



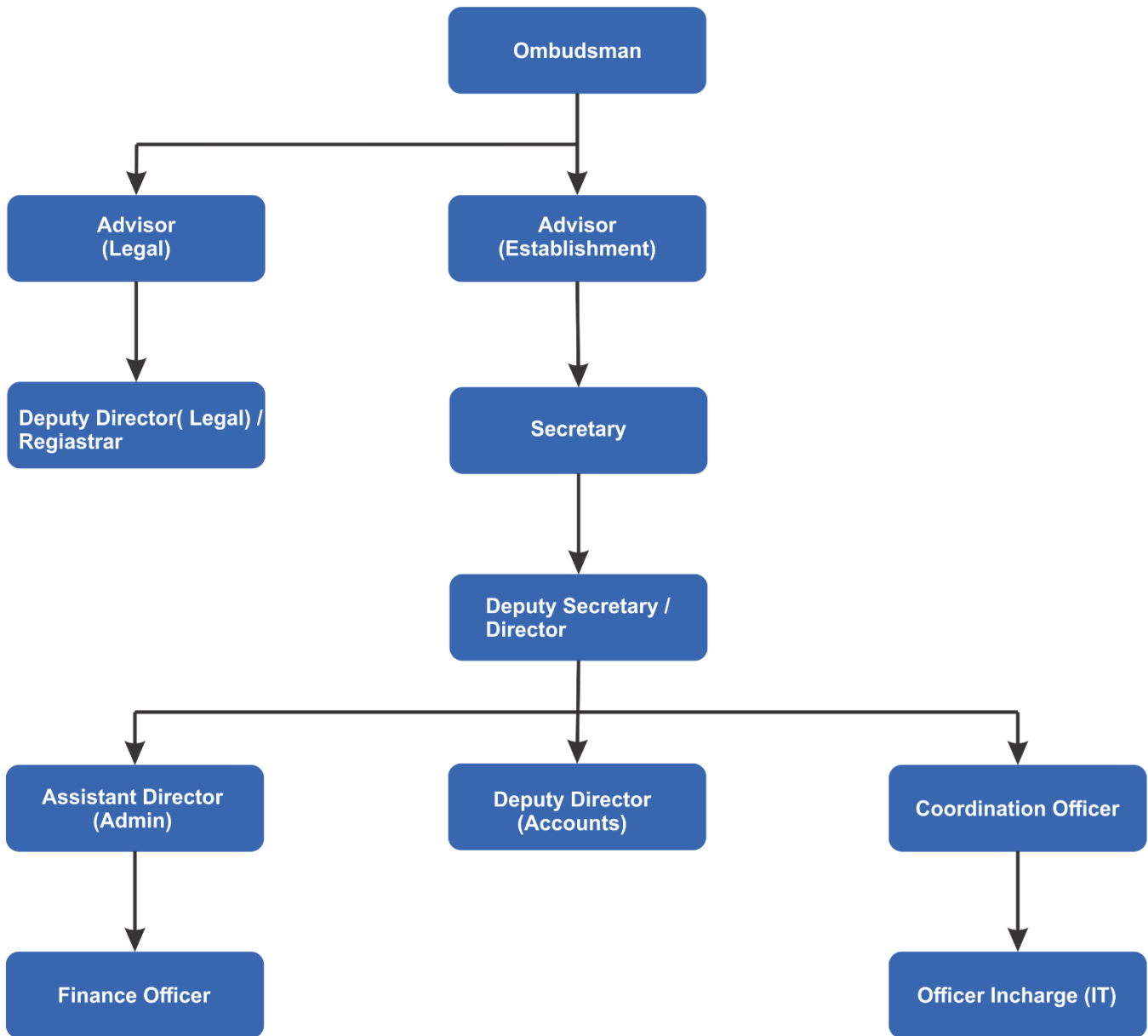
FEDERAL OMBUDSMAN SECRETARIAT
FOR PROTECTION AGAINST HARASSMENT OF WOMEN AT THE WORKPLACE
14-M, FIRST FLOOR, ALI PLAZA, F-8 MARKAZ, ISLAMABAD

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Islamabad, the 24th January, 2018

Subject: **PREPARATION AND CIRCULATION OF YEAR BOOKS IN PURSUANCE OF RULE 25 OF THE RULES OF BUSINESS.**

ORGANOGRAM



Our AIM

To create safe working environment for working force that is free from Harassment, Abuse, and fulfills their right to work with dignity and earn livelihood without any fear of discrimination.

Mission Statement

Provide speedy justice free of cost to the victims of
Harassment at Workplace.

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1. Message from Ombudsman



Evidently we are living in an era of modern age, but if we look back percentage of violation of human right it was much less than present. More we legislate the law, more we become violator of them. More we speak about human right more we witness the increased figure of their breach. Why this is so, have we ever thought over it?

What I have realized is the non-implementation of law in its true perspective. The major purpose of law is to provide justice, but if the laws of country fail to ensure equality or to reflect the principle of equality then they have failed in their purpose of providing justice and because of this disturbance and lawlessness is prevalent in society.

In such scenario where the law is there but with social injustice and social values are there but nobody is prepared to follow them. Institutions are there but with no effective rule, in such eventualities, there is a need of such an institution within democratic framework which enjoys confidence of people and have an easy access for redressal of their grievances.

So when we talk about ensuring safety of people in public and private sectors or places, the offices of Ombudsmen in Pakistan in different sectors are being recognized as an alternative remedy provider to protect the right of aggrieved persons because the whole idea of

Ombudsmanship is based on the principle of impartial investigation by an office which is not a part of the administrative functionaries.

Experience has shown that because of its easy accessibility and speedy procedure of disposal of complainant, contrary to the lengthy and complex mode in normal judicial course, the Ombudsmanship has gained confidence in public at large as alternate and speedy remedy provider. It will be a pleasant surprise for you that this Office of Ombudsman provide relief to victims within 60 days with full assurance of implementation of its recommendations in another period of seven days i.e. only within a period of 67 days a righteous person get justice without any cost of litigation.

This is why office of Ombudsman is important for providing speedy justice and building confidence in people, of secured life, because it is easily accessible and without cost and has quick disposal. We should not ignore that concept of good life depends on protection of fundamental liberties. Civil structure of society develops in environments of freedom where people should feel protected and honored and to meet this need along with other countries in the interest of its citizens, Pakistan adopted the Institution of Ombudsman.

In such state of affairs the law legislated for protection of women at workplace in 2010 and establishment of office of Federal Ombudsman and four Provincial Ombudsman at provincial level under the Act for redressal of the problems faced by working persons in their respective offices either they be working in public sector or private sector is a big outcome.

Honorable Justice (R) Yasmin Abbasey,
Federal Ombudsman for Protection against
Harassment of Women at Workplace

2. Introduction

The “Protection against Harassment of Women at Workplace, Act 2010” defines harassment as:

any unwelcome sexual advance, request for sexual favors or other verbal or written communication or physical conduct of a sexual nature or sexually demeaning attitudes, causing interference with work performance or creating an intimidation, hostile or offensive work environment, or the attempt to punish the complainant for refusal to comply to such a request or is made condition for employment.

Harassment covers a wide range of behaviors of an offensive nature. It is commonly understood as behavior that disturbs or upsets, and it is characteristically repetitive. In the legal sense, it is behavior that appears to be disturbing or threatening. Sexual harassment refers to persistent and unwanted sexual advances, typically in the workplace, where the consequences of refusing are potentially very disadvantageous to the victim.

Workplace Harassment is:

- the offensive, belittling or threatening behavior directed at an individual worker or a group of workers.
- the odious dealing through pitiless, malevolent, hurtful or embarrassing attempts to undermine an individual worker or groups of workers.

Recently, matters of workplace harassment have gained interest among practitioners and researchers as it is becoming one of the most sensitive areas of effective workplace management. In Oriental countries, it attracted lots of attention from researchers and governments since the 1980s, because a significant source of work stress is associated with aggressive behaviors in the workplace. Third world countries are far behind oriental countries in that there are limited efforts to investigate the questions on workplace harassment. Under occupational health and safety laws around the world, workplace harassment is identified as being core psychosocial hazards.

Honour and dignity of a person which is one of the basic foundation of Islamic teaching have also been transmitted in **Article 14 of Constitution of Pakistan**. To promote and make it practical Law under Protection against Harassment of Women at Workplace, Act 2010 was intended to be legislated because harassment at workplace has been one of the major contributing

factors that impede persons from joining the workforce in Pakistan. To provide protection against harassment at workplace and for the prevention and redressal of complaints regarding workplace harassment by an act of Parliament, Act IV of 2010, “Protection against Harassment of Women at Workplace” was promulgated on 9th March 2010 and the HQ of “Federal Ombudsman Secretariat for Protection against Harassment of Women at Workplace” was established in Islamabad. The main purpose of the legislation is to create a safe work environment where persons are able to earn their livelihood and also contribute towards the economy of the country without any fear of harassment, abuse or discrimination.

