



The Ombudsperson, Punjab



The Protection against Harrasment of Women at Workplace Act, 2010

Enforcement of Women's Property Rights Act, 2021

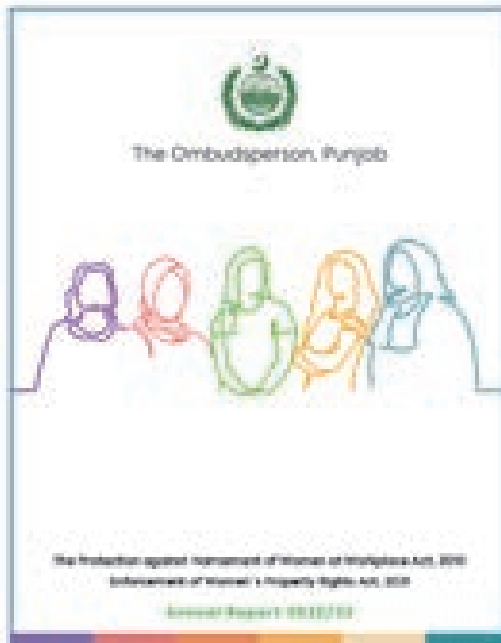
Annual Report

July 2022 / June 2023

The Ombudsperson, Punjab

Annual Report July-2022/June-2023

Design Concept



Our Annual Report 2022-2023 features a white back ground, symbolizing peace. This signifies our commitment to seek peaceful resolutions for women.

Additionally, the design of the report incorporates purple, representing wisdom, and orange, symbolizing motivation. Green embodies hope, pink signifies happiness and blue represents dreams. Furthermore, our report encompasses diverse groups of people, including those who are modern, religious, educated, and more.

This demonstrates our dedication to explain the community the importance of maintaining peace, utilizing wisdom to resolve differences, staying motivated to overcome challenges, and fostering hope for happiness, regardless of social class.

At the office of the Ombudsperson Punjab, every individual is treated without discrimination, irrespective of which social class one belongs to, we strive to provide equal treatment and opportunities. Hope is an essential phenomenon in life that propels individuals towards their desired destinations. It often serves as a vital source of strength for those facing adversity, akin to bread for the impoverished.



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

وَإِذَا حَكَمْتُمْ بَيْنَ النَّاسِ أَنْ تَحْكُمُوا بِالْقَدْلِ

اور جب لوگوں میں فیصلہ کرنے لگو تو انصاف سے فیصلہ کیا کرو

THAT WHEN YOU JUDGE AMONGST PEOPLE, JUDGE WITH JUSTICE.

المسراتن - سورة نساء 4 النساء
آیت نمبر 58



The Protection against Harrasment of Women at Workplace Act, 2010
Enforcement of Women`s Property Rights Act, 2021



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Office of Ombudsperson Punjab

In our society, injustice and the suppression of rights have become all too familiar, casting a shadow over the lives of countless individuals. Sadly, our system often falls short in delivering the justice they seek. We bear witness to the anguish in the eyes of women who have endured fruitless years of litigation, where their hopes seem to be buried alongside the graves of society and our flawed system. However, amidst this darkness, a flicker of hope emerged through provincial legislation and the establishment of the Ombudsperson Punjab office.

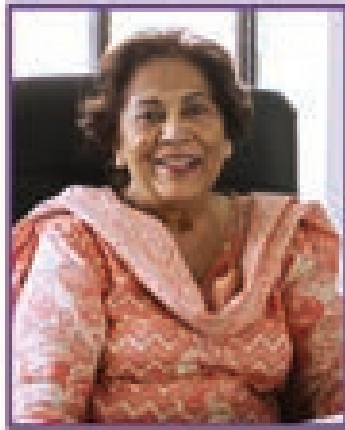
Since its inception in 2013, the Office of the Ombudsperson Punjab has emerged as a crescent moon, illuminating the path towards justice. The provincial legislature enacted The Protection of Women against Harassment at Workplace Act in 2010, later amended in 2012, empowering the Ombudsperson Punjab to receive complaints and take appropriate action. It is disheartening that some unscrupulous individuals in our society prey upon women who bravely strive to support their families through employment, subjecting them to harassment. These victims have long been deprived of a platform to voice their grievances, often leading to resignation and the loss of vital support for their families, or enduring prolonged suffering. The introduction of the 2010 Act provided a platform for these victims, endowing the Ombudsperson with significant powers. Among these powers, the Ombudsperson can summon respondents, request records, issue warrants, record evidence, give directions, and even initiate contempt proceedings against wrongdoers. If guilt is proven, the Ombudsperson Punjab may impose major or minor penalties as prescribed by the Act, offering relief to the courageous women supporting their families.

In 2021, the provincial legislature passed another crucial law—The Punjab Enforcement of Women's Property Rights Act. This law establishes a simplified and cost-free system for women who have been unlawfully stripped of their properties, including inherited assets. It provides a mechanism for those embroiled in civil court litigation to file a complaint, empowering the Ombudsperson to recommend the termination of civil proceedings. Even in cases where no litigation is pending, the Ombudsperson may independently initiate proceedings. If it is determined that a woman has been wrongfully deprived of her property, the Ombudsperson can issue directions to relevant state authorities or the Deputy Commissioner, ensuring compliance with the orders.

To facilitate these proceedings, the Office of the Ombudsperson Punjab operates eight regional offices in addition to its central head office in Lahore. Hundreds of complaints have been received and addressed across the province, offering a glimmer of hope to those in need. The process has been deliberately designed to be accessible, even for illiterate or homemaking women, who can submit applications invoking the jurisdiction of the Ombudsperson without the burden of legal representation. Efforts for ongoing improvement persist, as we envision the Office of the Ombudsperson Punjab, once a crescent, radiating as a full moon—illuminating the path towards justice for all.



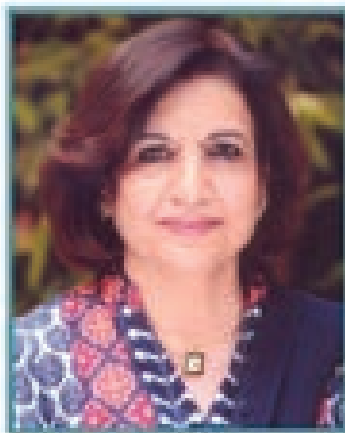
History in Brief



First Ombudsperson
PROF. DR. MIRA PHAILBUS

March 2013

Prof. Dr. Mira Phailbus, Principal (Retd.) Kinraid College, Lahore, was appointed as the first Ombudsperson, Punjab under "The Protection Against Harassment of Women at the Workplace Act 2010". She held the said position w.e.f. 2nd March 2013 till March 01, 2015. Prof. Dr. Mira Phailbus(Sr), one of the most eminent educationists in Pakistan, is recognized internationally for her immense contribution to the education sector in Pakistan. For over forty years, she has served first as a faculty member and then as a principal of Kinraid College for Women, Lahore. She has also served as the Minister for Education and Minority Affairs, in the Punjab government.



Second Ombudsperson
Ms. Farahanda Wasim Afzal

March 2015

April 2015

On appointment by the Government of the Punjab, Ms. Farahanda Wasim Afzal assumed charge as the Ombudsperson Punjab on 16th April 2015. She is an officer of the Pakistan Administrative Service from the 1978 batch and has 36 years' experience working in various administrative positions in the federal and provincial governments, including, inter alia, that of Additional Secretary, Health and R&D Departments, Secretary Cooperatives and Secretary (Services) S&GAD, Govt. of Punjab. She retired from the post of Director General, at Civil Services Academy, Lahore, in March 2014.

April 2017



Third Ombudsperson
MS RUHSANA GILLANI

April 2018

The 3rd Ombudsperson, Punjab, Ms. Ruhsana Gillani assumed the charge on 19th April 2018 till April 2021. She has an eminent proponent of the socio-economic empowerment of women to enhance their role in the national development of Pakistan. She created an environment in which the rights of women were better secured. For achieving this objective, a conducive and safe workplace had to be created where women can utilize their potential for personal and national growth with peace of mind and confidence.

April 2021



○ June 2021

Fourth Ombudsperson
Ms. Nabila Khan

Ms. Nabila Khan proved to be one of those courageous women who rewrite their destiny by shattering the illusion of feminine fragility. After her graduation, she decided to be the sight of the blindfolded goddess of justice by choosing law as a career. She completed her law degree and started her legal practice as an advocate at the District Bar Association Sahiwal. As a lawyer, she also volunteered to work with the suppressed elements of our society, especially women and children. In recognition of her gigantic services to society, she was chosen twice to work as a member of the District Council during 2002-08. She also has the honor of serving as Chairperson of (DPSC). Her journey to glory did not stop there and she was elected as a member of the Provincial Assembly Punjab for the term starting from 2013 till 2018. She is a member of ALUMNI National Defense University. She was the only female member of the Provincial Assembly Punjab in her tenure selected for the (International Visitor's Leadership) IVL, which was a group of 10 judges who visited different states of America for training.



Yet another step in the remarkable journey to glory by this lady was taking the oath as the 4th Ombudsperson of Punjab in June 2021. This was for four years. It is pertinent to point out that the Ombudsperson Punjab office had never been in such a dynamic state since its creation in 2013. Since 2013, the office of the Ombudsperson has been dealing with the Harassment of Women in the Workplace. The only office in Punjab was in Lahore. In 2021, the legislature passed another special law for the Enforcement of Women's Property Rights Act 2021. (Note: Harassment related working of Ombudsperson). However, matters of the whole province were also dealt with in the Punjab Ombudsperson's office in Lahore.

Miss Nabila Khan chooses leadership. Hence, she redefined the Ombudsperson role in Punjab. She convinced the Punjab government to establish regional offices at all Divisional Headquarters. Through her efforts, we have the head office of Ombudsperson Punjab in Lahore and 8 regional offices in all the Divisional Headquarters. Out of them, 7 regional offices are operational and working at full capacity.

