



Federal Ombudsperson Secretariat for Protection Against Harassment (FOSPAH.)

2024 Annual Report

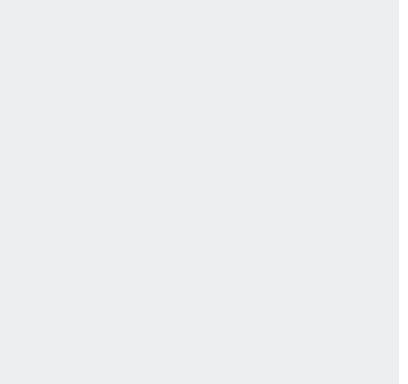
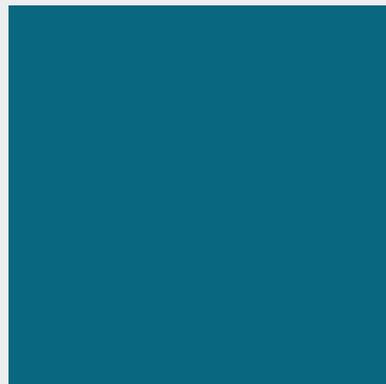




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O you who believe, stand up as witnesses for God in all fairness and do not let the hatred of a people deviate you from justice. Be just: This is closest to piety, and beware of God. Surely, God is aware of all you do.

(Surah Al-Maidah, Ayat 08)

Indeed, Allah commands you to return trust to their rightful owners, and when you judge between people, judge with fairness. What a noble commandment from Allah to you! Surely Allah is All-Hearing, All-Seeing.

(Surah An Nisa, Ayat 58)

And for all, We have made heirs to what is left by parents and relatives. And to those whom your oaths have bound [to you]—give them their share. Indeed, Allah is ever, over all things, a Witness.

(Surah An Nisa, Ayat 33)

Allah commands you regarding your children: the share of the male will be twice that of the female. If you leave only two “or more” females, their share is two-thirds of the estate. But if there is only one female, her share will be one-half. Each parent is entitled to one-sixth if you leave offspring. But if you are childless and your parents are the only heirs, then your mother will receive one-third. But if you leave siblings, your mother will receive one-sixth—after the fulfillment of bequests and debts. “Be fair to” your parents and children, as you do not “fully” know who is more beneficial to you. “This is” an obligation from Allah. Surely Allah is All-Knowing, All-Wise.

(Surah An Nisa, Ayat 11)

O believers! Stand firm for justice as witnesses for Allah, even if it is against yourselves, your parents, or close relatives. Be they rich or poor, Allah is best to ensure their interests. So do not let your desires cause you to deviate “from justice”. If you distort the testimony or refuse to give it, then “know that” Allah is certainly All-Aware of what you do.

(Surah An Nisa, Ayat 135)



GLOSSARY OF TERMS

Act 2010	Protection Against Harassment of Women at the Workplace, Act 2010
Act 2013	Federal Ombudsmen Institutional Reforms Act, 2013
Act 2020	Enforcement of Women's Property Rights Act, 2020
Constitution	Constitution of Islamic Republic of Pakistan, 1973
FOSPAH	Federal Ombudsperson Secretariat for Protection Against Harassment

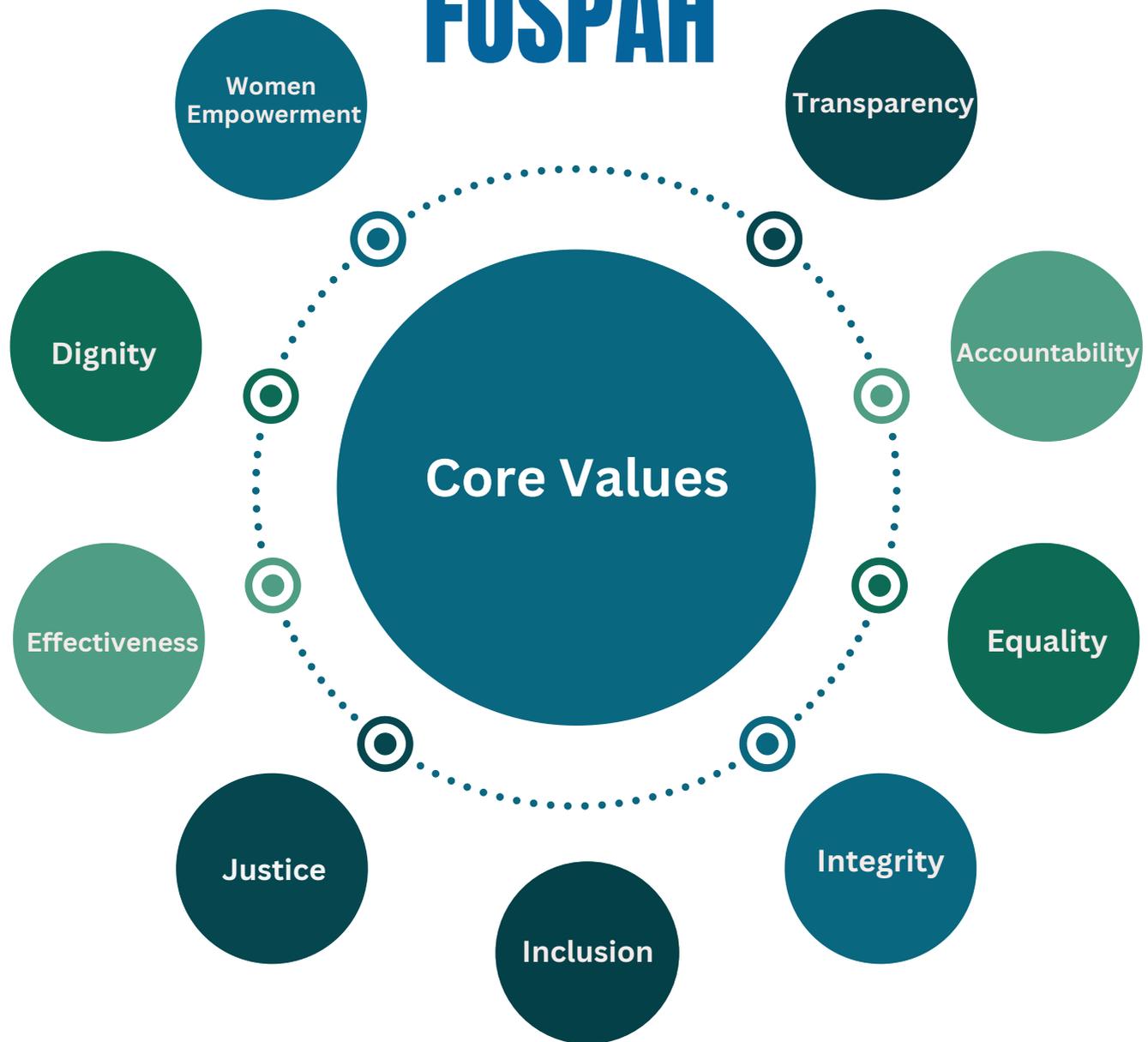


LEGAL FRAMEWORK GOVERNING FOSPAH





FOSPAH





**Quaid-e-Azam
Muhammad Ali Jinnah
Founder of the Nation**

“No nation can ever be worthy of its existence that cannot take its women along with the men. No struggle can ever succeed without women participating side by side with men. There are two powers in the world; one is the sword, and the other is the pen. There is a great competition and rivalry between the two. There is a third power stronger than both, that of the women.”

Islamia College for Women Speech- March 25, 1940

“No nation can rise to the height of glory unless your women are side by side with you. We are victims of evil customs. It is a crime against humanity that our women are shut up within the four walls of the houses as prisoners. There is no sanction anywhere for the deplorable condition in which our women have to live.”

Muslim University Union in 1944



MESSAGE FROM THE PRESIDENT

The President of Pakistan is the appellate authority against the orders of various Honorable Ombudspersons, including those of the Honorable Federal Ombudsperson for Protection Against Harassment at Workplace (FOSPAH). As a firm believer in gender equality and women's empowerment, it is my considered view that collective efforts are needed to ensure the expeditious disposal of representations filed with the President against FOSPAH's decisions.

In Pakistan, the cost of harassment is not only social, it impacts people's productivity and prevents nearly 50 percent of the population from meaningful participation in employment and public life, as guaranteed by Articles 25 and 34 of the Constitution of Pakistan. FOSPAH was established with the vision of empowering women in Pakistan, recognizing that social and economic empowerment is only possible when women feel safe in the workplace. The creation of this quasi-judicial forum was essential to provide a platform for reporting workplace harassment. When FOSPAH started its work, there were around 40 cases; however, by 2024, the number had risen to approximately 865 cases in a year.

I am confident that FOSPAH will continue to protect the rights of women as well as help in providing them a harassment-free environment at workplaces. Also, its role in ensuring access to women's property rights in Islamabad Capital Territory is commendable. It is heartening to see that the Forum has worked diligently to resolve workplace grievances and is making significant progress in ensuring women's property rights. These rights are not only constitutional but also deeply rooted in Islamic principles.

I wish FOSPAH all the best in its future endeavours and look forward to supporting its vision. Together, I believe we can pave the way for an inclusive future for our coming generations, free of harassment, abuse, intimidation, and discrimination. I look forward to seeing FOSPAH lead the change in this vital mission, and I stand ready to support its vision every step of the way.

Asif Ali Zardari
President of Pakistan



MESSAGE FROM THE HONORABLE FEDERAL OMBUDSPERSON

In a world where women continue to face inequality and injustice, the Office of the Federal Ombudsman Secretariat for Protection against Harassment (FOSPAH) stands as a symbol of hope and a catalyst for change. Established in 2010 by the Parliament of Pakistan as an autonomous statutory body, FOSPAH is dedicated to ensuring that workplaces—both in the public and private sectors—are free from harassment, abuse, and discrimination. Through its tireless efforts, FOSPAH works toward creating safer, more inclusive, and dignified environments for all employees, regardless of their gender.

In 2022, the scope of FOSPAH's parent legislation, the Protection Against Harassment of Women at the Workplace Act, 2010, was expanded to offer broader protection against workplace harassment. This amendment included safeguards for all individuals, extending the reach of protection to both formal and informal settings. In addition, FOSPAH's mandate was broadened in 2020 to include adjudicating cases of property rights violations involving women in the Islamabad Capital Territory (ICT), further solidifying its commitment to advancing women's rights in Pakistan.

Since taking office on March 1, 2023, I have committed myself to continuing the legacy of my three distinguished predecessors, all of whom championed the core values of accountability, transparency, and expedited justice. As the fourth Honorable Federal Ombudsman and a CAREC Gender Champion Award winner, I am determined to lead FOSPAH with renewed energy, advocating for human rights and women's empowerment. My vision is to advance FOSPAH's mission, ensuring that it remains a pivotal force in shaping policies and systems that protect the rights of all individuals, especially women.



During my tenure, I have worked relentlessly to strengthen the core values of FOSPAH, with a special focus on enhancing transparency and accountability. One of my key priorities has been the digital transformation of FOSPAH's operations. This initiative is designed to make FOSPAH's services more accessible, efficient, and responsive to the needs of the people it serves. As part of this effort, we are expanding our presence in the country through the opening of new offices in Quetta and Multan, which will enable us to reach more individuals in need of our services.

FOSPAH's mission is grounded in the principles of non-discrimination, dignity, and respect for all. We envision a Pakistan where gender parity is not merely an aspiration, but a lived reality. To achieve this, FOSPAH is focused on raising awareness about women's rights and ensuring that complaints of harassment and property deprivation are resolved swiftly and fairly, at no cost to the complainants.

FOSPAH's success depends on a strong institutional framework and a dedicated, competent team. In my role, I am focused on reinforcing our legal and human resource capacity, ensuring we can deliver on our objectives more efficiently. Additionally, we are working to enhance the quality of case management and decision-making by fully embracing digital tools that allow us to respond more quickly to the evolving needs of the public.

With FOSPAH at the forefront of workplace protection and women's rights in Pakistan, we are determined to foster a future where every individual can work in an environment free from harassment and discrimination—where equality and dignity are upheld for all. Together, we will continue to create spaces where women are empowered, their rights protected, and their contributions recognized, ultimately striving toward a more just and equitable society for everyone.

Ms. Fauzia Viqar



MESSAGE FROM THE SECRETARY

Despite significant strides in global development, the plight of women in Pakistan remains marked by persistent marginalization and systemic obstacles. These barriers frequently manifest in the denial of fundamental rights, including equitable access to property ownership and a safe working environment. Such challenges not only underscore deep-rooted societal inequalities but also highlight the urgent need for targeted reforms. To resolve these issues, FOSPAH was established by the Parliament of Pakistan in 2010.

FOSPAH is an autonomous Governmental entity dedicated to promoting the welfare of women in society. Operating under the auspices of the Protection Against Harassment of Women at the Workplace Act of 2010, our mission centers on upholding the principles of dignity, honor, respect, and safety for all women. In Pakistan, fostering women's financial growth is of paramount importance, and FOSPAH plays a pivotal role in realizing this vision by removing obstacles and enabling women to achieve their financial aspirations by getting their due share in the inheritance unhindered. With the enactment of the Women's Property Rights Act of 2020, the scope of FOSPAH has significantly broadened.

In a society where males hold predominant influence, it is imperative for men to actively engage in combating these issues. Being a dedicated advocate for gender equality and women empowerment, and as Secretary of FOSPAH, I aim to work for a harassment-free and non-discriminatory work environment for all the women of Pakistan. And for the women of Pakistan to be financially secure. It is my objective to enhance team performance, elevate working standards, and optimize decision-making processes.