2.1 Definition of Workplace Harassment elaborated through Judgements from this forum:

In **Case No. 1(35)/2012-FOS**, Section 2(c) of Act IV of 2010 falls under the definition of harassment where the Act does not allow to be examined in isolation. But, it includes other aspects of creating an intimidating, hostile or offensive work environment, which leads to sexual advance, sexual request or sexual favor needs to be examined. Moreover, it is elaborated that gender discrimination and other evil elements that create a hostile or offensive work environment even unrelated to sexual desire are not tolerable as well. However, the object of enactment of Act IV of 2010, has the same intent as **Article 9 and 14 of the Constitution of Pakistan that, highlight the right to life means to live with dignity with healthy and protected environment to the persons working at workplace.**

- **Case No. 1(87)/2014-FOS** has evolved further definition of harassment. It has outlined the depth of definition of complainant, under Section 2(e). As per, the section the complainant can be a man or woman. Further, this case has highlighted Section 2(1) about the organizations which even include educational institutions. This case even elaborated that, **students are under the wide scope of Section 2(e) on technical grounds** which gives them the protection against harassment at the workplace.
- General perception of the public regarding the “Act of 2010, Protection against Harassment of Women at Workplace” which was also observed in **Case No. 1(154)/2015-FOS** that, this legislation provides protection from sexual Harassment at workplace to working women only whereas section 2(d) sub-clause (e) clearly states that: **“Complainant” means a woman or man who has made a complaint to the Ombudsman or to the Inquiry Committee on being aggrieved by an act of harassment.** Similarly, sexual harassment is one of the connotation of Workplace

Harassment. The definition of Harassment as explained in sub-clause (h) of section 2 further elaborates that **“causing interference with work performance or creating an intimidating, hostile or offensive work environment” are also implications of workplace harassment.**

- **Case No. 1(350)/2017-FOS** reveals the fact that just because of the word “Women” appearing in the title of “Act IV of 2010” it is usually considered that whenever the women is involved in any act of Harassment, it would always be some sexual harassment act, which is not so in every circumstances. We need to enhance the canvas of harassment than to sexual harassment while talking about the workplace harassment. This case further elaborates the definition of workplace harassment as **‘any severe behavior of an officer or coworker which disturbs or upset a person falls under the definition of workplace harassment’.**

- As per **Case No. 1(69)/2013-FOS**, Harassment can be persistent indecent or awkward behavior that takes place in an office environment which makes another person uncomfortable. Further **according to Section 2(h), any action which is unwelcome to target either verbal and nonverbal, physical or other behavior even falls under the act of sexual harassment.** In addition to this, creating hostile work or offensive work environment falls under the same Section. Moreover, **commenting or sending messages to appellant saying that “you are losing weight and becoming smarter” or stating that “you are looking fabulous” such remarks not at all are admissible.** However, the accused in his clarification highlighted the idea that, such remarks are acceptable in the American culture. However, it is noted in this case the accused is a government servant of Pakistan and he is not an American national. The accused is liable to promote and follow his own culture even abroad as a representative of Government of Pakistan. He is supposed to follow his own roots rather being carried away by other culture, norms and values.

- The **Case No. 1(214)/2015-FOS** highlighted that, the purpose of legislation of ‘Protection against Harassment of Women at Workplace’ under section 9 is related to the expeditious disposal of complaints moved by victim of harassment. In this manner, the speedy justice is provided in the period of 60 days to the aggrieved party. However, in this case it was observed and criticized that for the approval of constituting an inquiry committee took 1.5 years. **The Section 3, of Protection against Harassment of Women at Workplace, Act 2010 clearly directs that each organization shall constitute an inquiry committee within 30 days of enactment of this Act to enquire complaints.** The case further projected Section 4 of Act of

2010, on the procedure for holding inquiry. However, it was observed that, the **Competent Authorities delayed the due course of process in initiating the case with full force. This action led to the violation of previous sections as well as, Article 37(n) of Constitution of Pakistan.** Section even speaks about expeditious justice. Moreover, in this case, it was highlighted that modesty of a woman cannot be attacked at the workplace. The in-depth far reaching effects were discussed as his/ her personality with working code of ethics highlighting the unprofessional attitude. Lastly, the case explains the importance of law, titled as “Protection against Harassment of Women at Workplace, Act 2010”, with the need of fair trail and criticised the evil of red tapism so that, justice can be provided timely.

2.2 Jurisdiction:

Jurisdiction means a particular authority granted to a legal body to administer Justice within a defined field of responsibility. Jurisdiction is very important because it limits the power of a court to hear certain cases. This forum of Federal Ombudsman for Protection against Harassment at Workplace have a jurisdiction to entertain cases that are related to Harassment at Workplace and covers the entire nation who are working in Pakistan and outside the Pakistan.

Federal Ombudsman **Appeal No. 1(280)/2016-FOS(Reg)** defines the jurisdiction in this case where a complainant is a trade development officer in consulate of Pakistan. The officer was removed by the Head of Chancery at Consulate. As accused/ opponent had sexually harassed, manipulated and bullied the complainant to show his position and power in Consulate. After the inquiry was held in the department and appellant filed the appeal against the findings and recommendation of the inquiry committee. However, the respondent says that this forum has no jurisdiction to entertain the appeal because alleged incident happened outside the territory of Pakistan. **Federal Ombudsman, regret to say that these above mentioned arguments have no substance even though, the embassy where the incident took place is situated outside Pakistan. However, the territory of embassy falls under the control of Ministry of Foreign Affairs of Government of Pakistan, therefore law of Pakistan is fully applicable to all employees either serving within the country or outside country.** Under Vienna convention also property wherein embassy is situated belongs to receiving country but territory of that premises is held by said country. Thus the Federal Ombudsman has jurisdiction in this matter.

Another issue of jurisdiction is also raised in a case filed against an Educational Institution situated at Karachi (the Provincial capital of Sindh province). It was pleaded that as this institution is an outcome of provincial legislation, after 18th amendment therefore Federal Ombudsman has no jurisdiction to entertain it. Beside both parties are residing in Karachi, cause of action arose in Karachi, the Institution is also situated at Karachi therefore too Federal Ombudsman has no jurisdiction in this matter. Objections were overruled and it was observed that no matter that Institution is an outcome of Provincial Legislation, but it cannot be ignored that for purpose of affording degree to its students, every university in Pakistan needs recognition by HEC and in absence thereof that institution or university will be termed as non-recognized and its degrees will not be acceptable. It is with this compulsory imposition, this Educational Institution is registered institute with HEC. Therefore inspite of its creation through Provincial Legislation, being under control of HEC which admittedly is Federal Institution, this office of Federal Ombudsman has jurisdiction to entertain this matter.

2.3 Inquiry Committee:

The structure, regulations and other procedures related to the Inquiry Committee are as under:

- i. Each organization shall constitute an Inquiry Committee within thirty days of the enactment of “Protection against Harassment of Women at Workplace, Act 2010” to enquire into complaints under this Act.
- ii. The Committee shall consist of three members of whom at least one member shall be a woman. One member shall be from senior management and one shall be a senior representative of the employees or a senior employee where there is no Collective Bargaining Agent (CBA). One or more members can be co-opted from outside the organization if the organization is unable to designate three members from within as described above. A Chairperson shall be designated from amongst them.
- iii. In case a complaint is made against one of the members of the Inquiry Committee that member should be replaced by another for that particular case. Such member may be from within or outside the organization.
- iv. In case where no competent authority is designated the organization shall within thirty days of the enactment of this Act designate a competent authority.

- v. The Inquiry Committee shall submit its findings and recommendations to the Competent Authority within thirty days of the initiation of inquiry.

Competent Authority is legally responsible to implement the judgment/ decision within stipulated time period and in case of failure to do so, the Ombudsman possesses power to punish for contempt as provided in the Contempt of Court Ordinance, 2003 (V of 2003).

Constituted internal Inquiry Committee of this secretariat is shown below:

FOS-1(53)/2016-Advisor
GOVERNMENT OF PAKISTAN
FEDERAL OMBUDSMAN SECRETARIAT
FOR PROTECTION AGAINST HARASSMENT OF WOMEN AT THE WORKPLACE
11 - A, MAIN AGHA KHAN ROAD, F - 6/3, ISLAMABAD

Subject:- **CONSTITUTION OF INQUIRY COMMITTEE IN FEDERAL OMBUDSMAN FOR PROTECTION AGAINST HARASSMENT OF WOMEN AT THE WORKPLACE.**

With the approval of Federal Ombudsman an Inquiry Committee is constituted under Section 3 (1) of the Protection against Harassment of Women at the Workplace Act 2010, in Federal Ombudsman Secretariat for Protection against Harassment of Women at the Workplace to oversee cases of harassment.

2. Composition of the Inquiry Committee is as under:-

S. NO	Name and Designation	Role
1.	Mr. Syed Akbar Hussain Advisor (Legal)	Chairman
2.	Mr. Abdul Rehman Shahzad Consultant (Legal)	Member
3.	Mst. Omiamah Zaman Khan Liaison Officer	Member


(SAFDAR ALI)
Consultant (F)

2.4 Responsibility of the employer of every organization:

It shall be the responsibility of the employer of every organization to ensure implementation of “Protection against Harassment of Women at Workplace, Act 2010” including but not limited to incorporate the Code of this Act (Act IV of 2010) as a part of their management policy.

The management shall display copies of the ‘Code of Conduct’ in English as well as in language understood by the majority of employees at conspicuous place in the organization.

On failure to comply with the provisions of this section (display copies of ‘Code of Conduct’), every employer shall be liable to fine which may extend to one hundred thousand rupees but shall not be less than twenty-five thousand rupees.

The purpose of ‘Code of Conduct’ is to create awareness about the “Protection against Harassment of Women at Workplace, Act 2010” and to make every employer or employee known about the definitions of harassment as defined in the Act.

Since June 2013, FOS has conducted 138 awareness seminars and training sessions in different organizations all over Pakistan. At the end of every awareness seminar, copies of the ‘Code of Conduct (CoC)’ are provided to the participants and directed to display the copy of CoC at conspicuous place in their organizations. Employers may also collect these copies of CoC from the office of FOS.

