

October - December 2022



Vol: 2 - Issue 2

Message from Ombudsman



A secure workplace is a precursor to provide the citizens with an opportunity to work with no fetters of social aberrations being attached to it. In developing countries like Pakistan, a phenomenal amount of motivation is required to make women work and step out of their houses. The fear of workplace harassment and gender based exploitation is a usual excuse to disdain their participation in all walks of life along side their masculine counterparts. The office of Federal Ombudsman for Protection Against Harassment since its inception had to face a collage of formidable foes that is lack of resources coupled with lack of awareness and dearth of adequate legal framework which earlier

limited the scope of harassment only to a sexual assault upon women and reckoned no other demeaning gesture, or calculative antics in the foray of harassment. The rationale of creating the office of Ombudsman for a specific social or administrative issue implies the higher level of importance Govt. assigns to it as it circumvent lengthy court procedures and replace it with swift administrative justice and restore order with tangible results. This office has succeeded in minimal time to enhance the effectiveness of the said function. In early 2018, when I had assumed the office, the total number of cases disposed off were 500 with an average of 62 per year which was a spec in comparison to the onslaught of the actual number of cases rumored to have been taking place in the public and private sector put together. The first leap was to ensure an unhindered outreach program to introduce the sensitivity of this issue and the legal remedy available to redress the grievances immediately that is the office the Federal Ombudsman.

The journey started instantly when we wrote to over 400 organizations in the cross-section of the country canvassing the cause of mitigating harassment and imperatively beseech each one of those organizations to display our message conspicuously along with establish an in house committee to take cognizance of such offences as first point of relief. Second step was to establish our branch offices in Peshwar, Karachi and Lahore which are considered to be the erstwhile overlooked areas of the country, in the same vein numerous seminars and workshops were also held to bolster awareness and instill confidence in the victims not to bear the agony but to respond in a legal way made available to them at their doorsteps. The sail to the purpose included the befitting amendment of the ombudsman and subsequent FOIRA act and due contestation of the jurisdictional issues at the apex judiciary enabling us to catapult our performance to a point it was never before. As the numbers speak for themselves the total disposal of cases in our organisation has crossed the mark of 5000. Furthermore, the level of awareness itself has worked as a preventive panacea to the menace of harassment at workplaces. It has spread the message to the extent that Pakistan is now being considered to be more sensitive on the contentious issue of harassment and gender discrimination than its regional counterparts.

Nevertheless, all this is merely a small step to realize the bigger dream of achieving mental tranquility and physical security beyond all gender, social or moral stereotypes.

Kashmala
KASHMALA KHAN
Federal Ombudsman
FOSPAH

Legal Cell

This Honorable Forum gave me an astounding opportunity to magnify my communication skills by getting an exposure to interact with the complainants in person coming before this Forum to seek justice.

The aim behind the establishment of this special Forum is to provide a safe environment that is very much different from routine civil and criminal courts of Pakistan. Moreover, it accelerates day-to-day proceedings to provide speedy justice to the victims within 60 days.

My work experience at FOSPAH has polished my legal skills

that will help me in articulating practical affairs in professional life. Moreover, working with Ma'am Kashmala Khan itself is a golden moment that brought a radical change in my personality and raised my confidence to deal with the societal matters in an equitable manner.



SYEDA ZAINAB SOHAIL
Intern (Legal Cell FOSPAH)



HAJRA SAJJAD
Intern (Legal Cell FOSPAH)

My experience at FOSPAH is beyond expectations. From the start of my joining till now I got to learn a lot new things as I have been assigned with different tasks on daily basis. FOSPAH taught me special law relating to protection against harassment and women's property rights. This forum provides a peaceful environment which helps in growing and getting exposure by dealing the clients regarding their cases and helps you to achieve more knowledge. Ma'am Kashmala Khan herself assigns the tasks and unexpectedly asks the question which required me to be prepared all the time and analyze the law in wider aspect. She is not only an

Ombudsman of this forum but a mentor of many girls, who hesitate to speak up their voice and who cannot stand for themselves. She teaches great things related to life and its different aspects. This forum has given me more confidence for speaking up for myself and taught me the complexities of cases.

My internship experience at FOSPAH was amazing, this was my first practical experience and I was extremely honored to get the opportunity to work as a legal intern at FOSPAH.

Working in FOSPAH completely changed my life as FOSPAH provided me vast experience of drafting, reviewing, attending and assisting court room proceedings and handling of documents. I gained in depth understanding of court process and protocols.



ALEEZA IRFAN
Intern (Legal Cell FOSPAH)

Launching of report on "FOSPAH's Transformation from 500 to 5000 cases"

A report on "FOSPAH's Transformation from 500 to 5000 cases" was launched by the Honorable President of Pakistan Dr. Arif Alvi in collaboration with UN Women Pakistan at President Secretariat, Islamabad.

