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FEDERAL OMBUDSPERSON SECRETARIAT
FOR PROTECTION AGAINST HARASSMENT OF WOMEN AT THE WORKPLACE
1st Floor LG&RD Building Sector G-5/2, ISLAMABAD.

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JOB DESCRIPTIONS OF OFFICERS AND STAFF OF FOSPAH

A. Secretary to the FOSPAH Secretariat

- a. Render all responsibilities relating to the administrative and financial matters of the Federal Ombudsperson Secretariat for Protection of Women against Harassment at the Workplace (FOSPAH) in accordance with the delegation of powers and Rules of Business 1973, Secretariat Instructions and under directions of the Federal Ombudsperson.
- b. Ensure efficient administration and discipline within the Secretariat and ensure proper conduct of business.
- c. Supervise smooth functioning of HR, Admn, Financial and Legal systems of FOSPAH and its Regional Offices.
- d. On the directions of Ombudsperson, he/she shall allocate business to different sections and branches of FOSPAH, ensures a fair distribution of work and issue clear directions regarding the distribution of work among officers and ensure a vertical channel of submission of cases.
- e. Increase FOSPAH outreach, coordination and correspondence with other public/private and corporate agencies, parliamentary bodies and donors.
- f. Supervise the preparation of FOSPAH's annual and supplementary budgets and track expenditure.
- g. Supervise the preparation of FOSPAH Annual report and other publications.
- h. Overall coordination with the other Ministries/Divisions/Departments and Organizations.
- i. Any other duty assigned by the Hon'ble Ombudsperson (FOSPAH).

B. Admin & Accounts Wing

i. Director (Admin & Accounts)

- a. Responsible for overseeing all matters relating to the Human Resource Management (HRM), Recruitment, Establishment, General Administration and Budget & Accounts of the FOSPAH.
- b. Develop and maintain HR systems for FOSPAH under directions of Secretary (FOSPAH)
- c. Responsible for establishing/smooth functioning of administrative and accounting systems including SOPs for staff and their implementation.
- d. Development/revision of staff JDs from time to time.
- e. PAC/DAC and other meetings on Administrative, Budget and Accounts matter.
- f. To deal with the general administration, transportation, security, and services.
- g. To ensure a secure environment for the staff and premises of the Secretariat, with effective deployment of security staff and other technical equipment.
- h. Oversees the timely preparation of salary and T.A./D.A. bills of officers and officials.
- i. Prepare the annual budget proposals, regular review of budget and re-appropriation of funds as and when required.
- j. Examine the expenditure proposals for utilization of funds as per approved targets (Both Development & non-Development).
- k. To deal with Efficiency & Disciplinary matters of Head Office and Regional Offices.
- l. Preparation and implementation of the development projects of FOSPAH.
- m. Assist the Hon'ble Ombudsperson and Secretary in PAC/DAC and other meetings on Administrative, Budget and Accounts matter.
- n. Convey all kinds of Sanctions of expenditure to the AGPR.
- o. Perform as a Chairman of the Purchase Committee of FOSPAH.
- p. Perform as a Chairman of Hiring Committee for hiring of residential accommodation of FOSPAH.

- q. Deal with the Parliamentary business of FOSPAH.
- r. Render advice to regional offices relating to Budget & Accounts and establishment matters.
- s. To deal with the medical policy and reimbursement of medical expenses.
- t. Any other duty the Hon'ble Ombudsperson or Secretary FOSPAH may assign from time to time.

ii. Deputy Director (Admn & Accounts)

- a. Matters relating to HR/Personal Administration.
- b. Processing Recruitment process of Regular, Contract employees in the FOSPAH i.e. determination of Regional/Provincial Quotas, as per policy guidelines by the Establishment Division advertisements, initial shortlisting, issuance of call letters, recruitment tests, interviews, appointment letters and medical fitness etc.
- c. Improve competencies of officers and staff through training
- d. Counselling of staff.
- e. To deal with the Leave, posting/transfer matters of staff.
- f. To deal with Efficiency & Disciplinary matters of staff.
- g. Maintenance of Service Books of the employees.
- h. To deal with Promotion cases, maintenance of record relating to ACRs/PERs and Declaration of Assets of the employees.
- i. Deal with the Reward/Honorarium, late-sitting/conveyance charges etc. of Staff.
- j. To deal with the TA/DA claims of the employees.
- k. To process cases of Long-Term Advances/Conveyance, House Building Advances of the employees.
- l. To deal with the Parliamentary business including Replies to the Senate/National Assembly Questions and resolution etc.
- m. Coordination and data compilation & provision of information asked by different Ministries/Divisions.
- n. Procurement of physical assets as per requirement in accordance with PPRA Rules.
- o. Ensures provision of timely services to the office.
- p. Drafting replies for Public Accounts Committee (PAC), preparation of briefs for PAC meetings, other correspondence with PACs under supervision and directions of Secretary, FOSPAH.
- q. Deal with the Post- Audit matters, coordination with Auditor General Office in this regard, reply to Audit Inspection Reports of Head Office and Regional Offices, preparation of working paper for holding Departmental Accounts Committee (DAC) meetings on Audit paras and Appropriation of Accounts.
- r. To deal with all kinds of purchases/Procurements.
- s. To deal with the transport matters and repair and maintenance of vehicles and equipment.
- t. To deal with the POL and transport record.
- u. Repair/maintenance of the office building.
- v. Any other task assigned by the Director (Admn & Accounts) or Secretary (FOSPAH).

Accounts Matters

- a. Preparation of the annual budget of the FOSPAH.
- b. Budget Management, periodical review and assessment of funds requirements of Head Office and Regional Offices, adjustment in budget, prepare-re-appropriation cases, prepare supplementary grant cases and pursue the cases in the Finance Division, in the AGPR.
- c. Ensures timely preparation of salaries for officers and staff.
- d. To supervise the preparation of Bills and their clearance from the AGPR.
- e. Submission of monthly change statements, and overseeing preparation of T.A./D.A. bills.
- f. Receives medical expense statements and arranges reimbursements, verifies deductions in salary for house rent charges, and maintains the Appropriation Register for T.A./D.A and honoraria etc.
- g. Preparation of monthly accounts, and their reconciliation with Account Office, on regular basis.