2.5 Financial support through international forums:

For the financial support of this secretariat, there have been several contracts signed between Federal Ombudsman Secretariat and other International funding organizations like a contract amounting 2.5 million rupees for the development of online Complaint Management and Information System (CMIS) was signed by Federal Ombudsman Secretariat. Another contract for creating awareness about “**The Protection against Harassment of Women at Workplace, Act 2010**” among the working force of Pakistan, following activities were undertaken:

- i. Awareness Seminars/ Training Sessions (138 all over Pakistan) were held for Police, Universities, Journalists, Hospitals, Employers, Workers, Labour organizations and other departments in Pakistan.
- ii. Development of the Tele Voice Commercials (TVCs) in Urdu language for creating awareness about the “Protection against Harassment of Women at Workplace, Act 2010”.
- iii. Translation of Code of Conduct and official website of FOS into Urdu language.

iv. Printing of 'Code of Conduct' sheets in English and Urdu languages.

Copies of 'Code of Conduct' displayed at the entrance of this secretariat:

ضابطہ اخلاق

جائے کار پر خواتین کو حراساں کرنے سے تحفظ کیلئے ضابطہ اخلاق ایکٹ، ۲۰۱۰

جنول (دفعات ۲ ج) اور (۱)

چونکہ یہ قرین مصلحت ہے مقررہ کار پر عورت کو حراساں کرنے کے خلاف تحفظ دینے اور حفاظت کے لیے ضابطہ اخلاق وضع کیا جائے جو ذیل میں دیا گیا ہے

(۱) ضابطہ تمام ملازمین انتظامیہ اور آرگنائزیشن کے مالکان کے لئے رہنمائی فراہم کرتا ہے تاکہ وہ کام کے لئے خوف و ہراس سے پاک ماحول کو یقینی بنائیں؛

(۲) 'خوف و ہراس' سے کوئی بھی ناخوشگوار جنسی تعلق، جنسی میلان کی استدعا کرنا یا کوئی زبانی یا تحریری مراسلت یا جنسی نوعیت کے عملی اقدام یا جنسی تبدیلی جیسا رویہ مراد ہے کام کی انجام دہی میں مداخلت کا سبب بننا یا خوفناک، مبالغہ یا جارحانہ ماحول پیدا کرنا یا مذکورہ بالا تقاضا پورا نہ کرنے پر مستغیث کو سزا دینے کی کوشش کرنا یا ملازمت کو اس فعل سے مشروط کرنا ہے؛ کسی ادارہ یا جانے کار میں، بشمول سرکاری کام کے سلسلے میں کوئی رابطہ یا صورت حال یا دفتر سے باہر کسی سرکاری سرگرمی کے دوران مذکورہ بالا رویہ ناقابل قبول ہے۔

تشریح: کام کے ماحول کو خراب کرنے کے تین نمایاں طریقے ہیں؛

(الف) اختیارات کا غلط استعمال

کسی بھی صاحب اختیار شخص، جیسا کہ سپروائزر کی طرف سے مستغیث کو ملازمت میں رکھنے یا اجرت میں اضافہ، ترقی، تربیت کے مواقع، تبادلہ یا ملازمت جیسے بعض فوائد دینے کے عوض جنسی میلان پیدا کرنے کا تقاضا کرنا؛

(ب) مبالغہ ماحول پیدا کرنا

کوئی بھی ناخوشگوار جنسی تعلق، جنسی میلان یا جنسی نوعیت کا کوئی دوسرا زبانی یا عملی طریقہ اختیار کرنے کی استدعا کرنا جو کسی فرد کی کام کی کارکردگی پر اثر انداز یا کام کے ماحول میں خوف و ہراس، بیوقوفی یا جارحیت پیدا کرتا ہو۔ مخصوص 'ناموافق ماحول' کا دعویٰ یا عمومی جارحانہ رویے کے نتائج کی مثال کا متقاضی ہوتا ہے، تاہم ایسے مقدمات جن میں بالخصوص خوف و ہراس پھیلا یا جانے، مثلاً ایسے مقدمات جن میں جمنائی تعلق پایا جائے، تنہا جارحانہ واقعے کی خلاف ورزی کا تعین کرے گا۔

(ج) انتقام

جنسی تعلق کی اجازت سے انکار کے نتیجے میں انتقام لیا جاسکتا ہے، جس میں مستقل میں ملازمت کی پر موشن یا تربیت کے مواقع کو محدود کرنا، کارکردگی پر مبنی خراب کرنا، ملازمت کے خلاف بیوہ افواہ پھیلانا ملازمین کے حقوق کو محدود کرنے کے دیگر ذرائع شامل ہیں۔ اس طرح کا رویہ بھی خوف و ہراس کا ایک حصہ ہے۔

(۳) ہراساں کرنے کی شکایت کا عام مل یہ ہے کہ ملوث فریقین کے درمیان بہتر مشورہ دے کر مصالحت کرائی جائے، اور اس عمل میں انتہائی راز داری رکھی جائے۔

(۴) مستغیث اس مقدمہ کے لیے یا مستغیث کی جانب سے متعین کردہ کوئی عمل کارکن خوف و ہراس کے واقع کی غیر رسمی رپورٹ اس کے سپروائزر کی یا انکوآزری کمیٹی کے رکن کو کرے گا۔ ایسی صورت میں سپروائزر یا کمیٹی کا رکن معاملے کی روح اور مستغیث رضامندی سے معاملے کو حل کرنے کی کوشش کرے گا۔ استدعا زبانی یا تحریری طور پر کی جاسکے گی؛

(۵) اگر معاملے کو غیر رسمی طور پر تفتیش کے لیے اٹھایا جائے تو دفتر یا ہیڈ آفس کا ایک سینئر مینجر نظیہ طریقے سے تفتیش کرے گا۔ منسوب کردہ ملزم کے ساتھ معاملے کو رازداری سے حل کرنے کے ارادے سے رابطہ کیا جائے گا۔

(۶) اگر رپورٹ کردہ وقوعہ یا معاملہ میں خوف و ہراس کی شدت بہت زیادہ ہے اور معاملے کا جائزہ لینے والا افسر یا رکن یہ محسوس کرتا ہو کہ تادیبی کارروائی کے لیے باضابطہ کارروائی ضروری ہے تو مستغیث کی رضامندی کے ساتھ اس معاملے کی باضابطہ کارروائی کی جاسکتی ہے۔

(۷) مستغیث کے لیے لازم نہیں ہے کہ وہ خوف و ہراس کی شکایت کو صرف غیر رسمی طریقے پر اٹھائے بلکہ ہر مرد یا عورت کسی بھی وقت باضابطہ شکایت دائر کر سکتا رہتی ہے۔

(۸) مستغیث باضابطہ شکایت اپنے انچارج، سپروائزر، سی بی اے کے نامزد کردہ شخص یا کارکنوں کے نمائندے کے ذریعے، جیسی بھی صورت ہو، یا انکوآزری کمیٹی کے کسی رکن کو براہ راست دے سکے گا۔ کمیٹی کے جن رکن سے رابطہ کیا گیا ہو وہ تفتیش کا عمل شروع کرنے کا ذمہ دار ہے۔ سپروائزر عمل کے طریقہ کار میں سہولت پیدا کرے گا اور اس کی یہ ذمہ داری ہوگی کہ وہ انکوآزری پر اثر انداز نہ ہو یا رکاوٹ نہ ڈالے؛

(۹) آرگنائزیشن کے کسی بھی رکن کی انکوآزری کے طریقہ کار میں معاونت اور مدد حاصل کی جاسکتی ہے؛

(۱۰) آزر عارضی طور پر تفتیش کے دوران دفتر میں ایسا بندوبست کرے کی مستغیث اور ملزم دفتری معاملات میں آگے میں کوئی رابطہ نہ کریں۔ اس میں دفتری عارضی طور پر تبدیلی شامل ہوگی اگر دونوں ایک ہی دفتر میں بیٹھے ہوں، یا کوئی ایسا اضافی پارج ہو اس کے کمپیوٹ کے علاوہ اور بالائی حیثیت رکھتا ہے واپس لینا جو ایک فریق کو دوسرے کی ملازمتی شرائط پر بالائی حیثیت دیتا ہو۔ آزر ملزم کو رخصت پر بھیجنے کا بھی فیصلہ کر سکتا ہے یا غلط روی کے معاملات پر کارروائی کرنے کے لئے قابل اطلاق طریقہ کار کے مطابق ملزم کو معطل کر سکتا ہے، بشرطیکہ ایسا کرنا مطلوب ہو؛

(۱۱) فریقین میں سے کسی کی طرف سے بھی انتقامی ہتھیار کی سبھی سے نگرانی کی جائے گی۔ تفتیشی عمل کے دوران کام، تعینات، روزمرہ کے کار منصبی، رپورٹنگ کا طریقہ دار پہلے سے جاری کسی انکوآزری کا بھی باضابطہ جائزہ لیا جائے تاکہ کسی بھی فریق کی طرف سے انتقامی کارروائی کو روکا جاسکے۔

(۱۲) بالعموم ادارے کے ملازمین کے مابین ہراسیت کا عمل تنہائی میں ہوتا ہے، لہذا عام طور پر شہادت پیش کرنا مشکل ہوتا ہے۔ لہذا یہ سفارش کی جاتی ہے کہ عملے کو پانچہ کہ وہ فوری طور پر جارحانہ رویے سے متعلق کسی قابل اعتماد شخص کو رپورٹ کرے۔ باوجود اس کے کہ وہ اس وقت باضابطہ شکایت نہ کرنا چاہتا ہو مگر فوری طور پر رپورٹ کرنے سے معاملے کا احتیاط متاثر نہیں ہوگا؛ اور