Through advocacy, education, awareness, legal interventions, and community engagement initiatives, FOSPAH continues to play a crucial role in fostering an environment where women can assert their rights and thrive economically without discrimination or impediment. This report encapsulates the achievements of the year as well as outlines the vision for the future of FOSPAH. The organization has made substantial strides in reaching its objectives; however, there remains much ground to cover. FOSPAH earnestly seeks the support of individuals across Pakistan to aid in bridging these gaps and advancing our initiatives. Together, we can create a more inclusive and just society.

Arif Karim



EXECUTIVE SUMMARY

The Federal Ombudsperson Secretariat for Protection against Harassment (FOSPAH) demonstrates its unwavering commitment to its statutory mandate of protecting women's property rights and combating workplace harassment during the fiscal year July 2023 to June 2024. Established in accordance with the legislative framework of the "Protection against Harassment of Women at the Workplace Act, 2010" and subsequently strengthened by the "Protection Against Harassment of Women at the Workplace (Amendment) Act, 2022," FOSPAH functions as a quasi-judicial, autonomous entity. The adoption of the "Enforcement of Women's Property Rights Act, 2020" has expanded its scope of responsibilities, requiring the expedited resolution of women's property rights cases. FOSPAH's dedication to the fostering of a safe work environment and the swift resolution of grievances related to harassment and property rights violations is unwavering, under the astute leadership of The Honorable Federal Ombudsperson, Ms. Fauzia Viqar. Following its overarching objective of promoting gender equality and empowering women in Pakistan, FOSPAH maintains and enforces a zero-tolerance policy regarding workplace harassment and discriminatory policies.

The report describes the evolutionary trajectory of FOSPAH, emphasizing the significant contributions of esteemed former Honorable Ombudspersons, including Justice Musarrat Hilali, Justice (R) Yasmin Abbasey, Ms. Kashmala Khan, and presently the incumbent Ms. Fauzia Viqar. FOSPAH saw a significant increase in workload due to the Act of 2020, during the reporting period 2023-24. FOSPAH received a substantial increase in the number of complaints (823) in 2023-24, indicating its dedication to resolving harassment issues. FOSPAH has introduced online complaint management systems across all of its offices, including the head office and regional offices, to aggressively project its role in accordance with the legislative provisions. A helpline has also been introduced for the facilitation of the complainants.

FOSPAH has started its reorganization plan by revamping its HR/Admin and Legal systems and procedures. Employees Service Regulations have been revised and are being finalised by the Establishment and Finance Division for approval by the government. The legal team has been strengthened by hiring qualified professionals in various positions on the legal side. Vacant positions have also been filled.



In order to cultivate talent and equip young graduates for future challenges in the pursuit of gender equality and justice, FOSPAH has implemented an internship program and regulated it by devising a proper "Internship Policy". Moots were also conducted at FOSPAH with the aim to depict a thorough picture of the workings of FOSPAH. They were designed so that the students who will practice in various fields of law in the future must know the procedures of the trials at Honorable Ombudsperson offices.

FOSPAH conducted vibrant and effective national and international advocacy campaigns, particularly the "16 Days of Activism Against Gender-Based Violence". A series of events were arranged during this campaign in various Government Organizations and public/private Universities, and a mega event was held at the Aiwan-e-Saddar. His Excellency, the President of Pakistan also visited FOSPAH's Head office in Islamabad and appreciated the work being done by FOSPAH for this noble cause of protection of the rights of women.

By improving its quality of investigations, FOSPAH made some precedent-setting decisions that have provided justice in unique cases. A poignant testament to the transformative impact of FOSPAH's interventions in securing property rights and administering justice are the testimonials provided by individuals who approached the organization.

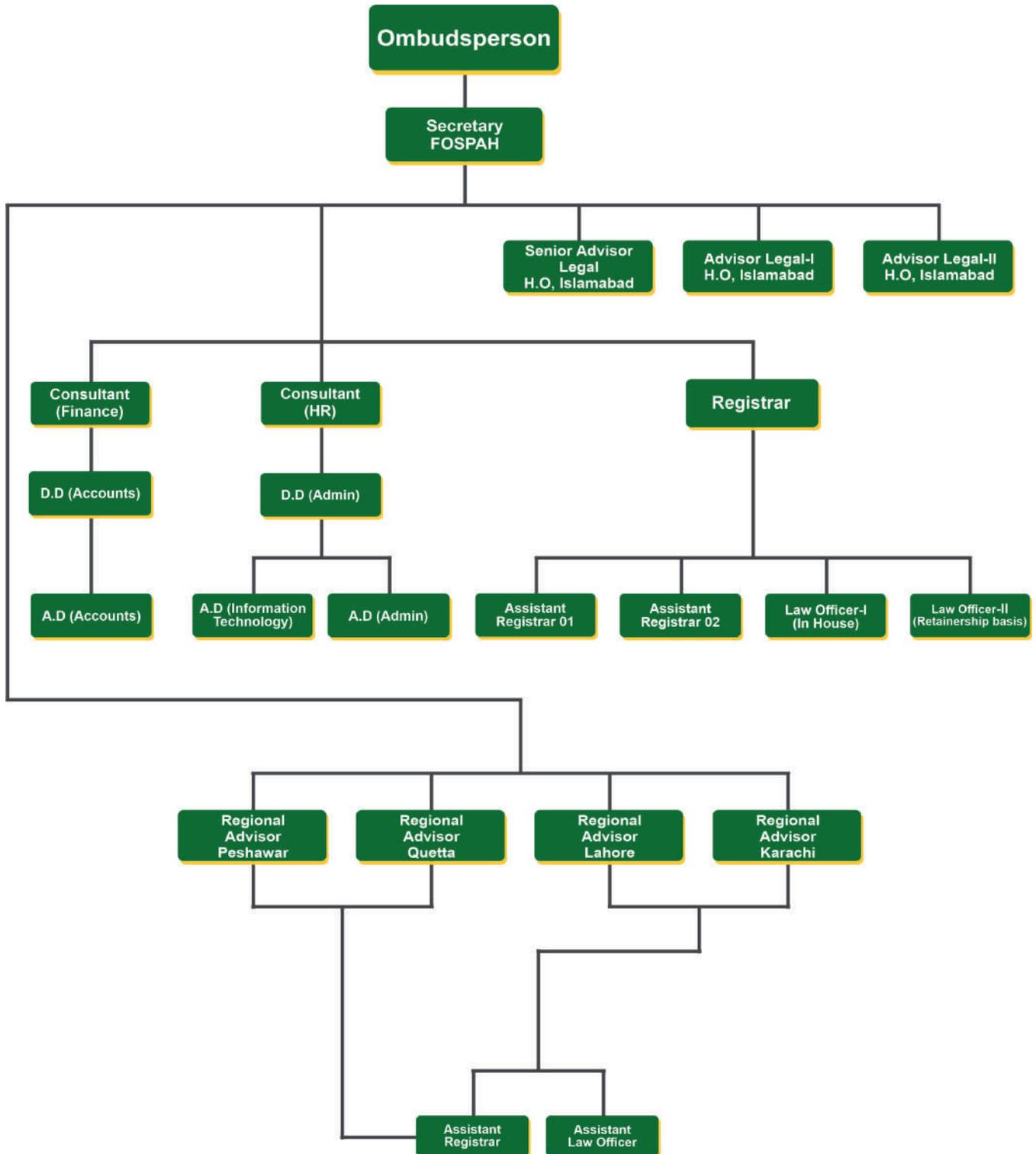
FOSPAH's operational efficacy and societal impact are captured in the statistical analyses presented in the report. Despite operational challenges, FOSPAH's comprehensive strategy for combating harassment, which includes targeted awareness campaigns, advocacy initiatives, and strategic collaborations, emphasizes its critical role in promoting gender equality and justice within Pakistani society. FOSPAH aims to solidify its status as a champion of gender equity and a bulwark against harassment in the national landscape by embracing technological innovations for enhanced case management and awareness circulation, expanding outreach endeavours, and forging robust partnerships.

FOSPAH will continue its efforts toward the advancement of women's constitutional rights and the realization of its vision for a more equitable society in the future. Future strategies involve a concentrated effort to enhance regional presence, consolidate strategic partnerships, expand outreach efforts, and leverage technological advancements to facilitate case adjudication processes by automating all functions and ease for the case parties and increasing awareness campaigns. FOSPAH endeavours to bolster its critical role in promoting gender equality, protecting against harassment, and cultivating a culture of mutual respect and dignity within Pakistani society by intensifying its efforts to increase awareness, cultivate synergistic alliances with stakeholders, and implement innovative methodologies.





FOSPAH ORGANOGRAM





MEET THE FOSPAH LEGAL TEAM



Syed Rafique Hussain Shah
Senior Legal Advisor



Mah Rukh Aziz
Legal Advisor



Malik Mujtaba Ahmed
Legal Advisor (Property)



Sabika Shah
Regional Advisor, Karachi



Rahman Shahzad
Registrar



Meher Jamy
Law Officer-I



Jawad Khurshid
Law Officer-II



Waqar Ahmad
Assistant Registrar, Islamabad



Syeda Zainab Sohail
Assistant Registrar, Islamabad



Hassan Nadeem
Assistant Registrar, Lahore



Amina Rafique
Assistant Registrar,
Peshawar



Muhammad Aliyan
Assistant Law Officer,
Karachi



MEET THE FOSPAH SECRETARIAT TEAM



Arif Karim
Secretary FOSPAH



Fazal Hakeem
Consultant (HR)



Muhammad Younus
Consultant (Finance)



Asad Iqbal
Deputy Director (Accounts)



Muneeb Siddiqui
Staff Officer



Zarmina Iqbal
Assistant Director (Accounts)



Kamal Zafar
Assistant Director (IT)



M. Hammad ul Hassan
Assistant Director (Admin)

CHAPTER 1

INTRODUCTION

Despite major strides in recent years, Pakistan ranks dismally low on good governance indicators that place great emphasis on ensuring transparency, integrity, equity, and participation within public sector institutions to foster positive outcomes in the rule of law, control of corruption, and government effectiveness and accountability. In Pakistan, the Ombudsman Offices at the Federal and Provincial levels play a crucial role in protecting the rights and interests of the public and are instrumental in bridging the gap between administration and citizens, stimulating better administrative practices, and preventing the misuse of discretionary powers. The various Ombudsman Offices in Pakistan collaborate through the Forum of Pakistan Ombudsman and are also affiliated with the Asian Ombudsman Association and the International Ombudsman Institute for International Cooperation.



1.1. OUR MANDATE: WHAT IS FOSP AH?

FOSP AH is an autonomous quasi-judicial statutory body governed by the Protection Against Harassment of Women at the Workplace Act, 2010 (Act 2010). This legislation aims to provide a safe working environment for men, women, and (since 2022) transgendered persons by prohibiting and redressing harassment. The Honorable Ombudsman appointed under the Act 2010 has the authority to receive and investigate complaints of harassment, take measures to resolve such complaints, recommend disciplinary action, and impose penalties, including compensation if harassment is proven. In 2022, Act 2010 was amended, and the definition of harassment was expanded to cover a wider range of behaviours, such as gender-based discrimination, stalking, and cyberstalking. The amended definition of harassment is as follows:



“

Harassment can be defined as:

- (i) any unwelcome sexual advance, request for sexual favors, stalking or cyberstalking, or other verbal, visual, or written communication or physical conduct of a sexual nature or sexually demeaning attitudes, including any gestures or expression conveying derogatory connotation 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; or**
- (ii) discrimination on the basis of gender, which may or may not be sexual in nature but which may embody a discriminatory and prejudicial mindset or notion, resulting in discriminatory behavior on the basis of gender against the complainant.**

”

Apart from its mandate against harassment, FOSPAH has also been empowered by the Parliament through the Enforcement of Women’s Property Rights Act, 2020 (Act 2020) to adjudicate cases pertaining to women’s property situated in Islamabad Capital Territory. The objective of the Act 2020 is explicitly enshrined in its preamble, which is reproduced as under:

.... to provide for the protection of the rights of ownership and possession of properties owned by women, ensuring that such rights are not violated by means of harassment, coercion, force, or fraud.

FOSPAH can take up fresh complaints under Section 4 of the Act 2020, which provides that any woman can approach FOSPAH if she is deprived of the ownership or possession of her property, whether movable or immovable, by any means. FOSPAH can also take cognizance of complaints pending adjudication before any court of law by virtue of Section 7 of the Act 2020, which reads as follows:



“1) Where proceedings in a court of law are pending in relation to the ownership or possession of any property claimed to be owned by a woman, she may file a complaint under this sub-section to the Honorable Ombudsperson.”

The objectives of FOSPAH are:

- To promptly address grievances related to workplace harassment and women's property rights, providing instant relief to the aggrieved parties.
- To create an inclusive work environment that is free from harassment, abuse, intimidation & discrimination.
- To ensure the provision of women's legal and sharai share in property.
- To raise awareness to reduce and eradicate workplace harassment and ensure the protection of women's property rights.