- h. Prepare quarterly cash forecast statements.
- i. To ensure completion of internal audit on regular basis and compliance with the recommendations of the Internal Audit.
- j. Deal with the matters relating to regular Audit, and coordination for conduct of external audit.
- k. Drafting replies for Public Accounts Committee (PAC), preparation of briefs for PAC meetings, other correspondence with PACs under supervision and directions of Secretary, FOSPAH.
- l. Deal with the Post- Audit matters, coordination with Auditor General Office in this regard, reply to Audit Inspection Reports of Head Office and Regional Office, Preparation of working paper for holding Departmental Accounts Committee (DAC) meetings on Audit paras and Appropriation of Accounts.
- m. Correspondence with reference to development projects, and their accounts management, funds releases and coordination with the Planning Commission, Finance Division and AGPR in this regard.
- n. Deal with the matters regarding subscriptions of the Forum of Pakistan Ombudsman (FPO) and OIC Ombudsman Association (OICOA), Asian Ombudsman Association and others.
- o. Coordination with Regional Offices on pre-audit, post-audit and General Financial Rules.
- p. Pay fixation of Non-Gazetted employees and record the entries in their service books.
- q. Any other task assigned by the Director (Admn & Accounts) or Secretary FOSPAH.

iii. Assistant Director (Admn)

- a. To assist Director (HR)/Deputy Director (Admn) in connection with Admn and General Admn matters FOSPAH.
- b. Matters relating to HR/Personal Administration.
- c. Process Recruitment of Regular, Contract employees in the FOSPAH i.e. determination of Regional/Provincial Quotas, advertisements, initial shortlisting, issuance of call letters, recruitment tests, interviews, appointment letters and medical tests etc.
- d. Deal with the Leave, posting/transfer matters of the staff.
- e. Deal with Efficiency & Disciplinary matters.
- f. Maintenance of Service Books of the employees.
- g. Maintenance of record relating to ACRs/PERs and Declaration of Assets.
- h. Deal with the Reward/Honorarium, late-sitting/conveyance charges etc. of Staff.
- i. Deal with the DPC/Promotion cases of the officers and staff.
- j. Deal with the TA/DA claims of the employees.
- k. Deal with the long term Advances/Conveyance and House Building Advances.
- l. Preparation of replies to the Audit Observations/Audit Paras and Audit reports and to deal with DAC and PAC matters.
- m. Procurement of physical assets as per requirement in accordance with PPRA Rules.
- n. Repair/maintenance of the office building.
- o. Preparation and submission of different bills to A.D (Accounts) for clearance from AGPR and payment.
- p. Any other task assigned by the Deputy Director (Admn) or Director (Admn & Accounts).

iv. Assistant Director (Accounts)

- a. To assist Director (Admn)/Deputy Director (Accounts) in connection with the preparation of Budget and Accounts matters of FOSPAH.
- b. Preparation, submission and clearance of various payment related bills and their clearance from AGPR.
- c. Preparation of monthly accounts and their reconciliation with Account Office, on regular basis.
- d. To deal with Internal and External Audit issues, preparation of replies to the Audit Observations/Audit Paras and Audit reports and preparation of working papers.
- e. To deal with DAC and PAC matters.

- f. To work as DDO of FOSPAH.
- g. To work with AD (Admn) on Procurement of physical assets as per requirement in accordance with PPRA Rules.
- r. Any other task assigned by the Deputy Director (Accounts) or Director (Admn & Accounts).

v. Assistant Directors (Admn & Accounts) at the Regional Offices

- a. Matters relating to HR/Personal Administration.
- b. To deal with the Leave, posting/transfer matters of FOSPAH employees.
- c. To deal with Efficiency & Disciplinary matters of employees.
- d. Maintenance of Service Books of the employees.
- e. Maintain record relating to ACRs/PERs and Declaration of Assets of employees.
- f. Deal with the, TA/DA claims, late-sitting/conveyance charges etc. of Staff.
- g. Deal with the long term Advances/Conveyance and House Building Advances.
- h. Deal with all kind of purchases at local level.
- i. Repair/maintenance of the office items, transport and building.
- j. Preparation of the annual budget of the relevant Regional Office.
- k. Preparation of monthly accounts and their reconciliation with the relevant Account Office.
- l. Coordination with the Head Office on pre-audit, post-audit and General Financial Rules.
- m. Submission and clearance of various payment related bills and their clearance from AGPR.
- n. Deal with Internal and External Audit issues, preparation of replies to the Audit Observations/Audit Paras and Audit reports.
- o. Deal with DAC and PAC matters.
- p. Work as DDO of FOSPAH Regional Office.
- q. Any other task assigned by the Regional Head/Advisor.

vi. Protocol Officer/Staff Officer to the Hon'ble Ombudsperson

- a. Perform duty as a Personal Staff Officer (PSO) to Hon'ble Ombudsperson FOSPAH.
- b. Accompany and assist Hon'ble Ombudsperson FOSPAH during her official visits.
- c. Coordinate for Ombudsperson FOSPAH.
- d. Liaison with various forums and Government offices for arranging, fixing and confirming timings of official meetings, conferences and seminars of the Hon'ble Ombudsperson FOSPAH.
- e. Coordinate with the print and electronic media for interviews of the Hon'ble Ombudsperson and press releases of the security arrangements with Police and other concerned departments during out station visits of Hon'ble FOSPAH.
- f. Work as Transport Officer of FOSPAH in addition to his own duties.
- g. Any other task/duty, the Hon'ble Ombudsperson FOSPAH/Secretary may assign from time to time.

vii. Private Secretary to Hon'ble Ombudsperson (FOSPAH)

- a. Taking dictation and carry out typing work.
- b. Attend telephone calls and to keep record of calls, organize engagements and maintain an engagement diary.
- c. Receive and conduct visitors.
- d. Prepare information/papers for Hon'ble Ombudsperson's participation in the events and meetings.
- e. Observe matters requiring the Hon'ble Ombudsperson FOSPAH attention and bring to her notice in good time and in a complete and proper manner
- f. Attend to work connected with Hon'ble Ombudsperson tours within and outside country.
- g. Checking, submission & responding to official mail/emails etc.
- h. Keep movement record of all official documents, files and other classified documents.
- i. Manage engagements and maintain an engagement diary.
- j. Coordinate with all Sections of FOSPAH Head Office and Regional Offices, under the directions of Hon'ble Ombudsperson.
- k. Preparation of information for media and liaison with media for FOSPAH matters.