(۱۳) ضابطے میں ملازمین کو مقام کار پر متعدد سے تحفظ دینے سے متعلق طریقہ کار کے ممکنہ کم معیار دیئے گئے ہیں لیکن یہ کسی ایسے بہتر انتظام کو متاثر نہیں کریں گے جو کسی آرگنائزیشن نے اختیار کر رکھے ہو نہ ہی یہ اس تحفظ کی راہ میں مائل ہوں گے جو ادارے میں کام کرنے والے ملازمین نے گفت و شنید کے ذریعے اپنے آرزوں سے حاصل کئے ہوں۔

وفاقی محتسب سیکرٹریٹ برائے انسداد ہراسیت بمقام کار

۱۳- ایم، فرسٹ فلور، علی پلازہ، ایف ایٹ مرکز، اسلام آباد

CODE OF CONDUCT

under Protection against Harassment of Women at the Workplace Act, 2010

[Schedule Sections 2© and 11]

Whereas it is expedient to make the Code of Conduct at the Workplace etc to provide protection and safety to women against harassment it is hereby provided as under:

- (i) The Code provides a guideline for behavior of all employees, including management, and the owners of an organization to ensure a work environment free of harassment and intimidation;
- (ii) "Harassment" means any unwelcome sexual advance, request for sexual favors or other verbal or written communication or physical conduct of a sexual nature, or sexually demeaning attitudes, causing interference with work performance or creating an intimidating, hostile or offensive work environment, or the attempt to punish the complainant for refusal to comply to such a request or is made a condition for employment;

The above is unacceptable behavior in the organization and at the workplace, including in any interaction or situation that is linked to official work or official activity outside the office.

Explanation: There are three significant manifestations of harassment in the work environment:

(a) Abuse of authority

A demand by a person in authority, such as a supervisor, for sexual favors in order for the complainant to keep or obtain certain job benefits, be it a wage increase, a promotion, training opportunity, a transfer or the job itself.

(b) Creating a hostile environment

Any unwelcome sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature, which interferes with an individual's work performance or creates an intimidating, hostile, abusive or offensive work environment.

The typical "hostile environment" claim, in general, requires finding of a pattern of offensive conduct, however, in cases where the harassment is particularly severe, such as in cases involving physical contact, a single offensive incident will constitute a violation.

(c) Retaliation

The refusal to grant a sexual favor can result in retaliation, which may include limiting the employee's options for future promotions or training, distorting the evaluation reports, generating gossip against the employee or other ways of limiting access to his/her rights. Such behavior is also a part of the harassment.

- (iii) An informal approach to resolve a complaint of harassment may be through mediation between the parties involved and by providing advice and counseling on a strictly confidential basis;
- (iv) A complainant or a staff member designated by the complainant for the purpose may report an incident of harassment informally to her supervisor, or a member of the Inquiry Committee, in which case the supervisor or the Committee member may address the issue at her discretion in the spirit of this Code. The request may be made orally or in writing;

- (v) If the case is taken up for investigation at an informal level, a senior manager from the office or the head office will conduct the investigation in a confidential manner. The alleged accused will be approached with the intention of resolving the matter in a confidential manner;
- (vi) If the incident or the case reported does constitute harassment of a higher degree and the officer or a member reviewing the case feels that it needs to be pursued formally for a disciplinary action, with the consent of the complainant, the case can be taken as a formal complaint;
- (vii) A complainant does not necessarily have to take a complaint of harassment through the informal channel. She can launch a formal complaint at any time;
- (viii) The complainant may make formal complaint through her incharge, supervisor, CBA nominee or worker's representative, as the case may be, or directly to any member of the Inquiry Committee. The Committee member approached is obligated to initiate the process of investigation. The supervisor shall facilitate the process and is obligated not to cover up or obstruct the inquiry;
- (ix) Assistance in the inquiry procedure can be sought from any member of the organization who should be contacted to assist in such a case;
- (x) The employer shall do its best to temporarily make adjustments so that the accused and the complainant do not have to interact for official purposes during the investigation period. This would include temporarily changing the office, in case both sit in one office, or taking away any extra charge over and above their contract which may give one party excessive powers over the other's job conditions. The employer can also decide to send the accused on leave, or suspend the accused in accordance with the applicable procedures for dealing with the cases of misconduct, if required;
- (xi) Retaliation from either party should be strictly monitored. During the process of the investigation work, evaluation, daily duties, reporting structure and any parallel inquiries initiated should be strictly monitored to avoid any retaliation from either side;
- (xii) The harassment usually occurs between colleagues when they are alone, therefore usually it is difficult to produce evidence. It is strongly recommended that staff should report an offensive behavior immediately to someone they trust, even if they do not wish to make a formal complaint at the time. Although not reporting immediately shall not affect the merits of the case; and
- (xiii) The Code lays down the minimum standards of behavior regarding protection of women from harassment at workplace etc but will not affect any better arrangement that an organization may have developed nor will it bar the grant of protection that employees working in an institute may secure from their employers through negotiation.

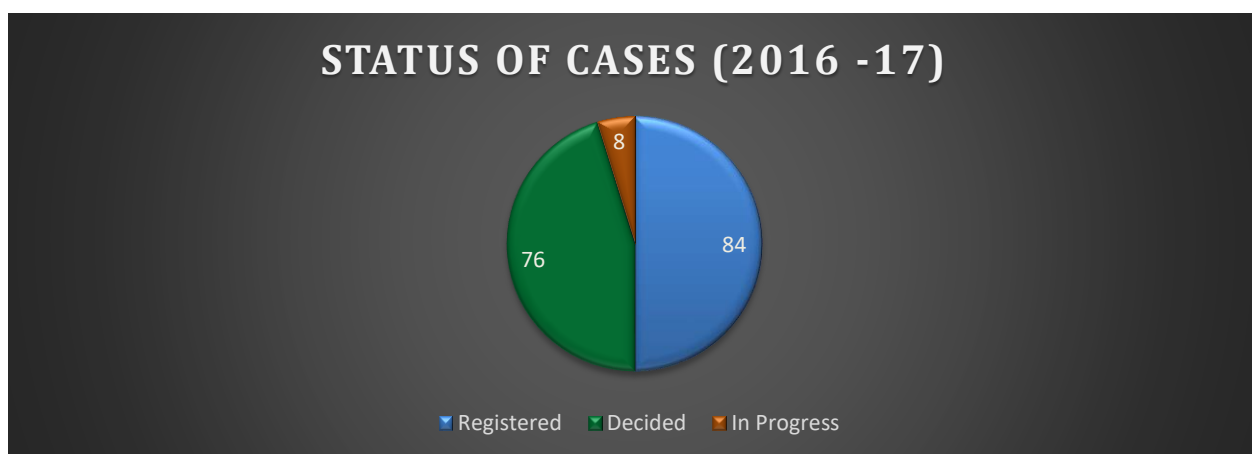
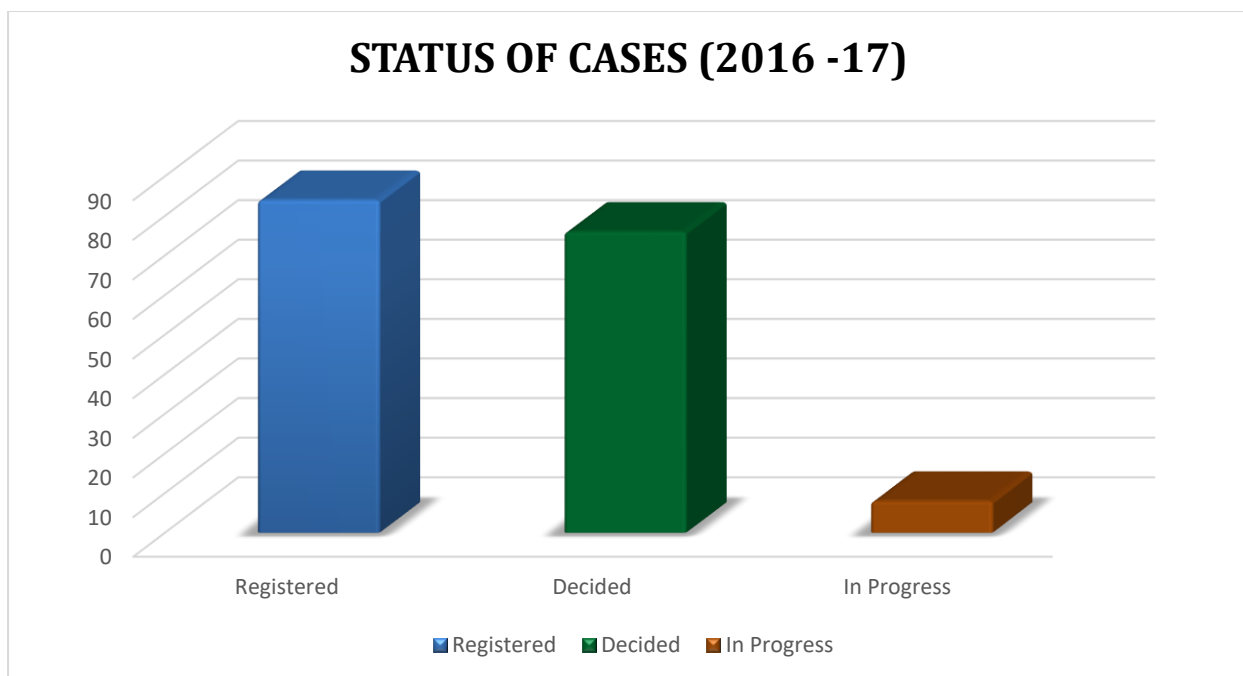
Federal Ombudsman Secretariat for Protection against Harassment of Women at the Workplace