The President of Pakistan Honorable Dr. Arif Alvi was the chief guest of this launching ceremony. The Guest of Honor Ms. Sharmeela Rassool, Country Representative UN Women Pakistan, Guest of Honor Adnan Rafiq, Country Director United States Institute of Peace Pakistan, Senators, Ambassadors and people from all spheres of life attended this ceremony.



Honorable President of Pakistan Dr. Arif Alvi while addressing the audience



Participants of the Awareness Seminar at President Secretariat, Islamabad

The welcome speech was delivered by the Federal Ombudsman Kashmala Khan wherein she put light on the performance audit of the Federal Ombudsman Secretariat for Protection against Harassment (FOSPAH). In the past 4 years 2018 to 2022 where the total disposal off cases were 5000 whereas previously in from 2010 to 2018 were 482. The concept of “Work Smart” and efficient utilization of the physical, budgetary, infrastructure and effectiveness of human resources have enabled FOSPAH to achieve this progress i.e. 4 offices, online complaint system, hearing sessions through skype, digitalization, speedy justice (60 days), no cost. While addressing the stakeholders, Federal Ombudsman invited all to put their efforts to further improve this department for long term dispensation of durable, sustainable and swifter justice.



Federal Ombudsman Kashmala Khan
addressing the audience



Country Representative UN Women Pakistan
Ms. Sharmeela Rassool addressing the audience



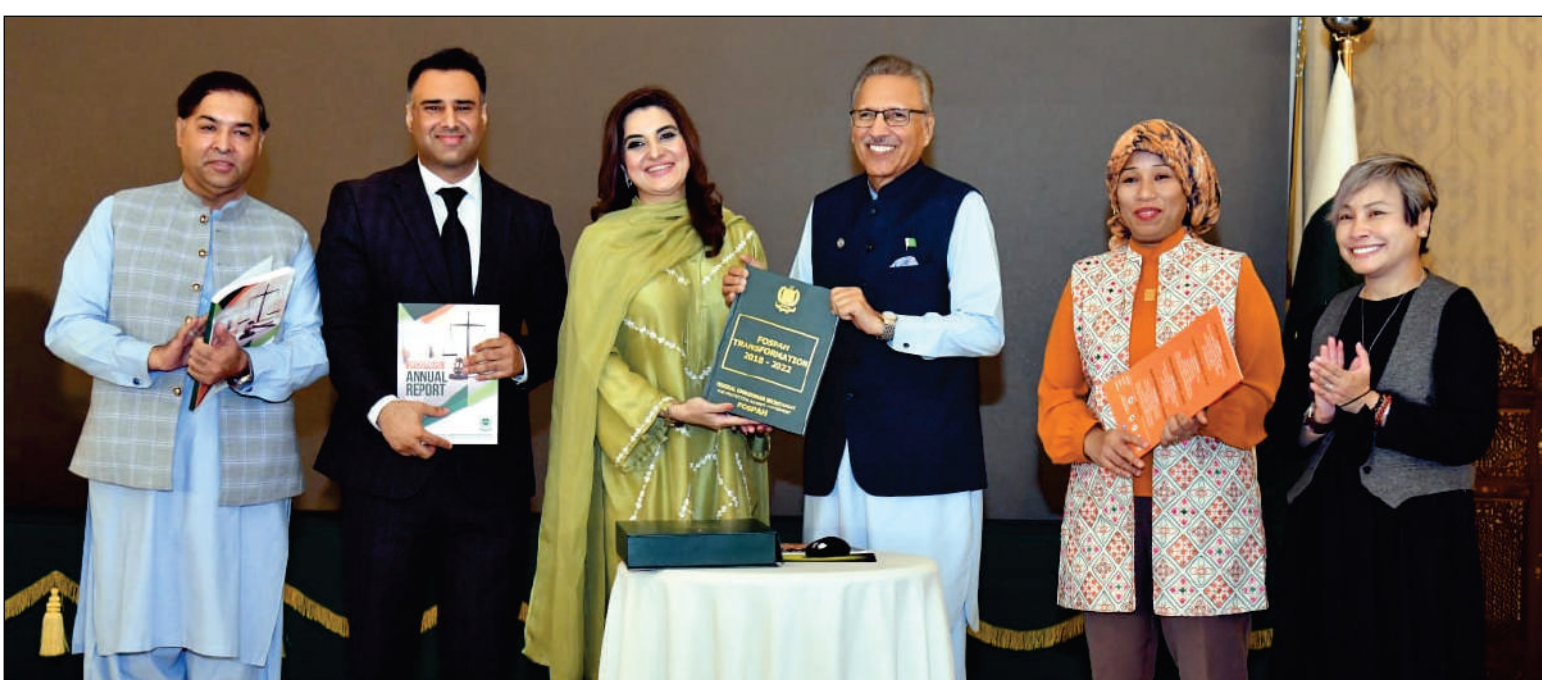
Country Director, United States Institute of Peace, Pakistan (USIP)
Mr. Adnan Rafiq addressing the audience



Hosts of the Awareness Seminar
at President Secretariat, Islamabad

Country Representative UN Women Pakistan Ms. Sharmeela Rassool also addressed the audience and appreciated the achievements of Federal Ombudsman Kashmala Khan. Country Director United States Institute of Peace, Pakistan Mr. Adnan Rafiq, in his speech said that FOSPAH has achieved a remarkable progress within a short span of time and minimal budget along with less resources.