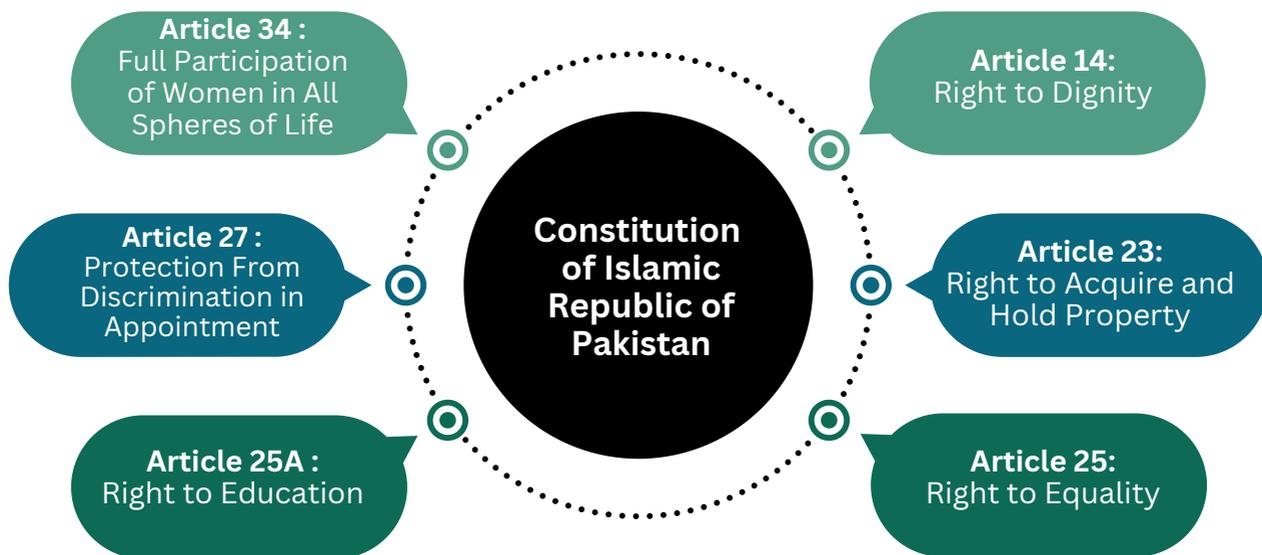
FOSPAH is committed to protecting the integrity of the workforce and to economically uplifting women. This commitment of FOSPAH is exemplified in its mission statement:

“
Creating a Gender-Equal
Society Where Women's
Rights Are Fully Upheld
”



1.2. WHY WAS THE CREATION OF FOSPAH NEEDED?

The Constitution of the Islamic Republic of Pakistan, 1973 (Constitution) contains specific guarantees for the equality and dignity of women. This constitutional architecture for protection of women's fundamental rights rests on the following key provisions:



Constitutional Rights of Women

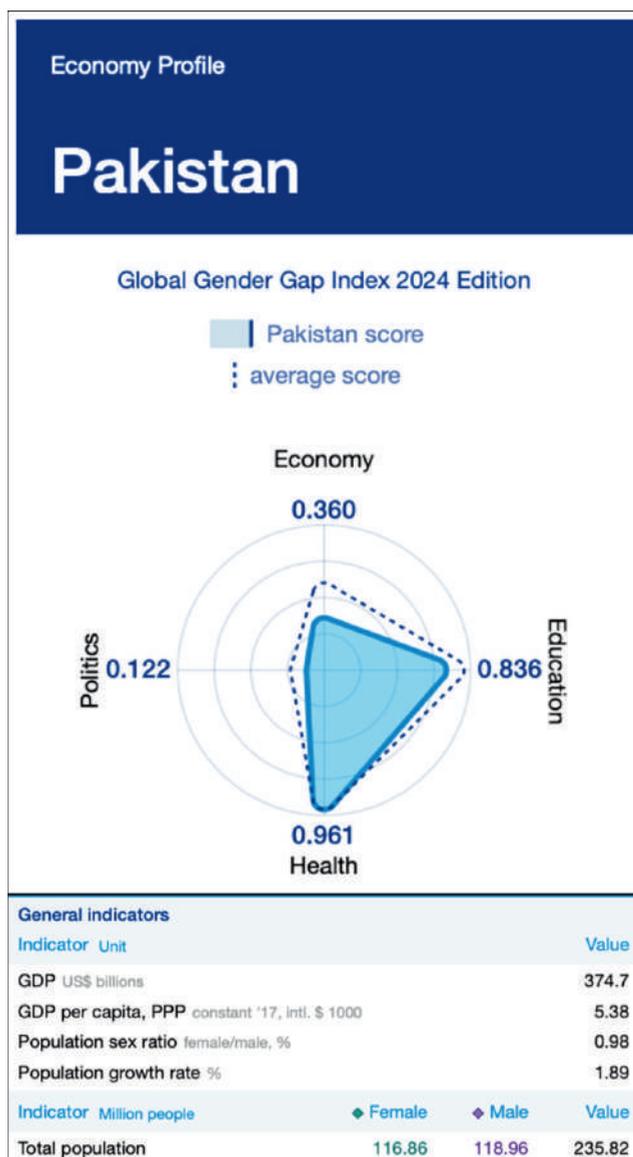
1. Pakistan's Gender Equality Crisis and Global Standing

Pakistan's ranking on the Global Gender Gap Index underscores the severity of gender inequality. In 2024, Pakistan was ranked 145th out of 146 countries, a decline from 142nd in 2023, with an overall score of 0.570. This reflects minimal progress and, in some cases, regression in key areas of gender equality. The Global Gender Gap Index assesses nations based on four critical pillars: Economic Participation and Opportunity, Educational Attainment, Health and Survival, and Political Empowerment. Pakistan's lowest scores are in Economic Participation and Opportunity (rank 143, score 0.360), indicating that women's participation in the workforce and economic activities remains heavily restricted due to structural and social barriers. Furthermore, labor-force participation is ranked 140th, wage equality is ranked 81st, and representation in leadership positions is ranked 140th—all indicators that Pakistan's economic and professional landscapes remain unequal for women.



2. Workplace Harassment as a Major Barrier to Women's Economic Empowerment

Workplace harassment is one of the most pervasive and unaddressed challenges affecting women's economic participation in Pakistan. Studies indicate that over 93% of Pakistani women have experienced some form of harassment in public spaces or workplaces, severely limiting their ability to thrive professionally. The Protection Against Harassment of Women at the Workplace Act, 2010, was introduced to ensure individuals, particularly women, could work in environments free of harassment. However, given the entrenched social norms and the lack of mechanisms for enforcing these protections, the Act alone was insufficient. There was a clear need for a specialized body with the authority and resources to implement this legislation effectively and advocate for broader workplace reforms.



3. Disparities in Property Ownership and Economic Independence

A profound disparity exists in property ownership between men and women in Pakistan. Only 3% of women own houses compared to 72% of men, indicating significant obstacles that prevent women from achieving financial independence and security. The Pakistan Demographic and Health Survey (2017-18) shows that 97% of women in Pakistan could not inherit land or property due to patriarchal norms, legal challenges, and restricted access to financial resources. Without economic assets, women face additional vulnerability to harassment and have fewer options to leave abusive or exploitative environments. FOSPAH's role has expanded to include implementing the Enforcement of Women's Property Rights Act, 2020, addressing women's economic security and ownership rights.



4. Legal and Institutional Support as Drivers of Change

To break down the systemic barriers to gender equality and empower women socially and economically, robust legal frameworks and accessible reporting mechanisms are essential. FOSPAH was established not only to enforce anti-harassment laws but also to foster a culture of accountability and support for victims. Through its mandate, FOSPAH provides women with a platform to voice complaints and pursue justice in a way that respects their dignity and supports their professional growth. By advocating for policy changes and collaborating with organizations across sectors, FOSPAH aims to build a safer, more inclusive environment that encourages women to participate fully in economic and public life without fear.

The creation of FOSPAH reflects the state's commitment to these goals, acknowledging that achieving gender equality requires not only constitutional guarantees but also proactive and responsive institutional interventions to build a just and equitable society.

1.3. FOSPAH THROUGH THE YEARS

Through the years, FOSPAH has undergone a remarkable transformation, driven by a commitment to combat and prevent workplace harassment and promote gender equality. Under the stewardship of Justice Musarrat Hilali (January 13, 2011 - January 14, 2013) and Justice (R) Yasmin Abbasey (March 14, 2013 - February 26, 2018), FOSPAH laid the groundwork and basis for its functions and expansion. The period of 2016-2017 witnessed pivotal initiatives such as parliamentary engagement, the establishment of regional offices, and the integration of technology to enhance accessibility. Through extensive nationwide awareness seminars and training sessions, FOSPAH strengthened its outreach while prudent financial management ensured regulatory compliance, setting a solid foundation for future endeavors. These efforts not only raised awareness about workplace harassment but also empowered individuals to assert their rights, contributing to a more equitable work environment across Pakistan. In the ensuing years, under the administration of Ms. Kashmala Tariq (February 27, 2018 - February 28, 2023), FOSPAH's endeavors moved forward. The broadcast of televised campaigns, online complaint registration, and increased engagement on social media were milestones in FOSPAH's journey. The period also saw a noticeable expansion in awareness activities, demonstrating FOSPAH's increase in outreach activities and commitment to inspiring people across Pakistan to speak up against harassment in the workplace.



**Justice Musarrat Hilali
(2011- 2013)**



**Justice (R) Yasmin Abbasey
(2013- 2018)**



**Ms. Kashmala Tariq
(2018- 2023)**



**Ms. Fauzia Viqar
(2023- Present)**

FOSPAH's Leadership Throughout the Years

Presently, FOSPAH is headed by the Hon'ble Ombudsperson, Ms. Fauzia Viqar. During her tenure, the Secretariat has witnessed expanded support from stakeholders including lawyers, the executive, donors and, civil society organisations that have contributed to speedy resolution of cases, increased outreach and awareness and, an increase in the number of complaints. overall restructuring and reorganization of FOSPAH, amendments of both mandates are underway, reactivating the regional offices of Lahore, deactivating

Stronger partnerships with like-minded organizations, effective monitoring of complaint processes, and the addition of legal members into the FOSPAH family have enhanced FOSPAH's capacity to resolve workplace harassment and women's property rights cases. Today, as FOSPAH continues its journey on the path of uplifting and empowering women it looks to the public and private sphere for continued support of its mission and vision.



Resolve it Right: Complaint Registration Process

10 Steps to Success

1 Filing of Complaint

The Complaint can be filed in person, at the office by post, online at www.fospah.gov.pk through email (info@fospah.gov.pk) or through FOSP AH helpline (03444 367 367) with details like Name of the Complainant and Accused, Department, Brief details of complaint, prayer etc.



2 Preliminary Hearing

After the registration of Complaint, the Complainant is issued notice for Preliminary hearing.



3 Notice

After the preliminary Hearing, if the Complaint is admissible, notices are sent to the concerned parties.



4 Written Reply/ Defence

At this stage, the Accused has to submit a written reply within 5 days .



5 Ex-Parte Proceedings

In case of non-appearance of either of the Parties, the case shall proceed Ex-parte after 3 notices.





6 Evidence Stage

Parties must submit relevant documents, witness list, and evidence during trial.



7 Arguments

After conclusion of evidence, the parties are called for Final arguments.



8 Decision

Parties are informed of the final decision on the given date.



9 Review or Representation

The aggrieved party may file a representation before the President of Pakistan against the decision of the Federal Ombudsperson within 30 days of the decision.



10 Implementation

After the period of Representation/ Appeal expires, the concerned party may seek the implementation of the decision.





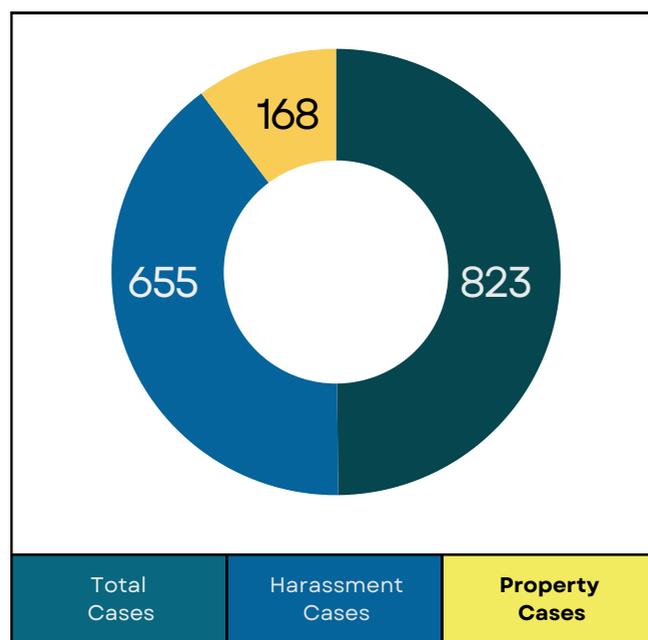
CHAPTER 2

STATISTICS OF THE CASES

This chapter provides a comprehensive overview of FOSPAH's performance in handling cases throughout the year. It includes detailed statistics on cases received from the head office, regional offices, and sector-wise distribution. Additionally, the report delves into gender-wise and region-wise analysis of the cases, shedding light on the demographics of the individuals involved. Further, the report offers insights into the number of reported, pending, and disposed-off cases, allowing stakeholders to gauge the organization's efficiency in resolving issues and delivering justice. These statistics serve as valuable indicators of FOSPAH's impact and effectiveness in addressing the needs of the community it serves.