14-M, First Floor, Ali Plaza, F-8 Markaz, Islamabad || Registrar Office Ph: 051-9262949, FAX: 051-9262953 || Facebook: www.facebook.com/fos.pah || Twitter: www.twitter.com/FOS_PAHAW

3. Status of all Cases from 1st July 2016 to 30th June 2017

No. of Cases Registered	No. of Cases Decided	In Progress Cases
84	76	08

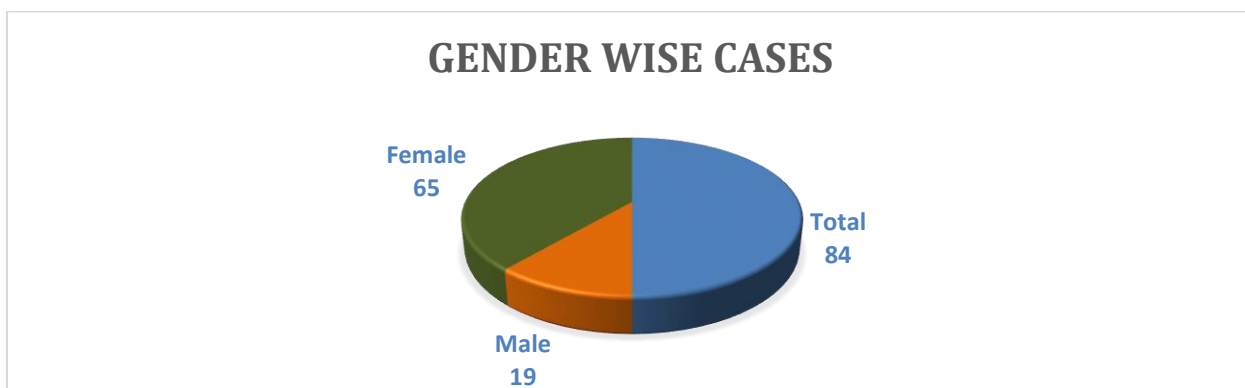
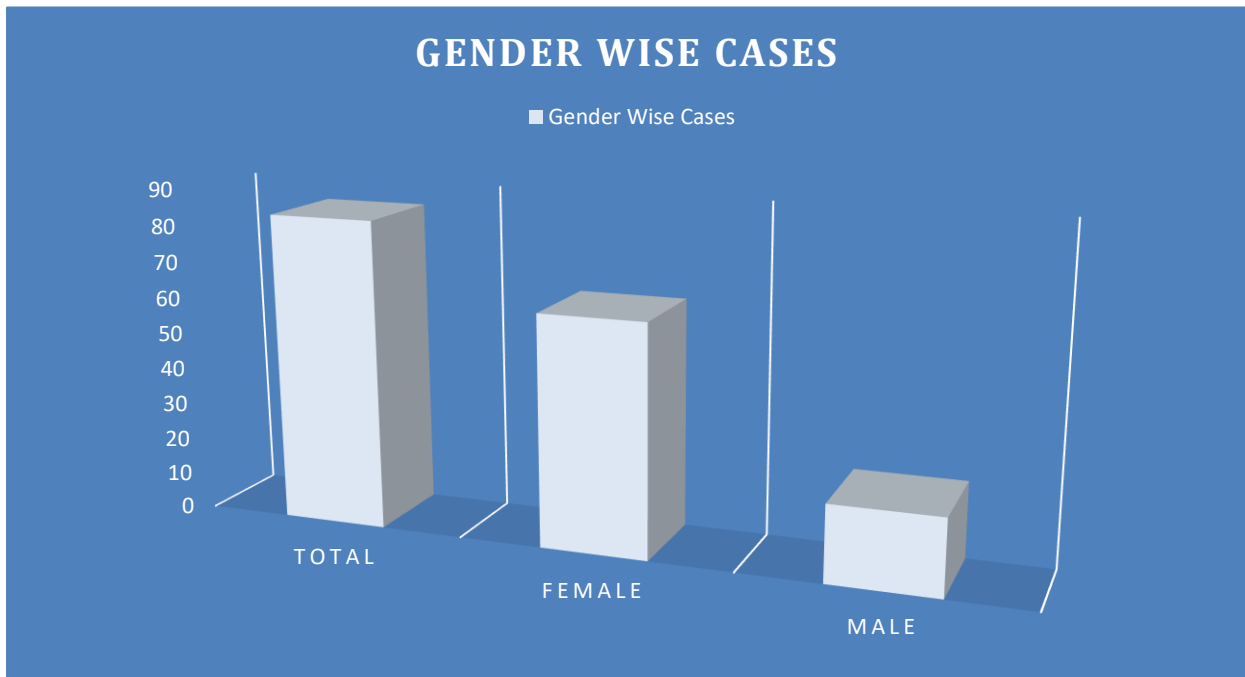
During this year, Federal Ombudsman Secretariat for Protection against Harassment at Workplace has registered 84 cases coming from all provinces and territories of Pakistan. Following the principle of quick disposal of cases as required under law, only 08 cases are pending while the rest have been disposed off.



3.1 Gender wise bifurcation

Female	Male	Total
65	19	84

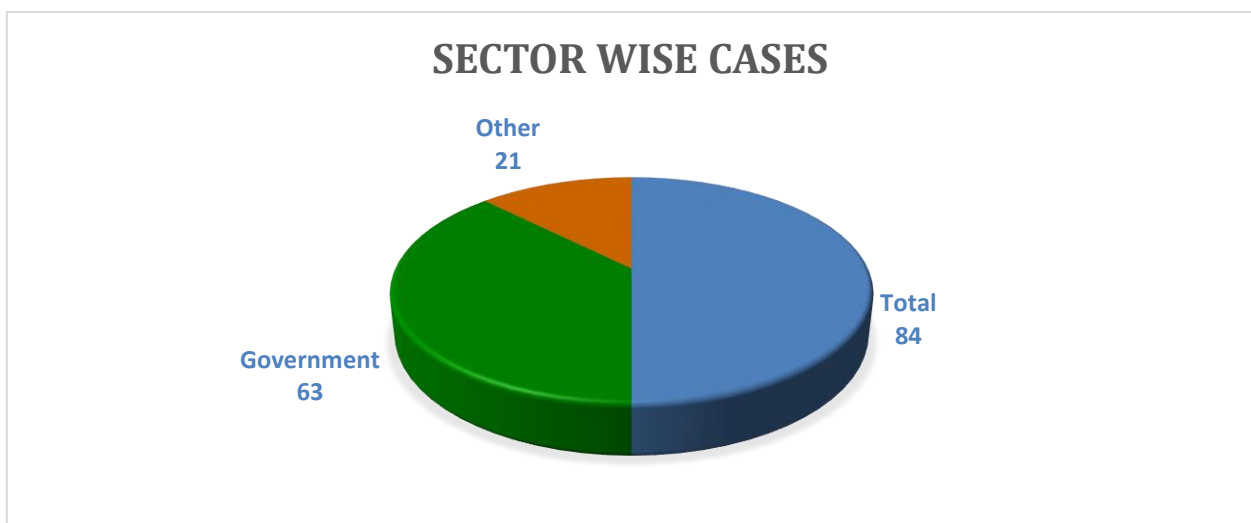
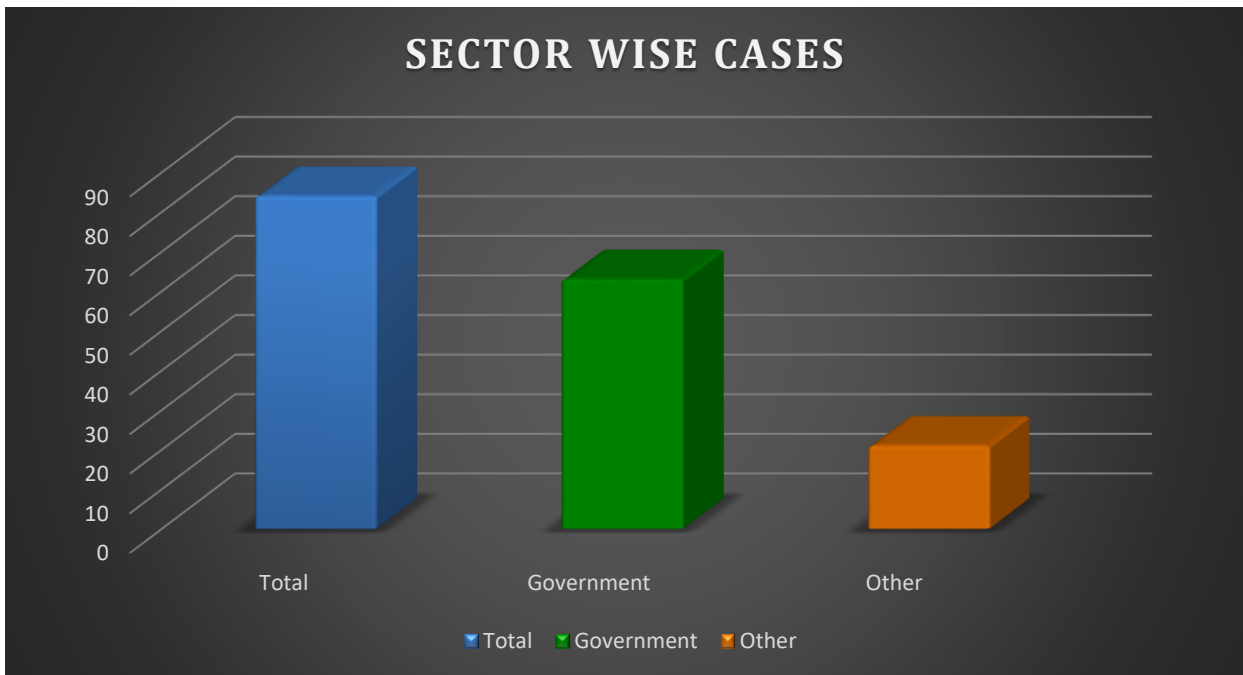
Out of all cases registered during this years, 65 cases by female complainants and 19 cases by male complainants have been registered.