The Honorable President of Islamic Republic of Pakistan Dr. Arif Alvi delivered the closing speech and shared his views on workplace harassment and women’s property rights and applauded Federal Ombudsman Kashmala Khan for her efforts in the past 4 years.



Honorable President of Pakistan Dr. Arif Alvi launchin the FOSPAH's Transformation report at the President Secretariat, Islamabad



Participants of the Awareness Seminar at President Secretariat, Islamabad



Participants of the Awareness Seminar at President Secretariat, Islamabad

Rector Virtual University Mr. Arshad Saleem Bhatti visited FOSPAH Head Office

Rector of the Virtual University Mr. Arshad Saleem Bhatti visited FOSPAH Head Office, Islamabad and met with Federal Ombudsman Kashmala Khan.



Federal Ombudsman Kashmala Khan with Rector Virtual University Mr. Arshad Saleem Bhatti



Rector Virtual University Mr. Arshad Saleem Bhatti visited FOSPAH Head Office, Islamabad

National Fellowship for Women Police Councils 2022

Federal Ombudsman Kashmala Khan was invited as a Chief Guest at "National Fellowship for Women Police Councils 2022" on 03rd September 2022.



Group photo of the Federal Ombudsman Kashmala Khan with other participants of the seminar

Inaugural session of the 3rd IPU Regional Seminar on SDG's for the Parliaments of Asia Pacific

Federal Ombudsman Kashmala Khan attended inaugural session of the 3rd IPU Regional Seminar on SDG's for the Parliaments of Asia Pacific.



Former parliamentarians
with Federal Ombudsman Kashmala Khan



Federal Ombudsman Kashmala Khan addressing
at the National Assembly of Pakistan



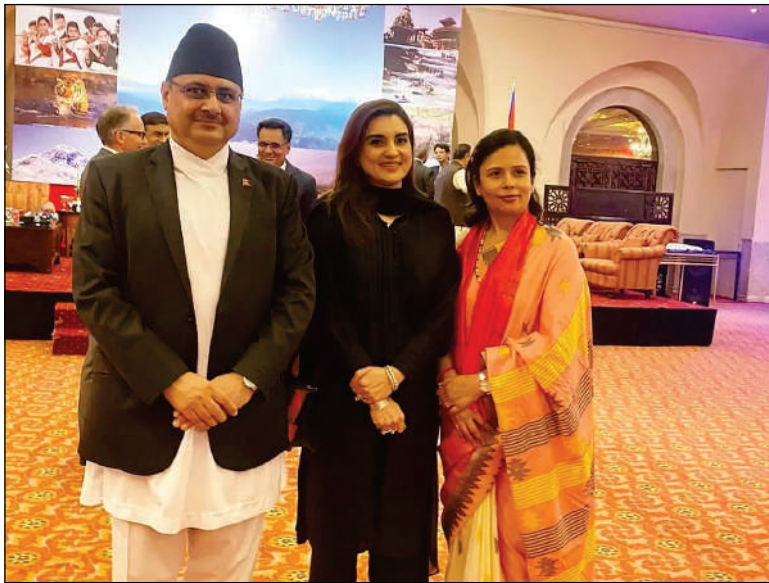
Federal Ombudsman Kashmala Khan at the National Assembly of Pakistan



Group photo at the Inaugural session of the 3rd IPU Regional Seminar on SDG's for the Parliaments of Asia Pacific

Constitution Day and National Day of Nepal

Ambassador of Nepal H.E. Mr. Tapas Adhikari and Mrs. Binita with Federal Ombudsman Kashmala Khan at reception to celebrate Constitution Day and National Day of Nepal.



Ambassador of Nepal H.E. Mr. Tapas Adhikari and Mrs. Binita with Federal Ombudsman Kashmala Khan



Ambassador of Sweden to Pakistan H.E. Henrik Persson with Federal Ombudsman Kashmala Khan



Group photo at the Constitution Day and National Day of Nepal



Group photo at the Constitution Day and National Day of Nepal

9th International Judicial Conference organized by Law and Justice Commission of Pakistan in Supreme Court of Pakistan

Federal Ombudsman Kashmala Khan attended 9th International Judicial Conference organized by Law and Justice Commission of Pakistan in the Supreme Court of Pakistan.