CASES REGISTERED AT FOSPAH

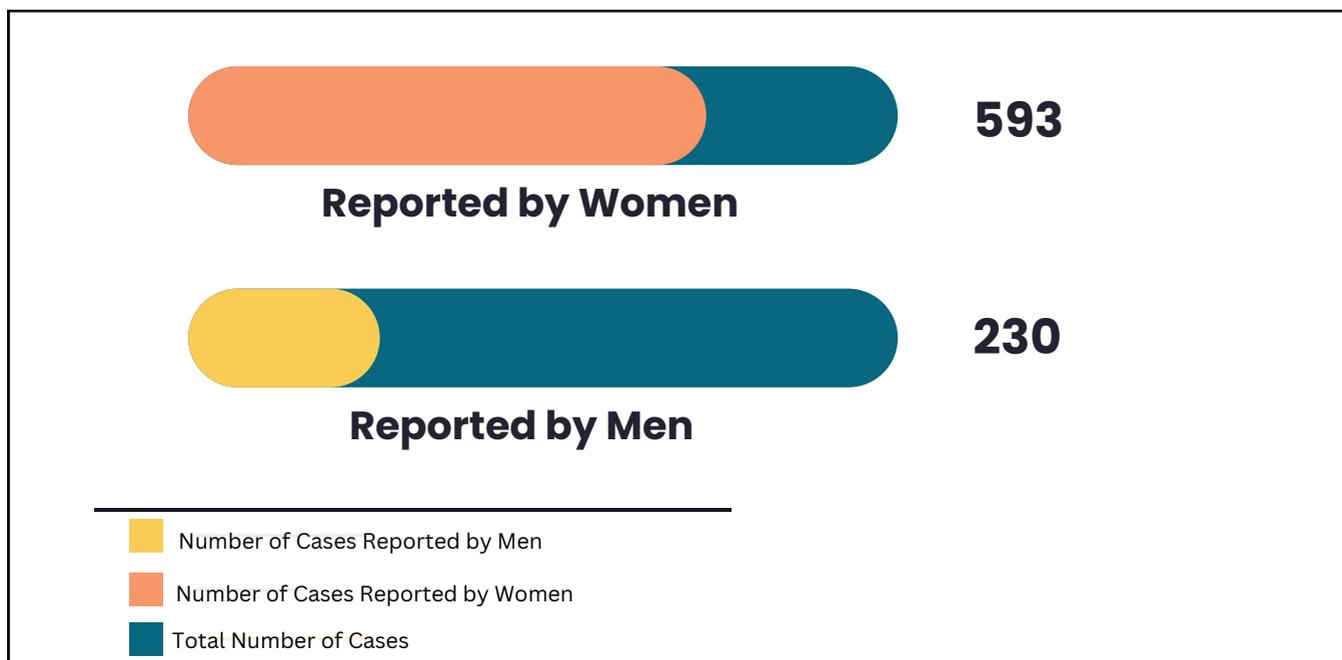
2.1 Status of Cases Registered at FOSPAH: 1st July 2023 - 30th June 2024





GENDER-BASED STATISTICS

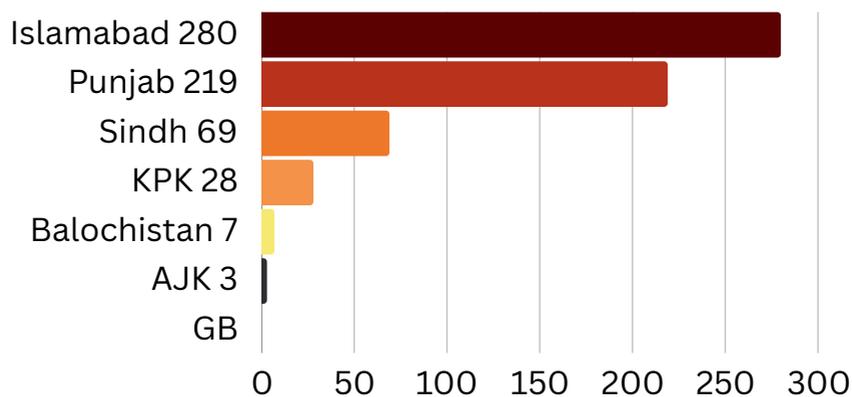
2.2 Number of Cases Reported by Each Gender 1st July, 2023 - 30th June, 2024



A total of **823** cases were reported, with **593** cases reported by women and **230** cases reported by men. These statistics shed light on the prevalence of issues of harassment and discrimination and the differential impact on individuals based on their gender. It also underscores the importance of addressing gender disparities and promoting gender equality through targeted interventions and policy measures. By analyzing and presenting these statistics, FOSPAH aims to raise awareness, advocate for change, and ultimately contribute to creating a more equitable and just society for all genders.

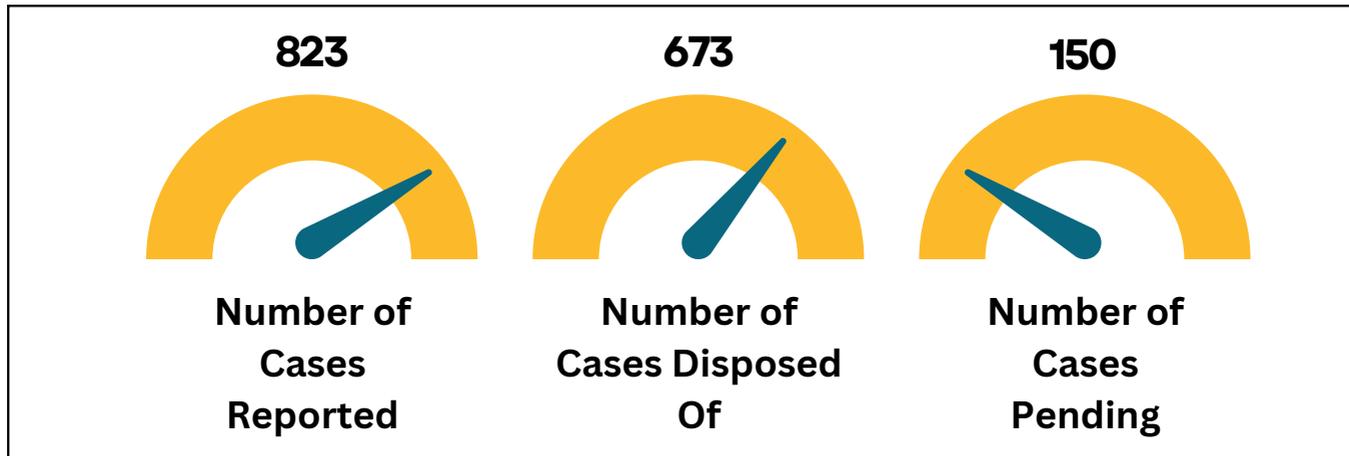


CASES REGISTERED AT FOSPAH ACROSS PAKISTAN (JULY 2023 - JUNE 2024)



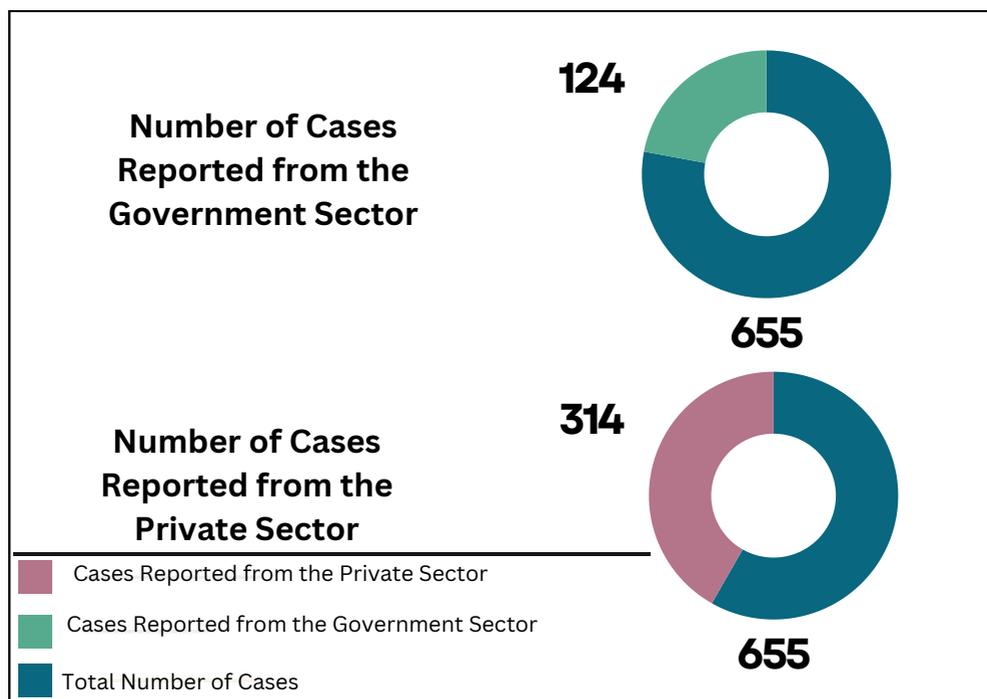


NUMBER OF CASES REPORTED, DISPOSED OF AND PENDING



2.3 Number of Cases Reported, Disposed Of and Pending
1st July, 2023 - 30th June, 2024

SECTOR WISE STATISTICS OF CASES OF HARASSMENT

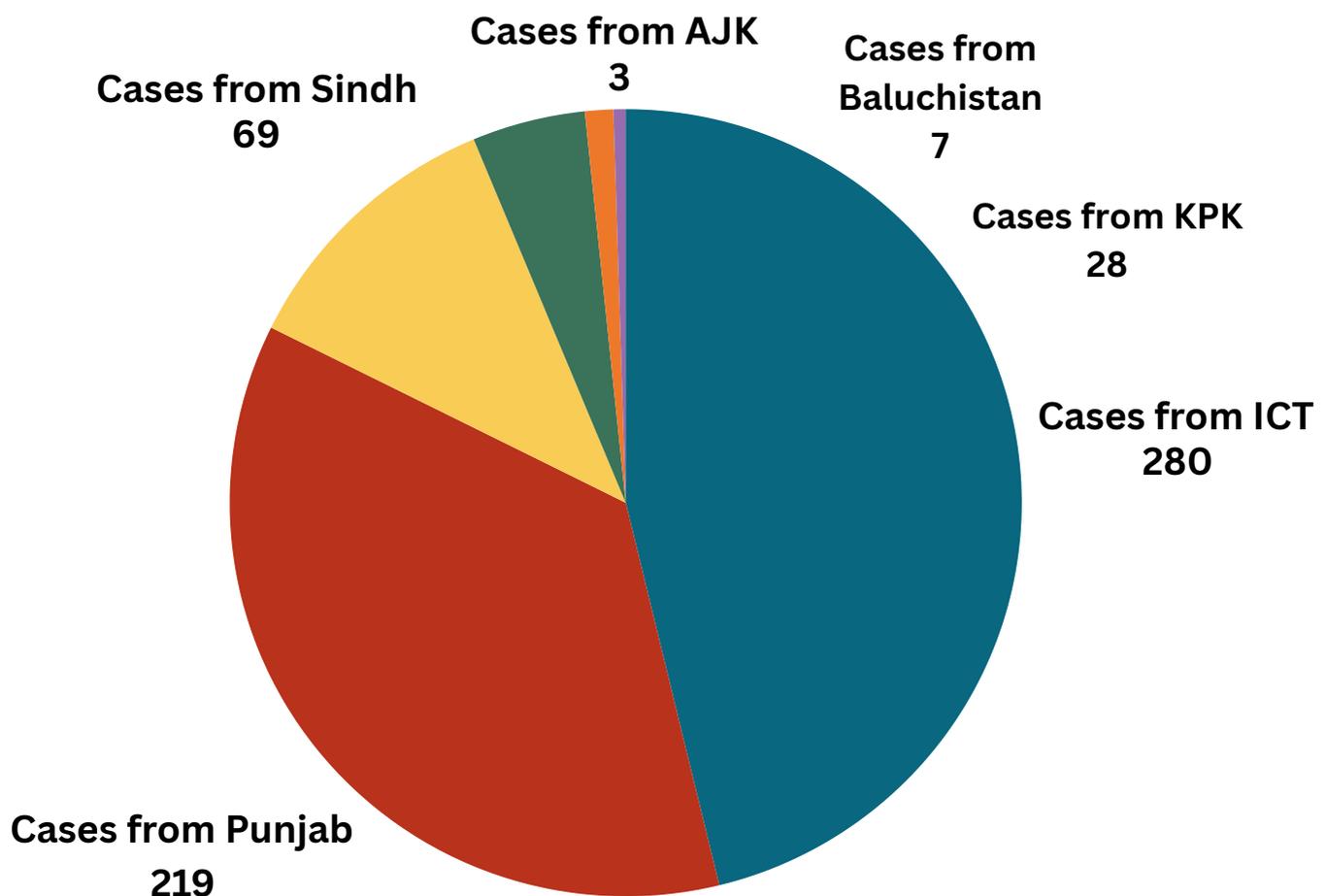


2.4 Number of Harassment Cases Reported from Government and Private Sectors
1st July, 2023 - 30th June, 2024



PROVINCE/REGION WISE STATISTICS OF OVERALL CASES REGISTERED AT FOSPAH

- Cases from ICT
- Cases from Punjab
- Cases from Sindh
- Cases from KPK
- Cases from Baluchistan
- Cases from AJK



2.5 Number of Cases Region/Province Wise
1st July, 2023 - 30th June, 2024

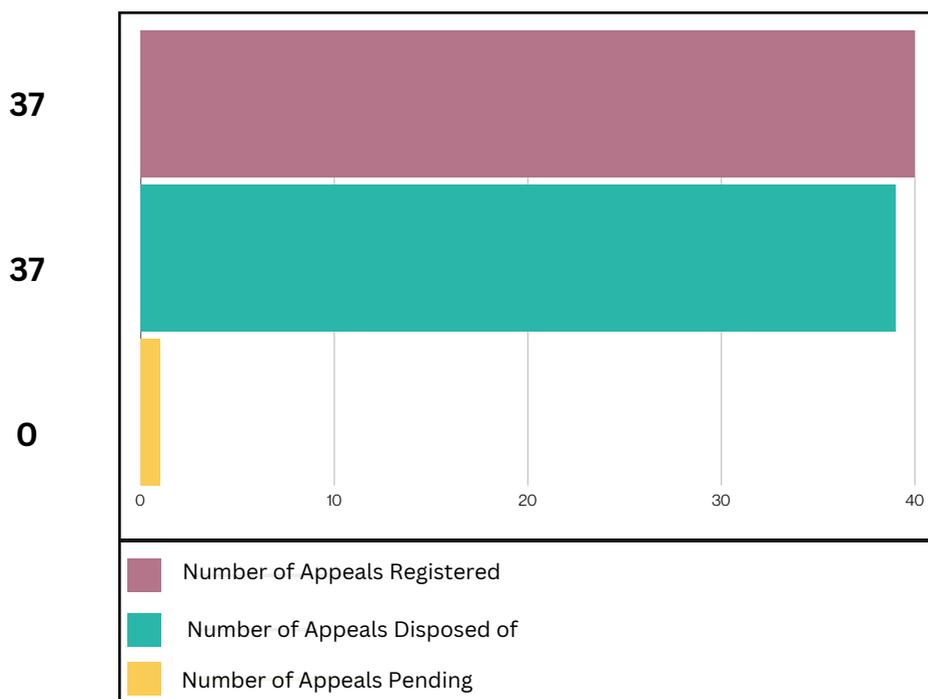


TOTAL NUMBER OF COMPLAINTS REGISTERED, DISPOSED OF AND PENDING



2.6 Number of Complaints Registered, Disposed of, and Pending
1st July, 2023 - 30th June, 2024

TOTAL NUMBER OF APPEALS REGISTERED, DISPOSED OF, AND PENDING



2.7 Number of Appeals Registered, Disposed of, and Pending
1st July, 2023 to 30th June, 2024



CHAPTER 3

SIGNIFICANT CASES & SUCCESS STORIES

1. Possession Restored: Quratulain Zafar Reclaims Her Rightful Property

Quratul Ain Zafar has reclaimed her property rights following a challenging dispute. Initially, Ms. Zafar was allotted Plot No. 923 at Gulberg Residencia, Islamabad, and later entered into a sale agreement with Arsalan Hameed. The deal, valued at Rs. 8,500,000, was to be settled by April 15, 2022, with part of the payment secured through a post-dated cheque.

