

**PERFORMANCE APPRAISAL OF FEDERAL OMBUDSMAN
SECRETARIAT FOR PROTECTION AGAINST HARASSMENT
(FOSPAH)**



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CERTIFICATE

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DEDICATION

This research is dedicated to my mother and my aunt because of their endless efforts.

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ABSTRACT

This research is about the performance of Federal Ombudsman Secretariat for Protection Against Harassment (FOSPAH). Main objectives of this research were to analyze the credibility of FOSPAH as an institution of addressing harassment, to evaluate the success rate of the number of a harassment cases solved from total number of cases and to determine the steps FOSPAH is taking to address harassment cases. All the work done by FOSPAH from 2010 till now has been utilized in this research. This research highlights the credibility and authenticity of FOSPAH and discusses the measurements this committee takes to solve the harassment cases. This document will also put forth the achievements of FOSPAH. Purposive sampling was used to collect the data. The data was collected from the officials of the FOSPAH through interviews and documented details were collected from the Office. Results shows that in start FOSPAH was an isolated department but people are getting aware of it and FOSPAH is bringing betterment with the passage of time. There is improvement which can be seen throughout the time period since its establishment.

Keywords; FOSPA, Harassment, Post trauma, Gender

CHAPTER 1

INTRODUCTION:

From the view of different people, the term "harassment" is used to describe any type of workplace situation that looks unfair. Harassment has a very specific and particular meaning, Harassment is an act that is rely on the offensive, uninvited and harsh and unwelcome behavior and it is also severe enough to affect the terms and conditions of the victim's behavior and employment status.

Sexual harassment is an offensive sexual behavior, which could make a person feel disturbed and offended or humiliated or intimidated. Sexual harassments in any forms or types cannot be tolerated in any organization. But at the same time, it's important that every employee should be aware of what sexual harassment is and their various forms of sexual harassments.

1.1. What is Sexual harassment at workplace?

Sexual Harassment includes any one or more of the following uninvited actions or behavior;

1.11.Physical contact

1.12.Face gesture

1.13.Body language

1.14.A demand for sexual favors or request for sexual favors

1.15.Making unusual or sexual remarks

1.16.Any other unwelcome or uninvited physical, verbal or non-verbal behavior or action of a sexual nature.

1.2. Different types of sexual harassments that can be identified at a workplace are,

1.21.Verbal Harassment

1.22.Non-Verbal Harassment

1.23.Visual Harassment

1.24.Physical Harassment

1.25.Physiological Harassment

These are explained as follows,

1.21.Verbal Harassment

Words can be just as offensive as physical acts and contact. Sexually or bad jokes and comments. Offensive or harsh languages that degrade a colleague at workplace and also requests for sexual favors from a colleague at workplace (Sanal,2019).

1.22.Non-Verbal Harassment

Offensive gestures like staring, leering, with an intention to discomfort the other person or colleague. Trying to side the person for sexual benefits (Sanal,2019).

1.23.Visual sexual harassment

It may include sexually explicit images. It may be in the forms of posters or any email attachments, photographs, wallpapers or screensaver on a computer, texts and other images that offend the colleague. The display of offensive content, books and magazines, websites, etc or degrading written material at workplace, sharing obscene or pornographic content through electronic mediums like social websites, Instant chat apps like WhatsApp and Facebook etc all come under the visual sexual harassment (Sanal,2019).

1.24.Physical harassment

Physical contact or benefits that are aimed to physically harass a colleague at the workplace. Intentional touching of the body to embarrass or put the other person in uncomfortable situation examples like Hugs and kisses, etc. (Sanal, 2019).

1.25.Physiological Harassment

Any form of repeated and unwanted requests for sexual favors leading to a harmful work environment for the employee constitutes psychological harassments. It includes all or any form of verbal, non-verbal, visual and physical harassments (Sanal, 2019). Violence against women is recognized as a global issue impacting all societies. There are a number of international instruments setting standards in order to address this issue and work towards its eradication (Hussain, 2019). Sexual harassment is not a behavior in which both parties are mutually agreed upon. Sexual harassment is mostly occurred at the workplace. A single action or incident is enough to constitute sexual harassment and this action doesn't need to be repeated multiple times. Any type of Harassment or sexual harassment can be done by a fellow worker, or colleague, it could be boss or someone who is in a superior position, a client, a customer or any other professional contact. It could take place in different places. It can be at work place or on any type of training or any course. It may be a on a work trip, or work at social event or any other occasion which is connected with your job environment. The target of harassment could be an employee or a number of employees and it may vary that the act was consist of a single incident or it was repeated many times in inappropriate manner.

Men also experience harassment or sexual harassment but their proportion is less than faced by women. More it affects women, especially in the workplace. To cope with the harassment at work place issue the government of Pakistan created an act for harassment for helping to create a better and safe working place and environment for women, which is free of harassment and abuse with an accomplishment of women's right. For the protection against harassment the Act was made in March 2010. The bases on which this Act build were equal opportunities for both men and women and equal right to earn a livelihood without any insecurity or fear of discrimination which is specified in the Constitution. Protection against harassment of women at the workplace Act is mandatory and all public and private organizations will have to adopt it as their own Code of Conduct. The organization head is responsible to ensure that there is the proper implementation of this Act. Employers should encourage by taking appropriate and required steps to prevent harassment at workplace. They should clearly declare that to employees that unwelcome and uninvited behavior of harassment will not be tolerated. They could achieve it by creating an effective process of complaint and grievance by establishing committee and providing them anti-harassment trainings. Committee members should be managers and employees of their own, and by taking immediate and appropriate action when an employee complains will help to cope this issue. Employers should create such environment in which employees of the organization feel safe and protected to raise their voice and concerns against the harasser and they should feel confident that their concerns will be answered or addressed.

1.3. STATEMENT OF THE PROBLEM

Harassment is the biggest issue faced by today's woman. It may vary and could be in physical form, or any verbal or written form. Sexual harassment is not an activity which is consensual and acceptable type of interaction, any flirting behavior or friendship. Sexual harassment is not a behavior in which both sides are mutually agreed. It is completely one sided. A single act may leads to harassment and only one incident is enough to make it sexual harassment. It doesn't have to be repeated twice or multiple times. Men experience sexual harassment but less than women and it affects more to the women, especially in the workplace. To overcome such issues there is a committee made by the government of Pakistan named Federal Ombudsman Secretariat for Protection Against Harassment (FOSPAH). My research aimed at exploring the efforts and steps FOSPAH is taking in solving such harassment cases. The main reason of creating this committee was to provide safe, secure and protected working environment to

women at workplace. Women can work with dignity and feel free and secure in organizational premises and solve the harassment cases faced by women in Pakistan. So, what are the policies FOSPAH took to create harassment free environment for women of Pakistan up till now.

I have operationalized my research problem into the following questions and objectives:

1.4. RESEARCH QUESTIONS

1. What is the credibility of FOSPAH as an institution of addressing harassment?
2. What is the success rate of the number of a harassment cases solved from total number of cases?
3. What are the steps FOSPAH is taking to address harassment cases?

1.5. OBJECTIVES OF THE RESEARCH

1. To analyze the credibility of FOSPAH as an institution of addressing harassment.
2. To evaluate the success rate of the number of a harassment cases solved from total number of cases.
3. To determine the steps FOSPAH is taking to address harassment cases.

1.6. Explanation of the Key Terms/Concepts

FOSPAH - Federal Ombudsman Secretariat for Protection Against Harassment (“FOSPAH”, 2010). It is a committee made by the government to provide safe and secure environment to women of Pakistan at workplace and solve harassment cases in Pakistan.

Harassment – it is an action or behavior that disturbs or annoys or upsets someone in many ways. It has a wide range of offensive behavior. It is an unwelcoming or harsh behavior. Its main purpose is to humiliate the person, insult them or degrade them. Offensive or harsh languages that degrade a colleague at workplace and also requests for sexual favors from a colleague at workplace (Sanal,2019). It is usually face by the person who has less power than the person who is harassing.

PTSD- Post-traumatic stress disorder (PTSD) is a mental disorder that can be faced by those people who have experienced any serious accident or witnessed or seen any a traumatic situation like natural disaster, or any dangerous accident, or any terrorist activity like bomb blast, rape or other violent and unacceptable personal experiences or assaults (“What Is PTSD?”, 2020). It is a Post-traumatic stress disorder that affects health and mental condition after any terrifying

incident. It can occur through directly experiencing the traumatic situation, or witnessing a person who has faced such incident, or traumatic incident occurred to a close family member or close friend. Experiencing repeated incident or extreme incidents leads towards PTSD.

Sexual Coercion- Sexual coercion is unwanted or uninvited or unsolicited sexual behavior or activity that happens when you are pressurized by someone, or tricked, threatened by any individual, or forced in a nonphysical way by anyone ("What is sexual coercion", 2020). It is an unwanted sexual activity that can be demanded through force, threatened or pressurized by a person who has more power than you. Types of sexually coercive acts can be rape or it may be sexual abuse or sexual harassment, and also includes prostitution.

1.7. Units of Data Collection

- UDC-1. Officials - To get the primary data from the officials of the FOSPAH. They will provide the way they deals with harassment cases and policies made to overcome harassment. Semi-Structured Interview method will be used for data collection from the officials of the FOSPAH.
- UDC-2. Case report - To find the documented evidence of the cases. I will use discourse analysis for detailed study of the document.
- UDC-3. Progress reports of FOSPAH- to figure out the performance of FOSPAH. I will use discourse analysis for detailed study of the document.

CHAPTER 2

RESEARCH METHODOLOGY

2.1. RESEARCH STRATEGY

There are three types of research strategies i-e quantitative research and quantitative research and mixed research. Quantitative research is a systematic research which is done through mathematical, statistical and computational techniques. Qualitative research is based on non-numerical data. It is mainly based on concepts and definition, description and detailing of things (DeFranzo, 2020). Mixed research method is the combination of both qualitative and quantitative research method.

My research strategy is qualitative research because my focus is to examine the performance of a committee that is FOSPAH, for harassment cases in Pakistan.

2.2. RESEARCH DESIGN

There are five different types of research designs i-e experimental design, cross-sectional design, longitudinal design, case study design, and comparative design. In Experimental design data is analyzed through experiments. Conditions are hypothesized to get the relevant information. In Cross-sectional design data is analyzed by a specific point in time or a short time period. Longitudinal design is in an observation is analyzed in different time period. The time period varies it may be short or long. Case study is an essential and operative methodology which helps to investigate the issues and understand those complex issues in real world (Harrison, Birks, Franklin, & Mills, 2017). A case study is a research strategy that is based on an empirical inquiry which investigates a situation in its real-based facts. Case studies are analysis of persons, groups, events, policies, institutions or other systems ("Definition of Case Study", 2020). There are many types of case study design that are descriptive case study, is detailed about a phenomenon and focused towards it, explanatory case study which is used for the explanation of any queries or questions, exploratory case study, in this type of case study researchers aims to dig further investigation that is necessary, Instrumental case study, in this type researchers use instruments to study specific type of behavior, etc. I've selected case study design for my research is basically on an institution. I did the case study of that particular institution because my focus was on the performance of FOSPAH and the cases that are submitted in FOSPAH. A type of case

study that I used in my research is descriptive case study because I did performance appraisal of FOSPAH. I studied each case, documents of FOSPAH in detail to evaluate the results.

2.3. METHODS OF DATA COLLECTION

The right selection of data collection method will lead to the useful insights and it will help in reducing time-wasting and misdirection in the process of data collection (Ainsworth, 2019). There are different methods used for data collection some of them are Questionnaires and surveys, Observations, Documents and records, Focus groups and interviews. Questionnaires are made with relevant questions according to researchers' need and distributed in sample drawn from the population to get the relevant information. Observation method is used where researchers observe their subject in a specific environment. Documents and records are collected and studied to get the important and meaningful information for their study. Focus group research is a tool in which a researcher involves the well-arranged discussion with a selected group of people based on the research topic to gather the relevant information (Gibbs, 1997). I used the interview method for my research. Interviews are basically based on the interviewer, who conducts the interview and the process of the conversation is based on questions, and an interviewee is the person who answers or responds to those questions asked by the interviewer. Interviews are further divided in

- Unstructured interviews; the interviewer has no specific guidelines or questions or list of options.
- Semi structured interviews; the interviewer uses arranged questions set and the respondents answer them in their own words.

2.4. SAMPLING

Sampling process is creating a sample from the required population of individuals or groups or Documents. Sample can be drawn by two ways i.e. probability sampling and non-probability sampling. Probability sampling is mostly used in quantitative research and non-probability sampling is mostly used for qualitative research. My research was based on qualitative research so I used non-probability sampling techniques that were further divided in quota sampling in which researchers look for a specific characteristic or behavior in their respondents, Purposive sampling is where a researcher selects a sample based and required according to their knowledge about the study and population. Convenience sampling also called opportunity sampling in

which sample is drawn which is near your hand or easy to draw, and snowball sampling also called referral sampling, it is used when samples have traits that are difficult to find. It helps the researchers to find their potential subject related to their research. I used purposive sampling technique for my research because I was targeting focused groups in my research. My focus was only one organization that is FOSPAH. My UDCs were from that particular organization, the officials of the FOSPAH and Complaint filers of FOSPAH. I approached these selected samples to get the required information and evaluated the results for my research.

2.5. LOCALE

Locale of my research was Federal Ombudsman Secretariat for Protection Against Harassment (FOSPAH) where all the cases of harassment have been reported. The government made this committee to create a secure working conditions for women. Those conditions in which women feel free, which is free from harassment, and torture or abuse. To attain these conditions government of Pakistan made an Act that is for the Protection against Harassment of Women at the Workplace in March 2010. Head office of FOSPAH is in the sector G-5/2, Islamabad.

CHAPTER 3

3.1. REVIEW OF LITERATURE:

The purpose of literature review is to find out the previous work done.

3.11.HARASSMENT ISSUES AT WORK PLACE:

Study on Sexual Harassment at Workplace in Pakistan on Global Problem Concerns and Solutions in the Management Field. This paper is an attempt to evaluate the progress of women's rights in Pakistan and problems faced by women, in addition to assessing their commitment to raising their voices against harassment through the working woman's lens. For this analysis the phenomenological approach were employed. The community was made up of all of Karachi's public / private institutions, where women are working. The findings showed that abuse is regularly practiced in the workplace in Pakistan and has had a significant impact on working women in successfully carrying out their jobs. In the private sector, they are often abused, rather than in public institutions. The bulk of violence is in the form of physical assault, mental torment and warning. Most working women, particularly those who are the sole bread-earners, are unwilling to take any action to secure employment; as a result, women are misused by the culprits. Some of the respondents knew about women's rights but were unaware of the 2010 Workplace Act's safeguards against abuse of employees. The goal of the research was to assess the challenges faced by women in the workforce and to assess the forms of harassment faced by women in the workplace in order to understand the level of women's knowledge or Awareness of their rights and commitment in raising their voices toward intimidation. The study indicates effective measures to provide women with preparation and to inspect troubling factors in women's workplaces. The government of Pakistan will be effectively enforcing women's rights (Sadruddin, 2013).