- l. Submission of all kind of matters as assigned by Hon'ble Ombudsperson and brought to his notice well in time in complete and proper form.
- m. Keep reference books up-to-date.
- n. Coordinate with Personal Staff Officer of Hon'ble Ombudsperson in tasks like arranging seminars/conferences, print and electronic media for interviews and others.
- o. Any other duty, the Hon'ble Ombudsperson may assign from time to time.

viii. Assistant Private Secretary (APS)

- a. To take dictation, render the transcripts and all typing work.
- b. To attend telephone calls and to keep the record.
- c. Coordinate events for the officers along-with communication with media and organizations.
- d. Prepare info for Hon'ble Ombudsperson's and other Officer's participation in events including short briefs.
- e. Preparation of press releases for FOSPAH events.
- f. Manage engagements including receiving and conducting visitors and proper diary.
- g. Keep proper record of files and other official documents.
- h. Prepare minutes of meetings, if required.
- i. Handle and keep record of confidential and classified papers/documents as per procedure.
- j. Keep record of the matters relating to tour programs of the officers.
- k. Keep reference books up-to-date.
- l. Any other duty that may be assigned by the officer In-charge.

ix. Superintendent

- a. To assist Deputy Director (Admn)/Assistant Director (Admn) in connection with administrative and general administration including purchase matters of FOSPAH.
- b. To deal with the HR matters of FOSPAH.
- c. Processing of HR/Admn files and their submission to his/her Officer In-charge.
- d. To follow up important cases and files requiring immediate attention.
- e. To maintain leave record of the employees in the leave registers.
- f. Preparation and submission of different bills to A.D (Admn) for clearance from AGPR through Accounts Branch.
- g. Supervise the work of junior staff and provide them guidance as and when required.
- h. Keep proper record of files and other official documents including personal files of the staff.
- i. Handle and keep record of confidential and classified papers/documents as per procedure.
- j. To work as overall In-charge of Store and Assistant Security Officer of FOSPAH.
- k. Arrange official meetings and coordination in this regard.
- l. Assist the Transport Officer in management of vehicles fleet, in matters to the management of official vehicles.
- m. Supervise the work of security staff and the sweepers.
- n. Any other duty, assigned by Deputy Director (Admn)/Assistant Director (Admn), FOSPAH.

x. Finance Officer

- a. To assist Deputy Director (Accounts)/Assistant Director (Accounts) in connection with Accounts and Budget matters of FOSPAH.
- b. Preparation and submission of different bills to A.D (Accounts), for clearance from AGPR and payment.
- c. Prepare salaries of the staff and deal with matters related to it for audit (both internal and external).
- d. Render help in the preparation of budget estimates of FOSPAH and compilation of budget data/ estimates relating to Regional Offices.
- e. Interact with the AGPR for bills clearance.

- f. Following up the budgetary/re-appropriation matters.
- g. Work as DDO of FOSPAH.
- h. Manage all financial matters and keep their proper record.
- i. Work as Cashier and maintain record of imprest money and its timely recouplement.
- j. Coordinate in the conduct of internal and external audit.
- k. Any other duty, assigned by Deputy Director (Accounts)/Assistant Director (Accounts), FOSPAH.

C. Legal Wing FOSPAH

i. Senior Advisor (Legal)

- a. Facilitate the Hon'ble Ombudsperson in court hearings, by listening to the parties, recording statements of the litigants and evidence, and drafting orders.
- b. Recording court's proceeding/notes on the relevant case files for tracking of case progress.
- c. Advise and support FOSPAH's Anti-Harassment Strategy at the Head Office and Regional Offices.
- d. Support draft preparation of orders at Regional offices and provide guidance/support to regional offices on legal matters
- e. Promote, support and facilitate the streamlining of an end-to-end Victim-Centered Approach in all FOSPAH's practices and procedures concerning Anti-Harassment. This will require continuous improvement of hearings, decisions writing and implementation for increased confidence of the complainants and enhanced functioning of FOSPAH.
- f. Contribute in the annual report writing and other publications.
- g. Render legal opinions/input in cases and petitions by or against FOSPAH.
- h. Facilitate coordination with stakeholders in development and implementation of FOSPAH's Anti-Harassment's Action Plan.
- i. Support development of learning initiatives and capacity building of FOSPAH's employees to help in tackling women's harassment.
- j. Participation in awareness and accountability fora and conducting training events.
- k. Strengthen FOSPAH's outreach efforts and community-based feedback mechanisms.
- l. Regular input in policy framing, propose amendment to Laws and Rules and develop SOPs with regular up-dation as and when required.
- m. Help FOSPAH develop information on rights and free services for litigants.
- n. Any other task assigned by the Hon'ble Ombudsperson FOSPAH.

ii. Advisors (Legal) at Head Office Islamabad

- a. Facilitate the Hon'ble Ombudsperson in court hearings, by listening to the parties, recording
- b. on advocacy efforts to address the harassment misconduct.
- c. Support learning initiatives and capacity building of FOSPAH's employees as well as other organizations for prevention and protection from harassment.
- d. Advise measures in hearings, decisions writing and implementation which may be helpful in strengthening complainants' confidence and enhance the ratings of this Secretariat.
- e. Contribute in the annual report writing and other publications. hearings and statements of the litigants, evidence, and drafting orders for cases relating to Women Property Rights.
- f. Render legal opinions/input in cases referred by FOSPAH team.
- g. Give input in policy framing, propose amendment to the Protection of Women's Property Rights Rules and their regular up-dation as and when required.
- h. Give input in policy framing, propose amendment to Protection from Harassment of Women at the Workplace Act 2010 and Rules with regular up-dation as and when required.
- i. Obtain regular report of cases (institution and disposal) from the Regional Offices, support order writing and provide guidance/support to regional offices on legal matters.
- j. Render advice in development of strategy.
- k. Any other task assigned by the Hon'ble Ombudsperson FOSPAH.