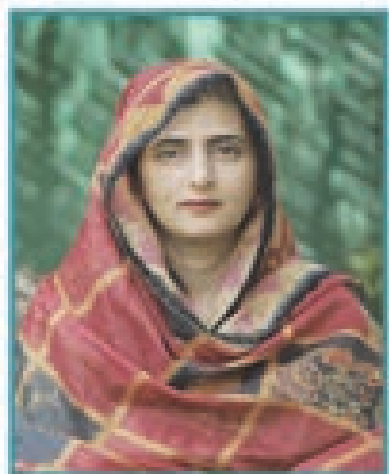
In her view, enjoying a high-profile office in chilled air-conditioned rooms does not solve society's debt to us. We must teach the masses their rights. To educate women, she organized numerous walks, seminars, campaigns, educational programs, training sessions, open courts, and much more throughout the province. She introduced indigenous ideas to publicize awareness campaigns through social media, newspapers, television, radio, lectures in different universities of Punjab regarding these two acts mentioned above, lectures in (Management Professional Development Department) mpdd and print material. Note: she was providing social services to the women and children who are in distress (Heath Services or Skilled Services). She started from free legal aid worker. She also syndicate member from universities still continue. This was so that poor and helpless women could be aware of their rights. She became a voice for women and gave them their voices back so that they could stand firm to get their rights. It would not be wrong if we mentioned that due to her inspiration, many women are now able to present their cases without having to pay heavy fees to lawyers. She has put the genie of fear in the bottle for women and provided help to them whenever they needed it most. Her guidelines to her staff have always been that they should perform for the rightful and rightful people. This is as if they say "Your wish is my command".

Since becoming an Ombudsperson of Punjab, she has heard and decided thousands of cases. There are tons of success stories throughout the province where the entitled person was given properties. To get their own rights regarding the properties was a riddle for millions of women of the sub-continent. However, Ms. Nabila Khan has made the office of the Ombudsperson Punjab an open forum for them.





Secretary's Report



June 2021

I am a member of the Provincial Management Services (PMS) with a career spanning twelve years. Throughout my professional journey, I have held the position of Section Officer in various departments, including SED, HUD&PHED, Labour & HR, and the Governor Secretariat. Additionally, I have had the privilege of serving as a Special Judicial Magistrate (SJM) at Town Hall and as Deputy Director (QAED/Colleges) at QAED, Lahore.

My promotion to BPS-18 led me to my current role as Secretary to the Ombudsperson Punjab, which is a unique opportunity for me to provide administrative assistance and maintain effective communication between legal branches. The Ombudsperson Punjab office has undergone significant expansion, with the establishment of eight divisional offices, an increased budget, the creation of 47 new positions, and the appointment of auxiliary staff. Notably, the office has recently initiated the process of floating tenders for the first time since its inception.

Navigating the challenges of working with a small number of untrained staff members, I have strived to achieve remarkable milestones in this role. I am pleased to present our annual report, showcasing the significant achievements of the Office of the Ombudsperson over the past year. With unwavering dedication to justice, we have expanded our capacity, secured resources, and embraced digitalization to enhance efficiency and transparency. We express gratitude to our esteemed Ombudsperson and committed team for their invaluable contributions. Particular, I would like to appreciate Ms. Aziz Fatima and Mr. Ahmad Zafar (Designer) for their great efforts in developing the annual report 2022-2023. Together, we strive to create a more just and equitable society.



CORE TEAM

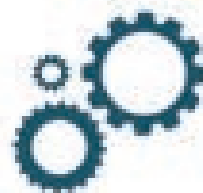
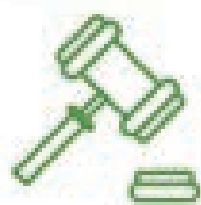
Ms Misbah Ghafoor ▼
Registrar

M. Akhtar Hussain ▼
Assistant Director



▲ **Ms Nabila Hakim Khan**
OMBUDSPERSON PUNJAB

Ms Saima Sadiq ▲
SECRETARY OMBUDSPERSON PUNJAB



CHAPTER 1

FUNCTIONS AND POWERS

THE OMBUDSPERSON PUNJAB
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CHAPTER 1

FUNCTIONS AND POWERS

Who We Are

The office of the Ombudsperson Punjab is a Quasi Judicial Forum. It has been established under "The Protection against Harassment of Women at Workplace Act 2010 (Amended 2012)". The philosophy of the implementation of the law is based on the principles of equal opportunities for men and women and the right to earn a living without fear of discrimination laid down in the 1973 Constitution of the Islamic Republic of Pakistan.

The Act protects all workers from harassment at the workplace without any gender discrimination. But primarily the harassed gender is women. The office of the Ombudsperson Punjab provides a curb on the illicit advances by the opposite gender by conducting trials of the harassers and if found guilty, punish them appropriately. The Divine precedent is always followed as the Almighty had set that nobody should be condemned unheard. The Divine precedent was set when Allah Almighty provided an opportunity of being heard when Satan had refused to bow before Adam. Thus, ample opportunities are provided to the alleged harassers before giving verdict against them. The second segment that the office of the Ombudsperson Punjab deals in is the Punjab Enforcement of Women's Property Rights Act, 2021. This Act provides speedy and free-of-cost justice to deprived women who have been deprived of their moveable or immovable properties. The orbit of the jurisdiction of both the Acts comprises to the whole of Punjab.

What we do

Investigate **Complaints**

regarding Harassment at the workplace and dispossession of property.

Preliminary **Assessment** of complaints.Issue **Directions**

to concerned state functionaries/ organizations and DCs regarding harassment and delivery of possession.



FUNCTIONS AND POWERS

Jurisdiction

Ombudsperson Punjab has vast jurisdiction to hear complaints received under both the Acts and can pronounce minor & major penalties under Harassment Act. More so, under the Property Act, The Ombudsperson Punjab can direct any state functionary or any private person to execute an order for handing over possession to the woman deprived of her rightful share of inheritance or ownership.

The Ombudsperson Punjab is also empowered to adjudicate upon the cases related to property, which are pending adjudication before any civil court, and also can send a reference to the civil court concerned for the termination of the proceedings pending before it. More so, learned Lahore High Court, Lahore through one of its judgments passed in a W.P.No 36316 of 2023 has granted the power to review the orders.

What we cannot do

Office of the Ombudsperson cannot take up the matters under Harassment Act 2013 are:

Service/administrative grievances
 Private matters
 Domestic violence
 Family matters/disputes
 Not addressed to this office
 Cases sub judice in another forum under the Act, 2010
 Already disposed of cases
 Anonymous/pseudonymous complaints
 Financial help requests
 Matters concerning other provinces
 Requests for contractual dues
 Harassment by non-employee/ private person
 Harassment but not at the workplace (Defined in the Law)
 Cybercrimes (Facebook, WhatsApp, Twitter, etc. by private person)
 Students' affairs
 Matters falling in the purview of the Ombudsman Punjab

Office of the Ombudsperson cannot take up matters under Property Act 2021 includes;

Where the female does not have the title document.
 Where a detailed description of the property is not given.
 When the whereabouts of Respondents are not traceable.
 Where property is beyond the territorial jurisdiction.
 Where a complaint is made by a male person in an individual capacity under Property Act.
 Where mutation has already been passed either by way of fraud or coercion etc.
 Where suit for specific performance is pending adjudication before Civil Court and the same is based on a written agreement.
 Mutation has been passed based on written gift/ Hiba.



CHAPTER 2

Protection against Harassment of Women at the Workplace Act, 2010 (amended 2012)

THE OMBUDSPERSON PUNJAB
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CHAPTER 2

HARASSMENT

The Ombudsperson Punjab operates under the Punjab Protection of Women against Harassment at Workplace Act 2010, which was enacted to address the issue of harassment against women at the workplace. The Act primarily focuses on providing a safe working environment for women and creating a mechanism for addressing complaints related to harassment. The Ombudsperson Punjab is responsible for investigating complaints of harassment filed by women working in both public and private sector organizations. The Ombudsperson has the authority to summon witnesses, gather evidence, and make recommendations based on the findings of the investigation. The Ombudsperson has the power to take action against individuals found guilty of harassment, including public servants, and can recommend disciplinary measures or legal proceedings.

The office of Ombudsperson Punjab is impartial and independent, ensuring that complaints are handled fairly and objectively. The institution acts as a bridge between the complainant and the respondent, facilitating the resolution of disputes and promoting a harassment-free working environment. The Ombudsperson Punjab plays a vital role in upholding the principles of equality, dignity, and respect for women at the workplace. By addressing complaints of harassment and taking appropriate actions, the Ombudsperson contributes to creating a safer and more inclusive society. Office of ombudsperson has received about 7500 complaints, in which complaints of sexual harassment are 886 under Act Protection against Harassment of Women at the Workplace Act, 2010 (amended 2012) 596 complaints have been disposed of.





Selected Important Orders of Hon'ble Ombudsperson Punjab



CHAPTER 2

HARASSMENT

Complaint No. WOP/11-434/2021**Titled****Ms. Sh****Vs.****Mr. Ha****DECISION**

The complaint in hand was submitted by Ms. Sh FWW, Population Welfare Department, Gujrat against Mr. Ha, District Population Welfare Officer, Gujrat & Mr. Ab, Tehsil Population Welfare Officer under the Protection Against Harassment of Women at the Workplace Act, 2010 wherein she stated that she is working in the Population Department since 2017. She was posted at her ancestral village Beherwal. Her friend Khalid who is native of Lahore was working in Tehsil Kharan and staying at her parent's house. Ms. Khalida was facing some financial hardships therefore she starting working in private Maternity Home which was near to her center. She would work at Population Center from 9 to 5 and then proceed to maternity home/ Fatima Medical Center from 5 to 9 pm. Thereafter, she left her home and started living in a residence near to her center but she remained in contact with the complainant and would share all matters with her. Ms. Khalida told her two or three times that a male nurse who was working in the private maternity home has harassed and misbehaved with her. She consulted the matter with the complainant who asked her to bring it into the knowledge of Lady Doctor. When Ms. Khalida told informed Lady Doctor about the harassing attitude of the Male Nurse, the Lady Doctor consoled her. Thereafter, that Male Nurse again committed unethical acts with Ms. Khalida confining her in theater room but she somehow managed to save herself and stayed in FWC. When Ms. Khalida shared her about the whole incident, she advised her to quit job, so she quitted, after which she alongwith her she went to Dr. Faisal, owner of the hospital for taking her dues amounting Rs. 8 thousands but he refused to pay and got angry. Instead of paying dues, he leveled filthy allegations and tried assault at them through Gaurds. She alleged that the on behest of Dr. Faisal and Ms. Qudia respondent Dr. Hassan Khalid Warraich became harsh towards them and would say that the women who do employment away from their homes are loafers. Dr. Hassan Khalid Warraich would got to Ms. Khalid's FWC and would also talk with complainant in an inappropriate manner.



