
Where can you report?

There are two principal formal routes under Punjab's workplace-harassment law.

- ① **Your workplace's Internal Inquiry Committee.**
Ask HR or administration how to file and how to get written confirmation.
- ② **The provincial workplace-harassment ombudsperson.** Punjab law lets you complain to the ombudsperson or the committee. Internal reporting is not your only option.

FEDERAL WORKPLACES

For workplaces within federal jurisdiction, FOSPAH is the relevant federal authority. The correct office depends on your employer and the applicable law.

Not sure which applies?

Call a support service before travelling or submitting documents.

Helpline 1043

Who to contact

Punjab Women's Helpline

1043

Toll-free, 24 hours. Guidance, legal information and referrals. Can record complaints and refer them to the relevant authorities. Ask whether your concern has been formally forwarded and how to follow up.

pcsw.punjab.gov.pk/helpline

FOSPAH: FEDERAL COMPLAINTS

Lahore Regional Office

First Floor, Ali Complex, opposite Radio Pakistan, near Shimla Pahari, Empress Road, Lahore

Phone: 042-99206482-3

Email: regionalheadlhr@fospah.gov.pk

FOSPAH helpline: 0344-4367367

Email: complaints@fospah.gov.pk

Portal: complaints.fospah.gov.pk/login

Contact the office first to confirm it has jurisdiction over your employer and to check documents and filing arrangements. Not every Punjab workplace is handled by FOSPAH.

PUNJAB OMBUDSPERSON

ombudsperson.punjab.gov.pk/application_procedure

Confirm the correct office and current filing arrangements through 1043.

Do not confuse the workplace-harassment ombudsperson with the general Ombudsman Punjab, whose jurisdiction is different.

BEFORE YOU LEAVE ANY OFFICE

Make sure you know:

- ☐ Who received your complaint
- ☐ How to contact that person or office
- ☐ Whether you received a reference number
- ☐ What happens next, and when to follow up

A PRACTICAL GUIDE

Workplace Harassment

Know your rights.
Know where to report.

What counts as harassment, what your workplace must provide, where and how to report, and key contacts in Lahore and Punjab.

Need guidance now?

Punjab Women's Helpline **1043**

Toll-free, 24 hours

What is workplace harassment?

Pakistan's workplace harassment legislation covers sexual harassment and certain forms of gender-based harassment and discrimination in covered workplaces.

EXAMPLES

- Unwanted sexual comments, advances or messages
- Unwelcome physical conduct
- A supervisor demanding sexual favours in exchange for a job benefit
- Threatening your job, promotion or evaluation because you refused unwanted conduct
- Gender-based conduct or discrimination that falls within the legal definition

Harassment does not have to involve physical contact. It may come from a supervisor, colleague or anyone connected to work. Not every disagreement is legally harassment: the circumstances and the applicable law decide.

WHAT YOUR WORKPLACE MUST PROVIDE

A covered workplace must have a procedure for receiving and investigating complaints. Ask HR or administration, in writing, for:

- **Internal Inquiry Committee (IIC).** Receives and examines complaints.
- **Code of Conduct.** Explains prohibited conduct and the complaint procedure.
- **Committee contact details.** Names and contacts should be displayed or made available to employees.

If there is no committee, seek guidance from the relevant ombudsperson.

How to make a complaint

Prepare a clear account of what happened and gather the relevant information.

1 WRITTEN STATEMENT

- ☐ Your name and safe contact information
- ☐ Employer's name and workplace address
- ☐ Accused person's name and designation, if known
- ☐ What happened: dates, times, locations
- ☐ Any previous incidents
- ☐ Whether you already reported it internally
- ☐ The action or protection you are requesting
- ☐ Your signature and the date (FOSPAH requires a signed complaint)

2 SUPPORTING MATERIAL

- ☐ Messages, emails or other communications
- ☐ Screenshots showing dates, sender and context
- ☐ Relevant work documents
- ☐ Witness names and contact information
- ☐ Previous complaints, replies or receipts

Keep original records safe. Do not edit screenshots, delete messages or publish private evidence online. Do not put yourself at risk to get more evidence.

3 IDENTIFICATION

- ☐ Copy of your CNIC, if you have one
- ☐ Contact details the receiving office requests

Ask the relevant authority for its current checklist before filing.

How to submit

THROUGH YOUR WORKPLACE

- ① Ask HR or administration for the Internal Inquiry Committee's contact details
- ② Submit your written complaint to a committee member
- ③ Attach your supporting material
- ④ Ask for written confirmation of receipt
- ⑤ Keep a copy and ask how the inquiry will proceed

If the complaint concerns someone who controls the committee, say so when seeking guidance.

THROUGH AN OMBUDSPERSON

Federal: FOSPAH accepts complaints through its online portal. You can register with a CNIC, email address or phone number. Check what documents must be uploaded.

Punjab: confirm the correct office through 1043. Contact details are on the back.

AFTER YOU SUBMIT

- Keep your complaint, attachments and receipts
- Record the submission date and any reference number
- Ask how to check progress
- You can generally appeal a decision to the provincial ombudsperson within **30 days**. Confirm the deadline for your case.

PROTECTION FROM RETALIATION

You should not be punished or threatened for complaining or taking part in an inquiry. If you are pressured to withdraw, threatened with dismissal or treated unfairly, record what happened and tell the authority handling your case.