iii. Regional Advisors

- a. Receive applications at local level and admit them after preliminary review as per FOSPAH Laws and SOPs if they fall under their ambit.
- b. Conduct Investigations and hear Women's Harassment and property rights cases at respective Regional Offices.
- c. Records proceedings of the cases and share case briefs and orders with the head office to seek approval of the Hon'ble Ombudsperson before their issuance.
- d. Prepare and share regular (daily or weekly) institution, disposal and Implementation reports of the cases hear, decided/recommendations made thereon.
- e. Conduct a robust outreach program and hold awareness sessions/programs both in public and Private sector organizations and educational Institutions/Universities.
- f. Perform all administrative and financial duties to run the Regional Office in an efficient manner with the dictates of economy and efficiency.
- g. Assign work to the Regional Office staff and supervise them.
- h. Maintain discipline in office.
- i. Approve and process all purchases and financial bills as per delegation of powers made by the FOSPAH Head Office.
- j. Coordinate with the respective AGPR Sub Office for bills clearance.
- k. Coordinate with the Provincial authorities including the Provincial Ombudsperson as and when required.
- l. Select and supervise interns as per Internship policy of FOSPAH.
- m. Contribute in the preparation of newsletters, annual report and relevant reports.
- n. Any other task assigned by the Hon'ble Ombudsperson (FOSPAH).

iv. Director (Legal)

- a. Supervise the work of officers, staff and interns working in legal and judicial sections.
- b. Periodic revision and monitoring of SOPs for compliance and expeditious disposal of cases.
- c. Refine legal database and monitor strict compliance with timelines and quality of input during case management.
- d. Lead and conduct periodic research to improve FOSPAH Acts, subordinate legislation and order.
- e. Content development and review of FOSPAH Legal trainings.
- f. Support Legal Advisors and the Registrar for professional service delivery.
- g. Performance appraisal of the legal team with minimum monthly feedback meetings on performance and adherence to case management timelines.
- h. Liaise with the President's Secretariat for disposal of representations.
- i. Put up weekly statements of institution and disposal of complaints to the Ombudsperson.
- j. Preparation of Petitions and replies to Petitions at the Superior courts where FOSPAH is implicated as a party.
- k. Coordinate closely with the Communications and training team for dissemination of FOSPAHs mandate and achievements.
- l. Any other duty the Honorable Ombudsperson or secretary FOSPAH may assign from time to time.

v. Deputy Director (Legal)

- a. Provide legal guidance about women's rights, harassment, and property rights and compliance with relevant laws and regulations.
- b. Develop legal strategies through a team of legal professionals, to ensure case management and enhance their skills and knowledge.
- c. Revisit and align policies and procedures through collaboration with other stakeholders that may be helpful in effective resolution of cases.
- d. Represent FOSPAH in legal proceedings and advocate for women's rights at the legislative and policy levels.
- e. Carry out and research on various legal issues.

- f. Develop material and impart trainings on FOSPAH Laws in the outreach and awareness programs by the FOSPAH, in other departments/organizations and the educational institutions.
- g. Prepare reports on legal activities, case outcomes, and recommendations for improvement.
- h. Supervise the work of Law officers, Assistant Director (Research) and Interns.
- i. Prepare FOSPAH annual and other reports.
- j. Any other duty the Honorable Ombudsperson or secretary FOSPAH may assign from time to time.

vi. Senior Registrar

- a. To supervise the overall management of the Legal Wing of FOSPAH.
- b. To guide the Registrar's Office at the Head Office, Islamabad and all Regional Offices on receipt and examination of complaints.
- c. To advice on rejection orders in limine in non –admissible cases in consultation with Hon'ble Ombudsperson FOSPAH.
- d. Handling case files and maintaining complaints records.
- e. To coordinate with Advisors, Director (Legal) and other officers of the Legal Wing to facilitate efficient service delivery through implementation of FOSPAH decisions.
- f. Ensuring compliance/regular updating of FOSPAH Sops of the Legal Branch.
- g. Render advisory opinions, prepare reports and communicate finding/orders of the Hon'ble Ombudsperson FOSPAH.
- h. Maintain an effective case management system that catalogues a list of all cases, and maintains comprehensive archives.
- i. Monitor performance of Regional Offices and provide regular reports to the Hon'ble Ombudsperson FOSPAH.
- j. Liaise with the President' Secretariat for disposal of representations.
- k. Guide the Registrar on public awareness and outreach programs.
- l. Participate in professional development activities to stay current with best practices and trends in other sister organization.
- m. To develop/improve communication skills of the all members of Registrar's Office being the first point of contact by the complainants.

vii. Registrar

- a. Manage the administration of the Legal Wing of FOSPAH, supervising all staff reporting to the Registrar.
- b. Receive, examine, and assign complaints and issue rejection orders in limine with approval of the Hon'ble Ombudsperson FOSPAH, if the case is not admissible.
- c. Manage processes related to court proceedings, prepare case files, and attend FOSPAH meetings.
- d. Prepare and ensure SOPs related to legal processes, duly approved by the Hon'ble Ombudsperson FOSPAH are followed.
- e. Render advisory opinions, prepare reports, and communicate findings/orders of the Hon'ble Ombudsperson FOSPAH, to the parties.
- f. Maintain an effective case management system that catalogues a list of all cases, and maintains comprehensive archives.
- g. Oversee File management with proper documentation, indexation and page marking etc
- h. Prepare/support preparation of Petitions and replies to Petitions at the Superior courts where FOSPAH is implicated as a party.
- i. Draft/review legal texts, attest judgments, and issue timely communications and notifications.
- j. Put up daily statements of institution and disposal of complaints to Director Legal / Senior Registrar.
- k. Track and support implementation of findings/recommendations of orders at all FOSPAH offices.
- l. Monitor performance of Regional Offices and provide regular reports to the Hon'ble Ombudsperson FOSPAH in this regard.
- m. Support Director Legal to Liaison with the President's Secretariat for disposal of representations.

- n. Ensure public awareness and outreach programs.
- o. Undertake other tasks assigned by the Hon'ble Ombudsperson (FOSPAH).