When the cheque was returned due to insufficient funds, Ms. Zafar's attempts to resolve the matter with both Hameed and the housing society were unsuccessful. This led her to file a complaint under the Enforcement of Women's Property Rights Act, 2020, seeking the outstanding payment and the prevention of further transfers of the property. Respondent No. 1, Hameed, was eventually brought before the Forum and acknowledged his debt to Ms. Zafar. He agreed that the guaranteed property, initially handed over to Ms. Zafar as security, should be transferred to her to settle the balance.

The forum confirmed that Ms. Zafar's property rights were indeed violated and that the property involved met all legal criteria for action under the Act. With the support of Respondent No. 3, who consented to transfer the guaranteed property, Ms. Zafar's claim was upheld.

2. Asma Kokab's Property Restored

Ms. Asma Kokab, the Complainant, legally purchased two plots measuring 10 marlas and 5 marlas through registered sale deeds from Abdul Aziz Khan, the Respondent. Despite completing the necessary payments and registering the sale deeds, she was deprived of possession of her property by the Respondent, who demanded that she surrender her registered deeds to the society first.

The Honorable Ombudsperson, after reviewing the authentic records, including the registered sale deeds and the fard jambandi, recognized Ms. Kokab's rightful ownership of the plots. It was established that the sale deeds had been validly registered, and the plots were entered in her name in the revenue records. Given the clear evidence and legal documentation, the Honorable Ombudsperson found no need for further investigation.

In a decisive move, Section 5 of the Enforcement of Women's Property Rights Act 2020 was invoked, directing the concerned revenue officer to restore possession of the subject property to Ms. Kokab. The officer was also authorized to seek police assistance if necessary to implement the order.



3. Safia Majeed Granted Possession of Her Entire House

The final judgement addresses the complaint filed by the Complainant under the Enforcement of Women's Property Rights Act, 2020, regarding House No. 335, Ravi Road, Sector G-8/2, Islamabad. It is acknowledged that the Respondent originally owned the house and transferred 50% to the Complainant in 2005 and the remaining 50% in 2014. By 2014, the Complainant had become the sole owner, a fact corroborated by CDA records and utility bills. The Complainant's request for full possession of the house arises from the Respondent's hostile behaviour.

The Respondent contested the complaint, arguing that possession has not been transferred and citing ongoing civil litigation as a reason for this forum not to proceed. Despite this, the complaint was deemed maintainable on 30.01.2024, and final arguments were heard on 06.02.2024. The Complainant provided sufficient evidence of ownership, supported by the CDA's confirmation. The argument that this forum cannot act due to pending civil suits was unfounded; Section 7 of the Act permits the Forum to address complaints regardless of ongoing court proceedings. The Respondent's admission that the Complainant resides in the house contradicts their claim of non-possession. Legal precedents affirm that possession is not required when the donor and donee live together or in spousal gifts. Therefore, the Complainant was granted possession of the entire house. The Respondent was ordered to vacate the property immediately.

4. Shah Bano Naqvi's Property Restored

Shah Bano Naqvi achieved a significant legal victory in her battle to reclaim her vehicles from her husband, Syed Muhammad Sardar Ali. Initially, Naqvi's complaint led to a favourable decision by the forum, directing the return of her vehicles. However, the Respondent challenged this, prompting a review by the Honorable President of Pakistan, who remitted the case for further jurisdictional examination.

Upon re-evaluation, it was confirmed that three of the vehicles were registered in Naqvi's name. The forum decided against referring the case to the Civil Court, finding the existing record sufficient. Instead, it ordered the Deputy Commissioner and Excise and Taxation Officer in Islamabad to restore possession of the two vehicles registered in Islamabad to Naqvi within seven days.

This ruling not only restored Naqvi's property but also underscored the importance of upholding women's property rights.



5. Widow's Right to Marry: Javeria Yasir's Victory Against CAA

In *Javeria Yasir vs. Civil Aviation Authority (CAA)*, Javeria Yasir, who had been working with the CAA since 2013 under the Family Assistance Package Scheme following her husband's death, challenged a policy requiring widows to submit an annual non-marriage certificate to retain employment. This policy, part of the 2014 CAA Service Regulations, mandated that widows benefiting from the Family Assistance Package shall confirm their unmarried status each year to continue in their roles.

FOSPAH reviewed the case and deemed the policy unconstitutional, highlighting that it was discriminatory against widows by penalizing them for remarrying. The forum cited Article 25 of the Constitution, which guarantees equality for all citizens and requires the State to take affirmative action for women's empowerment. FOSPAH further referenced Section 26 of the Contract Act, 1872, which invalidates agreements that restrict marriage. By abolishing the annual non-marriage certificate requirement, FOSPAH established a precedent affirming that widows have the right to remarry without jeopardizing their employment or benefits, thus sending a strong message against gender-based discrimination and reinforcing the rights of widows to both employment security and personal choice. This decision marks a significant step for women's rights, emphasizing that a widow's right to remarry is protected under the Constitution and the law and should not impact her employment status.

6. Justice Prevails: Syeda Gulbadan Shahid's Legal Triumph

In a landmark decision, the Honorable Federal Ombudsperson for Protection against Harassment of Women at the Workplace ruled in favor of Syeda Gulbadan Shahid, who had filed a sexual harassment complaint against Hassan Ali Khan Laghari, the former Director Cantt Admin (ML&C) Rawalpindi. The Accused initially challenged the jurisdiction of the Forum, but both the Honorable Federal Ombudsperson and the Islamabad High Court upheld its authority, affirming that the case fell under the Forum's jurisdiction since both parties were employees of a federal organization. The complaint involved inappropriate WhatsApp messages sent by the Accused to the Complainant, which were confirmed through forensic analysis. Despite the Accused's defense, alleging a conspiracy with a colleague, no credible evidence supported this claim. The Honorable Ombudsperson found the messages to be sexual harassment under the Protection against Harassment of Women at the Workplace Act, 2010, as they were unwelcome, sexually oriented, and created a hostile work environment for the Complainant. The Accused was fined Rs. 1,000,000 to be paid to the Complainant, with the amount to be deducted from his pension if unpaid. This decision sets an important precedent for workplace justice in Pakistan.

TESTIMONIALS

“I am Misbah, and I worked as a lecturer at a public-sector university for three and a half years. I faced a hostile environment for one year due to my support of a harassment victim and was ultimately removed from service as high-ranking officials supported the harasser. The harassment handlers were so powerful that no one dared to challenge them. On the advice of a family friend, I approached FOSPAH. To my surprise, I learned that I could pursue my case without a lawyer if I chose to. Respected Honorable Ombudsperson Ms. Fauzia Viqar was present herself, and after the first hearing, all my fears were alleviated. I felt reassured knowing there was a forum where I was listened to in a patient and sensitive manner. Both the complainants and the accused were given full opportunities to present their perspectives, and in a short time, an unbiased and comprehensive decision was announced. Credit goes to this forum for providing safety to women in society with speedy, no-cost justice in a short time.”



MISBAH AURANGZEB

“My name is Sidra Karim Awan, and I worked at PEMRA as an RTO on a contingent basis, performing my duties with dedication. Unfortunately, during my time there, I faced repeated sexual harassment from Mr. Fakhar ud Din Mughal, the GM, despite my efforts to politely object and warn him. After trying to resolve the issue internally without success, I turned to FOSPAH for justice. Under the strong leadership of Honorable Ombudsperson Madam Fauzia Viqar, FOSPAH handled my case thoroughly and fairly. Their legal process resulted in a financial penalty being imposed on Mr. Fakhar ud Din Mughal after his early retirement. This decision reflects FOSPAH's commitment to justice and its determination to stop workplace harassment. I deeply appreciate FOSPAH's quick and fair response to my case, showing its vital role in addressing harassment and gender-related issues in Pakistan. Thanks to FOSPAH, I am hopeful that all women in Pakistan will one day work in safe and respectful environments.”



SIDRA KARIM

TESTIMONIALS

"I, Nargis Bano, approached FOSPAH with a workplace harassment complaint against a colleague. Initially, my department's response was inadequate, prompting me to seek justice through FOSPAH. I am deeply grateful to FOSPAH for swiftly delivering justice in accordance with the law. Their fast-track approach saved me considerable time and expense compared to the traditional legal forums. I extend my heartfelt thanks to Almighty Allah and commend the FOSPAH team for their dedication and assistance."



NARGIS BANO



FARHAT YAMIN

"FOSPAH decided on my application in a very short period of time after thoroughly evaluating my case. I would suggest all women who have been deprived of their property come to FOSPAH. FOSPAH provides a very good environment where they listen to you and treat you respectfully. I would like to give my heartfelt gratitude [to FOSPAH] for listening to me and giving me what is rightfully mine."



How The Protection Against Harassment of Women at the Workplace Act, 2010 Protects Your Rights

The Constitution of Pakistan, 1973

The Act of 2010 aims to achieve the objectives laid down in Articles 9, 14, 25, 26, 27, 34, 37, 38 of the 1973 Constitution which guarantees equality, dignity, and prohibition of gender discrimination

International Labour Organization (ILO) Conventions



- ILO Convention 111 (Discrimination in Employment and Occupation):
 - The Act addresses workplace discrimination by tackling harassment and promoting equality of opportunity and treatment in employment.
- Although the Act of 2010 primarily addresses harassment, it aligns with the broader goals of eliminating gender discrimination in the workplace, directly supporting equal pay principles.



Convention on the Elimination of All Forms of Discrimination against Women (CEDAW):

- The Act aligns with the overall objectives of CEDAW, and specifically with Article 11, ensuring women's right to work, free from discrimination and harassment and, promoting equal employment opportunities.
- Incorporates the CEDAW Committee's General Recommendation No. 19, defining sexual harassment and recognizing it as a form of gender-based violence.

International Covenant on Economic, Social and Cultural Rights (ICESCR):

The Act adheres to Articles 6 and 7, promoting the right to work and just and favourable work conditions, including safe and healthy working environments.

General Principles of International Human Rights Law:

- The Act aims to create a safe working environment, upholding the right to dignity and non-discrimination.
- Recognizes harassment as a violation of human rights, in line with international human rights frameworks.

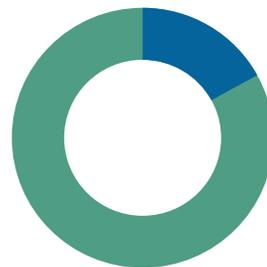
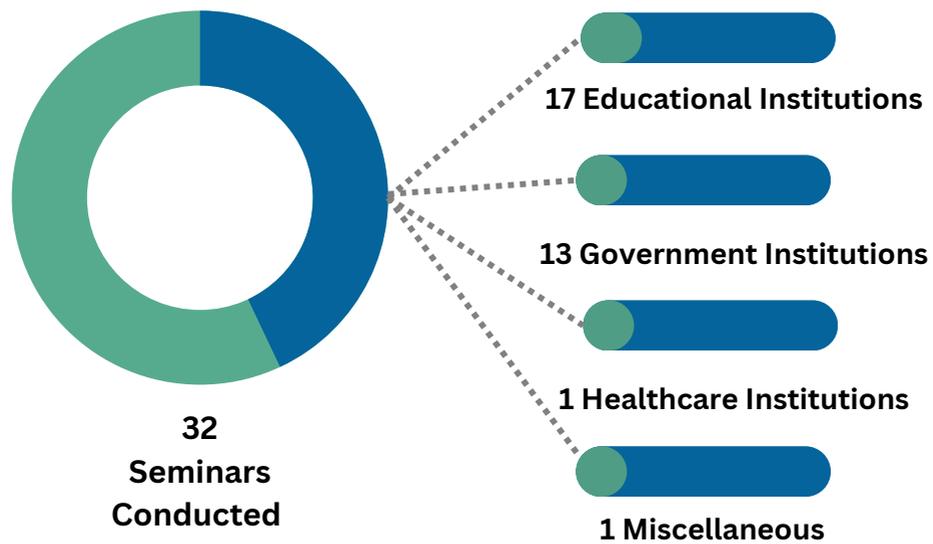
Universal Declaration of Human Rights (UDHR):

- The Act supports Article 23, which guarantees the right to work, favorable work conditions, and protection against unemployment.