Another Journal of Sexual Harassment Studies in Workplace Management: An Exploratory Review from Lebanon. Hejase (2015) states that sexual assault happens at the workplace, but there are still no official records of the incidents. And this work is attempting to close such a void. This paper discusses on-the-job sexual abuse inside selected Lebanese organizations. To this end a questionnaire was created and circulated. It is an exploratory work conducted in an effort to mitigate its effect, if not eradicate. This paper discusses on-the-job sexual abuse inside

selected Lebanese organizations. Results suggest that 28% of individuals experienced sexual harassment.

Hejase(2015) recommended that the issuance of a specific policy prohibiting sexual harassment, the development of a complaint procedure may be followed by employees, the creation of a working atmosphere encouraging sexually harassed people to come and share their incidents, and the immediate investigation and resolution of complaints, and disciplinary action against harassers. The current paper serves as an eye opener for researchers interested in studying sexual harassment in a country in the Middle East, while at the same time studying the case where government has no clear policy or regulation on harassment in its formal legal system. In addition, this paper highlights the fact that universities and other higher institutions have a responsibility to raise awareness of sexual harassment in order to enable their students to survive the existing hostile and difficult market conditions while at the same time being prepared to face responsibly and ethically hostile situations. Both governmental agencies and the social partners will take a number of preventive measures. However, the general lack of research on sexual assault can mean that research does not always base such prevention measures on. In addition, there's an essay on sexual assault, violence at work against women. Sexual harassment has been a fixture of the workplace since women started working outside their homes. Although there are no true epidemiological studies, large-scale surveys of working women suggest that at some point during their academic or working lives around 1 out of every 2 women will be harassed. The data suggest that harassment is humiliating, disturbing, and often physically violent; sometimes lasts over a significant period of time; and can have profound effects on jobs, psychological, and health. This essay briefly discusses the nature and effects of sexual assault and describes the implications of social policy for science, legislation and primary prevention (Fitzgerald, 1993).

Another paper on workplace sexual harassment and its impact on employee turnover intentions were done by. This paper aims to examine the effect of sexual abuse on the plan for employee turnover in Peshawar, Pakistan's education sector. Of Peshawar's 3 public and 3 private sector business schools, a total of 127 respondents were picked. The results reveal the existence of a positive relationship between sexual harassment and the intentions of employee turnover, using simple linear regression. This research aims to test the impact of sexual harassment and the

relationship it has with the intentions of employee turnover. For this reason, data from 126 respondents was collected from Peshawar Business Schools, using SEQ and Mobley's Turnover intention questionnaire sample represented 126 men, 44 of whom were females and 82 were males. Results showed that sexual harassment raises the turnover ratio for workers. Sexual harassment reduces work satisfaction and raises the intention for turnover, so the hypothesis for this analysis that sexual harassment raises the intention for turnover holds valid. Employers will reduce sexual assault cases, as this would automatically result in significant potential turnover costs. The research suggests strong interventions to reduce sexual harassment incidents with a view to retaining employees and allowing them to work effectively. In order to get the information about the most common type of harassment which is faced by the victim, future research should focus on qualitative methodology. This research clarify that sexual harassment greatly affects the intentions of employee, and steps should be taken to find out the most common forms of sexual harassment workers face. This will assist in many ways, especially when designing intervention models. In addition, potential work should recognize previously untapped groups of people such as teachers, maids or domestic servants and madrassa teachers who are vulnerable to abuse. For potential studies, a longitudinal study is also suggested in which data should be obtained from the same respondents over a long period of time so that a valuable insight into the patterns and shifts in understanding of sexual assault can be discovered (Salman, Abdullah, Saleem, n.d.). Women empowerment is the prime objective of national policy, Pakistan's government has taken important steps in this regard. Different legislation has been made specifically at national level against gender-based violence to eliminate violence against women from Pakistani society. The defense against abuse of women at the workplace act 2010 was established and introduced to tackle the problem of sexual harassment at workplace. Now, in assessing the issues, comprehensive research is needed, challenges faced by women in taking advantage of this act to see the impact of this legislation on empowering women working. A step-stone in researching in this direction is the following research. This research was conceived to see the understanding of workplace sexual assault, awareness and attitude of working women towards the aforementioned legislation. By conducting a social survey, a sample of (n=100) working women living in Lahore was examined through a standardized questionnaire. This research was of an exploratory nature to investigate working women's understanding of workplace sexual harassment, awareness of the 2010 workplace harassment safety of women,

and their attitude to this act. Findings illustrated a favorable relationship between the understanding of workplace sexual assault and awareness of the workplace act 2010 protection against abuse of women. Additionally, adverse reactions have been found in filing a lawsuit against workplace sexual harassment. Therefore further study to see the casus of this attitude is recommended. In the adoption of this attitude, inquiry is also needed by analyzing the socio-economic status of working women where legislation has been made (SSRP & SAP, n.d.). A structured international survey was used to collect cross-sectional data, developed by the World Health Organization. Data analysis was carried out using descriptive statistics, chi-square measures, and multivariate regression. Two public sector tertiary care hospitals in Lahore interviewed a total of 309 nurse respondents. Results show that 73.1 percent of nurses registered some form of abuse in the last 12 months; 53.4 percent had physical violence, 57.3 percent had verbal violence and 26.9 percent had sexual violence. Male colleagues, patients, and caregivers were confirmed to be the principal perpetrators. The primary reaction to aggression was to do nothing, and stay quiet. The findings of this study show that the governing bodies of public health have been unable to effectively coordinate policies for the safety and security of women nurses and also for the accountability of perpetrators. Public sector hospitals in the region need to strengthen their strategy for the defense and monitoring of WPV against women nurses. To promote both allegations and finding medical treatment after victimization, monitoring and therapy bodies need to be established (Jafree, 2017).

A Case of Banking Industry in Lahore examines different factors contributing to workplace sexual harassment experiences of women. The research was performed in a banking sector using a sample of 250 women working in various branches of banks based in Lahore, Pakistan, using three-stage sampling techniques consisting of stratified random sampling, random sampling and criterion sampling. Data were collected via a survey questionnaire that was checked and analyzed statistically using descriptive and inferential statistics. The findings indicate that beauty, privacy in office setup and work ethics are major predictors while organizational policy is marginally relevant in aggravating or restricting the degree of workplace sexual harassment. The data obtained come from one sector only, i.e. the banking sector. Banking is already well-established in Pakistan's service sector. Chances are that data obtained from this field may not provide a good image of the real elements of employee experience with sexual abuse. Data are only collected from Lahore which limits the generalizability of findings. Lahore being one of

Pakistan's largest cities differs from other cities in various cultural ways. This research analysis only takes the data from females making the study's generalizability restricted to a single gender. This has overlooked the features of male experience and power superiority of our society and its relationship to the problem of abuse. In this analysis, minimal elements were incorporated as predictors. There may also be several other factors that could reduce or increasing the amount of workplace perception with sexual abuse. Lastly, this research has taken into account the aspect in the subjective perception of sexual abuse. It could be examined in future studies that in particular what kind of sexual harassment I gender discrimination, excessive sexual attention and sexual abuse is more prevalent in Pakistani society (Nauman and Abbasi 2014).

3.12. REPORTS OF SEXUAL HARASSMENT SUBMITTED BY WORKING WOMEN:

A Survey Documenting Sexual Harassment in Lahore-Pakistan by Working Women. The aim of this study is to examine the reporting actions of working women towards sexual harassment and to highlight sensitive types of families, friends, colleagues and higher authorities reporting the matter. Respondents were addressed using purposeful sampling method and data were obtained from only those females who encountered abuse in the workplace at any point of life. There was quantitative nature to the study. Survey method was used to collect data. Questionnaire was used as data collection tool. Study results revealed that majority of women do not discuss and report sexual harassment events. Those who address and inform receive hostile response from the family as well as from the offices of higher authorities. Reports also reinforced the fact that no effective action is being taken against the offenders and even if anyone mentions it, they have not received a sufficient response on it. Majority respondents were unhappy with the action taken. In order to have a working atmosphere conducive to women (Yasmin, 2018), the government needs to better enforce women's rights bills and laws in true sense. Another case report about workplace sexual harassment: Are you safe? By. This article discusses current literature and seeks to shed some light on those topics. This article focuses on defining causes and impacts of workplace sexual abuse. In addition, it would suggest resolving the problem of sexual abuse at workplace through appropriate organizational and government-level awareness and training initiatives (Naveed, Tharani, Alwani, 2010). Sexual harassment is a dynamic societal issue that needs to be tackled with concrete interventions and a significant priority. Measures to prevent sexual harassment; and women's safety needs to be addressed at all levels. Governments, employers, workers and women's groups will make concerted and effective efforts

to help promote zero tolerance for women's sexual abuse in the workplace and to remove this problem from society. Prevention is the main method for abolishing sexual abuse, and can also be done by the victims' independent consciousness. However, employer and government agencies need to take effective steps to streamline strategies and enforce them. If these approaches are implemented, sexual assault will be more easily eradicated; it will not only improve the workplace environment but will also enhance people's physical and mental health. It will have a positive effect on job efficiency, employee satisfaction, and the outcome of organizational quality: an overall influence on the growth of the country. There is a need for organizations and government to investigate this matter seriously. Proper training and education systems should be developed to resolve these problems. The goal must be both to deal efficiently with cases of sexual assault and to prevent further incidents from occurring.

3.13. SEXUAL HARASSMENT PREVENTION:

There was a preventive publication on Sexual Harassment at the Workplace which was provided by the Minister of Manpower and Transmigration Indonesia in April 2011. It should be obligatory for government to take precautionary measures on sexual harassment prevention and government should also make rules and regulation for these kind of acts. Sexual harassment prevention can be successfully achieved if the market or industrial relation professionals have the same devotion and perceptions. To prevent harassment at work place, there should check and balance in organizations, should give proper guide lines, conditions, situations for workers and employ's and also impose some restrictions through which predator compelled to not do to these kind of acts. Through Effective prevention, it increase labor productiveness or work rate and give more profit for the company. If given criteria or rules should be follow in the organization then these guide lines beat the discrimination at some level and also prevent sexual harassment at work place. If the organization properly follow these guide line tools then the organization run smoothly and it became more effective and secure for their employs and workers, every feel safe and discrimination will be controlled.

The distinction among government and private sectors in terms of regularity of harassment at workplaces, The contagious drawback of harassment is occur on mental health of women and how women deal with these kind of situation or experiences (Yasmin, 2015). The main aim or objective of this publication is to explore the sexual harassment in government and different private segments of the society, mainly in Lahore. And also identify mental health problems

which are caused by sexual harassment in females mostly and also to investigate strategy which are using by female to avoid harassment at government and private sector. This research was conducted in 2015 and based on qualitative research. The sample or population is female, who are working in private and government sector in Lahore. The tool which was used in data collection were questionnaires. This study concluded that harassment is a work place problem in Lahore. The comparison among private and government sectors shows that mostly harassment is occurred at private sector as compare to government sector. It also concluded that health conditions of female victims are mostly suffering because of harassment, they face depression, anxiety and physical illness, and it also have a negative impact on them. Through the given study of literature and result it is recommended that women should be aware about the harassment laws and policies should be implemented on private sectors as well (Yasmin, 2015).

3.14. PROBLEMS OF WORKING WOMEN:

A Case Study was conducted on Problems of Working Women in City Sukkur, to discover different problems that Working women are facing. Working women face several problems like domestic problems as well as official matters. In homes they cook or prepare meal, clean the house, care for children and family members while at outside they face problems like transportation problems, sexual harassment during their mobility and at work place. Some time they have no control on the usage of their salaries. These salaries were utilized on maintenance of home or other issues. Working Women also have less access for social gathering because of their busy schedule or a smaller number of leave. 150 respondents are selected, 37 were from education department, 13 were doctors, 27 were nurses, and 33 were employees of different NGO's and 40 were sales representatives in various companies, were selected for current harassment study. The main objective of study was that to discover the problem of working women from which they are going through at home and outside. Well there is no research or study available on the working women problem in Sukkur. It is an exploratory research and methodology which is used in it was quantitative in nature. 150 respondents were selected, 37 were belong from education department, 13 were doctors, 27 were nurses, and 33 were employees in different governmental and non-governmental organizations. Purposive sampling method was used to select respondents and age of respondents were in between 23 to 25 years. The study proof that working women are suffering or going through from many problems. Through the research the researcher discovers maximum problems of women which they are

facing most of the time. Researcher discover that harassment is a ground reality for female workers in Sukkur. But also new research is required on awareness about “protection against harassment of women at work place act 2010” and also analyze the response of women against harassment. This study also suggests that there should be proper transport system for women and must introduce such policies which are women friendly and should promote gender equality.

3.15. POST TRAUMATIC STRESS OF SEXUAL HARASSMENT:

The goal of this research was to explore the role of general and sexual assault as predictors of symptoms of post-traumatic stress. The purposeful study consisted of 300 female healthcare professionals aged between 20 and 59 years (100 doctors, 100 house-job doctors and 100 licensed nurses). The study was drawn from five separate Lahore city public hospitals. The findings revealed a significant positive association between general workplace abuse, sexual assault and symptoms of post-traumatic stress. Further, the findings showed that workplace violence and sexual assault are the best predictors for symptoms of post-traumatic stress. Further, the findings showed that workplace violence and sexual assault are the best predictors for symptoms of post-traumatic stress. The findings of this study may be useful in raising awareness of the severe issue of sexual discrimination and its negative impacts. Increasing understanding of the severe problem of workplace harassment and its negative effects. The key finding of the current study was that there is a statistically significant positive association between workplace harassment (general and sexual harassment) and post-traumatic stress symptoms identified by all female physicians, doctors and nurses in the building. Therefore, the first idea was that more workplace abuse (general and sexual assault) should be greater than the signs of post-traumatic stress. Current research results are consistent with other studies who found a strong beneficial association between the effects of workplace abuse and post-traumatic stress. There is sufficient evidence that mental illness is associated with being abused in the workplace environment. Previous research results indicated that victimization and unequal treatment caused by coworkers and other individuals' aggressive and abusive actions may produce high rates of PTSD distress and symptoms. In addition, even the mild and subtle form of psychological mistreatment can cause strong PTSD symptoms (Malik & Farooqi, 2014).