Deputy Registrar

- a. Assists the Registrar in supervising legal and quasi-judicial work of the Registry.
- b. Receipt and examination of admissibility of the complaints. accepts, transmits, and takes custody of documents related to court matters.
- c. Keeps a record of all cases and analyzes the court proceedings.
- d. File management with proper documentation, indexation and page marking etc.
- e. Prepares and issues court orders after required approvals and keeps an electronic record of the cases.
- f. Arranges for interpretations or translations, publishes court judgments and opinions.
- g. Attend all the miscellaneous petitions during the investigation under the direction of the Hon'ble Ombudsperson FOSPAH.
- h. Examine the limitation required under Section 13(1) of the Federal Ombudsmen Institutional Reforms Act 2013.
- i. Provides assistance in matters before the court.
- j. Communicate with lawyers and clients to keep everyone up to date, supporting attorneys during the trial, fact-checking, preparing evidence for presentation, and tracking case developments.
- k. Liaise with Lawyers and applicants and provide assistance to them during court proceedings.
- l. Liaise with regional Legal Advisors as necessary.
- m. Issuance of orders in review after approval.
- n. Re-opening of files in case of non-implementation of orders.
- o. Any other task/duty, the Registrar FOSPAH may assign from time to time.

ix. Deputy Director (Legal)

- a. Provide legal guidance about women's rights, harassment, and property rights and compliance with relevant laws and regulations.
- b. Develop legal strategies through a team of legal professionals, to ensure case management and enhance their skills and knowledge.
- c. Revisit and align policies and procedures through collaboration with other stakeholders that may be helpful in effective resolution of cases.
- d. Represent FOSPAH in legal proceedings and advocate for women's rights at the legislative and policy levels.
- e. Carry out and research on various legal issues.
- f. Impart trainings on FOSPAH Laws in the outreach and awareness programs by the FOSPAH, in other Government departments/Ministries/Divisions/Organizations, corporate sector, companies and the educational institutions.
- g. Prepare reports on legal activities, case outcomes, and recommendations for improvement.
- h. Supervise the work of Law officers, Assistant Director (Research) and Interns.
- u. Prepare FOSPAH annual and other reports.
- v. Any other duty the Hon'ble Ombudsperson or Secretary FOSPAH may assign from time to time.

x. Law Officer (Legal)

- a. To assist the Advisors at Head office and Regional Offices in connection with the cases and other legal matters received in FOSPAH.
- b. Law Officer will prepare and represent FOSPAH in FST/Tribunals and other Courts proceedings. For this role, s/he will prepare pleadings, para-wise comments, notices and make appearances in the relevant courts.
- c. Responsible for regulatory and compliance-related services.
- d. S/he will conduct legal research and gather evidence for departmental cases.
- e. Explain the law and give legal advice to the staff and management, wherever required.
- f. Vet the court orders, whenever required by the higher authorities.

- g. Ensure that appropriate approvals are in place before documents are executed.
- h. Keep close liaison with the legal team.
- i. Draft MOUs, and agreements whenever required to be signed with the other Organizations.
- j. Impart trainings on FOSPAH Laws in the outreach and awareness programs by the FOSPAH. in other departments/organizations and the educational institutions.
- k. Contribute in the preparation of FOSPAH annual and other reports.
- l. Manage and oversee the work paralegals and legal Interns/assistants.
- m. Supervise the internees in Women Harassments and property rights matters.
- n. Any other task assigned by the Seniors.

xi. Assistant Registrar-I

- a. Assist the Registrar/Deputy Registrar in Women's Harassment and property cases including the complaints received from Overseas Pakistanis being received by the FOSPAH.
- b. Scrutinize cases received by FOSPAH to verify, if the applicant is vulnerable/needy and, if the request is genuine then liaises with applicants and lawyers for provision of legal and financial aid.
- c. Case File preparation management with proper documentation, indexation, page marking etc.
- d. Support Registrar/Deputy Registrar with initial scrutiny of complaints and documentation for the file.
- e. Scan the documents, like complaints, notices, replies by the respondents and statements of the witnesses.
- f. Provide the scanned documents to the Parties through their emails and WhatsApp numbers.
- g. Prepare briefs of the cases and process them on the relevant case files.
- h. Prepare case lists for hearing on the relevant day and coordinate with the AD (IT) for its electronic circulation.
- i. Attend proceedings and take note of the discussions/directions of the presiding authority and prepare orders (Short or Final Orders).
- j. Track and document case proceeding on day to day basis, on the relevant case file.
- k. Regular research and input in all FOSPAH cases, communications products and trainings.
- l. Support FOSPAH trainings and outreach activities.
- m. Deal with matters relating to Representations/writs preferred to appellate authority by the parties.
- n. Any other task/duty, assigned by Registrar/Deputy Registrar (FOSPAH).

xii. Assistant Registrar-II

- a. Assisting the Deputy Registrar in managing all Court Registry functions effectively and efficiently.
- b. Perform initial scrutiny to determine whether the case comes under the ambit of FOSPAH or not and suggest to Deputy Registrar.
- c. Case File preparation management with proper documentation, indexation and page marking etc.
- d. To prepare briefs of the cases and process them on the relevant files.
- e. Scan documents, such as complaints, notices, replies by the respondents and statements of the witnesses.
- f. Provide the scanned documents to the Parties through their emails and WhatsApp numbers.
- g. Prepare case lists for hearing on the relevant day and coordinate with the AD (IT) for its circulation.
- h. Attend the court proceedings and take note of the discussions/directions of the presiding authority and draft orders (Short or Final Orders).
- i. Provide information to complainants on litigation and Court processes and procedures.
- j. Initial scrutiny of cases to verify if the applicant is vulnerable and needy. Will suggest support to Deputy Registrar if the request is genuine and also liaise with applicants and lawyers for provision of legal and financial aid.
- k. Keep track of the case proceeding on day to day basis and provide regular reports on cases.
- l. Examining documentation to ensure it is in accordance with rules and practices.
- m. Deal with matters relating to the representations to appellate authority by the parties.