3.2 Sector wise bifurcation

Government	Others	Total
63	21	84

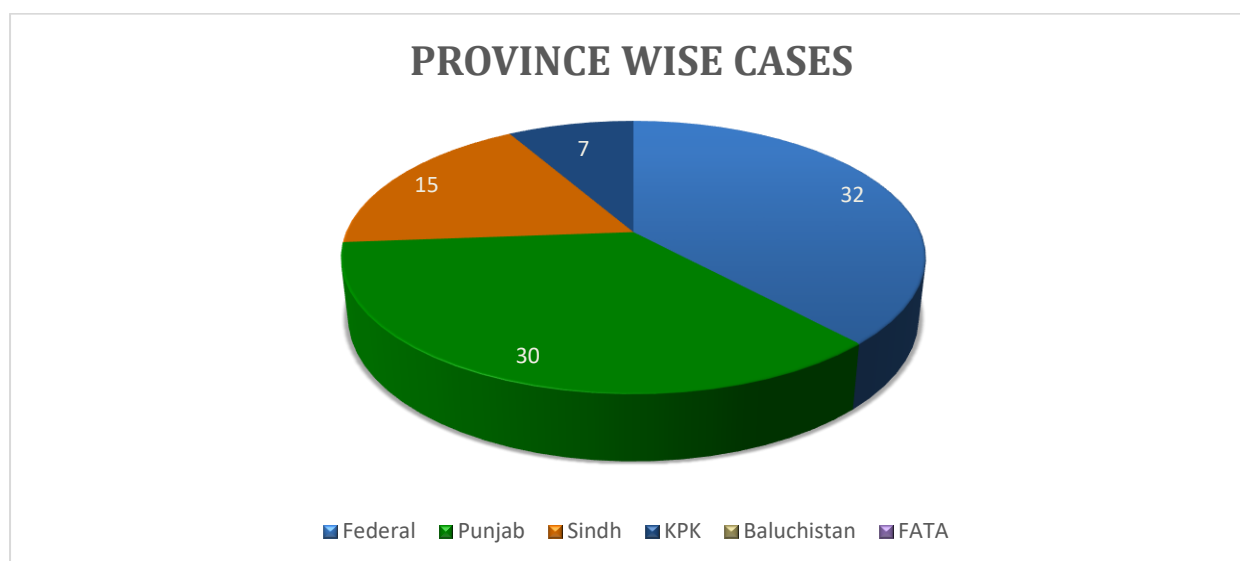
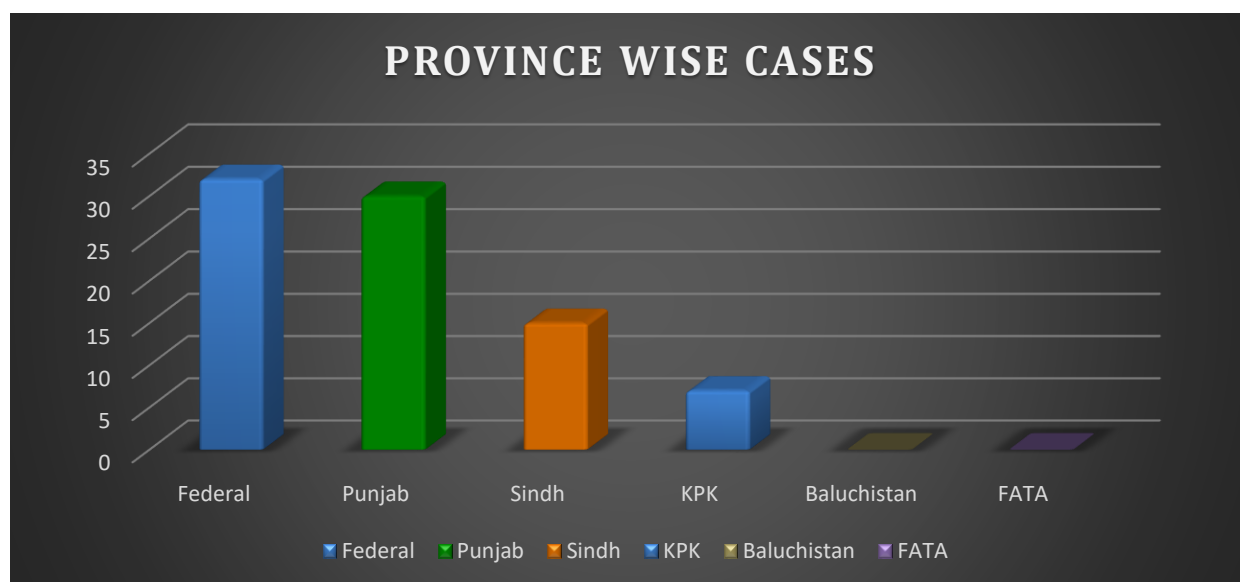
During this year, FOS has entertained 63 cases coming from government sector whereas 21 cases were received from other (non-government) sectors.



3.3 Province wise bifurcation

Year	Total No. of Cases	Region / Province					
		Federal	Punjab	Sindh	KPK	Baluchistan	FATA
1 st July 2016 to 30 th June 2017	84	32	30	15	7	0	0

Out of these 84 cases, 32 cases from Federal, 30 cases from Punjab, 15 cases from Sindh and 7 cases from Khyber Pakhtunkhwa were registered during this year in the registrar office of this secretariat.



4. Amendments proposed by the Federal Ombudsman in “Protection against Harassment of Women at Workplace, Act 2010”:

There have been certain amendments proposed by the Federal Ombudsman in the Act IV of 2010, “Protection against Harassment of Women at Workplace” to make it more comprehensive, elaborative and to increase the number of categories (Men, Women and Transgender) of the victims of harassment at workplace. These amendments were proposed to be done in the existing Act of 2010 and submitted to the concerned Ministry/ Department but still even after passage of more than four years, there has been no approval regarding such amendments received from relevant authority.

The proposed amendments or additions in the “Protection against Harassment of Women at Workplace, Act 2010” are as under:

The word "Women" in the existing title of “Protection against Harassment of Women at Workplace, Act 2010” was proposed to be substituted by "Person" to increase the number of categories (Men, Women and Transgender) of victims of harassment at workplace.

The word “Person” was also proposed to be substituted in the definition of “complainant” to increase the number of categories (Men, Women and Transgender) of victims of harassment at workplace.

Definition of the “employee” was proposed to be amended as:

"employee" means a person employed for any work including home-based worker and domestic servant of any age, on regular, temporary, adhoc or daily wage basis; either directly or through an agent, including a contractor, with or, without the knowledge of the principal employer, whether for remuneration or not or working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, trainee, apprentice or called by any other such name and domestic workers of any age employed to do the household work for remuneration whether in cash or kind, either directly or through any agency on a temporary, permanent, part time or full time basis;

In addition to the existing definition of “Harassment”, It was further proposed to be added as:

- *An improper conduct by an employer, that is directed at, and offensive to employee or to feel that she or he is working in a hostile environment; or*
- *Any objectionable act (s), comment(s), or display(s) that demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat. "*

In addition to the existing definition of “Management”, It was further proposed to be added as:

or a person discharging contractual obligations including middle-man, with respect to the employees including home-based worker; in relation to a dwelling place or house, a person or a household who employs or benefits from the employment of domestic work irrespective of the number, time period or type of such worker employed, or the nature of the employment or activities performed by the domestic worker;

In addition to the existing definition of “Workplace”, It was further proposed to be added as:

and/ or in pursuit of studies or vocational training or institutions or a dwelling place or a house where the domestic servant work or home-based worker carries out the work or an enterprise owned by individual or self-employed worker engaged in the production or sale of goods or providing service of any kind whatsoever".

Proposed addition to be added in Section 3 (1) “Inquiry Committee” of Act IV of 2010 as:

Each organization will also establish enquiry committees in its branches

Proposed addition to be added in Section 7 “Ombudsman” of Act IV of 2010 as:

(3) Appointment of advisers, etc.-The Ombudsman may appoint advisers, consultants, fellows, bailiffs, interns, commissioners and experts or ministerial staff with or without remuneration, to assist him in the discharge of his duties under this Order.

(4) Authorization of Provincial functionaries, etc.-The Ombudsman may, if he

considers it expedient, authorize, with the consent of a Provincial Government, any agency, public servant or other functionary working under the administrative control of the Provincial Government to undertake the functions of the Ombudsman under clause (1) or clause (2) of Article 7 in respect of any matter falling within the jurisdiction of the Ombudsman; and it shall be the duty of the agency, public servant or other functionary so authorized to undertake such functions to such extent and subject to such conditions as the Ombudsman may specify.

(5) Award of costs and compensation and refunds of amounts.-(i) The Ombudsman may, where he deems necessary, call upon a public servant, other functionary or any Agency to show cause why compensation be not awarded to an aggrieved party for any loss or damage suffered by him on account of act of harassment committed by such the person or persons, and after considering the explanation, and hearing the accused and other witnesses or Agency, award reasonable costs or compensation and the same shall be recoverable as arrears of land revenue from the accused or Agency.

(6) Assistance and advice to Ombudsman:- (i) the Ombudsman may seek the assistance of any person or authority for the performance of his functions under this Order

(ii) All officers of an Agency and any person whose assistance has been sought by the Ombudsman in the performance of his functions shall render such assistance to the extent it is within their power or capacity.