Another research was conducted to compare and contrast how variations in perceptions of sexual assault influence successful work conditions for workers in Pakistan as opposed to the United States; in particular, how it affects job satisfaction, turnover and/or absenteeism. This research

used questionnaire data to evaluate employee responses in Pakistan and the United States. Significant findings showed that workers who were sexually assaulted reported (a) work satisfaction decreases (b) higher turnover intentions and (c) a higher absenteeism rate. Cross-cultural comparisons suggested that (a) Pakistani sexually abused workers had greater workplace dissatisfaction and greater overall absenteeism than their counterparts in the United States and (b) Pakistani women were more likely to use indirect strategies to manage sexual harassment than were US targets (Merkin & Shah, 2014). The thesis was conducted in order to understand the relationship between organizational environment, workplace bullying and employee health. The study's goal is to explore the relationship between organizational environments, workplace bullying and worker health in selected Pakistani higher education institutes. For the research a proportionate random sample of 20 universities was chosen including 10 from the public sector and 10 from the private sector. Structural Equation Modeling using AMOS tools calculated the model of workplace bullying, organizational environment and worker's health. The study found a detrimental association between organizational environment and bullying on the one hand, while an increased workplace bullying adversely affects the health of workers as a result of disrupted sleeping hours on the other. The study proposed that companies should monitor bullying in the workplace which can have physical and psychological effects on the health of employees.

The study used the structured questionnaire used by recent researchers to assess workplace bullying called Negative Actions Questionnaire Updated. The study suggested that severe bullying triggered by the environment of the company would affect the physical and mental health of employees (Qureshi, Rasli, Zaman 2014).

Bowen, Edwards & Lingard (2013) also focused on Workplace and harassment and discrimination. The aim of this article is to research the relationship among the harassment or discrimination and work stress at work place. Findings indicate that all South African construction occupations included in the survey are facing abuse and discrimination on ethnic grounds. Respondents also suggested they felt underpaid and that their race negatively affected their job security. Architects have written more often of sexual assault and gender-based abuse and discrimination than other professionals. Harassment and sexism have been shown to associate with greater perceived job stress rates. Research limitations for many construction professionals in South Africa, especially among architects, were harassment and discrimination

on ethnic and gender-based grounds. Strategies aimed at addressing and combating harassment / discrimination in the construction sector in South Africa should be introduced or improved as part of wider stress reduction programmers. Employers have a major part to play in this, but labor unions and professional societies will also be involved.

The effect of workplace bullying among doctors on organization-related outcomes. Data were collected from 200 male and female doctors aged 23 to 45 years using purposeful sampling technique. The sample was collected from seven different Lahore city public and private hospitals. The results suggest that bullying in the workplace is a good indicator of lower affective well-being and job satisfaction at work. The findings of this study have implications for growing our understanding of workplace bullies' actions and behaviors and for implementing protective measures for secure and good working environments for all employees and improving our understanding of working bullies' actions and behaviors to ensure a safe and stable work atmosphere for all employees (Bano, Malik, 2013).

Richman, Shinsako, Rospenda, Flaherty, Freels (n.d.) Worked on workplace harassment and abuse and drug-related outcomes. This article provides a viewpoint on drug use and misuse of tension-reduction or self-medication. It examines empirically the role that psychological distress plays in mediating the relationships between workplace abuse and hostile interpersonal encounters and altered alcohol use and misuse. The data showed that harassment and abuse predicted drinking outcomes and psychological distress, and that the correlations between harassment / abuse and drinking outcomes were partly mediated by distress. The results support the tension-reduction viewpoint and have major consequences for workplace harassment and abuse intervention and prevention.

Is abuse at work detrimental to your health? The article on Post-traumatic Stress Disorder Assessment of Confirmatory Factor in Sexually Harassed Women. These were taken from a survey of women who encountered a large variety of sexual abuse in the workplace. Results indicate that the study found significant rates of exposure to trauma and post-traumatic stress symptoms (Palmieri This study's results provide empirical proof that workplace abuse behavior raises the risk of sickness, injury or attack. Thus, abuse can be harmful not only to the safety of the targets, but also to the bottom lines of companies in the form of expensive demands for compensation from the victim (Rospenda, Richman, Ehmke & Zlatoper, 2005). & Fitzgerald,).

Research on Measuring sensitivity to bullying and harassment in the workplace The validity, factor structure and psychometric properties of the Negative Actions Questionnaire- Revised (NAQ-R) is focused on previous research on bullying writers hypothesizing that NAQ-R will display negative associations with subjective health and wellness measures and negative associations with psychosocial work environment quality expectations like job satisfaction , commitment and relationships with supervisors and colleagues. Based on the results, we conclude that the 22-item NAQ-R comprises a consistent and accurate measure of workplace bullying exposure, with three interrelated factors dependent to person-related bullying, work-related bullying and physically bullying, respectively (Einarsen, Hoel & Notelaers, 2015).

A research on the prevalence and mental health effects of sexual assault and systemic workplace violence by men and women in University occupational groups was performed. Statistics were collected from a mail survey of an urban American university employee. Questionnaires sent to respondents by mail. The evidence presented here is cross-sectional in nature. It has been speculated that the perceived increased vulnerability of women to sexual assault may be compounded by a high degree of victimization by men and women of lower status. Generalized violence should be encountered by all genders and exposure to harassment and bullying was believed to be correlated with a variety of adverse effects such as mental cancer, stress, and depression and drinking. We cannot describe to what extent a person's mental condition is influenced by sexual assault (Richman, Rospenda, Nawyn, Flaherty, Fendrich, Drum, Johnson, 1999).

3.16. GENDER DIFFERENCES AND SOCIOLOGICAL PERSPECTIVE:

This journal provides an overview of major Sociological Harassment and Workplace Dispute Resolution. The basic information on sexual harassment that occurs in the workplace focuses on different aspects like psychological or social psychological factors that affect victims and perpetrators. The role of a sociological perspective is to provide an understanding of the patterns of sexual harassment by the employment of different organizations, social adjustments within firms, occupations restricting sex, unorthodox occupations, and race as well as ethnicity. A theoretical model is also discussed in this article which recommends that sexual harassment is the clearest illustration of a legion of disputes in the workplace which eventually results in the detriment of a woman's character. The model tends to illustrate the workplace disputes, which

includes sexual harassment, as comprising of origins, procedures, and outcomes. The factual evidence indicates that whether occupational-, individual-, and organizational-level variables all demonstrate to impact the origins of sexual violence, while the procedures and aftermaths of sexual harassment conflicts are mainly cited at the individual level. There is an authentic proof, which recommends that the universality of sexual harassment in the workplace adds up to the endurance of occupational sex isolation (Lach, Gibbs, 1993).

One more model is based on the relationship between gender, personal experiences, and perceptions of workplace sexual harassment. In this research, almost 352 working men and women answered the questionnaire about how they perceive sexual harassment. A hypothesis suggested that females had different views regarding sexually-oriented work behavior as more harassing than males. In addition to this, another hypothesis claimed that the victims of sexual harassment would view ambiguous sexually-oriented work behavior more harassing than those who never experienced sexual harassment. Both hypotheses were supported. Furthermore, after noticing the effect of sexually being targeted, the effect of gender on the perceptions of sexual harassment was considered to be pseudo. This research studied the extent of perceptions of sexual harassment that are receded by the ambiguity of the situation while considering gender differences. There were three main factors of sexually-oriented work behaviors that were observed with severity. The factors were considered as severe, ambiguous, and innocuous behaviors of sexually-oriented work (Blakely, Blakely & Moorman, 1995).

Perceptions of Sexual Harassment is a journal in which researchers strive to clarify the gender differences. They examined almost 409 state government employees in the Western United States for sexual harassment perception. One of the main purposes of this study was to elucidate the disputing evidence on the impacts of gender on perception of sexual harassment. Terpstra and Baker's (1987) questionnaires were distributed among a sample of working men and women and then the results were compared to the previous study. Five Departments were examined and the questionnaires were completed by choice and returned. The last sample was 59% of women and 41% of men. The final results show that workers perceived a percentage higher of being sexually harassed. A man staring at a woman was the most common type of sexual harassment. The results show that the major difference in the perception of sexual harassment may occur between individuals regardless of their organizational background. New individuals in new

organizations may have a different view of social and sexual behavior than those who are working for several years. So, it is the organization that has to deal with these kinds of circumstances through training and awareness sessions. And, if these issues are not dealt with on time, might cause a loss in productivity, turnover, and less worker satisfaction (Baker, Terpstra & Cutler, 2012).

The structural formation of sexual harassment is based on the analysis of cultures and settings. This study is based on prior research theory; the author suggested that sexual harassment has three dimensions which include gender harassment, unwanted sexual attention, and sexual coercion. These three dimensions are sufficient to analyze any particular incident of harassment. Also, the structure is quite similar across frameworks like work versus education, within settings, and across culture (Gelfand, Fitzgerald & Drasgow, 1995).

Another research was conducted by Jalal, Shah (2015) in the District Peshawar, Pakistan, in the Non-Governmental Social and Development Sector. The main purpose of this case study was to interrogate those common aspects which expose female staff to sexual harassment at the workplace. The main concern of this case was to find the correlation and its significance with Attractiveness, Office Setup, Organizational Policy, and Work Ethics. Data was collected from different organizations and institutions of Peshawar. The conclusive data suggested that organizational ethics and attractiveness were positively related to sexual harassment at the workplace while the study showed that familiarity with organization policy, harassment was negatively associated with the workplace. It was finally concluded from the data of the present case that a significant role is played by organizational ethics in sexual harassment against working women.

The changes of sexual harassment were analyzed between September 2016 and September 2018. The repetition of a cross-sectional survey was conducted from over 500 women at two points of time (September 2016 and September 2018), which found that sexual harassment was decreased but increased the level of gender harassment in the year 2018. The quantitative data recommended that the changes in sexual harassment are also based on the increased investigation on the topic. The respondents also highlighted that they feel more empowered and are not ashamed to talk about sexual harassment anymore. One more article demonstrated that how a women's economic activity is affected by sexual harassment which eventually causes financial

losses, reduced productivity, increased absences, and loss of their capabilities. This article also helps to provide some quality ways to overcome sexual harassment at the workplace on individuals.

Any Individual can be a victim of sexual harassment which causes several issues including mental health, physical health, financial, and the opportunities to avail and buildup their careers. This issue can be dealt with by training and providing them the required facilities and the development of new ways to address sexual harassment and assault at the workplace seriously and more safely for all the workers and capturing the productivity gains (Shaw, Hegewisch, Hess, 2018).

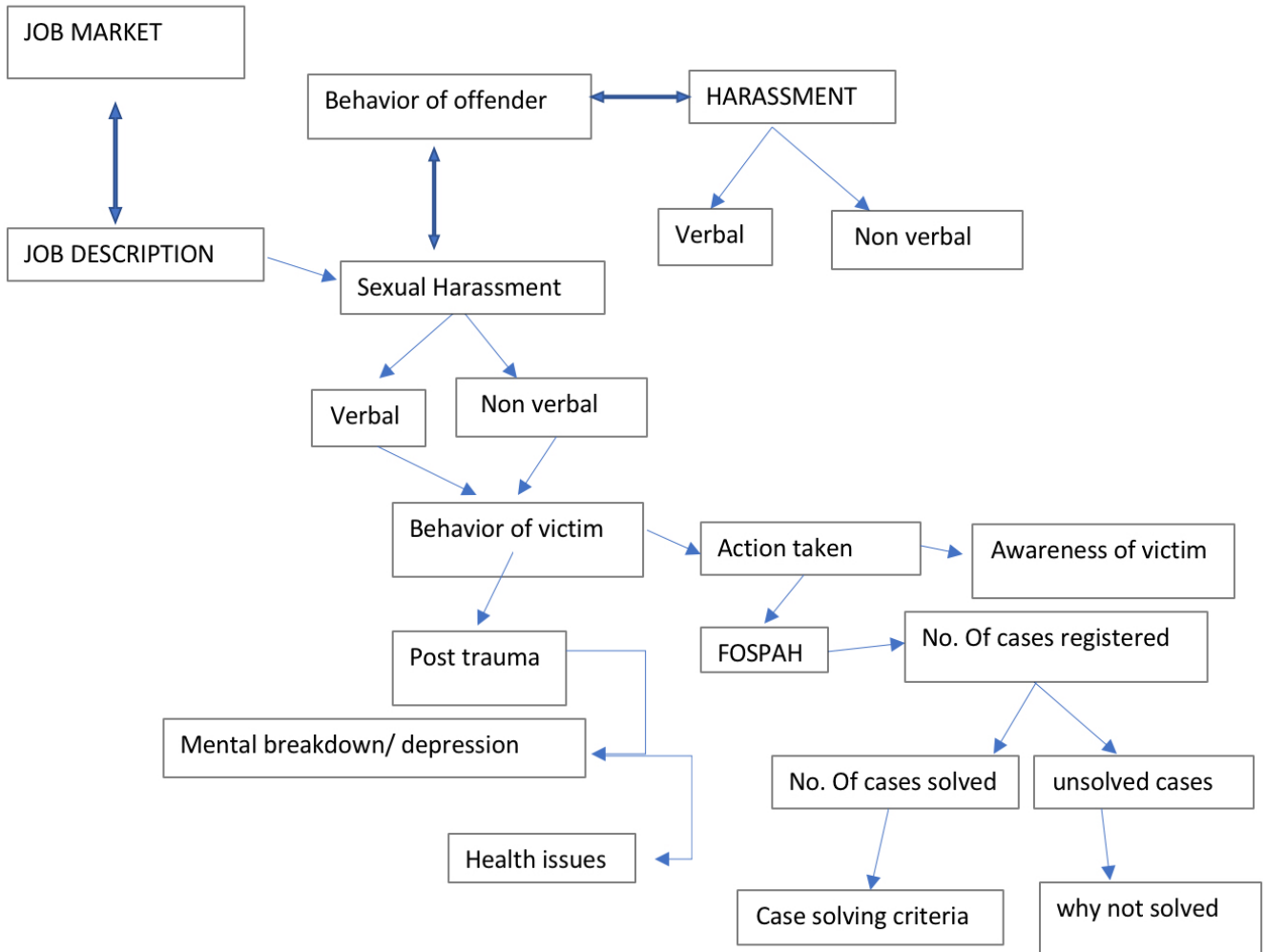
3.17. ORGANIZATIONAL POWER & HIERARCHY, ORGANIZATIONAL STRATEGIES FOR REDUCING SEXUAL HARASSMENT:

Organizational theory argues that people with power in companies such as managers or CEOs or any other senior roles may use their power to threaten their subordinates or colleagues. Sexual abuse at workplaces stems from the incentive acquired by the authority's power and partnership that is extracted from the organization's hierarchical framework. We also say it is an abuse of power based on positions of authority, the number of men and women in the organisation, organizational standards and the lack of appropriate formal and informal grievance and resolution procedure (Bhattacharyya, 2020). Sexual assault, with its origins in misogyny, is a form of sexual victimization. Given attempts to minimize its prevalence, it remains one of the most prevalent forms of maltreatment at the workplace. This article analyzed best practices in system level strategies to minimize workplace sexual abuse, and presents U.S. data. Armed Forces to clarify the roles of corporate leadership, including policies including training on sexual abuse, reducing sexual misconduct and enhancing results when it occurs. This article states that corporate leaders need a simple and effective anti-harassment message. It is articulated by a comprehensive, standardized policy on sexual harassment; mandatory educational training for all company members; structured and informal reporting, review, and remedial procedures. Finally, they recommend that companies perform frequent self-assessments of sexual harassment and workplace culture attitudes as constructive measures to respond efficiently and eradicate its occurrence (Buchanan, Settles, Hall & O'Connor, 2014).