- n. Any other task/duty, assigned by Registrar/Deputy Registrar (FOSPAH).

xiii. Assistant Registrar Regions

- a. Assist the Registrar/Deputy Registrar in Women's Harassment and property cases including the complaints received from Overseas Pakistanis being received by the FOSPAH.
- b. Scrutinize cases received by FOSPAH to verify, if the applicant is vulnerable/needy and, if the request is genuine then liaises with applicants and lawyers for provision of legal and financial aid.
- c. Case File preparation management with proper documentation, indexation and page marking etc.
- d. Support Registrar/Deputy Registrar with initial scrutiny of complaints and documentation for the file.
- e. Scan the documents, like complaints, notices, replies by the respondents and statements of the witnesses.
- f. Provide the scanned documents to the Parties through their emails and WhatsApp numbers.
- g. Prepare briefs of the cases and process them on the relevant case files.
- h. Prepare case lists for hearing on the relevant day and coordinate with the AD (IT) for its electronic circulation.
- i. Attend proceedings and take note of the discussions/directions of the presiding authority and prepare orders (Short or Final Orders).
- j. Track and document case proceeding on day to day basis, on the relevant case file
- k. Regular research and input in all FOSPAH cases, communications products and trainings.
- l. Support FOSPAH trainings and outreach activities.
- m. Deal with matters relating to Representations/writs preferred to appellate authority by the parties.
- n. Assisting the Deputy Registrar in managing all Court Registry functions effectively and efficiently.
- o. Perform initial scrutiny to determine whether the case comes under the ambit of FOSPAH or not and suggest to Deputy Registrar.
- p. Provide information to complainants on litigation and Court processes and procedures.
- q. Initial scrutiny of cases to verify if the applicant is vulnerable and needy. Will suggest support to Deputy Registrar if the request is genuine and also liaise with applicants and lawyers for provision of legal and financial aid.
- r. Examining documentation to ensure it is in accordance with rules and practices.
- s. To deal with the matters relating to the representations preferred to appellate authority by the parties.
- t. Any other duty, assigned by Registrar/Deputy Registrar (FOSPAH).

D. Communication, Training, Research and IT Wing

i. Director (Communications, and Training)

- a. Prepare and implement FOSPAH communications strategy.
- b. Prepare and disseminate publications and other communications material (including press releases, legal information, News Letter, Annual reports, Law Books, Flyers, Posters, speeches, and other information material).
- c. Prepare and organize Media Campaigns (social and conventional media), including regular preparation and posting of social media posts on regular basis.
- d. Develop and implement FOSPAH's outreach plan and conduct outreach training sessions and awareness programs with the assistance of Legal Wing in various Government Departments Organization, Corporate Sector entities and educational institutions.
- e. Support/deliver FOSPAH training on harassment and property rights with the collaboration of Legal Wing.
- f. Arrange conferences, special studies, research projects and official publications.
- g. Organize FOSPAH's internal training courses and conduct, monitor and hold trainings for the employees of FOSPAH with the collaboration of Admn Wing.

- h. Approval of training material to be prepared by the guest speakers during a conference on Harassment and women Property Rights.
- i. Coordination for training with International Ombudsman Institute (IOI), Asian Ombudsman Association (AOA), OIC Ombudsman Association (OICOA), Forum of Pakistan Ombudsman (FPO) and any other local or International Ombudsman Association (IOA).
- j. Represent FOSPAH and interact with the media and general public, being focal person of FOSPAH.
- k. Coordinate with the stakeholders for organizing promotional events of FOSPAH.
- l. Develop and track website content and social media content.
- m. Any other duty assigned by the Hon'ble Ombudsperson and Secretary (FOSPAH) from time to time.

ii. Deputy Director (Communication, Research & Training)

- a. Assist the higher authorities in providing leadership and strategic direction to the office in matters related to protection against harassment and property rights.
- b. Conduct thorough legal research on factors contributing to harassment, issues surrounding women rights and the root causes of deprivation of women's property rights and any other topics assigned.
- c. Research and identify gaps in the existing laws conducting comparative analysis with international conventions and suggesting potential improvements.
- d. Keep abreast of local and international laws by and case studies that pertain to women property rights.
- e. Plan and carry out research on various empirical topics related to women protection, harassment and women property rights issues with evidence.
- f. Engage and coordinate with external stakeholders including organizations and individuals dedicated to advancing women's rights initiatives.
- g. Conduct literature reviews, gather relevant data, and analyze information to assist in informed decision-making.
- h. Support in designing and implementing research projects and surveys related to workplace harassment and women property rights.
- i. Prepare clear and concise research reports, policy briefs, and presentations for internal and external organizations.
- j. Prepare document on Islamic jurisprudence about protection of women against harassment and provision of property rights including its application in other Muslim countries.
- k. Prepare comparative research papers about protection of women against harassment and provision of property rights in Non-Muslim Countries including best practices.
- l. Assist in development and implementation of policies, procedures, and strategies to address harassment and property rights issues.
- m. Contribute in development of awareness campaigns on harassment prevention and property rights of the women.
- n. Collect, analyze and provide data on harassment and denial of property rights of women with recommendations.
- o. Design and deliver training sessions and create materials for external awareness/outreach as well as staff development at FOSPAH (Legal, Administrative/Technical).
- p. For various awareness activities, such as seminars, workshops, and webinars as a part of FOSPAH awareness and outreach program.
- q. Coordinate FOSPAH internship program and make collaborations with the universities and research institutions, social sector, for carrying out research projects in the areas of harassment and women property rights.
- r. Facilitate the researchers of various public sector universities in the research of their students.
- s. Assist in preparation of reports and presentations about the activities and performance of the Ombudsperson's Office.