Honorable Judges of the Supreme Court of Pakistan at the 9th International Judicial Conference



Participants of the 9th International Judicial Conference at Supreme Court of Pakistan



Panelists addressing at the 9th International Judicial Conference at Supreme Court of Pakistan



Group photo at the 9th International Judicial Conference at Supreme Court of Pakistan

National Foundation Day and Armed Forces Day of Republic of Korea

Ambassador of the Republic of Korea H.E. Mr. Suh Sangpyo and Minister of Defense Production Mr. Muhammad Israr Tareen with Federal Ombudsman Kashmala Khan on the occasion of the National Foundation Day and Armed Forces Day.



Federal Ombudsman Kashmala Khan at the National Foundation Day and Armed Forces Day



Federal Ombudsman Kashmala Khan at the National Foundation Day and Armed Forces Day



Ambassador of the Republic of Korea H.E. Mr. Suh Sangpyo with Federal Ombudsman Kashmala Khan and Others



Minister of Defense Production Mr. Muhammad Israr Tareen with Federal Ombudsman Kashmala Khan and Others



Group photo at the National Foundation Day and Armed Forces Day of the Republic of Korea

Roundtable Conference at President Secretariat, Islamabad

Honorable President of Pakistan Dr. Arif Alvi and Chinese Ambassador to Pakistan H.E. Nong Rong with Federal Ombudsman Kashmala Khan at Roundtable Conference organized by Pakistan Observer at President Secretariat, Islamabad.



Participants of the Roundtable Conference at President Secretariat, Islamabad



Participants of the Roundtable Conference at President Secretariat, Islamabad



Participants of the Roundtable Conference at President Secretariat, Islamabad

"Mehfil e Milaad" organized by Roots International Schools & Colleges

Federal Ombudsman Kashmala Khan attended "Mehfil e Milaad" as a Chief Guest which was organized by Roots International Schools & Colleges.



Federal Ombudsman Kashmala Khan at the "Mehfil e Milaad" organized by Roots International Schools & Colleges



Participants at the "Mehfil e Milaad" organized by Roots International Schools & Colleges



Students and other participants at the "Mehfil e Milaad" organized by Roots International Schools & Colleges



CEO Roots International Schools & Colleges Walid Mushtaq presenting souvenir to Federal Ombudsman Kashmala Khan



Group photo at the "Mehfil e Milaad" organized by Roots International Schools & Colleges

General Assembly Meeting of OICOA in Baku, Azerbaijan

Federal Ombudsman Kashmala Khan attended the General Assembly Meeting of the Organization of the Islamic Countries Ombudsman Institution (OICOA) in Baku, Azerbaijan



Group photo at the General Assembly Meeting of OICOA in Baku, Azerbaijan



Group photo at the General Assembly Meeting of OICOA in Baku, Azerbaijan



Federal Ombudsman Kashmala Khan at the General Assembly Meeting of OICOA in Baku, Azerbaijan



Federal Ombudsman Kashmala Khan presenting souvenir at the General Assembly Meeting of OICOA in Baku, Azerbaijan

International Conference of the Ombudsmen & National Human Rights Institutions

Federal Ombudsman Kashmala Khan attended International Conference of the Ombudsmen and National Human Rights Institutions (NHIR's) in Baku, Azerbaijan.



Federal Ombudsman Kashmala Khan at the International Conference of the Ombudsmen & National Human Rights Institutions



Federal Ombudsman Kashmala Khan presenting souvenir at the International Conference of the Ombudsmen



Participants at the International Conference of the Ombudsmen & National Human Rights Institutions



Group photo at the International Conference of the Ombudsmen & National Human Rights Institutions

Australian Deputy High Commission Ms. Joanne Fedrickson visited FOSPAH

Australian Deputy High Commission Ms. Joanne Fedrickson and Political Secretary Ms. Mary Robertson visited FOSPAH Head Office, Islamabad and discussed women rights and Harassment laws with the Federal Ombudsman Kashmala Khan on 25th October 2022.



Australian Deputy High Commission Ms. Joanne Fedrickson and Political Secretary Ms. Mary Robertson visited FOSPAH



Australian Deputy High Commission Ms. Joanne Fedrickson and Political Secretary Ms. Mary Robertson visited FOSPAH



Australian Deputy High Commission Joanne Fedrickson and Political Secretary Mary Robertson with Federal Ombudsman Kashmala Khan



Group photo at the Court Room, FOSPAH, Head Office, Islamabad

President PPWCTA Ms. Bushra Rehman visited FOSPAH Head Office

President Pakistan Western Canada Trade Association (PPWCTA) Ms. Bushra Rehman and Secretary General PWCTA & Mr. Malik Sohail visited FOSPAH Head Office, Islamabad and met Federal Ombudsman Kashmala Khan.