HARASSMENT

On 13.02.2019, the respondent Mr. Hassan Khalid Warraich visited complainant's center and scolded her without any reason and said that she is a prostitute who does not know how to run a center. He would also go to FWC of Ms. Khalida after working hours and would sit there unnecessarily for hours, also say that how does she feel living alone. She alleged that Mr. Hassan Khalid Warraich would call her in his office, after waiting for long, he would call her inside his office room where he would indulge in unnecessary gossips with her. He would ask her to spend time with him and have a meal saying that why she is afraid of him.

Thereafter, Mr. Hassan Khalid Warraich visited her center on 15.03.2019 and marked absent of her Assistant despite her leave. On 30.04.2019 he suspended her from service and got her salary stopped. Despite number of request, he had not got her salary resumed rather would say that he is the only authority to stop or resume her salary. He would always visit her center when her Assistant would be at leave and would indulge in irrelevant gossips with her. On 23.10.2019, her Assistant availed 15 days leave for training, during this time, Mr. Hassan Khalid Warraich visited her center, misbehaved with her saying that does not she understand that he likes her and wanted to befriend with her, On which she became upset. Chaukidar was outside at that time. She saved herself calling the Chaukidar in. The respondent Mr. Abdul Waheed who was transferred to Kharan Gujrat in 2019 has already been convicted in a harassment case. Respondent Mr. Abdul Waheed soon after his posting has started visiting her center. Both the respondent being connived with one another have threatened many girls. The respondent Mr. Abdul Waheed would took her record and call her in Tehsil Office. She informed to the respondent Mr. Hassan Khalid Warraich DPWO but of no avail. Later on he got stopped her salary from January 2020 to April 2020. The respondent Mr. Hassan Khalid Warraich too has been awarded penalty of Censure in a harassment case. Despite conviction Mr. Hassan Khalid Warraich has not abstained teasing and insulting females.

On receipt of complaint notice was issued to the respondents Mr. Hassan Khalid Warraich and Mr. Abdul Waheed. The respondent Mr. Abdul Waheed submitted his written reply wherein stated that he is working in Population Welfare Department since 2014 and appointed as Tehsil Population Welfare Officer in August 2019 and reposted as Deputy District Education Officer, Gujrat in May, 2021. The complainant Ms. Shazia Rehman was working in PWD as Family Welfare Worker from August 16, 2017 till expiry of her service contract on June 30, 2020. Her contract was not further extended by the Competent Authority/ Director General PWD due to her poor performance. He contended that he has never been involved in any criminal or immoral activity. He contended that the complainant has moved false and frivolous complaint against him. He asserted that the complainant has not come to this with clean hands as she has concealed the facts regarding her service record which is full of irregularities, absents, mal behavior incidents, false litigations and threatening to staff members. Therefore, the instant complaint is not but an endeavor to threaten her officers desperately to get some benefits.



CHAPTER 2

HARASSMENT

He further contended that he is not the only person who could not help taking disciplinary actions against her but his predecessor and higher officials will also found taking actions against her. The complainant is having plethora of complaints, reports and inquiries against her to escape from all the allegations of being absent from her job, rude behavior and professional irregularities, she is trying to take refuge in such issues of defamation to her officers. The only reason to file this complaint seems to pressurize the whole department by involving her seniors in such malicious allegations. He contended that the allegations leveled against him are false and fabricated and has been leveled with ulterior motive and with malafide intention and even all the co-employees of the complainant have sworn their affidavits regarding the falsehood of the allegations against him and his truthfulness. He contended that the instant complaint is a mean trick and tactic of bargaining to maintain balance of power in her favor because her contract was not further extended by the Competent Authority. He contended that the complainant is naturally a blackmailer and black sheep in Population Welfare Department Gujrat and has long history of insubordinate behavior towards higher officer. She blackmails the officers through fake and fabricated applications and threatens them for the purpose of extorting money. She is also culprit of collecting money from poor patients and clients of the area during her service period. He contended that he has not any malafide intention against complainant Ms. Shazia Rehman. He stated that on account of her absentees and inefficiency he called a number of explanations under PEEDA Act, 2006. After these explanations, the complainant became vindictive towards him and moved the instant complaint in grudge. Moreover, she failed to produce any documentary, physical real or substantive evidence against him. Contrary to this, he has presented statements/ affidavits of eye witnesses in favor of his stance. Respondent Mr. Abdul Waheed further contended that the allegations leveled against him do not constitute and fulfill requirement of section 2 (h). He referring section 9 of the Punjab Ombudsman Act 1997, stated that the Ombudsperson Punjab cannot undertake an investigation qua the terms and condition of the service of a person what to talk of passing of order against them. The jurisdiction of the Ombudsperson Punjab in the matter where the department has already taken the cognizance and has already initiated an inquiry on the application of appellant is not tenable in the eyes of law. He prayed that the instant complaint may be dismissed. The respondent Mr. Hassan Khalid Warraich submitted his written defense wherein contended that he is working in PWD since 2003 and was appointed as District Population Welfare Officer, Gujrat from 15.11.2018.



HARASSMENT

The respondent Mr. Hassan Khalid asserted the same stance as Mr. Abdul Waheed that the complainant has not come to this forum with clean hand as she has concealed her service record which is full of irregularities, absent, mal practices, tempering record etc. He contended that a charge sheet against her is recently prepared on the order of DG office and is lying with DH office PWD which is appointing authority for the purpose of inquiry against her irregularities, absentees, unprofessional behavior, and running malicious campaign against her supervisory officers being glove in hands with group of employees who were in habit of using department as source of influence and fixed monthly income. The complainant submitted her response to the written defense of the respondent Mr. Hassan Khalid Warralch wherein contended that Mr. Hassan Khalid Warralch had been working in Pakistan Army where he had been compulsory retired on account of misbehaving with his senior. His performance has never been good in the Population Welfare Department. In 2006, he has been exposed regarding females. Cases of Nazia Rani (late) and Uzma Bibi were famous cases of Gujrat. She contended that he presented Ms. Uzma Rani FWW as his Personal Secretary before his friends and forced her to have tea with him etc. Ms. Nazia Rani who was sister of Uzma Rani has slapped him due to his behavior. Later on, he got both sisters involve in a murder case and also terminated them without inquiry. However, when both sisters when proved to be innocent were reinstated in service. His service record is full of corruption and irregularities but he always saved his skin using political influence. She contended that since a long Mr. Hassan Khalid Warralch has been teasing her mentally and financially. He has tried to succeed by placing baseless explanation letters in her personal file. She contended that her close relatives also been put behind bars in a ransom case. She stated the respondent Mr. Hassan Khalid Warralch has been harassing her in her home after official hours. She contended that Mr. Hassan Khalid Warralch deployed Mr. Abdul Waheed for keeping eyes upon her. The respondent Mr. Abdul Waheed has come to her residence at late night in a private car and asked her to go with him saying that DPWO called her which was witnessed by her neighbor Rukhsana. She repeated her earlier allegations mentioned in the complaint. In view of the foregoing discussion, facts and circumstances, it stands established that Mr. Hassan Khalid Warralch, DPWO Gujrat is guilty of causing harassment to the complainant including many other females by way of his sexual demeaning attitude and creating hostile and offensive work environment at workplace.



CHAPTER 2

HARASSMENT

Therefore finding Mr. Hassan Khalid Warraich guilty of causing harassment to the complainant and creating hostile and offensive work environment at workplace in terms of section 2(h) of the Protection Against Harassment of Women at the Workplace Act, 2010 I award him minor penalty of "Withholding of increments for a period of five year" as per section 4(4)(i)(b) of the Act, ibid. Since the case in hand is depicting that majority of female staff of DPW Department, Gujrat is victim of unethical behavior Mr. Hassan Khalid Warraich. It is recommended that Mr. Hassan Khalid Warraich be posted in any other District and his behavior towards female be strictly monitored wherever he is posted.

Announced: 28.03.2023

It is certified that this decision consists of 11 pages, each of which has been dictated, read over, corrected and signed by me.

-SD-

(MS. NABILA KHAN)
OMBUDSPERSON PUNJAB

Complaint No. WOP/11-433/2021

Titled

Mr. Fa

Vs.

Ms. Sh

DECISION

This complaint of harassment was submitted by Mr. Fa, ex-Assistant, Punjab Judicial Academy Lahore against Ms. Sh, Telephone Operator, Punjab Judicial Academy Lahore, under the Protection Against Harassment of Women at the Workplace Act, 2010 stating therein that he has been working in the Punjab Judicial Academy Lahore from 2015 to 25.02.2021. During his service, the respondent Ms. Shazia Parveen, Telephone Operator has been harassing him and asking him to develop illicit relationship with her but he constantly avoiding and advising her because he is a married person and has three daughters and a son.



HARASSMENT

On 14th August, 2018, during "Azadi Show" when he was performing a "Milli Naghma", the respondent Ms. Shazia Parveen made his video, later on, tried to allured him towards herself saying that she likes him from the very first day in the Academy and said that since the day he performed "Milli Naghma", she is constantly watching his video all day and night because she wants to own him. She also said that she looks his face in her own face. He further alleged that whenever the respondent Ms. Shazia Parveen would go for using ATM, she would ask him to come there but he would refuse; that she would also bring "Chana Chat" "Dahi Bhallay" from home, replace it at reception and then ask him to pick it up from there but he would ignore. He alleged that the respondent Shazia Parveen continued harassing and asking him to develop illicit relationship with her. At last, on 24.11.2020, she sent him messages through her personal WhatsApp number (0335-7013326) wherein she tried to make him believe in her love saying "I LOVE YOU" but he again tried to make her learnt saying that "she would lost her dignity and employment as well" but she responded that "IZZAT KI KIS KO PARWAH HAI" then again get rid of her saying "ALLAH HAFIZ". That he remained careful from her because she had earlier lodged false complaints of harassment against officials namely Adil Farooq Cashier, Muneer Hussain, Core Taker and Amjad Ali. He further alleged that on 25.11.2020 at 09.06 a.m. he received a call from 0309-2598413 when he received call, Ms. Shazia Parveen was on the other side, she said that due to some household issues, her husband has her mobile and ask him to convey to office about her leave but he flatly refused, he informed that this belongs to respondent's sister Zakia Bibi. Thereafter, at 9:15 am, he received a message from 0304-4610536 wherein, respondent said that she sent this message through her sister's mobile number, and also said that Kashif (respondent's husband) has come to know about everything and she also told him about her relationship, and her husband would come to office and disrepute her. Thereafter, at 11:07 a.m. he received a call from respondent Shazia's mobile number (0335-7013326) at his personal mobile number (0301-4971494); when he picked up the call, respondent's husband was on the other side, her husband extended threat to kill him saying that his wife wants to marry him but he replied that it was his wife's intention, he must handle his personal matters. But respondent's husband has been giving him threats. Thereafter, in revenge of refusal to respondent's demands before her husband as well, the respondent Shazia Parveen in connivance with Ms. Hina Rafique AD (Admin) and Rana Arif, Additional Director lodged a false complaint against him and get him terminated from service on the basis of her personal grudge developed in refusal to her illicit demands.



