



FEDERAL OMBUDSMAN
For Protection against Harassment of Women at Workplace
Islamabad

J U D G M E N T

1. Complaint Number: 1(330) / 2017-FOS (Reg)
2. Date of Institution: 24-03-2017
3. Date of Decision: 06-07-2017
4. Complainant: Ms. Tasawar-un-Nisa
Postal Clerk
GPO
Mandi Bahauddin
5. Opponents:
 - i. Mr. Abbas
APM
GPO
Mandi Bahauddin
 - ii. Tasawar Farooq
Postal Clerk
GPO
Mandi Bahauddin

Justice (R) Yasmin Abbasey,

Federal Ombudsman:

Complaint No. 1(330)/ 2017-FOS.

1. Complainant Mst. Tasawar-un-Nisa serving as postal clerk in General Post office Mandi Bahauddin has filed this complaint against two officials of same General Post office Mandi Bahauddin that they of and on misbehaved with her with no reason. Their harassment has gone to such extent that not only they use filthy language but also give a threat to abuse her. On 28-02-2017 opponent Tasawar Farooq had sent a man to her house at 8:00 pm that there is some mistake in account therefore she should come to make it clear. In spite of request of complainant on phone to opponent no. 2 Tasawar Farooq that she will get it clear on next day morning but it was not acceptable to him. Therefore by force she has gone to office along with her brother in law at 9:30 pm and got cleared the account. In spite of clearance opponent Tasawar Farooq made a false complaint to APM Ghulam Abbas who also insulted her.
2. According to complainant this is not first occasion but opponent Tasawar Farooq through different tactics tried to call her after office hours to come to office and also harass her. Hence this complaint.
3. Opponent No. 1 Ghulam Abbas in his defense has stated that on 01-03-2017 after taking over charge when he made inspection of VPP, Parcel and MO Paid branch he found that parcel having No. 431 amounting to Rs. 18600/- is missing in account therefore report was made to Senior Post Master and complainant was directed to deposit the amount, whereon complainant raised hue and cry and started misbehaving.
4. According to opponent No. 2 Tasawar Farooq he is serving in account branch of Mandi Bahauddin and as per his job description he has to tele account of all offices in end of every month. Therefore on 28-02-2017 when he compared cash account along with summary he found a difference of Rs. 10,000/- in account of complainant. This difference was intimated to Senior Accountant who called on complainant and had sent Amir Hussain Shah clerk of Pension branch to house of complainant for clearance of account. At 9:30 pm complainant came in office and got cleared account of Rs. 10,000/-. All these proceedings happened in presence of branch incharge. During this period neither there was

exchange of hot words nor complainant was misbehaved. This complaint has been made against him with no reasonable cause.

5. Both parties have given statements on oath and have also produced witnesses and documentary evidence in support of their case. After going through documents and evidence produced by parties my findings are as under:

In the contents of complaint only incident of 28-02-2017 when complainant was called from her house at 9:30 pm for clearance of amount of Rs. 10,000/- by opponents has been alleged by her against opponents which admittedly were got cleared by complainant, but in spite of that I found that even thereafter with no reasonable cause complainant was put under undue inquiry process for which she herself made a report on ERROR book on 25-02-2017 placed on record at page 51 to 54, about recovery of parcel by Shaheen Sports without payment but it appears that till 18-03-2017 no action was taken by department in spite of complainant reminder on 11-03-2017 and 13-03-2017. On the contrary without going through ERROR report made by complainant on 25-02-2017 irresponsible attitude of opponent Ghulam Abbas is appearing when on 01-03-2017 he directed complainant to deposit the amount of Parcel No. 431 amounting to Rs. 18600/-, also admitted by opponent Ghulam Abbas in his defense filed on 05-04-2017, therefore she has no option but to move an application to SHO Mandi Bahauddin through Senior Post Master Mandi Bahauddin for taking an action.

6. To support her version an application of 18-03-2017 has been placed on record by complainant wherein she had intimated about recovery of parcel by owner i.e. Shaheen Sports Committee Bazar Mandi Bahauddin without payment of amount of Rs. 18,600/- of that parcel. In this application also complainant had herself requested to Senior Post Master and SHO Thana Mandi Bahauddin to take action against owner of Shaheen Sports so that money order amount, to concerned person, be sent immediately. This complaint of complainant along with covering letter placed at Page 6 of file was send by Senior Post Master Mandi Bahauddin to SHO Mandi Bahauddin for taking action. What happened thereafter is not on record but after report of complainant responsibility lies on Senior Post Master to follow up the same instead of putting responsibility on complainant. Further complainant in her complaint made on 18-03-2017 has specifically stated that owner of Shaheen Sports after contact, himself came in

- office and admitted to make payment on 12-03-2017 but uptill 17-03-2017 he has not made payment. This statement of complainant has not been rebutted at any stage by either of opponents or by administration of Mand Bahauddin GPO.
7. Record further shows that again by an undated notice, placed at Page 7, complainant was called on to explain that in spite of receiving two money orders having No. 2492 amounting to Rs. 20,000/- and 2493 amounting to Rs. 20000/- in post office, have not been dispatched to Nasreen Bibi W/o Zakir Hussain resident of Kot Jaliyan nor has been returned. In this very notice it is alleged that complainant has lost both these money orders therefore why an action under misconduct and efficiency rules may not be initiated against her.
 8. With reference to both these money orders of 29-03-2017 it was reported by complainant on ERROR book placed at page 59 that both these money orders were found by opponent APM Ghulam Abbas near to fax machine and he has handed over them to her, therefore complainant herself had requested for taking appropriate action for misplacing of these money orders. This statement has been repeated by complainant in her application moved before this forum on 10-04-2017 but till conclusion of this case no rebuttal has been placed by either of opponents nor any action is reported to had been taken nor any responsibility has been fixed on any person for missing the same.
 9. All these facts narrate that for no reason one after another complainant was unnecessarily put under undue pressure for reasons best known to opponents. To show irresponsible attitude of complainant report of 03-09-2012 and undated letter having reference of previous letter dated 02-05-2016 has been placed on record but both these letters though show non submission of account by concerned GPOs but does not put any specific responsibility on complainant for said non submission of report. Even direction issued by Post region Sialkot to different post offices as mentioned in letter placed at Page 11 to furnish required statement within time does not fix any responsibility on part of complainant to assume that non submission of revenue statement and monthly expenditure statement were because of complainant.
 10. All this conduct shows that complainant was unnecessarily harass by both opponents by putting different allegations on her which at no time opponents were able to prove in against to her. These acts of opponents of falsely blaming complainant, put complainant under consistent stress and was an act of

opponents to attract complainant which admittedly falls within definition of harassment by creating intimidating hostile work environment for complainant.

11. Hence I hereby allow complaint of complainant and imposed minor penalty on both opponents under Section 4 sub clause 4(1)(a)(d). An amount of Rs. 10,000/- each is imposed on both opponents as compensation payable to complainant for putting her under undue harassment.
12. Issue letter to Senior Post Master GPO Mandi Bahauddin to implement the decision and report to this office within 15 days of receipt of this order.
13. Parties be informed accordingly.
14. Announced in open court.

JUSTICE (R) YASMIN ABBASEY
Federal Ombudsman