President PPWCTA Ms. Bushra Rehman with Federal Ombudsman Kashmala Khan



President PPWCTA Ms. Bushra Rehman and Secretary Gen. PWCTA Mr. Malik Sohail with Federal Ombudsman Kashmala Khan



President Ms. Bushra Rehman while discussion with Federal Ombudsman Kashmala Khan



Federal Ombudsman Kashmala Khan presenting souvenir to the President PPWCTA) Ms. Bushra Rehman



President PPWCTA Ms. Bushra Rehman presenting souvenir to the Federal Ombudsman Kashmala Khan

National Day of the Turkish Republic of Northern Cyprus

National Day of the Turkish Republic of Northern Cyprus hosted by H.E. Ms. Dilsad Senol and Mr. Akin Can Senol at Serena Hotel, Islamabad.



H.E. Ms. Dilsad Senol and Others with Federal Ombudsman Kashmala Khan



Participants at the National Day of the Turkish Republic of Northern Cyprus



Group photo at the National Day of the Turkish Republic of Northern Cyprus at Serena Hotel, Islamabad.

Awareness Seminar at Institute of Business Administration (IBA), Karachi

Federal Ombudsman Kashmala Khan was invited as Chief guest at IBA, Karachi to spread awareness regarding harassment at the workplace and women's property rights.



Federal Ombudsman Kashmala Khan at the Institute of Business Administration (IBA), Karachi



Federal Ombudsman Kashmala Khan addressing at the Institute of Business Administration (IBA), Karachi



Students and other participants at the Institute of Business Administration (IBA), Karachi



Group photo at the Institute of Business Administration (IBA), Karachi

National Statehood Day and the Armed Forces Day of Bosnia and Herzegovina

Federal Ombudsman Kashmala Khan with H.E. Brigadier General (R) Sakib Foric and his spouse on the occasion of National Statehood Day and the Armed Forces Day of Bosnia and Herzegovina.



Federal Ombudsman Kashmala Khan at the National Statehood Day and the Armed Forces Day of Bosnia and Herzegovina



Participants at the National Statehood Day and the Armed Forces Day of Bosnia and Herzegovina



H.E. Brigadier General (R) Sakib Foric with Federal Ombudsman Kashmala Khan



Federal Ombudsman Kashmala Khan at the National Statehood Day and the Armed Forces Day of Bosnia and Herzegovina



Group photo at the National Statehood Day and the Armed Forces Day of Bosnia and Herzegovina

Awareness Seminar at Allied Bank, Karachi

Federal Ombudsman Kashmala Khan at Allied Bank, Karachi to spread awareness regarding harassment at workplace and women's property rights.



Federal Ombudsman Kashmala Khan addressing at the Allied Bank, Karachi



Participants of the awareness seminar at Allied Bank, Karachi



Participants of the awareness seminar at Allied Bank, Karachi



Group photo of the Federal Ombudsman Kashmala Khan with participants at Allied Bank, Karachi



Federal Ombudsman Kashmala Khan receiving souvenir at Allied Bank, Karachi



Group photo of the Federal Ombudsman Kashmala Khan at Allied Bank, Karachi

Awareness Seminar at NED University, Karachi

Federal Ombudsman Kashmala Khan in NED University Karachi to spread awareness regarding workplace harassment and property rights.



Participants at the awareness seminar at NED University, Karachi



Federal Ombudsman Kashmala Khan addressing at the NED University, Karachi



Participants at the awareness seminar at NED University, Karachi



Federal Ombudsman Kashmala Khan receiving souvenir at NED University, Karachi



Participants at the awareness seminar at NED University, Karachi

Awareness Seminar at COMSATS University, Islamabad

Federal Ombudsman Kashmala Khan at COMSATS University, Islamabad to spread awareness regarding Workplace Harassment & Property Rights.



Participants of the awareness seminar at COMSATS University, Islamabad



Federal Ombudsman Kashmala Khan addressing at COMSATS University, Islamabad



Federal Ombudsman Kashmala Khan receiving souvenir at COMSATS University, Islamabad



Federal Ombudsman Kashmala Khan presenting souvenir at COMSATS University, Islamabad



Group photo of the participants at COMSATS University, Islamabad



Federal Ombudsman Kashmala Khan at COMSATS University, Islamabad

Status of the Cases at FOSPAH

During the quarter under report (**October 2022 to December 2022**), Federal Ombudsman Secretariat for Protection Against Harassment (FOSPAH) registered **204** cases and disposed off **151** cases.