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On receipt of complaint a notice under section 8 (5) of the Act, ibid. was issued to the respondent. Respondent Ms. Shazia Parveen submitted his written defense reply wherein denied the allegations leveled against her. She contended that the in fact, complainant Mr. Farman himself has been harassing, threatening and blackmailing her by way of asking her to meet him in hotels but she has been refusing to his demands regarding which she lodged complaint. Inquiry was held and he was found guilty, how he falsely accused her to be harasser. She asserted that if she was harassing him, why he did keep silence. She contended that the complainant has lodged false and baseless complaint against her. While recording statement of oath, the complainant Mr. Farman Ali stated that his complaint may be considered as his statement on oath. The respondent Ms. Shazia Parveen was given opportunity of cross-examination during which she put a query as if she has been harassing him for three years, why had not he lodged complaint against her to which the complainant Mr. Farman replied that he has been making her learnt but she did not bothered added that he had not lodged complaint against her so for the sake of her dignity, marital life and employment.

He denied that the instant complaint was lodged in grudge of her complaint lodged against him. In reply to a query as when she would bring things for him to eat, which he would eat; at that time why he did not realize that he was being harassed, he replied that she herself admitting that she has been bringing food for him, he added that he would not eat, she would place food for him but he would not take it. He denied that he asked her to develop relationship with him, rather she would say "I LOVE YOU" in support of which he has evidence. In reply to a query by the respondent as to whether it is correct that he stole her messages while she had not sent him messages, he replied that it is incorrect added that she has been sending him messages. In reply to a query by the respondent Ms. Shazia as to whether it correct that he would compel her to send him messages, he replied that she would send him messages on her free will. He denied that he committed excess with her in room No.2. He denied that he would call her in ATM. He replied that he had not complained against her for the sake of her dignity added that on 25.11.2020, her husband extended him threats on call, when he (complainant) ask her husband to inform authority, her husband changed his tone requesting him that it would cause damage to her wife's repute and requested him to keep silence. He denied that on 26.11.2020, he stopped her husband added that in fact her husband stopped him. In reply to a query by the respondent Shazia as if she had not direct or indirect interaction with her, how he keeps her messages with him, .



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he replied that he talked about official interaction but she would send him messages on regular basis. He replied that she harassed him herself as well as on directions of Rana Arif. In reply to query as to whether it is correct that he forced her to send him messages that "Mian bivi Wala Rishta Khatam Kr Chuki Hu" he replied that it incorrect added that can someone send such message on anyone's wish. He denied that he sent her messages, added he would make her learnt. He denied that he is doing this to spoil her marital life. While confronting another query by the complainant, he replied that when her husband extended him threats, his witness Mr. Muhammad Saleem asked him to set mobile on loud speaker. He stated that he produced the messages before the departmental inquiry committee as well. Respondent Ms. Shazia Parveen stated that her defense reply may be considered as her statement on oath. In the cross-examination by the complainant Mr. Farman Ali, respondent Shazia Parveen denied that she captured his video on 4th August (at that time Mr. Farman Ali submitted evidence regarding this in USB). She denied that she sent him message that she likes him from the very first day. She denied that she sent him message that she looks his face in her face. She denied that she would ask him to come in ATM

In reply to a query by the complainant Mr. Farman Ali as to whether it is correct that on 24.11.2020 she sent him a message from 0335-7013326 wherein she said that she wanted to marry with him and also said that "I Love You Bhi Nahi Kahengy" and "Ap Walid K samny apny Nikah mein rakhaingy" he would ask her to send such messages. In reply to a query if would compel her to send such messages, has she any proof to prove it, she replied that she has not proof because he would ask her to delete those messages. In reply to a query that if he would force her to comply with him on gun point, can she produce any proof, she replied that he would threaten her by the gun of guard. In reply to a query as to whether Police Officials can put their gun anywhere, she replied that they do so. She replied that she had not shared regarding harassment to any woman. She stated that she sent him roll no. for checking result on his wish. She stated that he was called from Zakia Baji's number and her husband ask her to call. File perused. Parties have been heard. Evidence produce by the parties have been examined. After considering at length case file, versions of the parties and examination of facts and evidence available on record, it has been transpired that Ms. Shazia Parveen despite being a married women has been harassing the complainant Mr. Farman by way of allurements and favors so as to develop relationship with him. The complainant Mr. Farman Ali submitted screen short of messages which proves that the complainant has been alluring him by sending him messages



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"I Love You"portraying that she has not good relationship with her husband".When confronted messages, the respondent Ms. Shazia Parveen agitated that the complainant would force her to send him such messages, when she was asked as to whether she has any proof that he forced her, she replied that she has not any proof as she would delete messages on complainant's direction. It stands established without any shadow of doubt from the examination of record and cross-examination that the respondent Ms. Shazia Parveen herself has been harassing Mr. Farman Ali. When she could not succeed in her designs, she lodged a false complaint against him in connivance with AD Admn and Additional Director Rana Arif and succeeded to get him terminated from service. It is worth mentioning here that where the Protection Against Harassment of Women at the Workplace Act, 2010 protects women from harassment at workplace, similarly it gives protection to male employees as well. The office of Ombudsperson Punjab is working to provide conducive and harassment-free work environment at workplaces so that work forces could earn their livelihood and contribute in progress of the country without any fear. Where the Ombudsperson adopted zero tolerance policy against male harassers, in similar way, if a female harasses to male colleague as in the present case, this would punish her irrespective of gender. In view of the above discussion, it stands established that Ms. Shazia Parveen is guilty of causing harassment to the complainant Mr. Farman Ali in terms of section 2(h) of the Protection Against Harassment of Women at the Workplace Act, 2010, therefore, I award her minor penalties of "Censure" and "Withholding of increments for a period of five year" as per section 4(4)(a)&(b) of the Act, ibid. The Competent Authority shall impose the penalty upon the respondent and submit report to this office within 30 days. Complaint in hand stands disposed of accordingly. Parties be informed.

Announced: 03.11.2021

It is certified that this decision consists of 11 pages, each of which has been dictated, read over, corrected and signed by me.

-SD-

(MS. NABILA KHAN)
OMBUDSPERSON PUNJAB



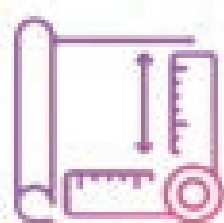
HARASSMENT

*Anila Arshad ▼
Assistant Harassment Branch*



*M. Abass ▼
Assistant Harassment Branch*





CHAPTER 3

The Punjab Enforcement of Women's Property Rights Act, 2021

THE OMBUDSPERSON PUNJAB
Annual Report 2022-23





CHAPTER 3

PROPERTY

The Constitution of the Islamic Republic of Pakistan gives due respect to the women in society and guarantees their right of ownership regarding property. The rights of ownership of women are violated through coercion, fraud, fabrication, or forgery in property matters. The government of Punjab has promulgated a new Act 'Enforcement of Women's Property Rights Act 2021' in which Ombudsperson Punjab has been empowered to hear property matters of all deprived females and decide in only 60 days.

The Ombudsperson receives and investigates complaints related to women's property rights violations. The Ombudsperson examines the complaints, gathers evidence, and takes necessary actions to resolve the issues. The Ombudsperson may facilitate mediation between the parties involved in disputes related to women's property rights. Ombudsperson, preferably, works toward finding amicable solutions and resolving conflicts through negotiation and dialogue. The Ombudsperson might provide legal assistance and guidance to women who have been deprived of their property rights. The Ombudsperson ensures that the women are aware of their legal rights and help them navigate the legal processes involved in reclaiming their property.

In continuation of the struggle for the rights of females, 08 regional offices have been established out of which 07 are operational and working according to the mandate of the government and the vision of the Ombudsperson.

The office of ombudsperson has received 5000 complaints under Enforcement of Women's Property Rights Act, 2021²⁰²¹ out of 3000 have been disposed of while issuing directions to different state functionaries / DCs to implement the orders and handing over possession of inherited/ own properties to the females.





Selected Important Orders of Hon'ble Ombudsperson Punjab



CHAPTER 3

PROPERTY

COMPLAINT NO. WOP/18-673/2021**TITLED**

Faheema Sherazi D/o Ashiq Hussain, Resident of House No. 909, Street No. 52, Sector G-11/2 Islamabad.

Versus

Aun Abbas Sherazi S/o Ashiq Hussain Sherazi, Resident of Mohallah Sakhi Raseed near Post Office Behal Dagar, Tehsil & District Bhakkar.

ORDER

The above mentioned complaint was received in the office of Women Ombudsperson, Punjab under Punjab Enforcement of Women Right in Property Act, 2021. The parties were summoned through service of notices to appear before the office of worthy Ombudsperson and record their statement and replies. The parties appeared before the office of Worthy Ombudsperson on 23.12.2021, 03.01.2022, 02.02.2022, 10.02.2022, 07.03.2022, 21.03.2022, 31.03.2022, 11.04.2022, 20.04.2022, 03.06.2022 and 22.06.2022. Joint hearing was afforded to the parties. All the concerned were heard at length.

The brief facts of the complaint as narrated by the Complainant are; the father of parties namely Ashiq Hussain died on 07/09/2018, and the parties became owner of the estate bequeath by their father. Therefore, by way of transfer of inheritance mutation, the complainant became owner of commercial property measuring 6M situated at Khata No. 342/326, of 4M situated at Khata No. 320/305 and of 15M situated at Khata No. 359/347 at Moza Behal Dagar, Tehsil and District Bhakkar. Further, the Respondent who is real brother of her has illegally occupied the commercial property of her since the death of predecessor in interest of the parties. Furthermore, it is commercial property and is very valuable. Thus, through the complaint in hand, it is prayed for the delivery of peaceful possession of her land/ property alongwith, past and future rent since the illegal possession of the Respondent till delivery of possession.