- t. Contribute in the preparation of FOSPAH newsletter, annual report and other informatory material for awareness of the masses.
- u. Support in the development of policies and procedures required for the improvement or modification to finalize trainings and the way forward for new programs.
- v. Submit required reports to the Director (Communications, Research & Trainings).
- w. Any other task/duty assigned by the seniors.

iii. Assistant Director (Research & Training)

- a. Assist the Director (Communications, Training & Research/Deputy Director (Research) in connection with the tasks assigned to both the officers about Communications, Training and Research.
- b. Conduct thorough legal research on factors contributing to harassment, issues surrounding women rights and the root causes of deprivation of women's property rights and any other topics assigned.
- c. Research and identify gaps in the existing laws conducting comparative analysis with International conventions suggesting potential improvements.
- d. Keep abreast of local and international laws and case studies that pertain to women property rights with the purpose of improving FOSPAH orders and processes.
- e. Ensure that research activities align with the organizations functions and contribute to its overall operations.
- f. Work closely with the FOSPAH training team to assist in organizing training sessions and creating materials for various awareness activities, such as seminars, workshops, and webinars.
- g. Engage and coordinate with external stakeholders including organizations and individuals dedicated to advancing women's rights initiatives for awareness of FOSPAH mandate.
- h. Conduct literature reviews, gather and analyze relevant data, to assist in informed decision-making and present comprehensive report with actionable recommendations.
- i. Support in designing and implementing research projects and surveys related to workplace harassment and women property rights.
- j. Prepare clear and concise research reports, policy briefs, and presentations for internal and external organizations.
- k. Ensure proper documentation and formatting of research materials and reports.
- l. Assist in planning, organizing, and executing research projects within established timelines.
- m. Monitor project milestones, identify potential issues, and take proactive measures to ensure timely completion.
- n. Prepare trainings plans for FOSPAH to facilitate quick service delivery and targets achievement.
- o. Prepare regular training plans (virtually and in-person) for officials of FOSPAH and other stakeholders.
- p. Supervise interns in social media, training and research.
- q. Any other duty, assigned by the Director (Communications, Training & Research/Deputy Director (Research) FOSPAH and other seniors.

iv. Deputy Director (IT)

- a. Assist Director (Policy, Training and Research) in developing required Software.
- b. Develop, implement and monitor the Complaint Management Information System (CMIS) with regular report generations.
- c. FOSPAH Website development and its management/up-dation on regular basis.
- d. FOSPAH legal and other database design, data processing and its security and generation of reports
- e. Ass ess FOSPAH's IT hardware and software needs, help procure IT equipment and its upgradation.
- f. Verification of reports generated from CMIS for presentation and use in the annual report.
- g. Assist in conducting online hearing of cases and video conferencing as well as online training.
- h. Installation, configuration, and testing of IT equipment and other support services.

- i. Contribute in the preparation of Annual Reports, Newsletters and other publications/awareness material.
- j. Support development of visuals for FOSPAH presentations and reports.
- k. Preparation/confirmation of Monthly Performance Review reports on CMIS.
- l. Coordinate with NITB and other forums regarding IT matters
- m. Help in recruitment process by preparing and posting ads on website and social media and interact with the National Job Portal and shortlisting of candidates as per eligibility criteria.
- n. Any other task assigned by the seniors.

v. **Assistant Director (IT)**

- a. Secure the network by developing network access restrictions.
- b. Define network policies and procedures.
- c. Maintain network performance by monitoring and analysis of network traffic, troubleshooting network problems and escalating problems to the vendors, if required.
- d. Maintenance of bio-metric attendance system of FOSPAH employees and reports generation in this regard on regular basis.
- e. To supervise the internees (if any) in IT and social media.
- f. Maintenance of bio-metric attendance system of FOSPAH employees and reports generation in this regard on regular basis.
- g. Installation, configuration, and testing of equipment,
- h. Deploy, configure and maintain Active Directory (MS Windows based);
- i. Establish and maintain connectivity of video conferencing with Regional Offices, Interviews, monthly performance review meetings, hearing of review complaint.
- j. Contribute in the preparation of Annual Reports, Newsletters and other publications/awareness material.
- k. Support development of visuals for FOSPAH presentations and reports.
- l. Create technical specification documents to purchase hardware on need basis; and
- m. Any other duty assigned by Director (Communications, Research and Training and Deputy Director (IT).

E. **FOSPAH STAFF**

i. **Assistant**

- a. Receiving and dispatching "dak" (mail), cases, files reports, etc. pertaining to the relevant Section/Wing.
- b. Processing cases received in the Section/Wing at the initial stage and putting them up for consideration of officer In-charge.
- c. Prioritization of fresh receipts (official communications).
- d. To maintain/open new files and keep a record of files on the file register.
- e. Prepare, keep leave record of the employee in the relevant register.
- f. Flagging and referencing of the letters and previous papers in the respective files.
- g. Keep record of file movement on the relevant register.
- h. Ensure safe custody of important files like personal files of the FOSPAH employees.
- i. The work relating to recording, indexing and weeding out of documents / files.
- j. To keep a note of all important orders and decisions.
- k. Watching the necessity of keeping priority or security labels on files. The information must be brought to the notice of the Officer In-charge at the first opportunity of removing these labels if no more necessary.
- l. Prepare / Keep leave record of the employees in the relevant register.
- m. Issuing reminders where replies are being delaying from other offices/departments/agencies.
- n. Other clerical duties including casual typing, maintenance of diary register, preparation of statements and putting up of routine reminders.
- o. Requisitioning and procuring office supplies, i.e. stationery, etc. for the Section/Wing.

- p. Any other duty assigned by the Officer In-charge.

ii. Cashier (UDC)

- a. Responsible for keeping custody & payment of imprest funds / cash.
- b. To prepare and maintain the cash book updated.
- c. Preparation of salary bills & drawing cash from banks to pay the salaries and other dues.
- d. To prepare contingency bills about repair and maintenance of official transport, machinery and equipment, POL, TA/DA claim and getting approval of sanction by the relevant authority.
- e. Maintenance of all expenditure records & books.
- f. Render help in the preparation of budget estimates of FOSPAH and compilation of budget data/ estimates relating to FOSPAH Regional Offices.
- g. To prepare the monthly expenditure statements for submission to the AGPR.
- h. To prepare statement of reconciliation of accounts with AGPR.
- i. Provide assistance in preparation of replies to the Audit Observations and Audit Paras pertaining to expenditure and their settlement by DAC/PAC.
- j. Any other duty assigned by the Officer In-charge.

iii. Steno Typist

- a. Take dictation, render the transcripts and do all typing work.
- b. Attend to the receipt and dispatch work during the absence of office Assistant.
- c. Flagging and referencing of the letters and previous papers in the respective files.
- d. Reproduce documents and arrange office amenities.
- e. File maintenance/management and record.
- f. Prepare meeting schedule and briefs for the meetings.
- g. Attend telephone and to keep record of trunk calls, organize engagements and maintain an engagement diary of the officer In-charge.
- h. Provide assistance in the preparation of official meetings Seminars and Workshops.
- i. Any other duty and task assigned by the Officer In-charge.