3.18. PERPETRATING-SAVING AND VICTIM-BLAMING BEHAVIORS & ACCUSED-PERPETRATOR RELATIONAL DYNAMICS AT WORKPLACE:

Men who aren't personally involved in abuse or aggression yet are part of this corporate structure. Violence is not only part of the societal norm but part of the corporate practice (Jafree, 2017). Women are usually hesitant to make a complaint about sexual assault and, when they do, they often face victim-blaming attitudes, especially from men. Trained from the viewpoint of social identity, two studies explored the effect of guilt on the tendency of both men and women to blame offenders, both for sexually abused women and for male harassers. In Study 1 university students (N = 97) responded to a vignette documenting the abuse of a female student by a male student. People blamed the abuser rather than women, which was explained for the male perpetrator by their greater empathy but not less empathy for the female victims. Using the same vignette, Study 2 asked students from universities (N = 135) to take either the perspective of the male perpetrator or the female survivor. Whatever the gender of the participant, participants who took the perspective of the male-perpetrator versus the perspective of the female-abuser expressed greater responsibility for the abuser and this was demonstrated by their greater empathy with the male perpetrator and less empathy with the female victim. Together, the results provide evidence to indicate that male-perpetrator empathy could be similarly or more relevant to understanding survivor responsibility for sexual assault than female-victim empathy. Social change consequences including legislation to reduce the influence of male-perpetrator guilt when reacting to allegations of sexual assault are addressed. (Bongiorno, Bain Langbroek, Ting & Ryan, 2019). It is best to listen closely, show empathy and talk about different solutions, such as hotlines for counseling or violence. The sexual harassment issue is nuanced and daunting but it should not stay secret. We should all work together to help victims and raise awareness so violence can be stopped and cure can take place. (Whiting, from 2020). Sexual assault includes more victims than any other sexual crime. This impacts a significant proportion of working women and impacts their personal lives and professional functioning, thereby stopping them from going forward in the workplace and undermining one of their basic human rights; the right to work with dignity. (Pina, Saunders & Gannon 2009). The more male-dominant the work environment, the more women face sexual assault in the context of gender (National Academies of Sciences et al., 2020).

3.2. CONCEPTUAL FRAMEWORK



3.3. THEORETICAL FRAMEWORK:

Job market; it is a place where the number of jobs are available and individual seek jobs which is best suitable for them. The job market is the group of individuals seeking employment within an economy. I used in my research so that I was able to know about more jobs where there was prevalence of harassment **Job description;** it defines in a broad or general sense that what type of job it is and it is written statement that defines the particular job. It is based on the findings of a job evaluation. It includes the duties, purpose and responsibilities of the individual. It shows the scope and working conditions and environment of a job, with the job's title and also tells the name of post or designation of the person to whom the employee accountable or reports. Job description usually tells about the job specification. I used it in my research so that I was able to know about more jobs details which will help me study harassment cases. What is the level of harassment in different job fields and what is the **Behavior of offender** there are some work done which shows the behavior of male offender, they traumatize the female or assault them. These researches try to understand their behaviors which includes the way they plan to attack and is common among the offenders and how they act after the attack. We can evaluate their behavior through the comparison of different behaviors by studying different researches and work done on their behavior. As an example, we can compare the behavior of stranger with the behavior of acquaintance. It helped me in finding which type of behavior is common in different organizations. What type of **Harassment** they faced? Harassment includes uninvited behavior which could be physical or may be verbal that disturbs any individual and leads towards humiliation. We can say that harassment is a discrimination because in this world woman can never be treated the same way as man's do (Scott, 1999). Generally, harassment is a behavior that persists over time. If anyone is insulting you or harming you and make you feel ashamed daily or most of the time, it is known as harassment and these conditions helped me to know more about harassment. **Sexual Harassment** is a harassment which mostly occurs at workplace. It is defined as uninvited behavior which is unacceptable in every situation. It could be demand of any sexual material like pictures or any other sexual favors. It is the most common type of harassment and mostly women who works faces this type of harassment. It is the main focus of my research. It may be **Verbal** in an organization. It leads to the continuous behaviors that is repeated in nature. It may include any type of comments, or any wrong touching, or conveying such photos which have sexual content. It is the type of harassment which will help me to know

that which type is more common or **Nonverbal** is a sexual harassment which is done through gestures or expressions or by creating wrong body postures. It is not physical in nature. It could be unwanted flirting or to Stare someone in a wrong way. It is the other type of harassment which helped me to know that which type is more common that women faced.

What is the **Behavior of victim**, People who faced sexual harassment anywhere they could feel helpless or powerless, and specifically when they can do nothing to cope with it. It was helpful for me in studying such cases and know which is the most common behavior. **Action taken** by the victim. Their action taken intensity depends on the **Awareness of victim** on harassment acts. **FOSPAH** is a committee made by the government of Pakistan that deals with harassment cases. Victim registered their complain at FOSPAH then I see the number of cases registered and how many cases are solved up till now and at what criteria cases were solved and which cases were not solved what was the reason behind that.

These all conditions helped me to do the performance appraisal of FOSPAH. When women face sexual harassment, what were the policies of FOSPAH to cope with these problems and at what level FOSPAH's policies were implemented in organizational level.

3.4. SIGNIFICANCE OF RESEARCH

This research aimed to show the competency of Federal Ombudsman Secretariat of Protection against Harassment (FOSPAH) and their work done till now. Sexual harassment is a wrong conduct. It should not be accepted or tolerated in the workplace. The sexual nature of violence perpetrated against women in Pakistan continues to be a serious threat that is on the rise despite efforts that have been made to combat and curtail it. Even though this violence is recognized as a serious human right issue, women in Pakistan are yet to see an effective, integrated response in the form of strong laws, policies and institutional mechanisms (Hussain,2019). Sexual harassment refers to unacceptable sexual behavior. It includes physical, verbal or non-verbal form of sexual behavior. It is an uninvited or unwanted sexual activities, sexist comments or remarks. It is a demand for or requests for sexual favors and it could be based on showing pornographic content or material. As we all know that every individual has the right to live a life with liberty and equality in every aspect. This should be guaranteed by the country's Constitution, which should be and considered as to be the supreme law of the country. It is extremely important for employers of the organization as well as other individuals of organization or institutions to observe certain policies or guidelines which ensure the prevention of sexual harassment at work. To live with high moral is a human right which should be given by our Constitution. It is the duty of the employer of every organization to prevent the acts of sexual harassment and to provide the proper steps and procedure for the resolving cases, and their settlements. Establish ways of Prosecution of acts of sexual harassment by taking all steps that are necessary. Through this harassment can be controlled at workplace.

CHAPTER 4

4.1. FINDING AND ANALYSIS:

Main concept of Ombudsman is to provide quick justice at doorstep. It is a **Quasi-Judicial Process**. Governing laws made amendments in basic act 2010 and they were rectified. Amendments were made firstly, it should be gender free not gender based. Secondly Sexual is not only the aspect of harassment there are also other means to harass the person and thirdly workplace should be exhaustibly defined. It was comprehensively defined in law in black and white. Kashmala Tariq wants to bring household units as workplace. Kashmala Tariq defined work place as **where the subsistence is depended on each other is known as workplace**. A case was submitted in FOSPAH in which complainant ex-husband harassed her. It stemmed out to domestic violence, couple gets divorced and they had three children. He sent the controversial pics to her colleagues. That woman lost her job. She was the only soul earner of bread and butter to her kids which were from her ex-husband. He refused to take annuity. He said that it's a privilege thing it is between us (husband & wife). Here Kashmala Tariq explains the tenants of law in her way, that because of your action her workplace has been badly affected. So, it is workplace harassment. So, this is the basic ethos of law.

Many complaints are reported from government sector than the private sector. Reason behind it is that individual/complainant feel more secure or we can say they have job security but in case of private sector organization head is all and all. If someone goes against him, he/she may suffer or may lose their job.

Then there was the issue of jurisdiction because in every province there is separate Ombudsman for harassment. There was a tug of war between Government of Punjab and Federal. Government of Punjab said that after the 18 amendment your role has been restricted. You are confined to your premises of Islamabad and cannot interfere in provincial matters. So, being Federal committee FOSPAH started two activities that were they started work as an advisory and those cases which were reported to FOSPAH they took action on it.

FOSPAH have their own team which is consist of lawyers, prosecutors. They handle the matter by creating an enabling environment for the complainant. The time frame by law to solve a case is 120 days. Case solves in weeks or months not in years.

FOSPAH plays an important role as advisory. They wrote the letters to over 400 organizations in the cross section of countries. It includes government organizations as well as private organizations includes military institutions like CMH, GHQ. These instructions should be displayed in corridors. Secondly, establishment of in-house committees should be mandatory and if anyone is not complying with this condition will be punishable under law as FOSPAH wants them to be the first court of appeal or we can say court of contact. There should be harassment committees in universities by law.

Filth side of in-house committees is that harassment is gendered and ushered by someone's authority like CEO of the organization on the other side he also the head of in-house committee and he is also the accused at the same time so, at this point FOSPAH is there for the complainant to file the report against him. Complainant can use FOSPAH as a first court of appeal as well as first court of hearing that is something unique about FOSPAH as other courts have hierarchal structure first family court then high court and then Supreme Court.

Most of the government organizations, national universities have their own in-house committees and it is recommended to all government organizations, universities, banks, multinational companies to establish in-house committees having at least one or more lady member in it. If complainant feel insecure or bullied by their in-house redresser committee then they come to FOSPAH and complaint against any member of in-house committee. FOSPAH provide them free legal advisory. As harassment is always done by senior authority, juniors are toothless they cannot put themselves in danger so they will always be careful and well aware of the consequences. Harassment lies where the power lies.

During Kashmala's period another hallmark was achieved by FOSPAH. That was updating and maintaining the online records. Number of online complaints were increased and their subsequent disposal in Kashmala's time.

Harassment is a discrete kind of thing it is never done in public. Law consider the case on two grounds. First documented evidence and second is oral evidence based on witnesses and both are applied in court of law.

In harassment cases it is quite parochial. It has been your words against the other person words in there. There are two ways to go about it. If harassment is placed then victim should start making

witnesses and start gathering the documented evidence. But instead of making evidence people try to hush it up or sweep it under the carpet. So, in harassment cases victim should make documented evidence and witnesses or rely upon the circumstantial evidences like what were the circumstances when harassment was conducted. FOSPAH try to give them comfort. They also hired the psychologists because sometimes some people are very devastated. They have a bad psychological impact because of harassment. So, for that we hired psychologists for their comfort zone.

FOSPAH did MOU with cybercrime for if we needed any details like Facebook, WhatsApp or any other social media record for evidence. They are bound to give the record to FOSPAH. It helps us in decision making but with the consent of parties as mostly crimes are done on cyber. But if the harassment is done in the four walls of room then FOSPAH rely on circumstantial evidence. Like if a teacher is suddenly rusticated and then she declares the reason that bottom line was harassment that is why she suffered so, it makes the sense and connect the dots.

There are also cases like in which basically accused is the victim. So, trails also made for that like blackmailing etc. It takes time that who is right and who is wrong after the series of cross examination and for that FOSPAH hires the team of experience people. There are 90% chances that the truth will be out/discovered. If accused is the victim, FOSPAH creates enabling environment for the victim, encourage them to speak, they should not feel shy.

Reports are filed in FOSPAH on very low scale because people feel ashamed to do it. So, first it is necessary for the victim to understand and admit the issue. Secondly, loopholes were in the law like initially workplace was not properly defined but now it is clear that where the subsistence will be dependent will be considered as workplace.

Highest penalty of FOSPAH is removal from the service/job. Like a PSP officer was removed from his post after the judgment of FOSPAH. Then there is imprisonment of three years. If it is a case of government office then the accused can be subjected to any major penalty which is written under the civil service rule 1973.

Provision of appeal is there against the order of Ombudsman if any party is not satisfied with the verdict. Appeal can be filled to the president of Pakistan and on behalf of President of Pakistan, senior retired judges' deals with that case. President himself didn't hear the cases.

The most common harassment type faced by the women according to the cases submitted in Pakistan is both verbal and nonverbal harassment. It all start from the verbal things but that is the ultimate thing people wants to go. It depends on what stage they want to report. Whether the first stage or the last.

Difficulty FOSPAH face in case solving is that there are no witnesses. People are not mindful; people are reluctant in reporting the crime are the major sit backs faced by FOSPAH. For that FOSPAH have encouraging strategies like FOSPAH want in-house committees to be vibrant. People feel more comfortable and prefer their in-house committees to report instead of travel all the way to Islamabad and file a report. If first point of contact is helpful and enabling then complainant will feel more comfortable. People have fears like things will not change, no one say anything to the accused but it may ruin my career, fear of losing things and relations, etc. and will be subjected of ridicule by my family, friends, relatives and acquaintances. These factors hold you back. These factors should be your strength instead of your weakness. Victim should share this with their parents instead of fearing from them. We all know about it but don't like to talk about it. People have to be open up with their families and they see them as a victim not as a culprit. People need to work with their attitudes, they have to be confident for their own and feel encourage than they will move forward and file a report. Moreover, people are fearful, taboo these things and barely talk about it. So, people minds didn't work in that way that they have to make witnesses or gather evidence. Things are hidden in such acts. Someone sends you indecent messages and those messages are your leverage but victim delete them because of fear so, how FOSPAH going to retrieve that. So, it is necessary that do not lose the evidence for such cases. Once you will wash it down then you will be helpless. When you get courage once and steps forward it may give the courage to others and they took step forward too. So, it is also an evidence like if one has the motive but other 300 victims are the evidence of her truth and such things are reported so, one has to break the ice.