Respondent/ Aun Abbas Sherazi appeared before the court and stated that in compliance of previously lodged complaint No. WOP/18-210/2021, Deputy Commissioner, Bhakkar has delivered possession of land measuring 10-Maria to the complainant whereas, she was



entitled for 7-Marla in Khata No. 19/17. Further, the complainant is enjoying possession of land measuring 7-Marla in Khata No. 342 and the respondent has not dispossessed her, in Khata No. 320, complainant is owner of 3-Marla by way of inheritance however, she has deliberately mentioned it as 4-Marla, Khata No. 320 is not in possession of any of the legal heirs of Ashiq Hussain, others/ third party has illegally occupied the land, thus, this allegation is wrong. However, in Khata No. 359 he is owner in possession of 11-Marla, and the complainant does not have any right to exercise over this Khata, thus, the complaint in hand is liable to be dismissed.

Parties heard.
Record Perused.

In the interest of justice, detailed report from the office of Deputy Commissioner, Bhakkhar was sought vide letter No. WOP/18-673/2021/1303 dated 04.02.2022 and WOP/18-673/2021/1465 dated 09.03.2022 and then WOP/18-673/2021/1752 dated 04.04.2022. The Deputy Commissioner, Bhakkhar furnished its report wherein it is stated that after the death of Ashiq Hussain, inheritance mutation was passed in favor of all the legal heirs on 18.12.2018. The late father of the parties was owner of land measuring 6K-19M in Khata No. 342, 320, 359 and 55. The complainant became owner of land measuring 1K-4M by way of inheritance in all the Khatas, however, has sold her share in Khata No. 55. Though, she has gained possession of land measuring 0-3M, yet she is entitled for the possession of her share in Khata No. 342, 320 and 359 in accordance with law.

Therefore, keeping in view, the record, report and listening to the arguments extended by both the parties, it is observed that the Respondent is in illegal possession of the estate left by the father of the parties and the complainant has been deprived of her lawful constitutional right of ownership. Therefore, directions are issued to Deputy Commissioner, Bhakkhar to deliver peaceful possession to the Complainant under Section 5 and 9 of The Punjab Enforcement of Womens Property Right Act, 2021, under intimation to this office within the period of 07 days alongwith the recovery of rent since 07.09.2018 till the delivery of possession. The Deputy Commissioner, Bhakkhar is directed to assess the value of rent at the prevailing market rate as mentioned in Section 8 of The Punjab Enforcement of Womens Property Right Act, 2021.



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In the sequel of above mentioned facts, I, Ombudsperson, Punjab do hereby accept the complaint in the light of above mentioned observations. Let the parties be informed. File be consigned to the record room after fulfillment of all the codal formalities.

Announced: 22.06.2022

It is certified that this decision consists of 04 pages, each of which has been dictated, read over, corrected and signed by me.

-SD-

(MS. NABILA KHAN)
OMBUDSPERSON PUNJAB

COMPLAINT NO. WOP/1054/2022

TITLED

**Yasmin Parvaiz Butt wife of Parvaiz Akhtar Butt, Resident of House No.
86-D, Model Town, Lahore**

Versus

Haroon Ahmad
**Occupier of Shop No. 13, Ground Floor, Raja Chambers 35 Queens Road,
Shah-rahe- Fatima Jinnah, Lahore.**

ORDER

The above mentioned complaint was received in this office. The parties appeared before the office of Worthy Ombudsperson on 28.04.2022, 25.05.2022, 26.05.2022, 18.06.2022/20.06.2022. Joint hearing was afforded to the parties. All the concerned were heard at length.

The brief facts of the complaint as enumerated by the Complainant are in this tone that the Complainant is owner of Shop No. 13, Ground Floor, Raja Chambers 35 Queens Road, Shah-rahe- Fatima Jinnah, Lahore, by way of Registered Sale Deed bearing No. 1259, Book No.1, Volume 2712 dated 25.02.2017 (Hereinafter referred as property complained for). Excise and Taxation department has also issued PT-I dated 12.06.2017 in the name of the complainant. The complainant bought the disputed property from Mr. Parvaiz Butt. Since the purchase of the Property complained for, Mr. Parvaiz Butt has been paying rent of



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the property complained for as PKR. 150,000/- on monthly basis till November 2018 when due to bad health of the complainant's husband, the Respondent and his employees has occupied the disputed property in November 2018 and stopped paying rent to her. Further, she has stated that she approached the Respondents for a number of times for the payment of the rent and vacation of the disputed property but, he has refused to adhere to the genuine request of her/ Complainant. Therefore, through the instant complaint, she has prayed for the vacation of the suit property alongwith payment of long due rent from November 2018 till today. Respondent appeared and submitted an application to implead M/s Waves Singer Pakistan Limited (hereinafter referred as "Company"), with registered address at 9-Hanjanwal Multan Road, Lahore, occupying the disputed Property as necessary part as the Respondent/ Haroon Ahmad Khan is only the CEO of the Company and has nothing to do with the disputed property at his personal level.

Respondent/ Haroon Ahmad Khan has also submitted detailed reply denying evasively the contentions raised by the complainant and stated that the husband of the Complainant who being CEO of M/s Cool Industries Pvt. Ltd and being the owner of the disputed property entered into an Agreement to Sell dated 20.12.1997 with the Company (though not defined by which company the agreement was entered into) against the consideration of PKR. 2,633,000/- (Rupees Two Million Six Hundred and Thirty-Three Thousand only). Though have not attached any copy with respect to the said Agreement.

Further, stated that Mr. Parvaiz Butt, in the capacity of CEO of the Company, sold the disputed property to the Complainant without considering the fact that the disputed property is under pledge firstly with Askari Bank Limited and then with Sindh Bank Limited and still under pledge with Sindh Bank Limited. Further, submitted that the M/s Cool Industries was merged into M/s Singer Pakistan Limited and then renamed as Waves Singer Pakistan Limited. (However no documents with respect to pledge and merger are attached with reply) It is further contended by the Respondent that the husband of the Complainant with mala fide intentions sold the property of the Waves Company to his spouse/ the Complainant through registered Sale Deed dated 25.02.2017 whereas, he had sold all his rights to the Waves Company in the month of January, 2017. Therefore, the instant complaint is only being filed to usurp the right of ownership of the Waves Company. Moreover, the claim of complainant with regard to PKR. 200,000/- as monthly rent is also not maintainable, as the complainant has not attached any rent agreement to validate her claim. Thus, prayed for the dismissal of the instant complaint.



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In order to authenticate the veracity of the versions of the parties, report from Deputy Commissioner, Lahore was sought vide Letter No. WOP/18-1054/2022/1756 dated 09.05.2022 and Letter No. WOP/18-1054/2022 dated 26.05.2022 to report with respect to the ownership and possession of the disputed property.

The office of Deputy Commissioner, Lahore vide Letter No. GA(R-I)/dated 15.06.2022 submitted detailed report, wherein, it was stated that Mr. Shah Nawaz Halqa Patwari Moza Mozang & Revenue Officer inspected the site on 06.06.2022 and reported as the disputed property is a showroom and is used by Mr. Haroon Ahmad. Findings of the Additional Deputy Commissioner (Revenue), Lahore are as under:

- a. That the registered sale deed showing the ownership and possession of the complainant which was duly verified by this office and the same was found as genuine document.
- b. The PT-I issued by Excise and Taxation, Department Government of the Punjab for the year 2018 and 2022 and wealth statement issued by the Federal Board of Revenue is clear proof of the ownership of the Complainant.
- c. The version of illegal occupant of the shop Mr. Haroon Ahmad is not supported by any documentary evidence.
- d. That the wealth statement for the year 2013-14, 2014-2015, 2015-16, the name of Parvaiz Akhtar Butt whereas the name of the complainant Ms. Yasmin Parvaiz mentioned for the period of 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, the name of the complainant is clear proof of the ownership of the complainant who purchased the property from the previous owner and till date she is the owner of the same.
- e. That there is no other owner of the disputed property other than the complainant and Mr. Haroon Ahmad failed to clarify as in what capacity he is occupying the disputed property personally or through his agents or company. The occupant is putting efforts to shift his act of grabbing the property into the company. The Revenue officers reported as under:
 - i. The complainant is the owner of the property and is entitled to take the possession and mesne profits as claimed by her.
 - ii. That Mr. Haroon Ahmad has been established to be illegal occupant and grabber.
 - iii. Mr. Haroon Ahmad is legally bound to handover the vacant possession of the property to the complainant without any delay, subject to adjudication and decision of the honorable Ombudsperson.



iv. A direction is necessary to the police to execute the process mentioned in the above paragraphs.

**Parties heard.
Record perused.**

After perusal of the record and listening of the contentions raised by the parties, it has transpired that the Complainant is owner of the disputed Property. It is pertinent to mention here that the parties to the sale deed had entered into the Agreement to Sell of the same Property on 07/11/2016 where the document/ Sale Deed was registered on 25/02/2017 through Registered Sale Deed bearing No. 1259, Book No.1, Volume 2712 dated 25/02/2017. Therefore, the contention of the Respondent that he had purchased the suit property along with the other rights of the Company is not established, hence declined. It has also been admitted by the Respondent that they are running their business at the disputed property. The report of Deputy Commissioner, Lahore has also validated the claim of the Complainant.

Therefore, in the light of the above facts of the complaint and report, it is observed that the Respondent/ Haroon Ahmad is an illegal occupier over the disputed property. Thus, directions are issued to the Office of the Deputy Commissioner, Lahore to restore peaceful possession of the same property to the Complainant under Section 5 and 9 of The Punjab Enforcement of Womens Property Right Act, 2021, under intimation to this office within the period of 07 days.

In the light of above mentioned facts, I, Ombudsperson, Punjab do hereby accept the complaint in the light of above mentioned observations. Let the parties be informed. File be consigned to the record room after fulfilment of all the codal formalities.

Announced: 23.06.2022

It is verified that this decision consists of 06 pages and each page has been dictated, read, corrected and signed by me.

-SD-
(MS. NABILA KHAN)
OMBUDSPERSON PUNJAB



CHAPTER 3

PROPERTY

COMPLAINT NO. WOP/18-702/2021

TITLED

Irshad Bibi widow Muhammad Latif, Resident of Mohallah Umar Khan Road, Manawan,
Post office Bata, Tehsil Cantt, District Lahore.