iv. Upper Division Clerk

- a. Arrange and maintain office records in an orderly manner.
- b. Management and upkeep of files and official other documents.
- c. Maintenance and security of all office records.
- d. Provide assistance in the arrangement of the official meetings, seminars and workshops
- e. Perform duties as store in-charge and keep record of items received/ consumed by getting approved requisitions, safe custody of relevant store/items and maintenance of store registers
- f. Placing letters, documents, etc. in the relevant files
- g. Do general typing work in the Section /Wing concerned.
- h. Maintenance of office Registers, Maintenance of files and documents.
- i. Placing application/letters/documents submitted by complainants in women harassment and property rights cases.
- j. Flagging and referencing of the letters and previous papers in the respective files.
- k. Keeping regular check of files' movement in the file movement register.
- l. Recording and indexing of files and their safe custody.
- m. Diary and Dispatch of official letters / documents.
- n. Provide assistance in the arrangement of official meetings Seminars and Workshops.
- o. To perform duties as Store In-charge and keep record of items received / consumed by getting approved requisitions, safe custody of relevant store / items and maintenance of store registers.
- p. Any other duty assigned by the Officer In-charge.

v. Lower Division Clerk

- a. To deal with routine typing work.

- b. Diary of all income mail/files in the diary Register.
- c. Dispatch of internal/external mail after review by the officer concerned.
- d. Handing over of mail/documents/files to respective addressee.
- e. Flagging and referencing of the letters and previous papers in the respective files.
- f. Record keeping of all incoming and outgoing letters in the prescribed files.
- g. Maintenance of files, bills (copies), office registers and documents and ensure their safe custody.
- h. Provide assistance in the arrangement of official meetings Seminars and Workshops.
- i. Any other duty assigned by the Officer In-charge.

vi. Receptionist

- a. Perform duties to receive the visitors/guests and record their entry/particulars in the visitor's register.
- b. Provide facilitation to the complainants in provision of relevant information and guidance and their routing to the relevant Assistant Registrar and Legal Section staff
- c. Screening the entry of the visitors into office.
- d. To stop irrelevant and unwanted intruders.
- e. Raise alarm in case of any unlawful incidence and inform the security personnel on duty and the Officer/Security In-charge as well.
- f. To receive documents/dak/post and deliver it to the relevant Office.
- g. Any other duty as assign by the Officer In-charge.

vii. Driver

- a. Checking the engine oil & water in radiator including oil change on time.
- b. Maintain vehicle cleanliness, by washing, cleaning and polishing the assigned vehicles on daily basis.
- c. Ensure safe and cautious driving while driving official vehicles, by observing traffic Laws / Rules and prescribed speed limit.
- d. To properly maintain the log book of the vehicle.
- e. Must develop the habit of time management in reaching to the destination in time.
- f. Will be responsible in identifying any malfunctioning /faults in the vehicle. He must remain available at the workshop during maintenance of the vehicle.
- g. Keep himself in a clean and tidy condition, must wear uniform during office hours.
- h. Be available for any emergent duty after office hours and on closed holidays.
- i. Any other duty assigned by the Transport In-charge or dealing Assistant.

viii. Dispatch Rider

- a. To deliver official dak, mail and files to the relevant Ministries/ Divisions, Organizations/Offices and Individuals in time.
- b. To ensure safety and security of official mail.
- c. To take receipt of delivery of Dak/Documents.
- d. Maintain a dak book by making proper entries.
- e. Provide compliance reports to the Superintendent or Section Assistant.
- f. To perform special duties by of the higher officers/ombudsperson as and when required.
- g. Maintenance of official Motor Cycle.
- h. To maintain log book of the Motor Cycle.
- i. To perform special duties by of the higher officers and Ombudsperson as and when required.
- j. Any other duty assigned by the Officer In-charge or dealing Assistant.

ix. Duplicating Machine Operator (DMO)

- a. Will be responsible to operate photocopier machines for photocopies of official documents.
- b. He must maintain and ensure upkeep of the photocopier machines.
- c. May develop the habit to observe economy while making photocopies.

- d. Keep record of requisitions received from various sections and maintains photocopy register.
- e. Also assist in the diary and dispatch of official mail.
- f. Assist in the maintenance of files and relevant registers.
- g. Keep record of requisitions, received from various sections and maintain photocopy register.
- h. Any other duty that may be assigned by the Officer In-charge.

x. Naib Qasid

- a. Carrying from one place to another within and without office premises official files/papers.
- b. General arrangement and tidiness of the office, furniture including re-dusting of office furniture, record etc.
- c. Conduct the visitors to the relevant officer.
- d. Serve refreshments and tea, food, water to Officers/staff and guests in the office.
- e. Shifting of articles of light furniture e.g. chairs, side racks, small side tables etc., from one place to another within office premises.
- f. To serve refreshments during official meetings, to the guests.
- g. Casual dusting in the offices.
- h. Must wear uniform and keep himself neat and tidy condition.
- a. Any other additional duty as assigned by the Officer In-charge or staff member.

xi. Gardener

- a. To take care of plants at FOSPAH and Residence of the Hon'ble Ombudsperson.
- b. To plant seasonal flowers and plants.
- c. To water the plants lawns and gardens including cutting of grass etc.
- d. Landscaping as and when required.
- e. Any other duty assigned by the Officer In-charge.

xii. Cook (will be actualized on need basis)

- a. To cook quality and hygienic food.
- b. To serve food in the official meetings and to the guests.
- c. To maintain the official pots/utensils in clean and tidy condition.
- d. To keep the official kitchen clean and hygienic.
- e. Must wear uniform and keep himself in neat and tidy condition.
- f. Any other such duty to be assigned from time to time by the Officer In-charge.

xiii. Sanitary Worker

- a. To keep the rooms/floors clean.
- b. To keep cleanliness of the offices, washrooms, dustbins etc. on daily basis.
- c. To sweep the rooms on daily basis.
- d. All waste papers and garbage to be dispose-off properly.
- e. To lift heavy furniture for shifting from one room to the other.
- f. Any other such duty to be assigned from time to time by the Officer In-charge.