There is also **check and balance on in-house committees** if they are alleged to side with culprit, FOSPAH take action and ask the authority to dispel the committee and reconstitute the new one. So, In-house committees have to maintain their neutrality.

The **procedure of FOSPAH to solve a case** is that the first hearing is given. FOSPAH listen both parties then they send them the summons usually through the organization like you alleged

any professor or magistrate so, it has to be rooted through the DC office. If he doesn't come on three summons, then FOSPAH give the X party judgment. If in reasonable time frame he fails to tell us about his absence then FOSPAH can proceed against him unheard as well which is in legal language called legal party decision.

Credibility of FOSPAH was made through times and ages. In last two years FOSPAH showed good results. It is credible, legal. Team is very efficient and no finger has been pointed against their integrity so far in last three four years.

Organization able to sort the authenticity of cases. Laws were amended to sort the authenticity of cases. There is always a room for improvement. FOSPAH signed MOU with Islamabad Police, with Cyber Crime, IG Office and Commissioner Office. We employed that organizations that provides us the details of social media because most of the time such acts are conducted on social media. Cyber Crime made those evidence accessible to FOSPAH and they can reach to particular aspect of our investigation.

Under law **FOSPAH is supposed to dispose of the case in not more than 120 days** or 4 to 5 months maximum. It is done in weeks and month, not years.

FOSPAH affectively tackling issues related to harassment. Respondent said that "Yes, it is keeping in view their performance. FOSPAH do its advertisement through writing all the letters at their own website and by organizing events like women day, exclusively showed on television".

Question was asked about that women feel safe in her office\organization after the verdict. Respondent said that "Yes, they do feel safe there because FOSPAH made an example of culprit. He is already blacklisted he will not take a risk again and if any other person who thinks about harassment will think 100 times more to do such thing. He will never put his career, reputation at stake".

Accused can never steps back from the judgment because once the judgment is pronounced, he has to do according to the verdict but if parties settling it out of the court then FOSPAH provide enabling environment to the complainant that he wouldn't bullied or forced to compromise. Accused will have the judgment whether he step back or step forward from the judgment that wouldn't make any difference.

Cases are unsolved due to lack of evidence or lack of pursuance but lack of the evidence is the prime reason of case going being unsolved or emitted and there is a provision of compounding effects like parties do settlement out of the court but FOSPAH is not in the favor of compounding offense.

If FOSPAH is federal committee then why there are provincial cases submitted? There are **provincial committees**, initially these were in Punjab, not in Sindh but FOSPAH has branched out its branches in Peshawar, Quetta and Karachi. So, now FOSPAH has three official wings in these regions of Pakistan i-e KPK, Sindh and Baluchistan. Where as in Punjab FOSPAH do have overlapping jurisdiction, interpreted in the 18th amendment that things have been devolved and decentralized to the provinces and incase provincial Ombudsman for harassment is not present or fails to give the judgment then Federal Ombudsman can hear the case otherwise Federal has no jurisdiction over the province of Punjab. FOSPAH accept the right of province is there over the four wall, over the jurisdiction but still there is Federal entities in provinces like PIA, Railways, WAPDA, Sui Gas, K electric etc. are the national entities. So, they come under Federal. In Punjab, cases were many but their resolution is proportionately very less and Federal laws will apply on every Federal entity.

Accused/harasser is always from high profile or on the most senior post. Junior can never do such act. They have many fears. They cannot put themselves in danger so, this act is always come from the authoritative person and if he does such act then they have to face the consequence.

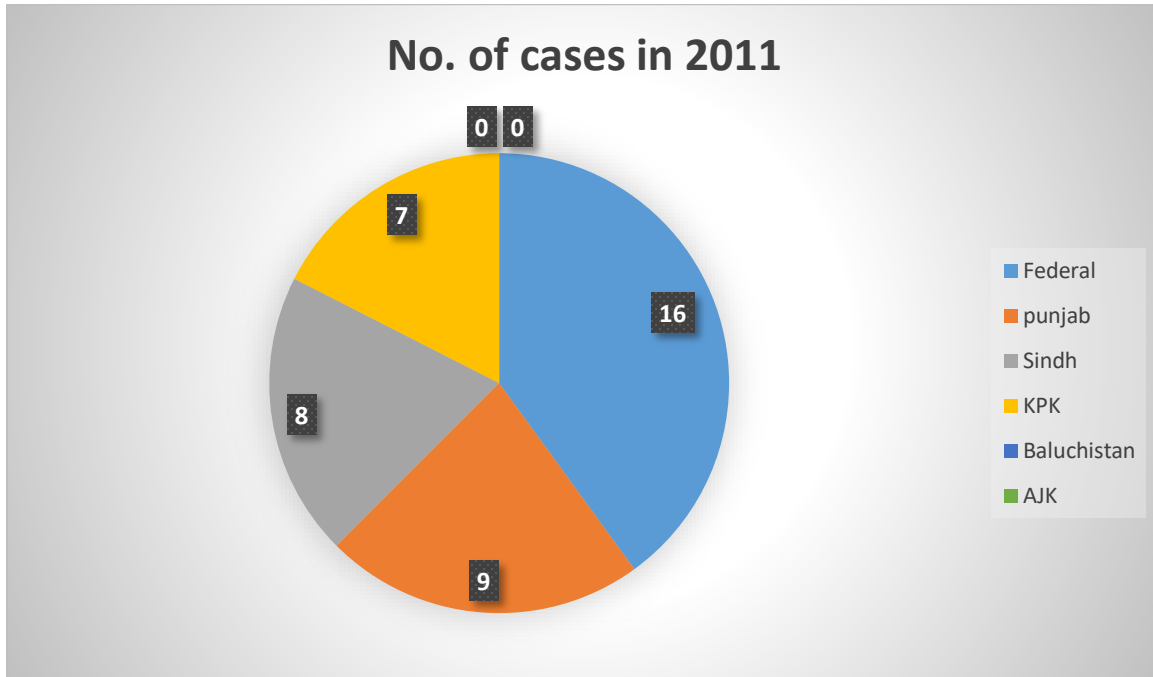
Steps FOSPAH is taking to cope with harassment at work places by providing the awareness and giving the strong penalties and making examples of the culprit and through this FOSPAH also encourages women to feel protected and safe and file the case against harassers.

The success rate of FOSPAH according to the cases solved is so far better than our competitors like we solved many cases and proportionately our success rate is high according to the cases solved.

Cases which are **emitted** like compoundable cases, they also come under FOSPAH credit because they provide them enabling and secure environment through written apology or adding

clause from which victims feels secure. It is not necessary to take punitive actions all the time or it should be according to the situation.

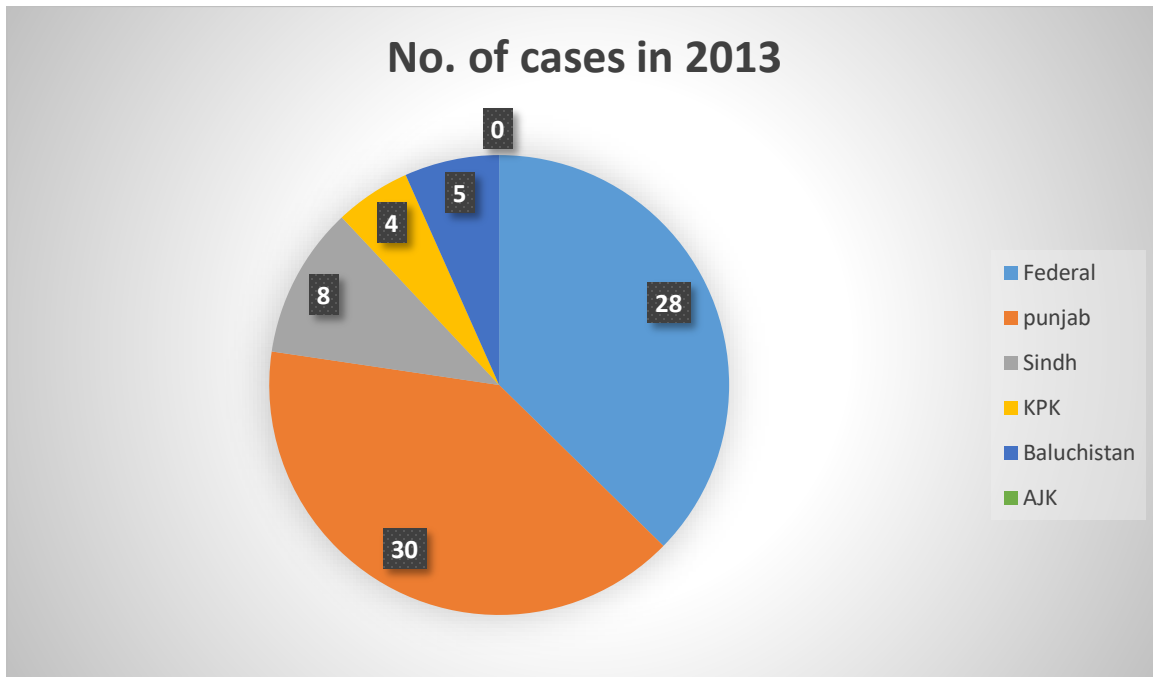
Graphically details of the total no of cases of FOSPAH