Versus

1. Malik Munir S/o Muhammad Latif, Resident of Mohallah Umar Khan Road, Manawan,
Post office Bata, Tehsil Cantt, District Lahore.
2. Naseer Ahmad S/o Muhammad Latif, Resident of Mohallah Umar Khan Road,
Manawan, Post office Bata, Tehsil Cantt, District Lahore.

ORDER

The above mentioned complaint was received in the office of Women Ombudsperson, Punjab under Punjab Enforcement of Women Right in Property, 2021. The parties were summoned through service of notices to appear before the office of worthy Ombudsperson and record their statement and replies. The parties appeared before the office of Worthy Ombudsperson on 14.01.2022, 04.02.2022, 18.02.2022 and 03.03.2022. A joint hearing was afforded to them. All the concerned were heard at length.

The brief facts of the complaint as enunciated by the complainant are as, she is the second wife of her husband/ Mr. Muhammad Latif who breathed his last on 19.12.2012. The deceased left behind him, her as widow and 3 sons and One Daughter from his first wife. After the death of her husband, the respondents who are step sons of her, throw her out of the house and also deprive her of the other legacy her late husband left behind. Further, she stated that the respondents have initiated various litigation against the Complainant only to deprive her of her right. After tiresome efforts, she got inheritance mutation No. 688 passed in her favor on 16.07.2018 for land measuring 8K-4M-85S out of the total 294K-5M in Khewat No. 306/281, Khatooni No. 734 to 741 joint parcel consisted upon 39 Qittas situated at Hadbast Mauza Bhaseen Tehsil Shalimar District Lahore. However, even after the fulfilment of all the codal formalities by the concerned revenue offices, the respondents are not handing over the possession to her and are harassing her of the dire consequences. Alongwith the possession, the Respondents be also directed to pay PKR. 300,000/- as mesne profit for the last 10 years. Thus, this complaint.



The Respondent appeared before the Court and submitted that the Complainant has concealed the facts from this honorable court and has fraudulently got the inheritance mutation No. 688 passed in her favor and the same has been challenged before the relevant authorities. The Respondents also alleged that the Complainant has fraudulently and with the connivance of NADRA has procured the National Identity Card at the name of their father, and the same has already been challenged before the Civil Court, Lahore. Therefore, till the decision of the suits by the competent courts of jurisdiction, this application could not be decided.

File Perused Parties heard

After perusal of the record and listening to the contentions of the parties, it has transpired that after the demise of Muhammad Latif, Respondents filed a civil suit before the Court for the procurement of Succession Certificate which was decreed in favor of Respondents. After knowledge of the Impugned decree, the Complainant moved an application under Section 12(2) CPC which was decreed in favor of Complainant vide order dated 22.05.2017 and the Court of Masood Ahmad Faridi, Civil Judge, Class-I ordered as under:

"..... It has also proved that the defendants have obtained succession certificate regarding amount deposited in UBL A/c No. 35401-9140959-4 without impleading the plaintiff as party to the petition, so to the extent of plaintiff the said succession certificate is modified. It is declared that she also entitled to get her share from the said amount from the bank. Hence, suit of plaintiff titled "Irshad Bibi vs. Malik Muhammad Munir, etc." is hereby decreed and petition under section 12(2) CPC as well as petition for succession certificate is hereby decreed and the succession certificate after mentioning the plaintiff as legal heir of deceased Haji Muhammad Latif be issued. The suit of defendants titled "Malik Muhammad Munir, etc. vs. Irshad Bibi, etc." has not proved and the same is hereby dismissed, decree sheet be drawn up accordingly."

Furthermore, civil court of competent jurisdiction in another suit titled as "Malik Muhammad Munir Vs. Irshad Bibi, Etc." for Declaration and Mandatory Injunction and Permanent Injunction, while deciding the application under Order 39 Rule 1&2 CPC hold as under:



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"As per record the plaintiff produced National Identity Card bearing No. 35401-9140959-4 and as per record the name of her husband has been written as Haji Muhammad Latif, family number of Haji Muhammad Latif son of Nawab Din as per his identity card number is 2538 YQ and same family number is available in the identity card of Irshad Bibi. Still said identity card has not been proved otherwise. At this stage plaintiff has no good arguable case and balance of convenience leans in favor of the defendant No.1 and she should not be restrained to use her national identity card, so application for ad-interim injunction hold no force and the same is hereby dismissed."

For cancellation and setting aside the Mutation No. 688 dated 16.07.2018, Respondents preferred a petition before Assistant Commissioner/ Collector Shalimar, Lahore which was dismissed and ordered in favor of Complainant vide order dated 20.08.2019. Aggrieved of the order dated 20.08.2019, Respondents preferred a Revision Petition before Additional Commissioner (Revenue) Lahore Division for setting aside order dated 20.08.2019. However, the Revision Petition was dismissed vide order dated 08.06.2020 and the order dated 20.08.2019 was upheld. Consequent to the dismissal, Respondents filed another Revision Petition No. 861/2020 before Member (Consolidation) Board of Revenue, Punjab for setting aside orders dated 20.08.2019 and 08.06.2020.

The learned Member Board of Revenue, Punjab vide order dated 08.10.2020 held as under: "5. I have heard the Respondent No.1 and perused the impugned orders of the lower courts as well as revision petition filed by the petitioners. From the perusal of record, it transpired that mutation No. 688 dated 16.07.2018 was duly sanctioned in the presence of Lamberdar and Pattidar. Revenue officers are fully competent to attest the inheritance mutation/ partition of joint Khata(s) under provisions contained in Land Revenue Act, 1967. However, I disagree with the findings of the learned Additional Commissioner (Revenue) Lahore Division, Lahore wherein he has advised the petitioners to knock doors of Civil Court. The revision petition being devoid of legal force is hereby dismissed. File be consigned to record room after fulfilment of all formalities." In the light of the above-mentioned orders of competent courts, the Complainant filed an application wherein the Complainant contended that she is owner of and measuring 1 Acre, 4-M 85-Sq.ft in Khevat No. 741, 734, 281 and 306, however, separate partition/ Wanda has still not been passed in her favor.



The application was adjudicated by Rana Muhammad Nadeem, Assistant Collector Class-I, Circle Bheesan, Tehsil Shalimar, District Lahore, who passed Wanda of Khewats vide order dated 03.11.2020 and issued separate numbers in favor of the Complainant, further issued directions to ADLR to incorporate partition of the land in its record.

Where after, the Respondent/ Malik Munir preferred another Appeal No. HVC/237/2021 before Additional Deputy Commissioner (Revenue)/ Collector, Lahore for setting aside order dated 03.11.2020. The learned Additional Deputy Commissioner (Revenue)/ Collector, Lahore vide order dated 08.02.2022 while dismissing the appeal upheld the order dated 03.11.2020. Furthermore, it has also brought into notice that Assistant Commissioner, Shalimar, Lahore issued directions to handover possession of land to Complainant vide order dated 16.06.2021, regrettably the same have not be complied with till now.

After perusal of the record and hearing the parties at length, the Court deemed it expedient to appoint Local Commission to visit the area and get the statements of the locals of area recorded in relation to question of marriage of Complainant with Late Muhammad Latif. The Local Commission has placed its report on record which has been considered for adjudicating the case in hand.

Thus, in the light of circumstances above mentioned, the rounds of litigation and the report of Local Commission, it has transpired that the Respondents have initiated the rounds litigation against the Complainant only to deprive her of her lawful right of inheritance. Therefore, Deputy Commissioner Lahore with assistance of concerned SHO is directed to proceed with handing over possession to the Complainant of inheritance Mutation No. 688 passed in her favor on 16.07.2018 for land measuring 8K-4M-85S out of the total 294K-5M in Khewat No. 306/281, Khatooni No. 734 to 741 joint parcel consisted upon 39 Qittas situated at Hadbast Mauza Bhaseen Tehsil Shalimar District Lahore in accordance with law and under intimation to this Court within the period of 7 days as provided under section 5(1)&(3) of the Punjab Enforcement of Women's Property Rights Act, 2021.

Furthermore, the Complainant has placed on record Registered Sale Deed dated 12.10.2007 for land measuring 10-M situated at Ali Alam Housing Scheme Hadbast Mauza Tilas Pura, Tehsil Cantt, District Lahore bearing document No. 855, Book No.231 dated 07.02.2008



CHAPTER 3

PROPERTY

registered with Shalimar Town, Lahore and Registered Sale Deed dated 01.11.2000 for land measuring 19-1/2-M bearing Khasra No. 694 situated at Abadi Manawan Town, Hodbast Mouza Manawan, Tehsil Cantt, District Lahore bearing Document No. 18343, Volume-1, Book No. 6157 dated 09.12.2000 executed in favor of late Muhammad Latif, which shall also be treated as legacy left by late Muhammad Latif, The Respondents have already filed a suit for Declaration before the Civil Court Lahore, which is pending adjudication. The other prayer of Complainant with respect to award of mesne profit is allowed, the Respondents are directed to pay PKR. 300,000/- to Complainant within the period of 14 days either by Pay Order or Bank Draft under intimation to this Court.

In the light of above mentioned facts, I, Ombudsperson, Punjab do hereby dispose of the complaint in the light of above said directions. Let the parties be informed. File be consigned to the record room after fulfilment of all the codal formalities.

Announced:

It is certified that this decision consists of 07 pages, each of which has been dictated, read over, corrected and signed by me.

-SD-

(MS. NABILA KHAN)
OMBUDSPERSON PUNJAB



CONSULTANT
Mr Rana Shahid

February 2023

February the 28th in the year 2023 was the date when a new era in my life started as I joined the office of the Ombudsperson Punjab as a consultant. Initially, it was a plan that I would be assigned the duty at a regional office but it was not destined as such and hence, I was informed that I had to do my work at the head office Lahore. On 20th of March I was assigned to the C-I branch of the office. After taking charge of the branch, I had to start the hearings on the matters which involve the deprivation of the properties belonging to the females. Although I had been dealing with civil matters in courts for almost two

and a half decades as an advocate, now I had to start seeing things from the other side of the rostrum. I feel that my job is not only to get the property rights for deprived females rather I have to play my role in saving the fragile relations between the siblings as well. I always believed in my life that you do not need to be a feminist to raise your voice in favor of a female, you can do it for the sake of justice. As per our religion, the perfect recipe to create a perfect society hides behind the justice system. Hence, it is unavoidable to do justice in every sphere of life.

