering Act 2010** (Act No. VII of 2010 - an Act to provide for prevention of money laundering) and **Anti-Terrorism (Second Amendment) Act, 2014** and its implementation regulations. Recently under the national action plan and SECP regulations money laundering has been identified as a major cause for corruption and criminal activities. Therefore, NRSP is very sensitive to ensuring that our platform is not used for any such purposes.