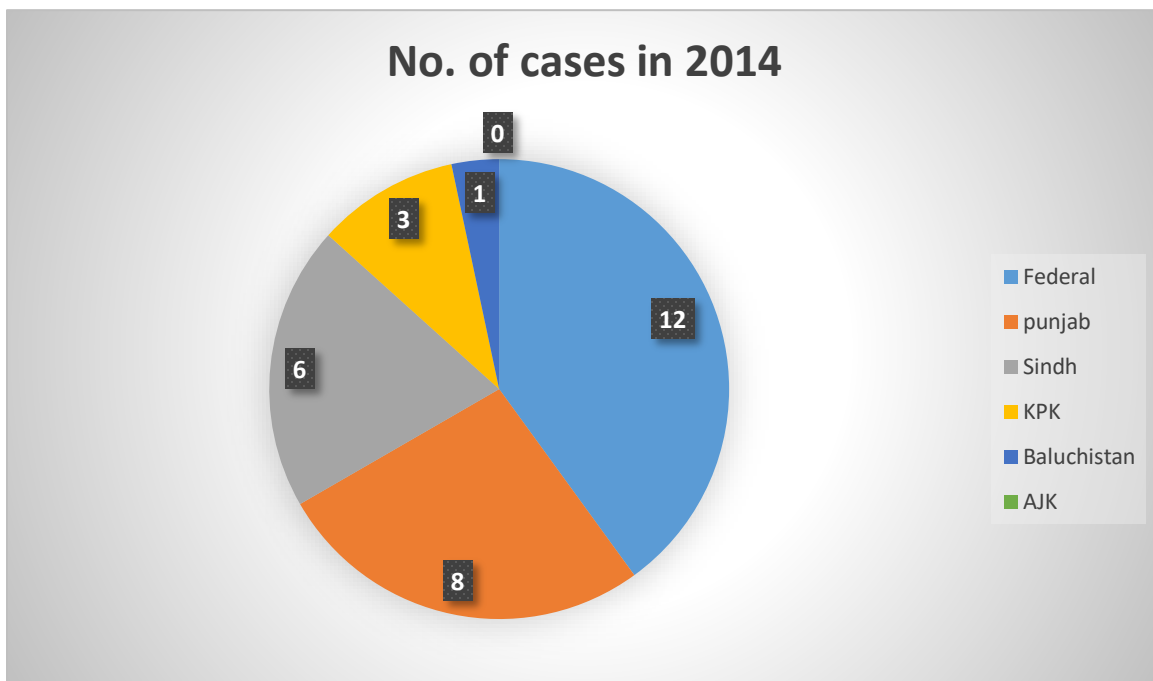
TOTAL CASES: 40



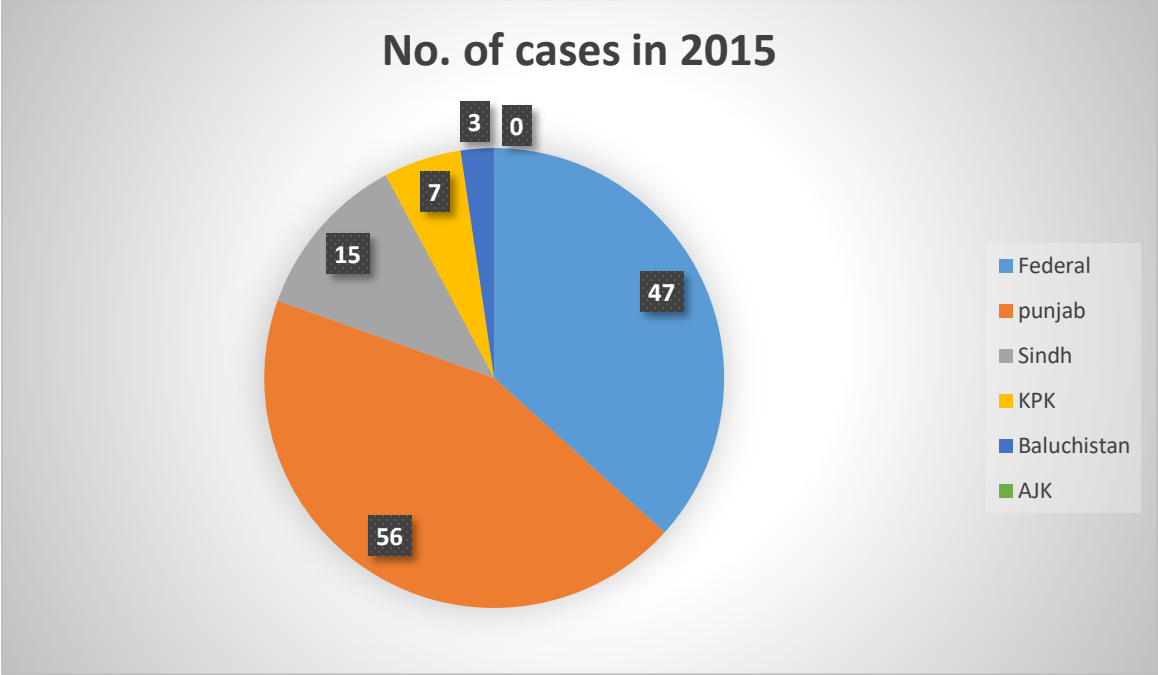
TOTAL CASES: 44



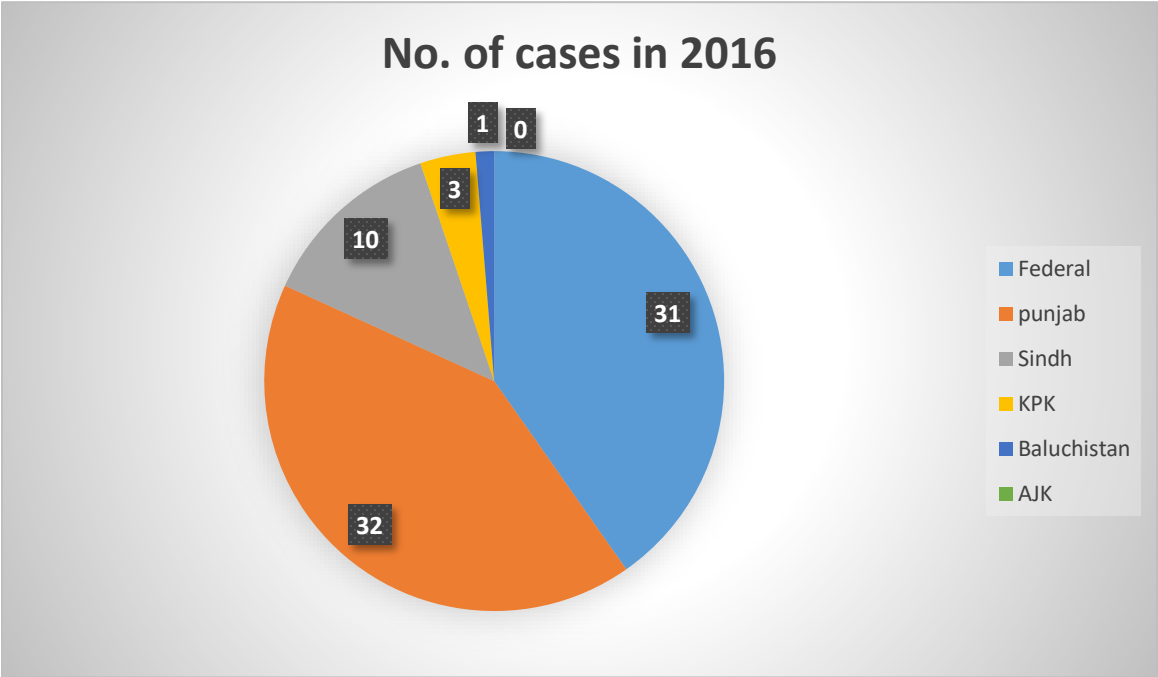
TOTAL CASES: 75



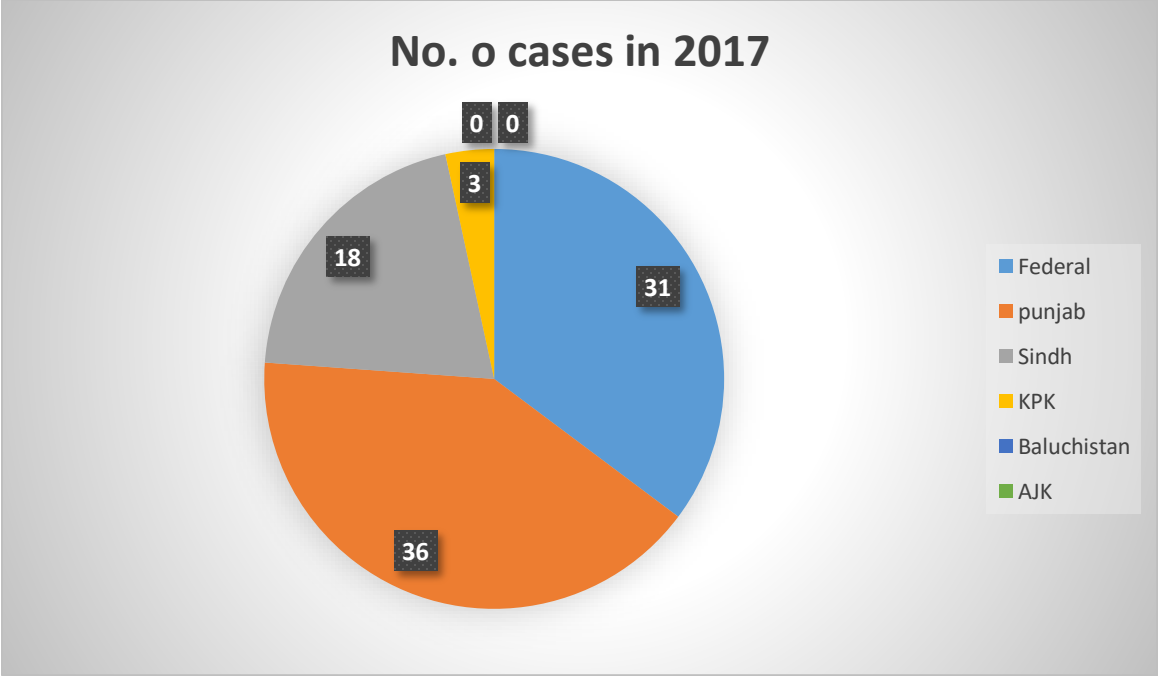
TOTAL CASES: 30



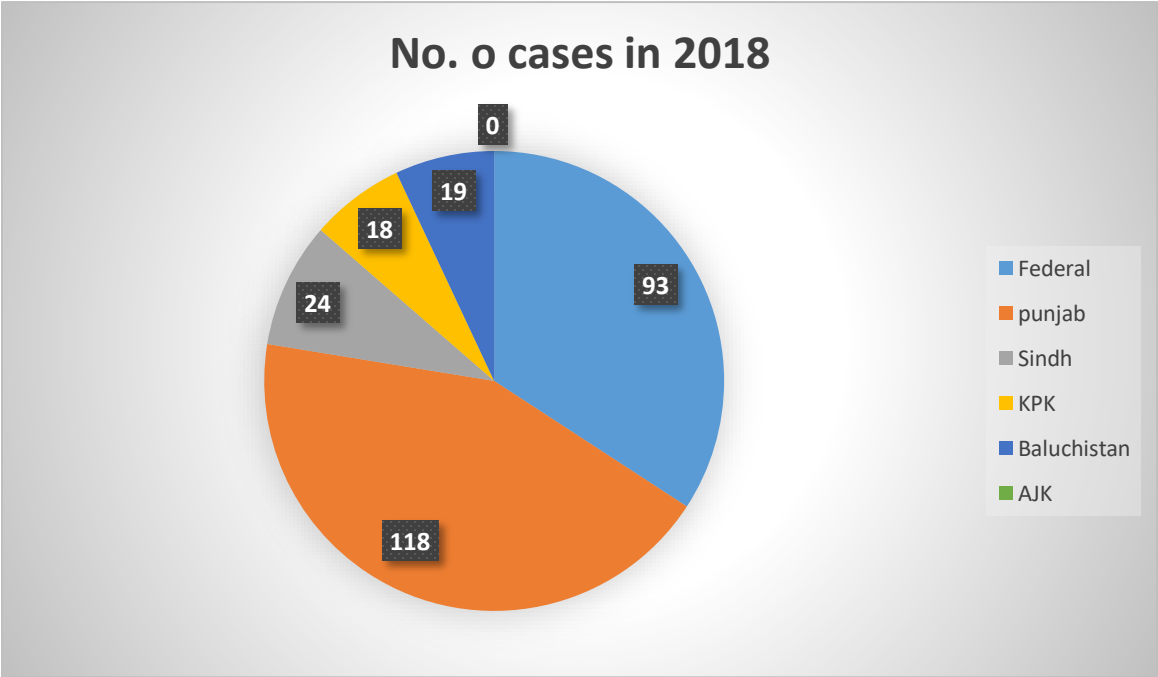
TOTAL CASES: 128



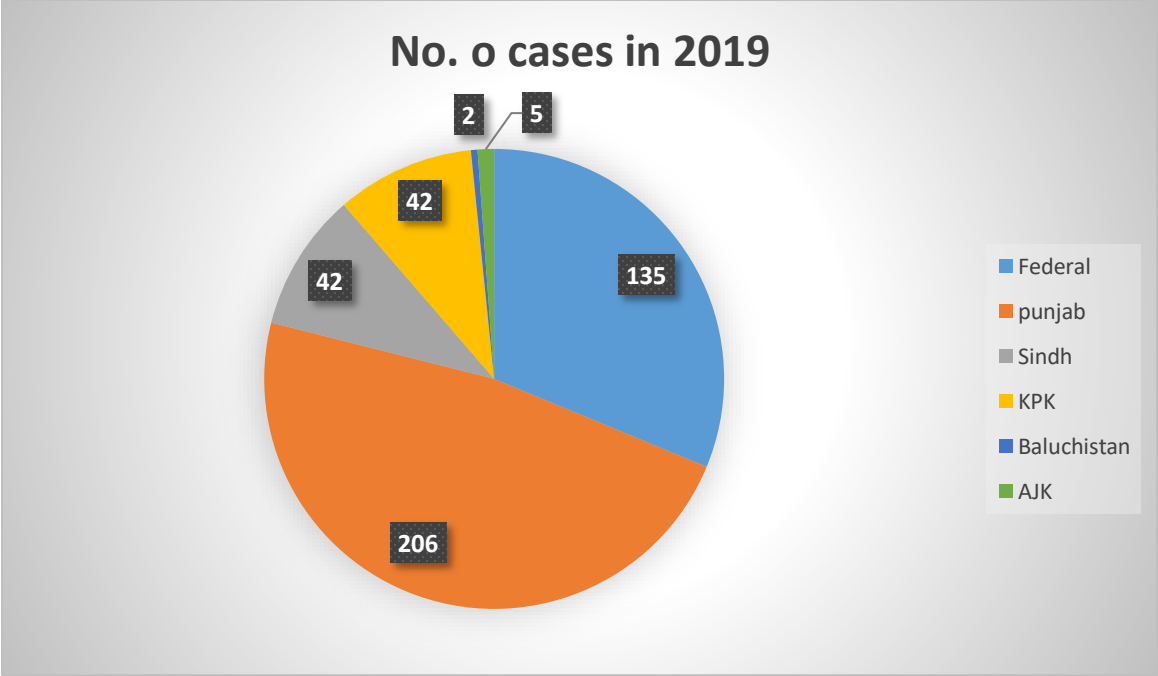
TOTAL CASES: 77



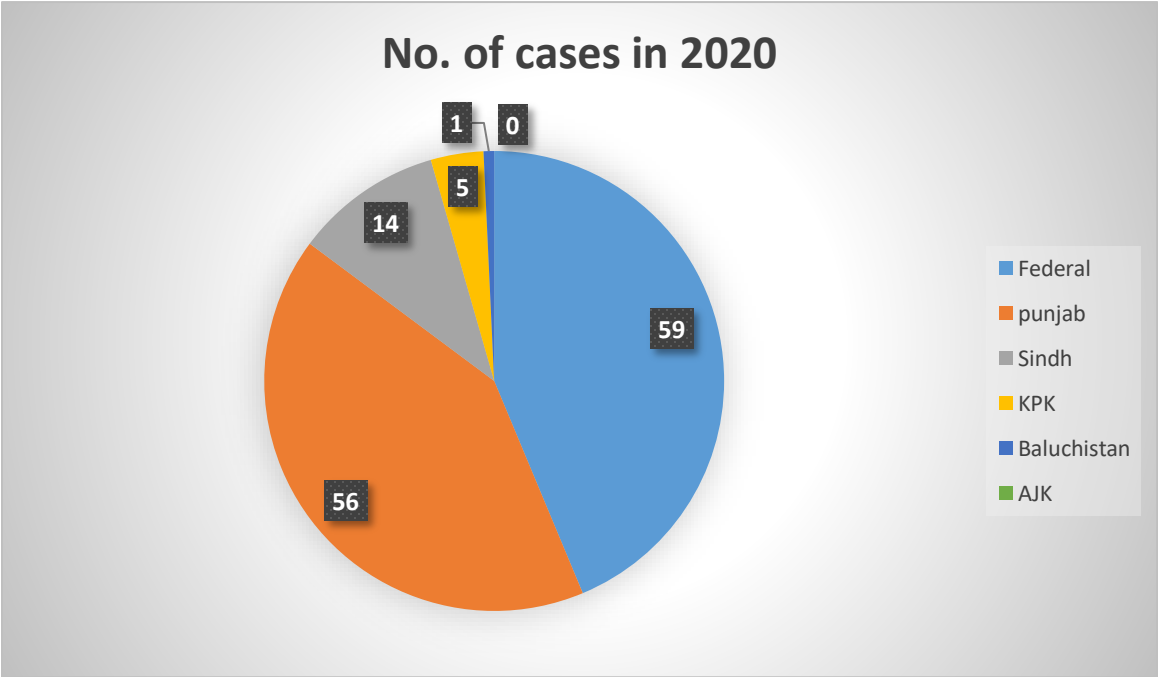
TOTAL CASES: 88



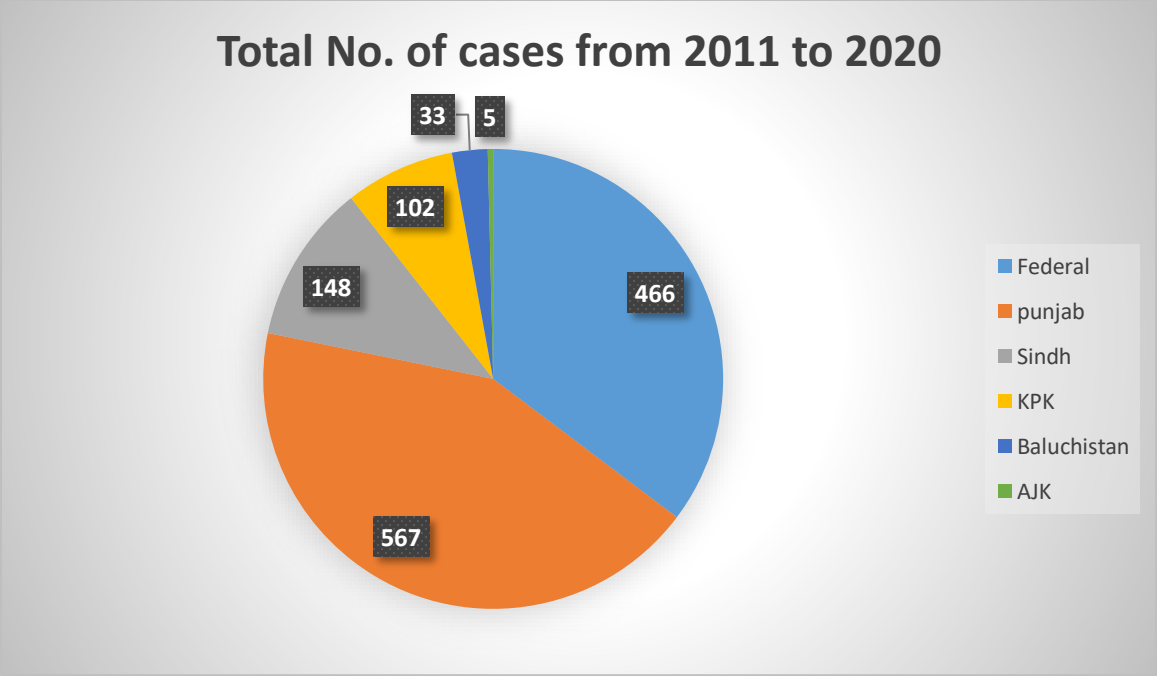
TOTAL CASES: 272



TOTAL CASES: 432



TOTAL CASES: 135



TOTAL CASES: 1321

The achievements of FOSPAH up till now are that Legislation has been improved over the period of time. Secondly, awareness has been spread out to the great extent. Number of cases correspond to the level of awareness. Thirdly, it has stretched its tentacles, it has branched out to Quetta, Karachi and Peshawar and fourthly, their budget has been increased and it was insignificant organization but now it become an important organization and now it has a decade of achievement.