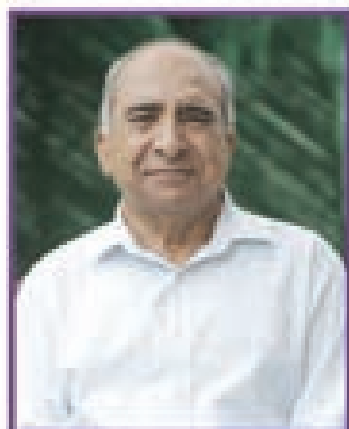
As a consultant, I have to cross the first barrier of maintainability of the complaint that comes to me. Then comes the phase of investigations which are required to clear a blurred scenario and for that purpose the state functionaries are to be given directions to work in aid of this office otherwise adverse actions shall be taken against them. The opportunity of being heard is always provided to the respondents and when it becomes clear that the matter does not require the recording of evidence, then I en route to the decision. My staff in my branch is nothing less than gold dust as they help me perform my duties.

A sense of satisfaction travels with me when I go home that I have tried to give smiles to some of the people who have been expecting me to do justice. People try to hoodwink the process with different pretexts but I always try to use my experience as a lawyer to solve the riddles and to reach a just conclusion. It's not a job, it's an opportunity to get involved in the deeds of virtue. May my Creator be pleased with me.



CHAPTER 3

PROPERTY



CONSULTANT
Sibte Hassan

○ February 2023

I started My professional Journey as Tehsildar, in the year of 1980 and served as Magistrate, Deputy District Officer (Revenue), District Officer (Revenue) and retired from service as Additional Commissioner in the year of 2014. Thereafter, I worked as Director Land & Administration at Provincial Govt. Employees Co-operative Housing Society, Gujranwala for 5-Years. I Served for a brief period as consultant, Wafaqi Mohtasib. After that I joined in February 2023 as consultant Ombudsperson, Punjab.

At joining this department, I realized that women in our society are oppressed by the norms, customs and cultural restrictions in our society and are denied education and other basic rights i.e. right of inheritance in the property of their deceased parents by the male members of the family. The working women are also harassed in their offices. It is true that Pakistani women, like women all over the world, have struggle against inequality and restrictive practices in education, work force participation and family roles. Many of these oppressive and unjust practices, however, do not come from Islam itself but are part of local cultural traditions. It is quite pertinent to mention here that until 1882, the property of women in England was given to their husband when they married.

The Islam has ensured gender equality and women's rights to every sphere of life. Islam has guaranteed rights of men and women in an equal degree and there is no discrimination between men and women but due to the prevailing socio-cultural norms and practices in our society, sometime the guarantees of Islam do not get translated in to tangible actions. To mitigate the miseries of women folk the govt. has enacted "the Protection against Harassment of Women at workplace Act, 2010 (Act IV of 2010)" and "the Punjab Enforcement of Women's Property Rights Act, 2021 (Act X of 2021)". The office of Ombudsperson, Punjab established under the aforementioned statutes, striving very hard to making the things easier for the women folk to get justice.



PROPERTY



CONSULTANT

Mr. Muhammad Akram Bhatti

○ February 2022

Muhammad Akram Bhatti hails from the Punjab Civil Service and holds degrees of M.A. and LL.M. Over a period of 35 years, he worked diligently across Punjab Province on various administrative and land related assignments; from an implementer to policymaker; with a meaningful stay in the Board of Revenue, Punjab. After his voluntarily pre-mature retirement, he became a practicing lawyer of High Court and also had been a legal advisor in various institutions. His interests include research and legal writings on legal discourses in service matters, land revenue, land acquisition, colonization and settlement.

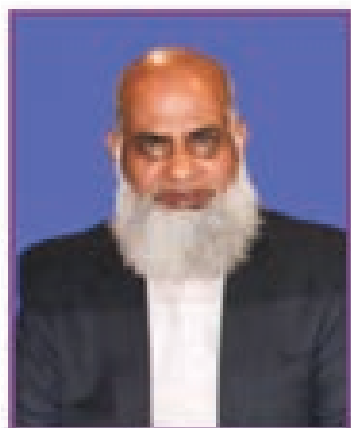
For his crave of teaching, he teaches as visiting faculty in different civil services training institutions and academies to train younger lot of civil servants. Apart from publication of his articles in national English newspapers, his well-researched books "Manual of Land Revenue laws in Pakistan" and "The Punjab Civil Service Laws" have been widely acclaimed across the country. These contributions, in fact, speak of a spontaneous and a popular response by professionals and policy practitioners to this much-desired masterly work.

He also served as Deputy Secretary (Revenue), Board of Revenue, Punjab, Lahore and dealt with establishment/revenue matters. Also represented the Department/State in Hon'ble High Court and in the Apex Court. While serving as Magistrate, General Assistant (Revenue), DDO (Colony), Sub-Registrar, DDO (Revenue), District Collector & Administrator, TMA, his performance had been exceedingly well.

As a Consultant in the Office of Ombudsperson Punjab, he strived much to uplift the norms of good governance in general and for the protection of Women's Property rights in particular. He is known for his hard work and commitment, to ensure best service delivery in an equitable and lawful manner. During the service, he engaged himself actively in various capacities that has, without any hesitation to say, shaped his expertise in law, governance, and conflict resolution through negotiation mode as well.

CHAPTER 3

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CONSULTANT
Mr. Adul Rasheed

February 2021

I was appointed as a Section Officer in the Office Management Group through the Federal Public Service Commission (FPSC) in 2007. Initially, I served in the Establishment Division, Islamabad. Following that, I held the position of Deputy Director of Human Rights in the Ministry of Law and Justice at the Regional Office in Lahore for a period of three years.

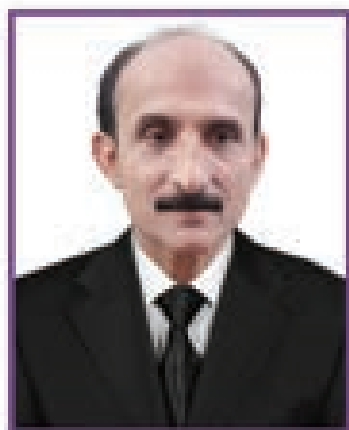
Subsequently, I took on the role of Director at the Wafoqi Mohtasib (Federal Ombudsman) in the Regional offices of Faisalabad and Lahore, where I served until 2018.

However, I transitioned to the Secretariat Group within the Government of Punjab, where I transitioned to the Secretariat Group within the Government of Punjab, where I assumed the position of Additional Secretary in the Punjab Cooperative Board of Liquidation. Currently, I am serving as a Consultant to the Ombudsperson in the Government of Punjab.

Through these various appointments and positions, I have gained diverse experience and expertise in different government departments, enabling me to contribute effectively to the organizations I have served.



PROPERTY



CONSULTANT
Mr. Qasim Bashir

February 2023

I did my graduation from GC Lahore and then completed my law graduation from Punjab University Law College. I started my law practice on civil side and worked on civil, revenue, family and a little bit criminal side from lower courts to high court. I joined the ombudsperson office as a consultant in April 2023, and after completing my training /introduction session I was assigned the duty at regional office Sahiwal with the addition charge of Sargodha and Faisalabad regions. I got the chance to work with mr. rana shahid raza consultant in c-I branch at head office and it was very special and different experience for me to learn a

lot from the said rana shahid raza and the staff I was joined with. Atmosphere and experience at the head office is the one I cannot forget ever in my life. I found the staff members at head office including ombudsperson and administrative head are very nice and cooperative.

After assuming the charge at regional office Sahiwal I had to start hearing of the matters regarding the deprived females from their properties. It is a completely different experience to look into the matters as a consultant than as an advocate. From the joining as consultant till now, while deciding a complaint I used to keep in my mind the principles and the justice I really feel satisfied while resolving the matters of the parties. I feel that my job is not only to get the property rights for the deprived females but also to play my role in saving relations between the siblings as well. I am of the view that justice should be done in real. I believe in putting efforts for the real deprived ones and at the same time I have the courage to refuse the cheaters in this regard. This job has given me the opportunity to deliver for justice I always try to create ways within the ambit of law to make things easy and possible for all who understand that rights of the real owners must be delivered to them and for those who do not comply with the rules and regulations must be dealt otherwise.

A sense of satisfaction travels with me when I go home that I have tried to give smiles to some of the people who have been expecting from me to do justice. May my Allah be pleased with me and the members of the departments I have joined.



CHAPTER 3

PROPERTY

HIGH COURT BRANCH OF OMBUDSPERSON PUNJAB

The judicial system of Pakistan has a rich history that can be traced back to the medieval period and beyond. Over the course of a millennium, this system has undergone significant evolution to become what it is today. Within this framework, the Office of Ombudsperson Punjab, a quasi-judicial body, plays a vital role. The High Court Branch of the Ombudsperson Punjab has been established to handle Writ Petitions that are pending adjudication before the Honorable Lahore High Court, Lahore and its benches, challenging decisions made by the Ombudsperson Punjab.

Progress and Advancements:

The High Court Branch of the Office of Ombudsperson Punjab has steadily grown and advanced, focusing on promoting gender equality and creating a harassment-free environment for working women. Additionally, the branch has successfully facilitated the restoration of possession to deprived women, ensuring their rights to property without subjecting them to major disruptions or breakdowns. These accomplishments highlight the branch's commitment to continuous improvement.

Composition:

The High Court Branch consists of members who are diligently working towards the efficient and just resolution of cases. Their expertise and dedication have contributed significantly to the success of the branch in upholding the principles of justice and gender equality.

Procedures:

As the Ombudsperson Punjab has jurisdiction over the entire province, individuals aggrieved with the Ombudsperson's decisions have the option to file writ petitions before the esteemed High Court. Currently, 42 cases have been brought before the Honorable High Court, challenging the decisions of the Ombudsperson Punjab. Out of these 42 cases, ten cases have been disposed of. Out of these upheld cases, ICA No. 27801/2022 titled "Syed Raza Ali versus Mohtasib Punjab Lahore, etc." is worth mentioning. The High Court has significantly strengthened the power of review of the Ombudsperson Punjab vide Writ Petition No. 17545/2023 titled "Muhammad Qaiser Jameel Versus Nabila Khan, Ombudsperson Punjab, etc.". Such measures not only promote justice but also empower deprived women to reclaim their rightful ownership.