(7) The Ombudsman shall set-up regional offices as when and where required.

Proposed addition to be added in Section 10 “Powers of the Ombudsman” of Act IV of 2010 as:

(vii) The Ombudsman may, on a complaint by any aggrieved person, on a reference from the President, the Federal Councilor, the National Assembly, as the case may be? Or on a motion of the Supreme Court or a High Court made during the course of any proceedings before it or of his own motion undertake any investigation into any allegation of harassment on the part of any Agency or any of its officers or employees. Provided that the Ombudsman shall withhold the identity of that person, if so requested by the person concerned, and take steps to provide due to protection under the law to such person against harassment, victimization, retribution, reprisals or retaliation.

After the enactment of the Federal Ombudsman Secretariat in view of the section 4 of the “Federal Ombudsmen Institutional Reforms Act 2013”, the role of the District Court has now exempted. So, in this regard an amendment was proposed to substitute the word of “Ombudsman” instead of “District Court” in Section 11 (3) of Act IV of 2010.

Proposed addition of Sections in Act IV of 2010 were proposed to be added are:

14. Removal of difficulties:-

If any difficulty arises in giving effect to the provisions of this Act, the President may make such order, not inconsistent with the provisions of this Act, as may appear to him to be necessary for the purpose of removing the difficulty.

15. Validation of actions etc.-

Anything done, actions taken, orders passed, instruments made, notifications issued, proceedings initiated, processes or communication issued, powers conferred, assumed or exercised by the Ombudsman before the commencement of the Protection against Harassment of persons at the Workplace (amendment) Ordinance, 2013, shall be deemed to have been validly done, made, issued, taken, initiated, conferred, assumed, and exercised and provisions of this Ordinance shall have, and shall be deemed always to have had, effect accordingly."

4.1 Proposed Amendments of Schedule, Act IV of 2010:

The word “Person” instead of “Women” was proposed to be amended in the heading of ‘Code of Conduct, Act IV of 2010’ to increase the number of categories (Men, Women and Transgender) of victims of harassment at workplace.

Proposed amendment in Code of Conduct:

(i) The Code provides a guideline for behavior of all employees, (employers) students and teachers, trainees, including management, and the owners of an organization or a person discharging contractual obligations including middle-man, with respect to the employees including home-based worker; in relation to a dwelling place or house to ensure a work environment free of harassment and intimidation;

Proposed addition to be amended in Code of Conduct “**Harassment means**” as:

- b) an improper conduct by an employer, that is directed at, and offensive to employee or to feel that she or he is working in a hostile environment; or*
- c) any objectionable act(s), comment(s), or display(s) that demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat."*

Proposed amendment in Code of Conduct **(a) Abuse of Authority** as:

A demand by a person In authority, such as a supervisor or a middle-man dealing with the home-based workers, or any member, relative or guest of the family of a house where aggrieved domestic servant works or worked, for sexual favors in order for the complainant to keep or obtain certain job benefits, be it a wage increase, a promotion, training opportunity, a transfer or the job itself.

Proposed addition to be added in Code of Conduct “**Creating a hostile environment**” as:

An improper conduct by an employer that is directed at, and offensive to employee or creates a feeling that she or he is working in hostile environment.

Any objectionable act(s), comment(s), or display(s) that demeans, belittles or causes personal humiliation or embarrassment, and any act of intimidation or threat. ";

Proposed addition to be added in Code of Conduct “**(C). Retaliation**” as:

C. (xii) The home-based worker may make formal complaint through the in-charge, supervisor, middle-man/woman, CBA nominee or workers representative, as the case may be or to the Ombudsman directly.

C. (xiv) In the case of house hold-setting, the domestic servant may file a formal complaint to the Ombudsman directly; and

The word “Person” instead of “Women” was proposed to be amended in existing Code of Conduct C.(xiii) to increase the number of categories (Men, Women and Transgender) of victims of harassment at workplace:

The Code lays down the minimum standards of behavior regarding protection of persons from harassment at workplace etc. but will not affect any better arrangement that an organization may have developed nor will it bar the grant of protection at workplace by the concerned Authority.

5. Functions of the Admin Wing

5.1 Parliamentary Business Conducted

The Admin section of FOS for Protection against Harassment at Workplace facilitates the overall purpose of implementation of Act 2010 which invokes to provide safe working environment for working persons at their workplace and redress their grievances in this regard. Replies to the questions raised in Parliament, relevant to this secretariat were properly answered within due dates.

5.2 Establishment of Regional Offices

Two Regional offices have been established of this secretariat at Karachi and Peshawar. The inauguration ceremony for these regional offices was held on 24th April 2017 at Islamabad Hotel, Islamabad and the formal inauguration was done by the Honorable Ombudsman Justice (R) Yasmin Abbasey along with ILO Country Director Ms. Ingrid Christensen, Federal Tax Ombudsman Mr. Abdur Rauf Chaudhry and other representative form Wafaqi Mohtasib.





Regional Commissioner Offices for Karachi and Peshawar have started functioning in their respective regions to facilities hearing of complaints of those areas on the spot by dispensing justice at their doorstep. Awareness campaigns have also been started by the regional commissioner in their respective jurisdiction to intimate the relevant working class about the Law and Rules related to protection against Harassment of women at workplace and opening of the regional offices at Karachi and Peshawar for the convince of victims of Harassment near their workplace. This endeavor is expected to create awareness and sense of security and dignity for the working class in those areas. Addresses of the regional offices are provided below:

Federal Ombudsman Secretariat Regional office, Karachi

Radio Pakistan Building, 8th floor,
Hassan Square, Karachi, Pakistan.

Phone: +92 21 99230511

Email: regional-commissionerkhi@fos-pah.gov.pk

Federal Ombudsman Secretariat Regional office, Peshawar

Naveed Lane, Street-5th, Gulberg No. 02,
Peshawar Cantt - Peshawar, Pakistan.

Phone: +92 91 9217322

Email: rgnlcommissionerpew@fos-pah.gov.pk

5.3 Introduction to IT System

Federal Ombudsman Secretariat for Protection against Harassment of Women at the Workplace aims to acquaint the general public about “Protection against Harassment of women at Workplace Act, 2010”. In order to facilitate general public and to extend the accessibility of the stakeholders, several online systems have been developed and managed by this secretariat.

a) Complaint Management and Information System:

On Official Website (www.fos-pah.gov.pk) Complaint Management and Information System has been provided to facilitate parties to file online complaints and defense. There have been approximately 110 complaints received through this system.

b) Awareness campaign through SMS launched by FOS:

Federal Ombudsman Secretariat has conducted awareness campaign through Short Messaging Service (SMS) intimating the process of filing of complaint through the above mentioned system ‘Online Complaint System’.

Through this campaign, approximately 50,000 awareness messages have been sent in English and Urdu language to the working persons including Teachers, Lawyers, Bankers, University Students, Entrepreneurs and Federal and Provincial Government Employees of Pakistan.

c) Social Media campaign of FOS:

Federal Ombudsman Secretariat has created its official Facebook page (www.facebook.com/fos.pah) and Twitter page (www.twitter.com/fos_pahaw), where social activities related to this secretariat are posted.

d) Hearing of the registered cases through Video Conferencing (Skype):

Federal Ombudsman Secretariat is providing the facility of video conferencing (Skype) for the parties to follow the hearing of their registered cases. This facility had been introduced in December 2015 to assist parties who belong to areas that are far away from the office of Federal Ombudsman Secretariat and have to travel very long for appearing before this court.

In this regard, Federal Ombudsman Secretariat is using Skype desktop version and has created an official Skype ID with the name of ‘**fos-pah**’.

5.4 Urdu version of FOS website

In line with the orders of the Supreme Court, Urdu version of the official website of this secretariat has also been launched which will assist the general public in understanding more about the procedures and other necessary information that is required for filing or tracking of the complaints through the Online Complaint Management and Tracking Information System (CMTIS). Moreover, in order to facilitate public and general and to make them known of the law, Urdu version of the “Code of conduct” has also been placed on the official website (www.fos-pah.gov.pk).

5.5 Security measures taken

In the backdrop of current law and order situation prevailing in the country, security measures in this FOS have been strengthened, and to avoid any unpleasant situation it has been made customary to issue visitor card to each and every visitor at the reception.

Receptionist after entry of identity card number along-with other particulars of the visitors in the visitors register manages their sitting in the waiting area at reception. No visitor without issuance of proper visitor card is allowed to enter into office premises.

The visitors of Grade-17 and above may visit the officer concerned only after the reception staff has obtained permission from the officer concerned. However no visitor for employees of Grade-16 and below is allowed to visit in the office. They may meet the visitors in the waiting area at reception.

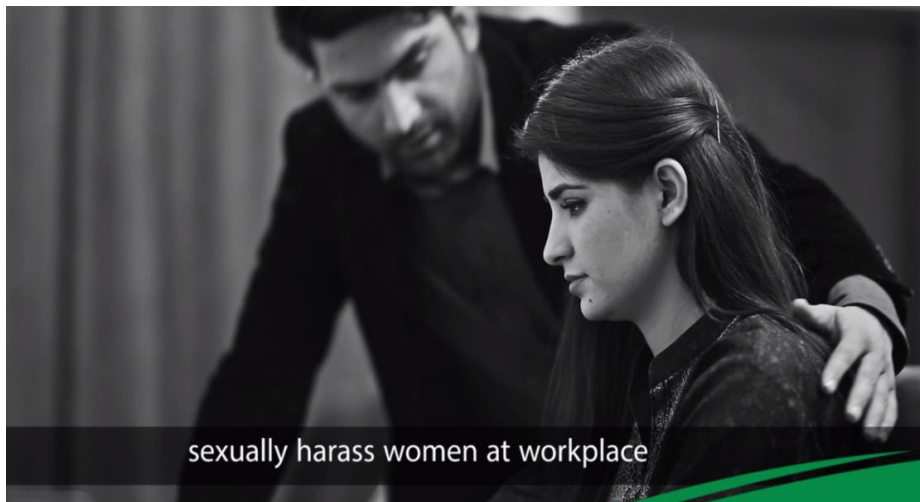
All belongings of the visitors are thoroughly checked by the staff at the entry point of the FOS.