No. of Cases Registered

204

No. of Cases Decided

151

Summary of the Cases at FOSPAH

1. Sheeraz Akhter v Federal Employees Cooperative Housing Society:

A complaint filed by a retired government employee (Assistant Account Officer) before the Honourable Ombudsman against Federal Employees Housing Society under Women's Property Rights Act 2020 for possession of a plot allotted to her after retirement. There are multiple cases like these where complainants despite paying instalments or net amount against plots allotted to them are deprived of their legal right to possess it from a long time. Brief facts of the case states that the Complainant was allotted a plot in Phase II of a renowned society in the premises of ICT which prima facie is developed but society refused to give her the said plot, in fact shifted the plot allotment to Phase I of the society which is not developed yet. The Complainant has 2 daughters, and having this plot as her soul property she desires to build a house there for them. Due to some internal society management dispute the Complainant has been waiting from a long for the matter to resolve, but after losing hope she filed a complaint before this forum to seek speedy justice. As per the current status of this case, the Forum has ordered the management of society to resolve their internal issues as soon as possible so that the matter be pursued in favour of Complainant to give her the possession of the said plot so that she may construct her house. Since, the matter is pending before Honourable Islamabad High Court, therefore this Forum is waiting for the reserved judgement from Islamabad High Court to take further action in this regard and provide Complainant the possession of her plot.

2. Naheeda Begum v Amir Khalil & Others:

A complaint filed before the Honourable Ombudsman under section 2(e) of the Women's Property Rights Act 2020, which says that "any property whether moveable or immovable be assigned to the Complainant". This complaint involves the matter in regard to immovable property. The Complainant deems to be a renowned business women and a reputable Pakistani national. Whereas, Respondent No.1 is designated as DG (Legislation) at Pakistan Institute of Parliamentary Services (PIPS). Brief facts of the case states that Complainant gave Respondent No.1 Rs. 22.8 million as a loan, out of which only 2 million has been received back. Respondent No.1 promised to return back remaining amount against which he handed over the title of a property located in B-17 ICT, title of a shop, and a car leased by a bank as a guarantee to Complainant but failed to comply with the initial commitment made. Hence, the Complainant approached this Honourable Forum to seek speedy justice and recovery of her amount. As per the current status of this case, this matter is in wait of a reply from Respondent No.1 who has previously been missing court proceedings without any justification, but is now attending to defend himself. The ultimate aim of FOSPAH is to provide relief to the women of society therefore every possible action is being taken by the Forum to resolve this matter as soon as possible so that the Complainant retrieves her legal monetary asset back.

3. Natasha Waqas Ahmed v Mohsin Raza:

This complaint is filed under section 2 (d) (ii) of the Protection Against Harassment of Women at the Workplace (Amendment) Act, 2022. It states that any "discrimination on the basis of gender, which may or may not be sexual in nature, but which may embody a discriminatory and prejudicial mind-set or notion, resulting in discriminatory behaviour on basis of gender against the complainant;". The Complainant is a transgender working as a Senior Executive at NADRA Islamabad who filed this complaint against the Assistant Director NADRA Islamabad on the basis of gender discrimination at workplace. Brief facts of the case states that Complainant has been discriminated on the basis of gender at official whatsapp group chat where some derogatory remarks and hate speech has been produced by the Accused against Complainant's gender. The conduct of hate speech not only humiliated Complainant's gender or self-esteem, but also made her experience hostile environment at workplace which affected her work performance and mental health. Hence, the Complainant came before this Honourable Forum to stand up for her rights in the society and especially at her workplace so that she may continue to work with dignity as she was doing before this conduct. As per the current status of this case, the Accused has raised the objection on maintainability of this complaint as it does not involve any sexual harassment. But after the recent amendment in the Harassment at Workplace Act, 2010 the newly amended the Harassment at Workplace Act, 2022 allows any Complaint before this Forum as maintainable which involves any gestures or expression conveying derogatory connotation causing interference with work performance or creating an intimidating, hostile or offensive work environment. Since this complaint clearly involves these factors therefore it will proceed further to provide justice to Complainant.



Hajra Sajjad

Intern (Legal Cell FOSPAH)

Harassment at Workplace

Harassment is any unwanted behavior, physical or verbal (or even suggested), that makes a reasonable person feel uncomfortable, humiliated, or mentally distressed. The meaning in which harassment is depicted varies from country to country and their state laws. There might be a slight difference in harassing behavior.

The main point to hold someone guilty of harassment is the intention of the accused and the repetition of unwanted action. Workplace harassment is of different types; Discriminatory (religious, racial, ability-based, age based, sexual orientation based), Personal (offensive jokes, humiliation, critical remarks, behavior, intimidation tactics, comments of any sort) and physical.

Workplace harassment continues to be a major issue within institutions of today's current society. It is a topic with many facets that need to be understood. It's necessary to understand each facet of harassment and how they occur at the workplace. If an employee feels unsafe or unsatisfied at their job an institution will experience losses in production and profits. It is necessary for every institution to understand what harassment is, how they can approach and prevent it, and



figure out how to improve policies. Often the institution will ignore lesser harassment issues which in turn can lead to larger issues.