FOSPAH in future, FOSPAH come along way through time unscathed. It is picking up the pace. General level of awareness has certainly increased. People have started talking about these issues then there are certain international influences as well like “**metoo**” movement which is like be further made people aware of this phenomenon. It has a very bright future because now as the women may being mainstreamed as they are joining different facets of life, different trades of and variety of profession. This thing is going to accelerate and there should be effective mechanism to deal with it or we can say deal with harassment.

CHAPTER 5

5.1. DISCUSSION:

FOSPAH was very quarantine kind of department, very isolated not so common. Everyone was not really aware about it. In start the act was bit parochial, flawed and old fashioned. It only covers the gender harassment aspect, and not covers the psychological harassment or economic exploitation but with the passage of time betterment came along. Not only law was improved but also the performance of committee improved. Basically, it is a Quasi-Judicial Process in which there is court of law and judge and they determine the fact objectively and evaluate the conclusion from it.

Good thing about FOSPAH is that you don't need a lawyer. They have their own team which consist of lawyers, prosecutors. They handle the matter by creating an enabling environment for the complainant. The time frame by law to solve a case is 120 days. Case solves in weeks or months not in years.

There are also jurisdiction issues between federal and provinces. Mainly between Punjab and Federal. Punjab government believes that after 18 amendment federal role has been restricted to the premises of Islamabad. So, being Federal committee, they cleared that all the Federal entities like PIA and Railway, etc. fall under federal government whether they are working in any province of Pakistan or in Islamabad. FOSPAH also plays the role of advisory where it is required. They can also solve the cases from provinces if the ombudsman of that province is not available or if he fails to give the judgment.

There are **no annual reports before 2016**. The main reason behind that is previous Ombudsman were just a redundant kind of officers for them it was not more than a position of authority. Kashmala Tariq worked a lot. She celebrated women's day at president house from last three years. Annual reports were published. News letters were made. Aware the people of Pakistan about FOSPAH but Kashmala has to work more for more betterment.

FOSPAH needs to work more on its advertisement because this committee is not as popular as it has to be. Many people are unaware of it. So, they have to participate more effectively in such events which help them to gain popularity.

Reports are filed in FOSPAH on very low scale it may be because less people know about FOSPAH and also because people feel ashamed and insecure to do it. People have lack of confidence, they feel insecure they have societal constraint and they are bound to it which also stops them to take a step. So, first it is necessary for the victim to understand and admit the issue. Secondly, flaws were in the law like in start workplace was not properly defined but now it is clear that where the subsistence will be dependent will be considered as workplace.

Many complaints are reported from government sector than the private sector. Reason behind it is that individual/complainant feel more secure or we can say they have job security in government sector but in case of private sector organization head is all and all. If someone goes against him or took any step which is not appropriate for them then he/she may suffer or may lose their job.

FOSPAH also worked as advisory. They wrote the letters to over 400 organizations in the cross section of countries. It includes government organizations as well as private organizations includes military institutions like CMH, GHQ. These instructions should be displayed in corridors so that, everyone can see and read them clearly which directly leads to awareness among people. Moreover, establishment of in-house committees should be mandatory and if anyone is not complying with this condition will be punishable under law as FOSPAH wants them to be the first court of appeal or we can say court of contact. There should be harassment committees in universities also by law. Risk of harassment can be anywhere, or in any type of office so there should be clear code of conduct for harassment and there should be In-house committees who helps to control such cases and their decision should be transparent, not based on any type of self-interests or favored decision. Most of the government organizations, national universities have their own in-house committees and it is recommended to all government organizations, universities, banks, multinational companies to establish in-house. If complainant feel insecure or bullied by their in-house redresser committee then they come to FOSPAH and complaint against any member of in-house committee. FOSPAH provide them free legal advisory. As harassment is always done by senior authority, juniors are toothless they cannot put themselves in danger so they will always be careful and well aware of the consequences. Harassment lies where the power lies or we can also say that power leads towards harassment because some people mindset is like they think they can do anything while having power and

harassment is the most humiliating act which they do. It has a really bad impact on the victim's mental health as well as their capabilities.

Harassment is a discrete kind of thing it is never done in public. Law consider the case on two grounds. First documented evidence and second is oral evidence based on witnesses and both are applied in court of law but harassment cases lack both witnesses and documented evidence. In harassment cases it is quite parochial. It has been your words against the other person words in there. There are two ways to go about it. If harassment is placed then victim should start making witnesses and start gathering the documented evidence. But instead of making evidence people try to hush it up or sweep it under the carpet because lack of courage. They feel themselves as a culprit instead of accused so, in harassment cases, victim should made documented evidence and witnesses or rely upon the circumstantial evidences like what were the circumstances when harassment was conducted. Sometimes people are very devastated and fed-up. They have a bad impact on their overall mental health because of harassment. They took too long to understand the situation and when they become aware of it is too late.

Another good step of FOSPAH was updating their online records. This was updated in 2018 and they have received large number of complains through their online forum and also did their subsequent disposal.

FOSPAH signed an MOU with cybercrime to get evidences from social media as we it is the era of social media and mostly crimes take place through social media and they are bound to give us the evidence.

FOSPAH have a very competent team. Credibility of FOSPAH made through the long period of time and in the last two years they showed very good working. Results were better than before.

Laws were amended to sort or to create the authenticity of case solving criteria. As we all know that improvement come with the time passes and FOSPAH is on its way.

FOSPAH is taking steps to deal with harassment at work places by providing the awareness through different forums and giving the strong penalties and making examples of the culprit and through this FOSPAH also encourages women to feel protected and safe and file the case against harassers. The extreme penalty of FOSPAH is discharge the culprit from their service. Other major and minor penalties may include reduction in the grade or scale, hold the promotion or

increments, compensation amount payed by the harasser to the victim, fine and compulsory retirement. If the accused is not satisfied with the judgment. They can file the appeal within 30 days after the judgment.

The success rate of FOSPAH according to the cases solved is so far better. They solved many cases and proportionately our success rate is high according to the cases solved. But still the number of cases that are reported are very less as the total number of cases that are submitted in FOSPAH till now are 1321 which I think is a very small figure because the number of harassment cases is very high but the thing is people do not file a report. They prefer to stay quiet and its main reason is that they have issues or lack of confidence to face the consequences especially in private sector. So, for that FOSPAH could help them in changing their thinking or mindset and feel secure in reporting the case by providing them a forum through which they overcome their insecurities and trust issues.

Cases which are unsolved are compoundable cases, in which settle their disputes at their own but they also come under FOSPAH's credit because they provide them enabling and secure environment through written apology or adding clause from which victims feels secure. It is not necessary to take punitive actions all the time or it should be according to the situation.

5.2. CONCLUSION:

All the above findings and discussions conclude that in start FOSPAH was an isolated department but people are getting aware of it and FOSPAH is bringing betterment with the passage of time. There is improvement which can be seen throughout the time period since its establishment. In start workplace was not properly defined but now it is clear that where the subsistence is dependent on each other is known as workplace and any act of harassment conducted in such place will be workplace harassment. They have their own legal team of lawyers and prosecutors that deals with the cases and study every bit of it. Final judgment is in the hands of Ombudsman. No one can step back from the judgment or deny the judgment. If any party is not satisfied with the judgment than they have provision of appeal. Appeal can be filled to the president of Pakistan and retired judges' listens to the parties on the behalf of president of Pakistan. By law, 120 days is the time period to dispose of the case. If the opponent party is not coming and fails to give any reason of their absence then judgment can be given in the favor of x party.

Credibility and authenticity of case solving is based on the hearing of both parties and by providing them enabling environment or encouraging environment to bring the truth out. Mostly harassment cases have lack of witnesses and documented evidence so they mostly rely on circumstantial evidence and they have signed MOU with Cyber Crime as well which is also a good step. They help FOSPAH by providing them social media evidence.

Another important step FOSPAH took is that they updated their online records. They maintained them and large number of complaints were received through their online forum. Harassment starts from non-verbal thing but then it leads to verbal as well. It depends on complainant that at what time they understand the situation and file the report.

FOSPAH is providing awareness program like celebrating women day at president house and show its live coverage on TV channels and sending letters to organizations all over Pakistan, giving awareness about the laws against harassment and by making establishment of in-house committees' mandatory in every organization, banks and universities whether they are from government sector or from private sector.

Success rate of FOSPAH is far better. They have disposed of 90% to 95% of cases that submitted to them up till now. Number of cases is increased in last three years and mostly cases were reported from Punjab.

FOSPAH has a very bright future. It is making its space with the time. People are getting aware of this phenomenon of harassment and started talking about it which will directly leads to reduce this issue in society but still FOSPAH have to work much more to cope with these issues of harassment by making exemplary performance of this department.

FOSPAH should create such ground that every victim feels secure, encouraged, and confident and motivated to file a report instead of blaming their own lives. FOSPAH should show them the path of justice and make such examples that every harasser thinks multiple times to do such act. Harassment may cost someone, their life. So, its penalty should be like that every individual take it as an example.

5.3. RECOMMENDATIONS:

There are few recommendations which are listed below;

- FOSPAH should have work more for the awareness among people.
- They should conduct such programs which helps the individual more to understand about harassment and the law against harassment. There penalties should be hard and clear so that when someone try to commit this act think hundred times before.
- FOSPAH should maintain their proper check and balance on in-house committees. Whether they are working effectively and efficiently. In-house committees should be accountable to FOSPAH.
- Encourage people and made such grounds that motivates the victim to file a report against harasser.
- FOSPAH should encourage private sector. As the reports are filed from private sector are less than the government sector and the main reason behind that is job security.
- FOSPAH should participate more actively in such events that helps to gain popularity among the people of Pakistan.

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Appendix

Interview Guide

- What is the most common harassment type faced by the women according to the cases submitted in Pakistan?
- What difficulty FOSPAH face in case solving?
- What is the procedure FOSPAH go through to solve the case?
- What is the credibility of FOSPAH as an institution of addressing harassment?
- Is your organization able to sort the authenticity of cases?
- How long it takes to solve a case?
- Is FOSPAH affectively tackling issues related to harassment?
- Do you think that women feel safe in her office\organization after the verdict?
- In case, accused step backs from the verdict, what steps FOSPAH takes against him?
- Some of the cases are unsolved and emitted, what are reasons behind emissions?
- How does FOSPAH encourage women to feel protected and file the case against harassers?
- What if the accused is from high profile background or on the post of senior most officer?
- What are steps FOSPAH is taking to cope with harassment at work places?
- If FOSPAH is feral committee then why there are provincial cases submitted?
- What is the success rate of FOSPAH according to the cases solved?
- What are the achievements of FOSPAH up till now?
- Where you see FOSPAH in future?

CODE OF CONDUCT

Under Protection against Harassment of Women at the Workplace Act, 2010 [Schedule Sections 2 (c) and 11] Whereas it is expedient to make the Code of Conduct at the Workplace etc to provide protection and safety against harassment it is hereby provided as under:

GUIDELINE TO ENSURE A HARASSMENT FREE WORK ENVIRONMENT

Types of Harassment:

1. **Abuse of Authority**, meaning: A person in authority while exercising his power demands sexual favors from a subordinate, in order for the subordinate to keep or obtain job benefits.
2. **Creating hostile environment**, meaning: An environment where the Complainant feels uneasy, abused and intimidated, which interferes with the Complainant's work performance.
3. **Retaliation**, meaning: Refusal to grant a sexual favor resulting in limiting promotion, generating gossip or distorting evaluation reports etc.

Complaint at organization: It is mandatory for every organization to have an inquiry committee constituted under the Protection against Harassment of Women at Workplace Act 2010.

The inquiry committee is to be composed of 3 members of whom at least one member shall be a woman.

Complaint to be made to a member of the inquiry committee.

The employer should display the names and contact number of the members of inquiry committee at visible spots within the building.

Adjustments should be made by the employer, such as:

- (i) Complainant and the Accused shall not be required to meet for official business.
- (ii) Extra charge should be taken away which may give one party excessive power over the other.
- (iii) Retaliation should be strictly monitored.

Appeal at FOSPAH:

If the Complainant or Accused is not satisfied with the decision of the inquiry committee in the organization, then an appeal can be filed at FOSPAH.

Appeal is to be filed within 30 days.

Complaint at FOSPAH:

A fresh complaint can be filed before the Federal Ombudsman.

Complaint can be either submitted online, by post or in person.

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

FOSPAH IS EMPOWERED TO PROTECT AND SECURE THE RIGHT OF OWNERSHIP OF WOMEN IN THE PROPERTY

You can now file a complaint at FOSPAH under the “Enforcement of Women's Property Rights Act 2020” The Act, 2020, empowers FOSPAH to deal with all the complaints related to women’s property rights including moveable or immoveable property.

FOSPAH can entertain a matter if a complaint is brought before it by the aggrieved woman or anybody on her behalf. The Ombudsman can even take a Suo Moto Notice in such like cases. The complaint will be decided within 60 days.

FOSPAH can even entertain the matter if it is pending before a court of law and in such matters, FOSPAH will submit a report for assessment of the Court, after a complete investigation.