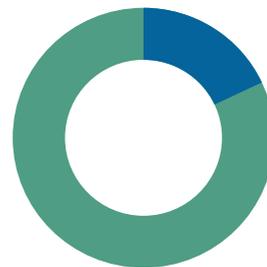


CHAPTER 4

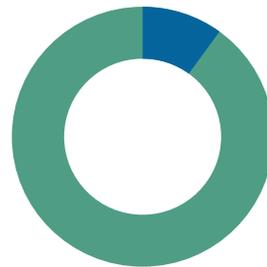
OUTREACH ACTIVITIES AND ACHIEVEMENTS



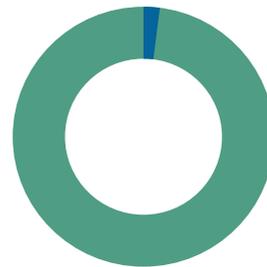
17 Meetings Held



18 Media Coverage



10 Conferences & events



2 National Moot Court Competition

OVERVIEW

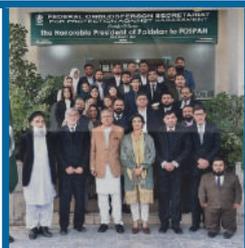
In the past year, FOSPAH has been actively engaged in a wide range of outreach activities and achievements aimed at raising awareness and promoting change in the field of national law moots, 16 days of Activism Campaign, media coverage, and other related initiatives. Our commitment to advancing the rights of the marginalized and promoting inclusivity has driven these efforts.

Through the national law moots and university events, we have not only provided a platform for students to engage in meaningful discussions and debates on their rights and legal frameworks but also encouraged the development of innovative solutions to address these challenges.

The “16 Days of Activism Against Gender-Based Violence” campaign has been a cornerstone of our outreach efforts, as we have organized various events to shed light on the pervasive issue of gender-based violence and advocate for concrete measures to address it. These activities have not only garnered significant media coverage but also sparked crucial conversations on the urgent need for societal change.

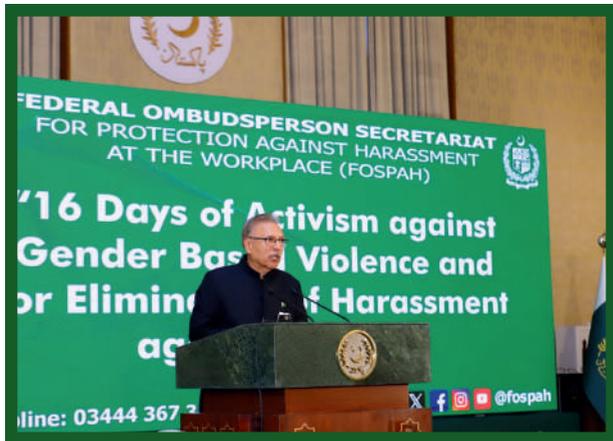
FOSPAH has also actively engaged with the media to amplify our message and reach a wider audience. Our media coverage has not only helped us disseminate important information about our work but have also facilitated meaningful dialogues on gender equality and women's rights.

Overall, our outreach activities and achievements in the past year have been instrumental in advancing our mission of promoting gender equality and empowering women. As we look towards the future, we remain committed to expanding our outreach efforts and leveraging various platforms to drive meaningful change in society.



16 Days of Activism with FOSPAH

Like every year, FOSPAH joined the global 16 Days of Activism Campaign Against Gender-Based Violence. Through impactful awareness sessions, strategic collaborations, and innovative initiatives, this campaign underscores FOSPAH's commitment to creating safer, more equitable workplaces across Pakistan.



The President of Pakistan urged proactive measures to protect and uplift women. The Honorable Ombudsperson, Ms. Fauzia Viqar emphasized creating safe workplaces for women and highlighted FOSPAH's role in providing timely, cost-effective justice for harassment victims.



In the National University of Modern Languages seminar on 'Protection against Harassment' The Honorable Ombudsperson, Ms. Fauzia Viqar, as Chief Guest, emphasized FOSPAH's commitment to eliminating gender-based violence.



The National Agricultural Research Centre organized an awareness seminar on 'Protection against Harassment.'



Awareness seminar on “Elimination of Harassment,” as part of FOSPAH's 16 Days of Activism campaign at Bahria University, Islamabad.



At an awareness seminar on “Elimination of Harassment,” The Honorable Ombudsperson, Ms. Fauzia Viqar stressed ongoing efforts against gender-based violence beyond the 16 Days of Activism.

PRESIDENT'S VISIT TO FOSPAH HEAD OFFICE



In his visit to FOSPAH Head Office Islamabad, President Dr. Arif Alvi emphasized the need to improve the status of women by creating an enabling work environment that enhances their economic participation, highlighting society's responsibility to uphold women's rights as granted by Islam. During a meeting at FOSPAH's Head Office in Islamabad, he called for legislative measures to protect women's property rights and urged local police to improve their responses to women's complaints. The President stressed the importance of FOSPAH's role in providing speedy justice, noting that 823 harassment cases were registered in 2023, with 673 resolved. He encouraged FOSPAH to increase outreach and collaborate with NGOs to better serve women facing harassment and property rights issues. Additionally, he highlighted the necessity for a harassment-free environment in both public and private sectors and called for greater engagement with the business community to provide job opportunities for women while raising awareness about the Act of 2010. The Honorable Federal Ombudsman, Ms. Fauzia Viqar, reported on the organization's achievements and the growing awareness of women's rights issues, underscoring the importance of continued support from the President.

NATIONAL LAW MOOTS BY FOSPAH

Agenda:

The aim of these moot court competitions was to make law students aware of the legislation on Workplace Harassment. It was held to emphasize the importance, need, and working of the law to eradicate harassment in true terms. Moreover, its agenda was to depict a thorough picture of the workings of FOSPAH. The moot was designed in a way that the students who will practice in various fields of law in the future, would know the procedures at Honorable Ombudsperson offices. A prime objective of this moot competition was to engage the law students to differentiate between what constitutes harassment and what does not. It was formulated in a manner to help students become aware of precedents that have been settled by the apex court and high courts on this sensitive issue. Lastly, the aim was to let the students know that Harassment is also caused by Gender-Based Discrimination so that they may understand harassment better and be aware of people.

National Law Moot:

FOSPAH, in collaboration with The Youth General Assembly (YGA), hosted the National Law Moot on Workplace Harassment from March 9-11, 2024, at Lord's College International and the FOSPAH Head Office in Islamabad. The event included participants from over 35 universities across Pakistan. The finale, held at the Federal Ombudsperson Secretariat, was won by Punjab University against Bahria University after knockout rounds involving 36 teams. This moot aimed to raise awareness of the legal framework on harassment and promote a discrimination-free work environment for all individuals.

Peshawar Moot

On March 2-3, 2024, FOSPAH hosted a Moot Court competition in Peshawar in partnership with the Centre for Learning Law and Business. This initiative aimed to raise awareness among law students about harassment laws, coinciding with International Women's Day on March 8. Ten teams participated, tackling a fictitious harassment case to highlight challenges faced by women in educational and workplace settings. Prominent legal figures served as adjudicators, with the finale overseen by the Honorable Federal Ombudsperson Ms. Fauzia Viqar. She emphasized FOSPAH's role in combating workplace harassment and empowering women regarding property rights.

Participants were informed about FOSPAH's helpline for filing harassment complaints. The competition concluded with Khyber Law College winning the moot court shield.



FOSPAH MOOTS GALLERY



Pleadings by the prosecution in support of their case.



The Youth General Assembly (YGA) organized a National Law Moot on Workplace Harassment, with the finale held at the Federal Ombudsperson Secretariat for Protection against Harassment.



FOSPAH held a Moot Court Competition in Peshawar to raise awareness of harassment. The Honorable Ombudsperson, Ms. Fauzia Viqar emphasized FOSPAH's role in combatting workplace harassment and empowering women.

REVIEW OF 2022 AMENDMENTS TO THE PROTECTION AGAINST HARASSMENT OF WOMEN AT THE WORKPLACE ACT, 2010

On 15 November 2023, FOSPAH held a legal discussion at its Head Office on the 2022 Amendments to the 2010 Act. The discussion focused on ways to expand the scope of the 2010 Act through its application and identify the deficiencies that still remain in the law. The participants included the Honorable Federal Ombudsperson, representatives of other Federal Ombudsmen, representatives of Bar Councils, Advocates of High Courts and the Supreme Court, such as Barrister Mr. Muhammad Ahmad (Advocate Supreme Court) and Ms. Aaliya Zareen Abbasi (Advocate Supreme Court), as well as officers of FOSPAH.



FOSPAH held a discussion on the 2022 amendments to the 2010 Act

Discussions During the Meeting

The participants exchanged views on the scope of the 2010 Act, debating whether it is confined only to complaints filed between employees and employers of the same organization or if it allows for cross-organizational complaints. There was also a discussion regarding the ambit of gender-based discrimination under Section 2(h)(ii) of the 2010 Act. Additionally, discussion the common practice of filing representations against interim orders was discussed, along with potential solutions to curb the practice. Further discussions were held on the suo-motu powers of the Honorable Ombudspersons, the jurisdiction of the Honorable Ombudsperson to exercise contempt powers and the need for Pro Bono Counsels to assist parties in cross-examination as per law.



OTHER OUTREACH ACTIVITIES AND AWARENESS CAMPAIGNS



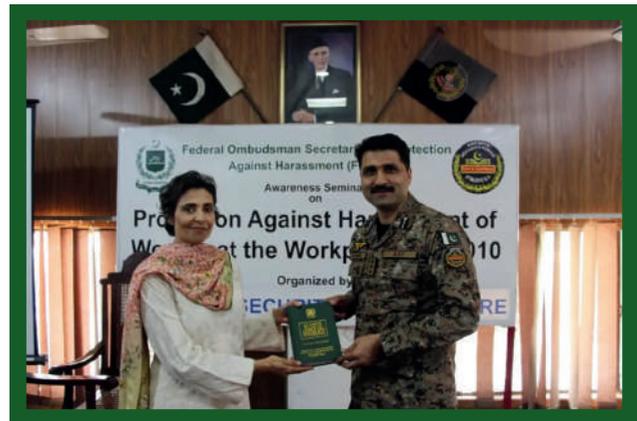
The Honorable Ombudsman, Ms. Fauzia Viqar emphasized equal rights of women at a justice symposium, organised by the Federal Judicial Academy.



The Ministry of Defence and FOSPAAH held a seminar on "Protection Against Harassment". The Honorable Ombudsman, Ms. Fauzia Viqar emphasized consent and the need for harassment-free workplaces.



The Honorable Ombudsman, Ms. Fauzia Viqar in Quetta at the 'Governance for People's Empowerment- Pakistan Literature Festival



The Honorable Ombudsman, Ms. Fauzia Viqar at an ASF seminar in Lahore, addressed 400 officers on workplace harassment laws and FOSPAAH's role.



PAS officers of the 47th STP visited FOSPAAH and learned about FOSPAAH's mandate and procedures.



Training on integrating gender perspectives in law enforcement for a safer Pakistan at the National Police Academy, Islamabad



FOSPAH held an awareness seminar on harassment laws at Shalamar Hospital.



The Honorable Ombudsperson, Ms. Fauzia Viqar praised progress on workplace harassment compliance during meetings with Habib Bank leaders.



The Honorable Ombudsperson, Ms. Fauzia Viqar urges greater female participation in the labor force for economic stability.



FOSPAH Lahore Office conducted an awareness session at the State Bank of Pakistan in collaboration with the National Institute of Banking and Finance



A seminar on workplace harassment at Quaid-i-Azam University.



The Honorable Ombudsperson, Ms. Fauzia Viqar met with the Balochistan Ombudsperson to discuss common interests and establish a Regional Office for Protection against Harassment in Quetta.



Honorable Ombudsperson, Ms. Fauzia Viqar at the “Women in Finance Thought Leaders” workshop



Discussions aimed to enhance workplace safety for women by preventing harassment through collaboration between FOSPAH and the Wafaqi Mohtasib



FOSPAH and Islamic Relief Pakistan (IR) signed an MOU to expand outreach to marginalized communities, including women, transgender persons, and people with disabilities



The Honorable Ombudsperson, Ms. Fauzia Viqar highlighted that the 2022 amendments now allow transgender individuals to file harassment complaints at FOSPAH



A delegation from Islamic Relief Pakistan visited FOSPAH. Following a Memorandum of Understanding, IRP provided technical equipment and committed to training on harassment laws and organizing joint awareness seminars.



The Honorable Ombudsperson, Ms. Fauzia Viqar emphasized mainstreaming gender perspectives to participants at the 39th Mid Career Management Course at the National Police Academy



The Honorable Ombudsperson, Ms. Fauzia Viqar spoke on the panel "A New Dawn: Equality in Pakistan's Future"



The Honorable Ombudsperson, Ms. Fauzia Viqar conducted a seminar at Islamabad High Court Bar Association on the mandate of FOSPAH



The Honorable Ombudsperson, Ms. Fauzia Viqar received the CAREC Award for Advancing Gender Equality in Pakistan



The Honorable Ombudsperson, Ms. Fauzia Viqar delivered an awareness seminar on harassment at LUMS



FOSPAH, with RWMC, organized an International Women's Day awareness session at the Rawalpindi Chamber of Commerce



FOSPAH team at an awareness seminar held at the International Islamic University Islamabad



Honorable Ombudsperson, Ms. Fauzia Viqar shared her vision for gender equality at the Narowal seminar



At the 3rd General Assembly Meeting of the OIC Ombudsman Association



The Honorable Ombudsperson, Ms. Fauzia Viqar at a seminar at Securities and Exchange Commission of Pakistan (SECP) Islamabad



Meeting with Islamic Relief Fund to collaborate on projects promoting a harassment-free environment



Meeting at FOSPAH Head Office, Islamabad, with KP and Punjab Honorable Ombudspersons to tackle university harassment nationwide



The Honorable Ombudsperson, Ms. Fauzia Viqar at a seminar at Sui Southern Gas Company (SSGC) Karachi



An awareness seminar on "Protection Against Harassment of Women at the Workplace" at SZABIST University



The Honorable Ombudsperson, Ms. Fauzia Viqar stressed eliminating harassment to protect dignity at the "Creating Safe and Inclusive Campuses in Pakistan" conference at Quaid-i-Azam University.