It should be taken into account that harassment is not just random occurrence, it usually is the misuse of power by the men who surpass women in positions. Such as the both men and women are dominated by the executives holding positions. When it comes to addressing such issues the fear of termination often comes to mind along with the loss of promotion, poor performance and the humiliation which is the biggest factor for many people to be silent and not to speak up for their rights and justice. Often one of the

factor which may also be the reason of being silent is that, people may think that their voice will not be heard and similarly it will not have an impact. So in order to avoid such situations, it is very important to have a safe and secure workplace environment where both men and women can work without any fear of harassment. And by doing so it will also give them the confidence and courage to speak up for themselves.

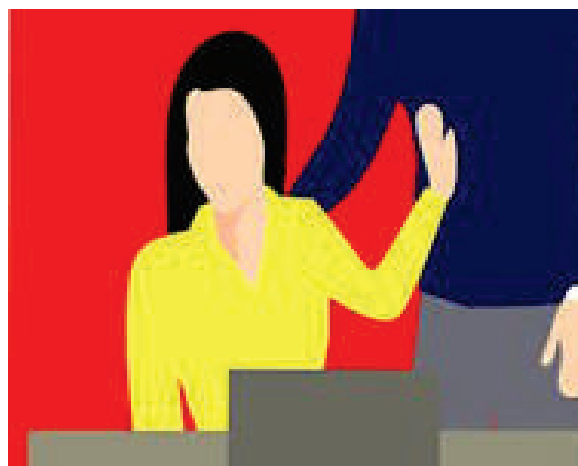
This special law, "The Protection Against Harassment At Workplace Act 2010" was established to implement act no. 4 of 2010 for protection against harassment. This forum has taken all the measures in providing women and

SPEAK OUT! STOP HARASSMENT



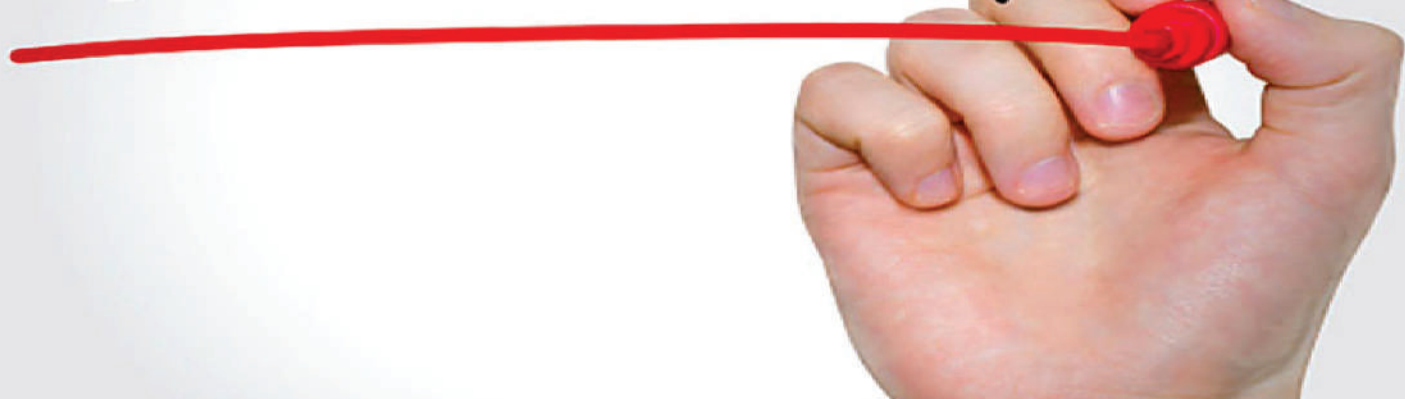
men both the justice and handled them with the utmost respect. This forum not only focuses on women's dignity but also ensures people to work with respect and dignity regardless of gender discrimination. The harassment does not mean that it is the women who is being victimized of this act but men also face harassment at workplace from their seniors who often misuse their powers favoring some other employees and not giving benefits to the one who deserves it.

The Federal Ombudsman, Ma'am Kashmala Khan herself look into such matters and ensures that there is harassment committee in every organization. This forum requires the compliance of such committees being made so that no more case comes to highlight and no one gets humiliated and the issue may get resolved within the organization. This forum is voice for millions across Pakistan and provides speedy justice and continues to provide in upcoming years with more efficiency and dedication.



FOSPAH is encouraging everyone to come up and stand up for themselves and be their own voices and report. And for such purpose FOSPAH conducts different seminars and give awareness to everyone and ask to spread among people close to them, their relatives so that everyone knows about this special law.

Zero Tolerance





CODE OF CONDUCT

Under Protection Against Harassment 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 against harassment it is hereby provided as under:



GUIDELINE TO ENSURE A HARASSMENT FREE WORK ENVIRONMENT

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

Types of harassment:

- i. **Abuse of Authority** means demanding sexual favors from subordinate for the subordinate to keep or obtain job benefits.
- ii. **Hostile environment** means one where the complainant feels uneasy, abused and intimidated which interferes with the complainant's work performance.
- iii. **Retaliation** means refusing a sexual favor results in limiting promotion, generating gossip or distorting evaluation reports etc.