On conclusion of the proceedings, the Ombudsman may deliver possession of the property as well as ownership and title to the Complainant. The Ombudsman may adopt all the necessary means for implementation of its orders.

CASES DATA 2011-2019

S. No.	Case filed by	Region/ City	Region/ Area	Remarks
1.	Female	Islamabad	Federal	Opponent paid fine to complainant
2.	Female	Islamabad	Federal	Complaint dismissed
3.	Female	Islamabad	Federal	Complaint dismissed as withdrawn
4.	Female	Islamabad	Federal	No claim. Complaint disposed off
5.	Female	Islamabad	Federal	Complaint dismissed
6.	Female	Islamabad	Federal	Dismissed as withdrawn
7.	Female	Islamabad	Federal	Dismissed as withdrawn
8.	Female	Sargodha	Punjab	-
9.	Female	Lahore	Punjab	Dismissed for non prosecution
10.	Male	Islamabad	Federal	Return Back
11.	Female	Quetta	Baluchistan	Complaint dismissed
12.	Female	Islamabad	Federal	Reject the representation of Mr. Muhammad Talib Dogar on 17-08-2016
13.	Female	Rawalpindi	Punjab	Referred back to DG – PSQCA to process inquiry & report
14.	Female	Lahore	Punjab	Dismissed for non-prosecution
15.	Female	FATA	FATA	Dismissed for non prosecution
16.	Female	Islamabad	Federal	Proceedings stopped as departmental committee shall conduct the inquiry
17.	Female	Islamabad	Federal	Appeal Disposed off

18.	Female	Islamabad	Federal	Disposed off as withdrawn
19.	Female	Islamabad	Federal	Complaint dismissed due to unsatisfactory grounds of harassment
20.	Female	Islamabad	Federal	President set aside the decision of Ombudsman on 02-05-2014
21.	Male	Islamabad	Federal	No Jurisdiction to decide the service matter
22.	Female	Islamabad	Federal	Disposed off as complainant pursued it before Civil Judge Islamabad
23.	Male	Islamabad	Federal	Review disposed off having no merits
24.	Female	Islamabad	Federal	Disposed off as compromised
25.	Female	Quetta	Baluchistan	President set aside the decision of Ombudsman on 22-06-2016
26.	Female	Lahore	Punjab	Complainant reinstated and matter referred back to the inquiry committee of the institution
27.	Male	Islamabad	Federal	Appeal allowed
28.	Female	Islamabad	Federal	President set aside the decision of Ombudsman on 11-11-2014
29.	Female	Islamabad	Federal	Disposed off as withdrawn
30.	Female	Islamabad	Federal	President set aside the decision of Ombudsman on 14-07-2015
31.	Female	Rawalpindi	Punjab	President set aside the decision of

				Ombudsman on 02-05-2016
32.	Female	Islamabad	Federal	Complaint dismissed for lack of Evidence
33.	Female	Islamabad	Federal	Complaint dismissed for lake of evidence
34.	Female	Karachi	Sindh	Disposed off as not pressed (inquiry has been initiated in the organization)
35.	Female	Islamabad	Federal	Disposed off Opponent terminated from service
36.	Female	Rawalpindi	Punjab	Complaint dismissed due to non-prosecution/ jurisdiction
37.	Female	Islamabad	Federal	Complaint disposed off as students to approach their own management for redressal of grievances.
38.	Female	Rawalpindi	Punjab	Complaint Disposed off. Parties satisfied. (Opponent apologized)
39.	Female	Islamabad	Federal	Decision of Honourable Federal Ombudsman has been Implemented by NTC
40.	Female	Rawalpindi	Punjab	Complaint dismissed (Complaint sent by anonymous person)
41.	Female	Rawalpindi	Punjab	Complaint dismissed (Complaint sent by anonymous person)
42.	Female	Rawalpindi	Punjab	Dismissed having no merits
43.	Female	Islamabad	Federal	Disposed off not a case of Workplace harassment

44.	Female	Islamabad	Federal	Matter has been resolved unanimously by both the parties
45.	Female	Multan	Punjab	Disposed off as satisfied
46.	Female	Lahore	Punjab	Orders implemented
47.	Female	Islamabad	Federal	Orders implemented
48.	Female	Wah Cantt	Punjab	Disposed off as withdrawn complainant satisfied
49.	Female	Jhang	Punjab	Complaint disposed off as compromise by complainant
50.	Female	Karachi	Sindh	Case was referred to Provincial Ombudsman Karachi
51.	Female	Islamabad	Federal	Decision of Federal Ombudsman implemented on 24-05-2016
52.	Female	Islamabad	Federal	Disposed off as satisfied
53.	Female	Peshawar	KPK	Orders Implemented
54.	Female	Peshawar	KPK	Complaint is disposed off for not providing address of opponent
55.	Female	Hyderabad	Sindh	Complaint dismissed for lack of evidence
56.	Female	Karachi	Sindh	Return back to the complainant having no merit
57.	Female	Bahwalpur	Punjab	Disposed off as withdrawn
58.	Female	Lahore	Punjab	Return back to complainant having no merit
59.	Male	Peshawar	KPK	Complaint filed having no address of opponent
60.	Female	Multan	Punjab	Disposed off as compromised
61.	Female	Karachi	Sindh	Dismissed having no pursued by the

				complainant
62.	Female	Lahore	Punjab	Disposed off as compromised
63.	Female	Sukkur	Sindh	Disposed off as withdrawn
64.	Female	Lahore	Punjab	Disposed of as withdrawn
65.	Female	Islamabad	Federal	Appeal dismissed having no merit
66.	Female	Islamabad	Federal	Complaint dismissed having no merit
67.	Female	Islamabad	Federal	President imposed major penalty of Removal from service on 30-12-2016
68.	Female	Islamabad	Federal	Disposed off as compromised
69.	Female	Islamabad	Federal	Disposed of as compromised
70.	Female	Mandibahauddin	Punjab	Decision of Federal Ombudsman implemented
71.	Female	Rahim Yar Khan	Punjab	Direction to department to resolve issues between parties
72.	Female	Peshawar	KPK	Decision implemented
73.	Female	Islamabad	Federal	Disposed off with full implementation
74.	Female	Khanewal	Punjab	Direction to Head of Population welfare department for implementation of judgment
75.	Female	Multan	Punjab	Major penalty of compulsory retirement
76.	Female	Lahore	Punjab	Major penalty of removal from service on upon. 1 and censure letter to rest of opponents. Adjourned till the decision of Lahore High Court
77.	Female		Punjab	Complainant pursue the case in civil court already filed by her
78.	Female		Punjab	Disposed off as compromised

79.	Male	Lahore	Punjab	Case transfer to Provincial Ombudsman Punjab
80.	Female	Islamabad	Federal	Case referred to FIA
81.	Female	Islamabad	Federal	Direction to complainant to pursue her case before the President of Pakistan
82.	Female	Faisalabad	Punjab	Grievance of complainant has been redressed
83.	Male	Jhelum	Punjab	Disposed off as withdrawn
84.	Female	Khushab	Punjab	Referred to DPO Khushab Disposed off
85.	Female	Islamabad	Federal	Referred to Police Station Bani Gala Islamabad
86.	Female	Haripur	KPK	Dismissed in non-prosecution
87.	Female	Islamabad	Federal	Dismissed as withdrawn
88.	Male	Muzaffargarh	Punjab	Return back
89.	Male	Islamabad	Federal	Dismissed in non-prosecution
90.	Female	Islamabad	Federal	If complainant is aggrieved with decision of inquiry committee then she can file appeal Complaint Disposed off

Online cases 2019

1.	Female	Islamabad	Federal	Referred to Police Station
2.	Female	Rawalpindi	Punjab	Dismissed in non-prosecution
3.	Female	Nankana Sahib	Punjab	Dismissed in non-prosecution
4.	Male	Jhelum	Punjab	Dismissed having no jurisdiction
5.	Female	Jhelum	Punjab	Dismissed having no jurisdiction
6.	Male	Mansehra	KPK	Dismissed having no jurisdiction
7.	Male	Mansehra	KPK	Dismissed having no jurisdiction
8.	Female	Islamabad	Federal	Adjourned till the decision of high court
9.	Male	Hyderabad	Sindh	Filed having no jurisdiction
10.	Male	Sukkur	Sindh	Referred to Police Station Sukkur
11.	Male	Kasur	Punjab	Referred to Wafaqi Mohtasib
12.	Male	Khushab	Punjab	Referred to NADRA
13.	Female	Sialkot	Punjab	Dismissed as withdrawn
14.	Female	Islamabad	Federal	Adjourned till the decision of high court
15.	Male	Sargodha	Punjab	Referred to Wafaqi Mohtasib
16.	Female	Islamabad	Federal	Dismissed due to non-prosecution
17.	Male	Lahore	Punjab	Be filed
18.	Female	Rawalpindi	Punjab	Dismissed in non-prosecution
19.	Male	Rahim Yar Khan	Punjab	Be filed having no jurisdiction
20.	Female	Lahore	Punjab	Dismissed non prosecution
21.	Female	Lahore	Punjab	Complaint dismissed

22.	Male	Islamabad	Federal	Filed having no jurisdiction
23.	Female	Vehari	Punjab	Filed having no jurisdiction
24.	Male	Chakwal	Punjab	Referred to Privincial Ombudsman Punjab
25.	Male	Peshawar	KPK	Filed having no jurisdiction
26.	Male	Khushab	Punjab	Having no jurisdiction
27.	Female	Islamabad	Federal	Dismissed due to non-prosecution
28.	Male	Rawalpindi	Punjab	Dismissed due non-prosecution
29.	Male	Rawalpindi	Punjab	Having no jurisdiction
30.	Male	Jhang	Punjab	No jurisdiction
31.	Male	Sialkot	Punjab	Having no jurisdiction
32.	Male	Jhang	Punjab	Having no jurisdiction
33.	Female	Jhang	Punjab	No jurisdiction
34.	Female	Chakwal	Punjab	Dismissed due to non-prosecution
35.	Female	Multan	Punjab	Dismissed due to non-prosecution
36.	Male	Kasur	Punjab	Referred to Wafaqi Mohtasib
37.	Female	Muzaffar Garh	Punjab	Dismissed due to non-prosecution
38.	Male	Toba Tek Singh	Punjab	Referred to Wafaqi Mohtasib
39.	Male	Islamabad	Federal	No jurisdiction
40.	Male	Bahawalpur	Punjab	Referred to Wafaqi Mohtasib
41.	Male	Bahawalpur	Punjab	Complaint be filed
42.	Female	Islamabad	Federal	Referred to FIA
43.	Male	Badin	Sindh	Complaint be filed

44.	Female	Quetta	Balochistan	Referred to FIA
45.	Male	Islamabad	Federal	Disposed off
46.	Female	Lahore	Punjab	Dismissed due to non-prosecution
47.	Male	Islamabad	Federal	Not jurisdiction
48.	Female	Islamabad	Federal	Dismissed due to non-prosecution
49.	Male	Swabi	KPK	Does not fall within jurisdiction
50.	Male	Rawalpindi	Punjab	Does not fall within jurisdiction
51.	Male	Mirpur	AJK	Does not fall within jurisdiction
52.	Female	Lahore	Punjab	Does not fall within jurisdiction
53.	Male	Rawalpindi	Punjab	Does not fall within jurisdiction
54.	Female	Lahore	Punjab	Does not fall within jurisdiction
55.	Male	Vehari	Punjab	Does not fall within jurisdiction
56.	Male	Bahawalpur	Punjab	Dismissed
57.	Female	Lahore	Punjab	Does not fall within jurisdiction
58.	Female	Lahore	Punjab	Dismissed due to non-prosecution
59.	Female	Islamabad	Federal	Dismissed as withdrawn
60.	Male	Rawalpindi	Punjab	Disposed off
61.	Male	Jhelum	Punjab	Does not fall within jurisdiction
62.	Female	Multan	Punjab	Transfer to Provincial Ombudsman
63.	Female	Islamabad	Federal	Dismissed
64.	Female	Rahim Yar Khan	Punjab	Dismissed due to non-prosecution
65.	Male	Islamabad	Federal	Does not fall within jurisdiction

66.	Male	Abbotabad	KPK	Referred to Wafaqi Mohstasib
67.	Female	Islamabad	Federal	Dismissed as withdrawn
68.	Male	Lahore	Punjab	Does not fall within jurisdiction
69.	Male	Islamabad	Federal	Dismissed due to coram non judice.
70.	Male	Chakwal	Punjab	Does not fall within jurisdiction
71.	Female	Islamabad	Federal	Dismissed as withdrawn
72.	Female	Rawalpindi	Punjab	Referred to FIA
73.	Male	Rahim Yar Khan	Punjab	Complaint be filed
74.	Male	Lahore	Punjab	Dismissed
75.	Male	Islamabad	Federal	Does not fall within jurisdiction
76.	Female	Islamabad	Federal	Dismissed
77.	Female	Lahore	Punjab	Dismissed due to non-prosecution
78.	Female	Islamabad	Federal	Dismissed as withdrawn
79.	Female	Khanewal	Punjab	Does not fall within jurisdiction
80.	Male	Islamabad	Federal	Dismissed as withdrawn
81.	Male	Islamabad	Federal	Return
82.	Male	Lahore	Punjab	Does not fall within jurisdiction
83.	Female	Abbotabad	KPK	Disposed of as withdrawn
84.	Male	Haripur	KPK	Does not fall within jurisdiction
85.	Female	Larkana	Sindh	Referred to Regional Office Karachi
86.	Female	Bahawalpur	Punjab	Referred to Violence against Women Center Punjab

87.	Male	Sargodha	Punjab	Referred to Wafaqi Mohtasib
88.	Male	Islamabad	Federal	Referred to Wafaqi Mohtasib
89.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
90.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
91.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
92.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
93.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
94.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
95.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
96.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
97.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
98.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
99.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
100.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
101.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
102.	Male	Peshawar	KPK	Referred to Wafaqi Mohtasib
103.	Male	Islamabad	Federal	Does not fall within jurisdiction
104.	Female	Islamabad	Federal	Dismissed due to non-prosecution
105.	Female	Rawalpindi	Punjab	Dismissed due to non-prosecution
106.	Male	Sargodha	Punjab	Referred to Wafaqi Mohtasib
107.	Male	Kohat	KPK	Referred to Provincial Ombudsman KPK
108.	Female	Rawalpindi	Punjab	Dismissed as withdrawn
109.	Female	Islamabad	Federal	Does not fall within the jurisdiction of

				this forum
110.	Male	Karachi	Sindh	Does not fall within the jurisdiction of this forum