FOSPAH and CPLC Sindh signed an MoU to ensure effective referrals and support for workplace harassment victims



Workplace Harassment Seminar at Sir Syed University



Ms. Fauzia Viqar, Honorable Federal Ombudsperson, led an awareness seminar on workplace harassment at Nazeer Hussain University, Karachi



University of Punjab seminar on "Empowering Women through Awareness of Workplace and Sports Harassment"



An awareness seminar on workplace harassment and its legal framework



An awareness seminar was organized by the Pakistan Civil Aviation Authority at Jinnah International Airport, Karachi



A seminar arranged by Avari Towers Karachi



The Honorable Federal Ombudsperson, Ms. Fauzia Viqar delivered a keynote speech at the launch of the research study "From Legislation to Implementation"



Honorable Federal Ombudsperson, Ms. Fauzia Viqar at the roundtable of political parties on "Women's Manifesto"



The Honorable Federal Ombudsperson, Ms. Fauzia Viqar addressed the seminar at Allama Iqbal International Airport, Lahore organized by Civil Aviation Authority



FOSPAH's Karachi office held a session at Iqra University to raise awareness about harassment laws in educational institutions and workplaces



Seminar on “Safety of Women and Role of Women Police Officers” organized by ICT Police at the National Police Academy



FOSPAH held an awareness seminar at Pakistan Railway Carriage (PRC) for clerical employees



Justice Ayesha A. Malik, Supreme Court of Pakistan, visited FOSPAH Head Office, Islamabad



Honorable Federal Ombudsperson's visit to the Sindh High Court Bar Association



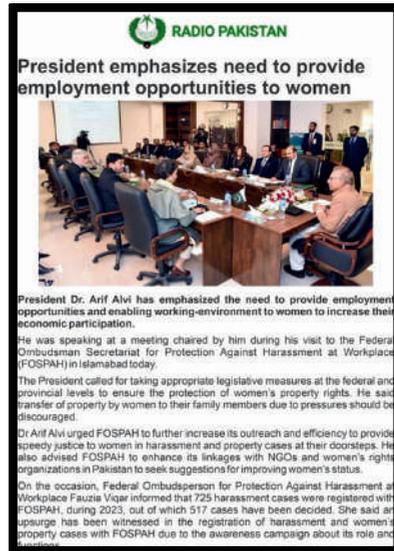
Defence Ministry Champions “No Means No”: Seminar Highlights Zero Tolerance Against Harassment



MEDIA COVERAGE



Islamabad Police takes action to protect women in parks and trails as directed by FOSPAAH



FOSPAAH's rise in cases is attributed to increased awareness of FOSPAAH's role



Media coverage of the awareness seminar by the Honorable Federal Ombudsman Ms. Fauzia Viqar at the International Islamic University, Islamabad



Media coverage of the International Women's Day celebration organized by FOSPAAH and RWMC



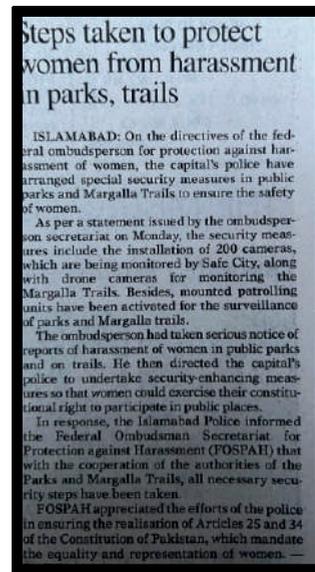
Honorable Federal Ombudsman, Ms. Fauzia Viqar, on International Women's Day, emphasized the ongoing fight for women's rights and gender equality



Honorable Federal Ombudsperson, Ms. Fauzia Waqar discussed the anti-harassment laws on news shows



Administrative service officers visit FOSPAH



Measures to protect women from harassment in parks and trails



Honorable Federal Ombudsperson, Ms. Fauzia Waqar informs women about their property rights



Harassment seminar at Islamic University

PAS officers visit ombudsperson
 NEWSDESK As many as 39 officers from the Pakistan Administrative Service (PAS), participating in the 47th Specialized Training Programme, recently visited the Federal Ombudsperson Secretariat for Protection against Harassment (FOSP AH) as part of their study tour. Led by Ammara Amir Khattak, Director (PAS); Qadir Nawaz, Additional Director Programme; and Muhammad Anees Chishti, Programme Officer, the officers engaged in an informative session during their visit. At FOSP AH, the officers had the opportunity to meet with Fauzia Viqar, the Federal Ombudsperson against Harassment, along with legal advisors. The visit commenced with a comprehensive presentation by Law Officer Meher Jamy, outlining the mandate and functioning of FOSP AH.

PAS Officers visit FOSP AH



FOSP AH Removes Lecturer for Harassing Medical Students



The Honorable Federal Ombudsperson, Ms. Fauzia Viqar receives CAREC Award



IIUI and FOSP AH Organized a Seminar on Women's Property Rights



CHAPTER 5

RECOMMENDATIONS: THE WAY FORWARD

5.1. GENERAL RECOMMENDATIONS FOR DEPARTMENTS

FOSPAH has identified several common deficiencies and malpractices in the handling of sexual harassment, gender-based discrimination and enforcement of women's property rights cases across various departments. To address these issues and enhance service delivery, several key recommendations have been formulated. It is reiterated that departments should take these recommendations seriously and adopt measures for their implementation.

To address the challenges, it is essential for departments to implement a comprehensive approach that includes regular and specialized training programs in the matter of harassment for all employees on the Protection against Harassment of Women at the Workplace Act, 2010, particularly for members of the Internal Inquiry Committees. Observations have shown that in property matters, focal persons often lack familiarity with the facts, which requires that departments should focus on recognizing, documenting, and managing cases of property rights in accordance with legal requirements. Additionally, it is crucial to address issues of maladministration by ensuring that responses to complaints are based on accurate legal frameworks, avoiding inaccuracies and delays. Departments must ensure the prompt submission of reports related to both harassment and property matters in ongoing complaints. Enhancing legal awareness through improved understanding of laws such as the Enforcement of Women Property Rights Act, 2020, and the Protection against Harassment of Women at the Workplace Act, 2010, along with the establishment of clear Standard Operating Procedures (SOPs) for handling complaints, is vital.

Reports submitted by relevant authorities in both areas must thoroughly address all queries raised by FOSPAH, ensuring detailed and accurate responses to facilitate transparency and accountability. Periodic reviews of internal policies and mechanisms for feedback should be established to identify gaps and areas for improvement. Maintaining open communication with FOSPAH and participating in knowledge-sharing initiatives will further enhance these efforts and improve overall effectiveness.

5.2. Department-Specific Recommendations

Keeping in view the diverse issues about a particular department/agency, department-specific recommendations have been formulated so that specific issues are addressed appropriately by the concerned authorities:



Capital Development Authority (CDA):

It is observed that focal persons within the Capital Development Authority (CDA) often lack adequate familiarity with the relevant facts concerning ongoing complaints. To address this issue, the CDA must ensure that these **focal persons are thoroughly prepared** about the facts of each case. Additionally, the **timely submission of reports** on ongoing complaints is crucial. This approach will facilitate the prompt resolution of grievances and significantly reduce the time required to address the concerns of aggrieved individuals.

Furthermore, it is essential for CDA to **establish a robust and efficient mechanism for correcting errors within its records**. Specifically, there should be a clear process for rectifying inaccuracies, such as errors in names or other critical details recorded in CDA documentation.

Implementing these error-correction mechanisms will improve the accuracy and efficiency of the CDA's operations, leading to enhanced service delivery and greater public trust. **Regular review of internal policies** are also recommended to identify and address barriers to enforcing women's property rights effectively. Establishing a monitoring system to track compliance with relevant legislation and report on case outcomes will further ensure that grievances related to property rights are addressed in a timely and efficient manner.

Revenue Authority:

The Revenue Authority, dealing with a large client base and a significant volume of complaints, faces numerous challenges. One key issue is the **non-issuance of Fard** (land ownership certificates) by the field staff. To address this, competent authorities should implement **a robust digital mechanism for issuing essential land documents and making corrections in records**, such as rectifying incorrect names in revenue records. It is also crucial to provide clear guidance to applicants seeking attested copies of revenue records to prevent them from having to visit multiple offices.

During investigations into revenue-related complaints, it has been noted that officials such as the Deputy Commissioner, Assistant Commissioners, and Additional Deputy Commissioner (Revenue) often display minimal engagement with the resolution of matters of proprietary rights and the completion of conveyance deeds. Additionally, **partition suits and land demarcation issues are frequently left unresolved** for years without justification. Appeals related to partition, filed before the Additional Deputy Commissioner (Revenue), are sometimes pending for extended periods with no clear reasons provided. Despite the computerization of land records, the undue influence of Patwaris and other revenue officers remains a significant issue in matters such as land mutations and record corrections. To improve this situation, it is recommended that the **Revenue Authority conduct monthly performance review meetings** to assess and enhance the efficiency of the revenue administration. By addressing these issues comprehensively, the Revenue Authority can improve its service delivery and ensure that grievances are managed effectively and efficiently.



ICT Police:

A significant number of complaints received against police personnel pertain to the **non-registration of FIRs** and **inadequate action against perpetrators**. During hearings, complainants frequently express frustration over what they perceive as a lack of proper and patient consideration of their cases, often citing a problematic attitude and abuse of power by the police. To address these issues, it is crucial to develop and implement an effective mechanism that includes **gender sensitivity training, quarterly reviews, and performance-based evaluations** for the continuous monitoring of police staff stationed at police stations.

Such a mechanism would help ensure that police personnel handle complaints with the appropriate seriousness and professionalism, thus improving overall accountability and service quality.

5.3. Specific Recommendations Regarding Harassment:

To enhance the handling of harassment cases, it is crucial that departments fully comply with the 2010 Act. It has been observed that many departments fail to adhere to the Act's requirements, including the establishment of Inquiry Committees. Additionally, some departments have set up their own Appellate Authorities, deviating from the prescribed procedures. All the departments must establish Inquiry Committees in accordance with the Act of 2020, and ensure that any party dissatisfied with the Committee's decision has the right to appeal to FOSPAH.

Another significant issue is the failure of departments to **display the Code of Conduct** at prominent places to ensure employees are aware of their rights and the proper procedures for reporting harassment. This step is vital for fostering a transparent and informed work environment.

Delays in case handling have also been a concern. Departments have frequently failed to produce necessary service records in a timely manner, which prolongs the resolution of grievances. To address this, it is recommended that stricter case management guidelines be implemented to minimize adjournments and expedite the resolution process.

Furthermore, delaying tactics used by parties involved in harassment cases should be promptly identified and addressed to prevent obstruction of proceedings. There is also a pressing need to encourage complaints from the transgender community, who are often highly vulnerable to harassment. Outreach and collaboration with advocacy groups are essential to build trust and raise awareness about their rights.

By addressing these issues comprehensively and implementing the recommended measures, departments can significantly improve the management of harassment cases. This will ensure compliance with legal requirements, enhance procedural efficiency, and create a more supportive and inclusive workplace environment.

Implementing these recommendations will significantly improve the effectiveness of addressing sexual harassment and gender-based discrimination and foster a safer, more respectful workplace environment.



CHAPTER 6

FROM POLICY TO PRACTICE: ADMINISTRATION IN FOSPAH

Administration is the system of arranging, sorting out, organizing and controlling office systems/procedures to accomplish the targets of the organization by utilizing the human and material resources in an organized way. Efficient management requires resources like staff, funding, materials, knowledge, skills, experience and training, feedback of the employees, leadership, and vision. The combined effect of these factors gives an impetus to make the achievement of set targets/goals easy. Leadership skills, training and employees feedback plays vital role in enhancing administrative efficiency, interpersonal relationships, teamwork, and mutual cooperation.

It is the fundamental responsibility of FOSPAH Secretariat to ensure the smooth functioning of the office by regulating the employees through “Employees Service Rules” and the Government’s directions and ensuring and managing other resources including procurement through the dictates of efficiency and economy. Keeping these elements in view, FOSPAH management, therefore, focuses on proper planning, division of work, and decentralization of authority which are important in terms of administrative efficiency, efficacy, and effectiveness.

On the directions of the Honorable Ombudsperson, a re-structuring/re-organization plan has been initiated, whereby the legal team has been strengthened by hiring quality human resource. Moreover, some essential vacant posts have been filled up through a competitive process on admin and accounts side. The regional Offices at Karachi, Lahore and Peshawar have been re-activated by hiring the Regional Advisors and fulfilling their human and financial resources requirements. Moreover, as a part of this re-organization plan, the “FOSPAH Employees Service Rules-2014” have also been revised and sent to the Establishment and the Finance Divisions, for their approval, so that they may cater to the requirements of the organization, in the changing scenario.