6. Implementation and Progress of Development projects

6.1 Awareness campaign through Tele Voice Commercials launched by the Federal Ombudsman Secretariat:

The formal launching of the thirty seconds Tele Voice Commercials which were jointly developed by ILO and FOS was done by Country Director, Ms. Ingrid Christensen along with Federal Ombudsman Justice (R) Yasmin Abbasey in an Inaugural Ceremony of the Regional Offices at Karachi and Peshawar of this Secretariat.

Copy of these TVCs have also been provided to all NEWS channels of Pakistan through *Pakistan Electronic Media Regulatory Authority (PEMRA)*, Some NEWS channels are airing these TVCs in their transmission now a days.





Wow! How attractively she dresses



Even they humiliate male colleagues



Today my future won't have haunted me



Ultimately I paid for my wrong doings

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وفاقی محتسب برائے انسدادِ ہراسیت بمقام کار
اپنی آواز اٹھائیں... اپنا وقار بنائیں
**Federal Ombudsman Secretariat for Protection
against Harassment at Workplace**
**14-M, Ali Plaza, 1st Floor, Behind Caltex Petrol Pump
Next to Witribe Office, F-8 Markaz, Islamabad**

In order to increase the frequency of airing these TVCs and to ensure the broadcasting of these TVCs on all NEWS channels of Pakistan at prime time, letters to the *Ministry of Information and*

Broadcasting and Pakistan Electronic Media Regulatory Authority (PEMRA) are issued and matter is being pursued on priority basis.

6.2 Awareness Seminars and Training Sessions conducted:

This is a matter of great satisfaction that law namely Protection against Harassment of Women at the Workplace enacted in 2010 provides speedy, fair and free remedy for dealing with the perpetrators of harassment at workplace. This law is in practice since 2010, but need was felt for awareness among the stakeholders about its existence. Secretariat of Ombudsman for Protection against Harassment of Women at the Workplace realizing the need for creation of awareness amongst the stakeholders, embarked upon a well planned programme to launch awareness campaign. Since its beginning in 2013-14, we have been organizing seminars, workshops, training programmes in various organizations, institutions and departments to create awareness about its existence. The effort has been welcomed and appreciated greatly by the target groups / organizations. We are still continuing this effort and has started bearing fruits. During the year under report this Secretariat has received 84 cases due to this effort. Most importantly awareness campaign has encouraged the victims to come forward from all parts of Pakistan who were earlier hesitant to come forward due to socio cultural taboos of our society. Reluctance to come forward was a counterproductive factor as the harassment cases were not reported. Gradually, the situation has changed and victims have started reporting these incidents and registering their complaints to this office for speedy and free redressal.

Thus, the provision of the course of action for fair play justice to the victims of harassment will further strengthen the confidence of victims on system of Ombudsman Institution and provide redressal without heavy financial expenses. It will also create deterrence for the perpetrators. This effort will be continued with more vigor, energy, objectivity and zeal to bring the culprits to justice and also ensure with intra departmental measures for prevention of such incidents in organizations, institutions, departments and organizations are established to bring this menace to its end.

a) Awareness Seminars conducted by the Federal Ombudsman Secretariat, Head Office, Islamabad

For creating awareness about “The Protection against Harassment of Women at Workplace, Act 2010” among the working force, total number of 138 awareness seminars including 09 awareness seminars in the period under report (2016-17) have been conducted at

different organizations all over Pakistan. Details of some of the recent awareness seminars are provided below:

Specialized training/ awareness on the “PROTECTION AGAINST HARASSMENT OF WOMEN AT WORKPLACE, ACT 2010” was given to the probationers of 43rd Office Management Group (OMG) at Secretariat Training Institute (STI) on 15th July 2016, An awareness session on “Role of Working Women in Changing Social Dynamics of Pakistani Society” was organized by Secretariat Technical Institute (STI) on the National Working Women Day (22nd December 2016) and a representative from this secretariat was also invited to attend that session, WWF-Pakistan organized a one day session in their head office, Lahore on 17th October 2016. Federal Ombudsman Secretariat official was invited to give a presentation on the “PROTECTION AGAINST HARASSMENT OF WOMEN AT WORKPLACE, ACT 2010”. WWF employees all across Pakistan also attended this session through video conference, Liaison Officer at Federal Ombudsman Secretariat for Protection against Harassment of Women at Workplace, Islamabad attended a live TV show 'Awam Aur Qanoon' which was broadcasted on 1st February 2017 at 6:10 PM. In that show, Liaison Officer FOS elaborated several legal aspects and enlightened the importance of “Act IV of 2010, The Protection against Harassment of Women at Workplace”. During that program, the questions or queries of the audience through live calls were also answered. Another awareness seminar on the "Workplace Harassment" was organized by Dastan at Telenor Pakistan, Islamabad office on 16th February 2017. The agenda of this seminar was to create awareness among the employees of Telenor Pakistan about the “Act of 2010, The Protection against Harassment of Women at Workplace”.

b) Awareness campaigns launched by Federal Ombudsman Secretariat, Regional Office, Karachi:

At the initial phase, a detailed work plan for the first quarter along with the mapping of key organizations and departments have been prepared by FOS Regional Office Karachi to make progress accordingly and spread the awareness among all the stakeholders.

i. Awareness Sessions and Meetings held at Karachi Region:

With respect to spread the awareness and to provide briefing on the mandate and objectives of the FOS Forum, numbers of meetings have been held at Karachi region with the heads/ concerned officials of the various departments and organizations including Human Rights Department Govt. of Pakistan, Legal Rights Forum, Radio Pakistan, Karachi Bar Association, Pakistan Institute of Labour Research (PIELER), Pakistan National Council of Arts (PNCA) and

Controller Intellectual Property Organization, Karachi. It was also to establish a referral mechanism where possible and coordination with the concerned departments and organization. Apart from the visits and meetings the Regional Commissioner has also utilized a platform of seminars and workshops conducted by different Government's and civil society organizations on the subject of Human Rights.

ii. Issuance of letters for the Implementation of the "Protection against Harassment of Women at Workplace Act, 2010":

Numbers of Letters have been communicated to various department and organization with respect to the implementation of the Act, 2010 in their respective departments and organizations including National Bank of Pakistan, EOBI House-Head Office, State Bank of Pakistan, Pakistan Railway, Karachi Electric Corporation (KE), Sui Southern Gas Company Limited (SSGC), Radio Pakistan, Habib Bank Ltd, Agha Khan University Hospital, United Bank Ltd, MCB Ltd, National Database & Registration Authority (NADRA) and Allied Bank Ltd.

c) Awareness campaigns launched by Federal Ombudsman Secretariat, Regional Office, Peshawar:

Through awareness campaign launched by the FOS Regional Office Peshawar, meetings with the Head of Departments and other Administrators of several organizations including Shaukat Khanam Memorial Cancer Hospital and Research Center, Alama Iqbal Open University, Passport office Peshawar, University of Peshawar, Khyber Medical University of Peshawar, Khyber Teaching Hospital, Hayat Abad Medical Complex, Habib Bank Limited, Frontier Law College, Islamia College University, University of Peshawar, Pakistan International Airline (PIA), Daily Dawn, UBL, The Bank of Khyber Head Office, State Life, SMEDA and Irrigation Department were held. Implementation Performa for "Protection against Harassment of Women at Workplace, Act 2010" was also given to these organizations and instructed to submit the filled Performa in the FOS Regional Office, Peshawar.

As a next step, FOS Regional Office Peshawar will issue notices in the name of all the organization mentioned above and further to the same, the ambit of awareness is being widened to other organizations. This office has also planned a volunteer training session / internship amongst the students of universities and colleges to get acquainted with the phenomenon of "Protection against Harassment of Women at Workplace, which will be commenced in the coming month. The telephone industries, including Zonal Ufone, Mobilink, Telenor, Zong, Warid etc along with Regional Wapda, banking sector, corporate schools, private universities,

medical colleges, police etc. shall be physically visited and notices shall be served to have responded with compliance reports.

As a result of above mentioned awareness seminars and training sessions, working force of Pakistan is becoming more aware about their fundamental right to work in a safe working environment and legal protection available for them. Statistics related to the number of cases registered each year in this secretariat are evident of this reality that because of these awareness campaigns, working persons are now motivated to raise their voices against any misconduct and consulting the available legal forums in case of any workplace harassment act happens to them.

7. Financial Management:

All expenditures is charged upon the Federal Consolidated Fund. All the activities undertaken involve financial implications, occasional adjustment, in the budget of the FOS were made.

The FOS exercised the powers delegated by the Ministry of Finance in relaxation of the provisions contained in the new System of Financial Control and Budgeting 2006. The powers exercised were relating to re-appropriation of funds, sanctioning expenditure on any item.

To ensure compliance of the General Financial Rules (GFR), internal audit of the expenditure incurred during 2016-17 was carried out and as a result, corrective measures, wherever necessary, were taken.

Instructions issued by the Ministry of Finance to adhering to the parameters, objectives, outcomes, output etc. sent by the Medium Term Budgetary Framework (MTBF) for the financial year 2016-17.