Complaint in organization:

- **Every organization must have an inquiry committee**, consisting of three members; at least one woman, to entertain the complaints.
- The names and contact numbers of members of inquiry committee should be publicly displayed.
- Adjustment should be made by the employers such as:
 - i. Complainant and accused should not be required to meet for official business.
 - ii. Extra charge, giving one party excessive power over the other, should be taken away.
 - iii. Retaliation should be strictly monitored
- If harassment committee does not exist/ functional in an organization, complaint can be filed at FOSPAH.

Appeal at FOSPAH:

- Feeling aggrieved of inquiry committee's decision, an appeal can be filed at FOSPAH within 30 days.

OR

Complaint at FOSPAH:

- A fresh complaint can be filed before the Federal Ombudsman:
 1. Online
 2. By post
 3. In person.

FOSPAH IS EMPOWERED TO PROTECT AND SECURE THE RIGHTS OF OWNERSHIP OF WOMEN IN THE PROPERTY INHERITED OR OWNED

FOSPAH is now empowered under the "Enforcement of Women's Property Rights Act 2020" to deal with all the complaints related to **women's property rights including movable or immovable property**.

- The aggrieved woman or anybody on her behalf can file a complaint at FOSPAH.
- The Ombudsman can even take **sou moto notice** in such cases.
- Decision would be announced in 2 months.



ضابطہ اخلاق

کام کی جگہ پر خواتین کو ہر اس سال کرنے سے تحفظ کیلئے ضابطہ اخلاق ایکٹ، ۲۰۱۰

جدول (دفعات ۲ (ج) اور ۱۱)

چونکہ یہ قرین مصلحت ہے کام کی جگہ پر ہر اس سال کرنے کے خلاف تحفظ دینے اور حفاظت کے لیے ضابطہ اخلاق وضع کیا جائے جو ذیل میں دیا گیا ہے:



ہر ادارے پر لازم و ملزوم ہے کہ وہ اپنے ادارے میں کام کرنے والوں کو ہر اسیت کے خلاف ان کے حقوق کی آگاہی دیں اور ضابطہ اخلاق کام کی جگہ پر آویزاں کریں

۱۔ اختیارات کا غلط استعمال: کوئی بھی با اختیار افسر جو اپنے ماتحت کو نوکری میں فائدہ پہنچانے کی غرض سے جسمانی تعلق رکھنے کی خواہش ظاہر کرے۔

۲۔ دفتری ماحول میں خوف و ہراسیت پیدا کرنا: ایسی کام کرنے کی جگہ جہاں خود کو غیر محفوظ سمجھے۔

۳۔ انتقام: ایسا افسر جو اپنی ناجائز خواہشات پوری نہ ہونے پر انتقامی طور پر اپنے ماتحت کے کام میں رکاوٹ پیدا کرے۔

ہراسیت کی تین نشانیاں ہیں:

- ہر ادارے پر یہ لازم ہے کہ وہ ”تحفظ برائے ہراسیت بمقام کار ایکٹ ۲۰۱۰“ کے تحت انکوائری کمیٹی بنائے۔
- انکوائری کمیٹی (۳) افراد پر مشتمل ہوگی جن میں سے ایک خاتون کا ہونا لازم ہے۔
- ادارے میں شکایت کمیٹی کے کسی بھی فرد کو کی جاسکتی ہے۔
- انکوائری کمیٹی کے ممبران کے نام اور رابطہ نمبر دفتر میں نمایاں مقامات پر آویزاں کرے۔
- دوران انکوائری درخواست گزار اور الزام کنندہ کو ایک ڈیپارٹمنٹ سے علیحدہ کر دیا جائے۔
- انتقامی کارروائی مد نظر رکھی جائے گی۔
- اگر ادارے میں ہراسمنٹ کمیٹی وجود میں یا فعال نہیں ہے تو FOSPAH میں شکایت درج کروائیں۔

اپنے ادارے میں
ہراسمنٹ کمیٹی
کو شکایت

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

• اپیل کی میعاد ۳۰ دن ہوگی۔

FOSPAH میں اپیل:

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

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

FOSPAH میں شکایت:

حقوق جائیداد برائے خواتین ایکٹ ۲۰۲۰

ایسی خواتین جن کو اپنی وراثتی اور ملکیتی جائیداد سے محروم رکھا گیا ہے وہ اپنی دادرسی کے لئے وفاقی محتسب سے رابطہ کریں۔

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

• وفاقی محتسب کے پاس نوٹس لینے کا بھی اختیار ہے۔

• فیصلہ دو ماہ کے اندر سنایا جائے گا۔

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