FOSPAH is expanding its setup including synergizing its Regional Offices in Lahore, Karachi, Peshawar and opening of new Regional Office at Quetta & sub-office Multan to facilitate the applicants of Baluchistan & Southern Punjab.

FOSPAH management is focusing on employee performance on a regular basis and, has issued proper job descriptions for all officers and staff, and has also developed key performance indicators (KPIs), for their evaluation. The contract of contract staff is being extended purely on the basis of their performance.



Besides this surprise checks by the senior management at the employee's table to check the record, pending cases is an important element of FOSPAH management to increase administrative efficiency. To compliment the employees for good work including monetary incentives is prone to improve/enhance outcomes.

Financial Management

Efficient administrative system demands to have robust financial management in place. FOSPAH financial management involves planning, organizing, controlling and monitoring of financial resources to observe economy, efficiency and concurrently achieve the set targets of the organization.

FOSPAH is trying to put in place a feasible/economical money spending strategy to ensure the effective use of precious national resources. The accounts are being kept up-to-date and unnecessary spending are being avoided by observing the economy without compromising the public service delivery.

Under Section 17(1) of the Act 2013 states that “The Honorable Ombudsperson shall be the chief executive and Principal Accounting Officer of the office and shall enjoy complete administrative and financial autonomy”.

FOSPAH has initiated the “Financial Management Reforms Strategy” during the reporting period on the following lines;

- Making Budget Strategic by linking it to policy, planning and budgeting.
- Enhancing financial reporting standards and practices to provide accurate, timely, and transparent financial information.
- Strengthening internal control systems through compliance with laws and regulations.
- Leveraging technology and innovation to streamline financial processes is started to update FOSPAH’s financial system.
- Making budget result-oriented by introducing Output Based Budgeting.
- Reconciliation of accounts with the AGPR on a monthly basis.
- Enhancing the capacity of FOSPAH Regional Offices in preparing, executing, and monitoring their budget.

During this year, FOSPAH has fully utilized its budget by adopting proper strategy, through judicious use of resources and necessary procurements have been made, for strengthening of office systems procedures.



Key Achievements:

- FOSPAH is actively raising awareness of its mandate through outreach programs about FOSPAH laws, among the public. Our aim is to check the menace of workplace harassment and to ensure Women's Property Rights.
- The reorganization/restructuring plan of FOSPAH was successfully launched with the legal team being bolstered with the addition of legal professionals; regional offices being re-activated with the appointment of Regional Advisors and; vacant posts on the Administration and Finance side being filled, ensuring a robust and efficient structure.
- Revised FOSPAH Service Rules-2024 have been prepared, and the draft Rules-2024 have been sent to the Establishment and the Finance Divisions for their vetting and approval as a part of its restructuring and reorganization plan and to make FOSPAH a vibrant organization.
- The process for opening the Regional Office at Quetta and sub-office Multan has been started and will be completed during the Current Financial Year 2024-25.
- A PSDP project, 'Upgradation of IT infrastructure,' has been prepared to automate and digitize the functions of FOSPAH and facilitate the case parties, which was discussed and approved by the DDWP of the Law and Justice Division. Subsequently, the Planning Division approved the same, but funds couldn't be allocated during the current financial year due to financial constraints.
- FOSPAH has actively engaged with Islamic Relief Pakistan, a UK-funded NGO, for coordination and collaboration to create awareness. Islamic Relief has provided technical assistance, donated IT equipment and furniture, and assisted in printing awareness material.
- The process for filling the various regular/contractual positions has been completed, both at the Head office and Regional Office in Lahore, Karachi & Peshawar, to ensure the smooth disposal of official business.
- FOSPAH has demonstrated its commitment to providing a supportive environment by establishing a dedicated Facilitation Desk for complainants and other visitors, ensuring their needs are met and their concerns are addressed.
- FOSPAH has successfully utilized the budget allocated for the year 2023-24, achieving the set targets and clearing the previous year's liabilities, demonstrating financial responsibility and effective management.



- FOSPAH launched a full-fledged awareness and outreach programme. As a part of this plan, FOSPAH sought compliance reports from all the Ministries/Divisions and other Government Organizations with regard to the constitution of anti-harassment committees, display of code of conduct, designation of focal persons, etc. Besides this, a series of seminars have been held in various organizations, both in public and private sectors at Islamabad, Rawalpindi, and its regional offices to create awareness among the masses.
- FOSPAH observed a global campaign under the title "16 Days of Activism Against Gender-Based Violence" from 25th November to 10th December and arranged various events in the Government Organizations and a mega event at Aiwan-e-Saddar on 5th December 2023, which was attended by diplomats, human rights activists, lawyers, representatives of NGOs and civil society organizations and students.
- His Excellency, the President of Pakistan, visited the FOSPAH Head Office, and a briefing was given to him by the Honorable Ombudsperson FOSPAH.
- FOSPAH prepared a proper internship policy with the objective of allowing fresh law graduates and students to get acquainted with FOSPAH laws, court/case procedures, and legal research. The Interns are paid a monthly stipend.

The provision of easy & inexpensive access to justice for women complainants, particularly regarding harassment and their property rights, is the top priority of FOSPAH, as per its mandate. Reorganization /restructuring plays a role in further streamlining the administrative hierarchy of FOSPAH for quick and efficient service delivery. FOSPAH is vigorously facilitating speedy & better delivery of justice to the complainants within the stipulated time. Feedback by the complainants, in particular, and the public, in general, is given due weightage and consideration for further improvement.



CODE OF CONDUCT

Under Protection against Harassment of women at the Workplace Act, 2010

[Schedule; Sections 2 (c) 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:

GUIDELINES TO ENSURE A HARASSMENT FREE WORK ENVIRONMENT

It is the **responsibility** of every employer to provide a conducive work environment

Harassment means:

- any unwelcome sexual advance, request for sexual favours, stalking or cyber stalking or other verbal, visual or written communication or physical conduct of a sexual nature or sexually demeaning attitudes, including any gestures or expression conveying derogatory connotation 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; or
- discrimination on basis of gender, which may or may not be sexual in nature, but which may embody discriminatory and prejudicial mind-set or notion, resulting in discriminatory behavior on basis of gender against the complainant:

Provided that a single incident having the effect of making a person uncomfortable or creating a sense of fear or panic at the workplace is also harassment.

Three Significant Manifestations of Harassment:

- Abuse of Authority** means demanding sexual favours from a subordinate for the subordinate to keep or obtain job benefits.
- Hostile environment** is one where the complainant feels uneasy, abused or intimidated resulting in interference with the complainant's work performance.
- Retaliation** for refusing a sexual favor resulting in limited promotion opportunities for the complainant, gossiping about/ maligning the complainant or distorting the complainant's evaluation reports etc.

Complaint in Organization:

- Every organization must have an Inquiry Committee**, consisting of three members of whom at least one should be a woman.
- The complainant can lodge the complaint with any member of the Inquiry Committee.
- The names and contact details of the members of the Inquiry Committee should be publicly displayed.
- Adjustment should be made by the employers such as:
 - Complainant and accused should not be required to meet for official business.
 - Extra charge that gives one party excessive power over the other party should be taken away.
 - Retaliation should be strictly monitored.
- The complainant can also file a complaint before the Inquiry Committee through her Incharge, Supervisor, CBA nominee or worker's representative.
- If the Inquiry Committee does not exist/ is not functional in an organization, a complaint can be filed at FOSPAH.

Appeal before FOSPAH:

- Any person aggrieved by the Inquiry Committee's decision can file an appeal before FOSPAH within 30 days of the decision.

Modes of Complaint at FOSPAH:

- A fresh complaint can be filed before the Federal Ombudsperson through the following means:
 - Online
 - By post
 - In person.

ENFORCEMENT OF WOMEN'S PROPERTY RIGHTS ACT, 2020

FOSPAH is now empowered to protect and secure the rights of ownership and possession of women in inherited or owned property, movable or immovable, situated in Islamabad Capital Territory (ICT).

- The aggrieved woman or anybody on her behalf can file a complaint before FOSPAH.
- The Ombudsperson can also take **suo motu notice** of such matters.
- The Complaint shall be decided expeditiously.



Helpline:

03444 367 367

@fospah

complaints@fospah.gov.pk

Online Complaint:





FOSPAP

ضابطہ اخلاق

کام کی جگہ پر خواتین کو ہراساں کرنے سے تحفظ کیلئے ضابطہ اخلاق ایکٹ، ۲۰۱۰
شیلڈول (دفعات ۲ (ج) اور ۱)

جبکہ خواتین کو ہراساں کیے جانے کے خلاف تحفظ فراہم کرنے کے لیے کام کی جگہوں پر ضابطہ اخلاق بنانا ضروری ہے۔ جو ذیل میں فراہم کیا گیا ہے:

ہر ادارے پر **لازم و ملزوم** ہے کہ وہ اپنے ادارے میں کام کرنے والوں کو ہراسیت کے خلاف ان کے حقوق کی آگاہی دے اور ضابطہ اخلاق کام کے نمایاں مقامات پر آویزاں کرے۔

ہراسیت کیا ہے:

کوئی بھی ناپسندیدہ جنسی عمل، جنسی خواہشات کا اظہار، گھورنا یا سائبر سٹائنگ یا دیگر زبانی، بصری یا تحریری رابطہ یا جنسی نوعیت کا جسمانی برتاؤ یا جنسی طور پر توہین آمیز سلوک سمیت کوئی بھی اشارے یا اظہار، توہین آمیز مفہوم کا اظہار کرنے والے کام جو کہ کارکردگی میں مداخلت کا باعث بنتے ہیں، دھمکی آمیز، معاندانہ یا جارحانہ کام کا ماحول بنانا، یا شکایت کنندہ کو ایسی درخواست کی تعمیل کرنے سے انکار کرنے پر سزا دینے کی کوشش کرنا یا ملازمت کے لیے شرط رکھنا؛ یا جنس کی بنیاد پر امتیازی سلوک، خواہ وہ جنسی نوعیت کا ہو یا نہ ہو، لیکن جو امتیازی اور متعصبانہ ذہنیت دکھاتا ہو، جس کے نتیجے میں شکایت کنندہ کے خلاف جنس کی بنیاد پر امتیازی سلوک کیا جائے۔

ہراسیت کی تین قسمیں:

- ۱۔ اختیارات کا غلط استعمال: کوئی بھی با اختیار افسر جو اپنے ماتحت کو نوکری میں فائدہ پہنچانے کی غرض سے جسمانی تعلق رکھنے پر مجبور کرے۔
- ۲۔ دفتری ماحول میں خوف و ہراس پیدا کرنا: جس سے کام کرنے کی جگہ پر ملازمین اپنے آپ کو غیر محفوظ سمجھیں۔
- ۳۔ انتقامی کارروائی: ایسا افسر جو اپنی ناجائز خواہشات پوری نہ ہونے پر انتقامی طور پر اپنے ماتحت کے کام میں رکاوٹ پیدا کرے۔

• ہر ادارے پر یہ لازم ہے کہ وہ ”تحفظ برائے ہراسیت بمقام کار ایکٹ ۲۰۱۰“ کے تحت انکو آئری کمیٹی بنائے۔

• انکو آئری کمیٹی (۳) افراد پر مشتمل ہوگی جن میں سے کم از کم ایک خاتون کا ہونا لازمی ہے۔

• ادارے میں شکایت کمیٹی کے کسی بھی فرد کو کی جاسکتی ہے۔

• انکو آئری کمیٹی کے ممبران کے نام اور رابطے کی تفصیلات دفتر میں نمایاں مقامات پر آویزاں کرے۔

• دوران انکو آئری درخواست گزار اور الزام کنندہ کو ایک دوسرے سے علیحدہ کر دیا جائے۔

• انتقامی کارروائی پر کڑی نظر رکھی جائے گی۔

• شکایت کنندہ اپنی شکایت اپنے انچارج، سپروائزر، سی بی اے کے نامزد یا کارکن کے نمائندے کے ذریعے بھی درج کروا سکتی ہے۔

• اگر ادارے میں انکو آئری کمیٹی موجود نہیں ہے یا فعال نہیں ہے تو FOSPAP میں شکایت درج کروائی جاسکتی ہے۔

• متاثرہ فرد جو کہ کمیٹی کے فیصلے سے متفق نہ ہو، وہ FOSPAP میں اپیل کر سکتا ہے۔

• اپیل فیصلہ آنے کے ۳۰ دن کے اندر کی جاسکتی ہے۔

• ادارے کے علاوہ وفاقی محتسب برائے افسانہ ہراسیت کے پاس بھی شکایات درج کروائی جاسکتی ہیں۔

• FOSPAP میں شکایت آن لائن یا بذریعہ ڈاک یا خود بھی جمع کروائی جاسکتی ہے۔

اپنے ادارے میں
انکو آئری کمیٹی
کو شکایت:

FOSPAP میں اپیل:

FOSPAP میں شکایت:

نفاذ حقوق جاسید برائے خواتین ایکٹ ۲۰۲۰

ایسی خواتین جن کو اپنی منقولہ یا غیر منقولہ وراثی اور ملکیتی جاسید، جو کہ اسلام آباد کی حدود میں واقع ہیں، سے محروم رکھا گیا ہے وہ اپنی شکایت وفاقی محتسب میں درج کروائیں۔

• متاثرہ خاتون خود یا بذریعہ نمائندہ شکایت دائر کر سکتی ہے۔

• وفاقی محتسب از خود نوٹس لینے کا اختیار بھی رکھتا ہے۔

• شکایت کا فیصلہ کم سے کم وقت میں کیا جائے گا۔



Helpline:
03444 367 367



complaints@fospah.gov.pk



@fospah

Online Complaint:





REACH US AT OUR HELPLINE: [complaints](mailto:complaints@fospah.gov.pk)

03444 367 367

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@fospah



Online Complaint