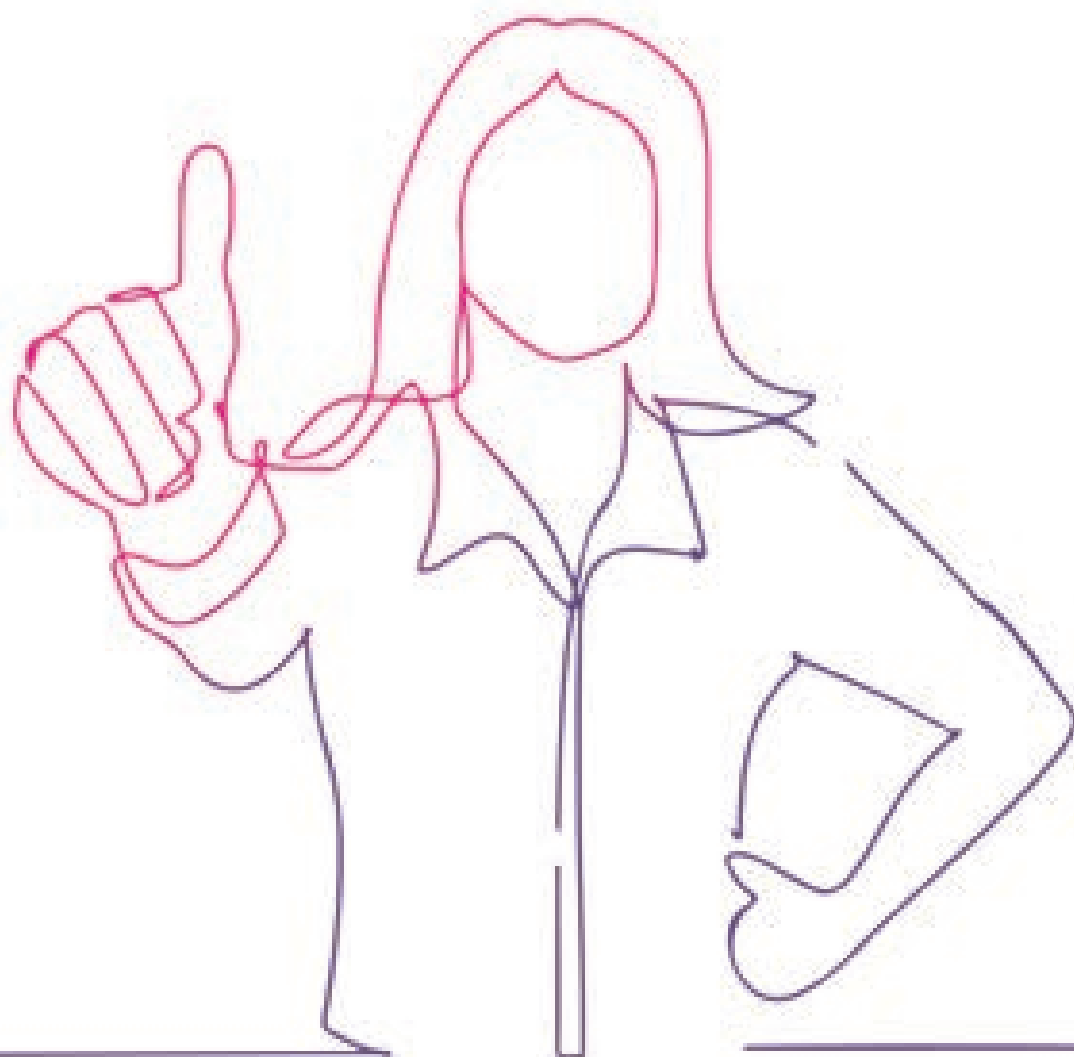
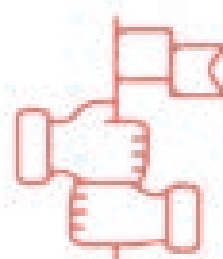
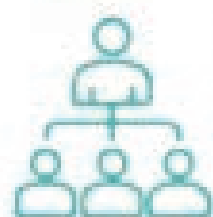
PROPERTY

Rabia Hameed ▼
Legal Assistant

▼ Samia Zafar
Legal Assistant



▲ Misbah Ghafoor
Registrar



CHAPTER 4

IMPLEMENTATION

THE OMBUDSPERSON PUNJAB
Annual Report 2022-23





CHAPTER 4

Implementation

The Ombudsperson identifies the necessity for an Implementation & Coordination (I&C) Wing of this office to ensure the effective implementation of decisions. This wing has been established and is overseen by Consultant Mr. Abdul Rasheed (OMG) who is a senior officer with extensive experience in various federal and provincial departments. His expertise greatly contributes to the efficient management of this wing. The primary objective for the establishment of this wing was to coordinate with other departments and their field offices, such as the offices of ACs, DCs, and DPOs and ensure implementation of the order.

I&C Wing of Ombudsperson forwards the decision of the Ombudsperson to the relevant district administration. It is the responsibility of the respective DC, with the assistance of the district police, to execute the decision and submit an implementation report within a specified timeframe. In the event of any delay in implementation, reminders or warnings are issued by I&C Wing to the concerned district administration. If no implementation occurs, contempt notices are issued to the respective DC.

Section 3 of the Act, 2021 provides powers to the Ombudsperson to take actions against any delinquent officials by initiating contempt proceedings against him. The contempt proceedings are to be adopted under the provisions contained in section 3 of the Punjab Enforcement of Women's Property Rights Act, 2021 read with section 10(v) of the Protection Against Harassment of Women at Workplace Act, 2010 (Amendment 2012). With such powers, the implementation of the orders becomes easier.

The response from the Government of Punjab's hierarchy, from the Chief Secretary to the DCs and ACs, has consistently been positive. The esteemed Chief Secretary himself emphasizes the importance of timely resolution of such matters to the DCs. As a result, we receive the implementation reports promptly. I&C Wing serves as a collaborative platform, facilitating the smooth functioning of the Ombudsperson's office. Many cases have been successfully resolved through its effective correspondence.



Selected Important Orders of Hon'ble Ombudsperson Punjab



CHAPTER 4

Implementation

Complaint No. WOP/18-78A/2021

TITLED

Mumtaz Begum (Complainant)

Vs.

Mr. Muhammad Yasin & 2 other (Respondents)

DECISION

Ms. Mumtaz Begum, Widow of Ghulam Mustafa, Caste Kharal, R/o Ward No.07, Town Committee, Mohalla Hassanwala, Kamir, District Sahiwal filed a complaint against Mr. Muhammad Yasin and other under the Punjab Enforcement of Women's Property Rights Act, 2021 contending therein that she is the owner of agricultural land measuring 14 Kanal falling in Khewat No. 35, situated at Chak No. 71/EB, Tehsil Arifwala, District Pakpattan which has been illegally occupied the respondents/ a Qabza Group. She further narrated that since 20 years she has been dragged in litigation while all civil suits have been decided in her favor even restitution order under section 154,144 of CPC has been issued in her favor on 12.04.2017 which has to be implemented by the revenue authorities within 3 months but despite laps of more than 51 months the said order is not being implemented on behest of the respondents' Qabza Group, even the respondent's revenue authorities has disregarded the DC's order dated 24.02.2021. She prayed that the concerned revenue authorities be directed to implement the order dated 12.04.2017. Brief facts of the case are that the complainant is a widow and parda Nasheen lady and belongs to a respectable family and is the owner of land measuring. The predecessors of the complainant in interest of the respondents Muhammad Yasin etc filed a suit for specific performance and acquired her land fraudulently through and ex-parte decree order dated 02.11.2002 issued by Civil Court. Consequently, the suit land was transferred in their names, registered deed No.427/1 attested on the basis of decree order through court's representative and mutation No. 1245 dated 16.04.2004 was incorporated on the basis of said registered deed in revenue record. Afterward, Muhammad Yar etc transferred the suit land to the respondent vide gift mutation No. 1260 and 1261. When the complainant came to know the ex-parte decree, she filed an application under section 12(2) CPC before the Civil Court for cancellation of ex-parte decree which was accepted and ex-parte decree dated 02.11.2002 was set aside. Respondents filed Civil Appeal against this order before appellate court which was dismissed vide order dated 26.12.2015.



Then the respondents filed Writ Petition No. 1749/2016 with title Muhammad Saeed Vs. Mumtaz Begum etc before the Lahore High Court Lahore which too was dismissed as withdrawn. In the meanwhile, the complainant filed an application under section 144&151 of CPC for cancellation of registered deed No.427/1 and mutation No. 1245 which was accepted with direction to cancel the said registered deed and subsequent mutation No. 1245. At this stage, Muhammad Yar etc through legal heirs filed another suit for specific performance before Civil Court, Arifwala whereas she filed an application under setion 144 and 151 CPC which was allowed while the respondents' suit was dismissed vide judgment dated 22.11.2018. In her application under section 144 read with section 151 in which registered sale deed No. 427/1 dated 07.06.2003 has been reversed and subsequent mutation passed under the said sale deed has been cancelled wherein the Civil Court passed direction that "parties are directed to approach concerned revenue authorities to incorporate their names in revenue record. In light of the order dated 15.04.2017 passed by the Civil Judge, Arifwala, the complainant filed an application before Deputy Commissioner/ District Collector, upon which the Assistant Commissioner, Arifwala to proceed further in the matter for implementation of decree and order in revenue record strictly in accordance with law and rules. The complainant approached to the Assistant Commissioner Arifwala which was endorsed to the Tehsildar but availed no action from local revenue authority because of its connivance with the respondents.

Record perused

ADLR appeared on behalf revenue authorities were also heard. The examination of record shows that all Competent Authorities have decided the suits in favor of complainant. All the record speaks a loud in favor of the complainant but despite the revenue authorities met failure to perform their officiating capacity and left complainant deprived of her legal right. It is significant to mention here that after examination of record, this office had issued a formal letter dated 02.07.2021 containing direction to implement the order dated 12.04.2017 passed by the Civil Judge Class-III, Arifwala within 30 days but despite laps of approximately 3 months, neither the orders were implemented nor this office has received any report which shows inefficient, irresponsible and contemptuous behavior of revenue authorities. It is quit strange that the complainant is real owner of the suit property but the respondents' Qabza Group succeed to drag her in litigation for twenty years.



CHAPTER 4

Implementation

It is regrettably mentioned here that the complainant has been knocking each and every door to get her right but despite having directions of Competent Authority in her favor the Respondents succeeded to left her deprived of which somehow support complainant's version that the official of revenue authorities on behest of the respondents are delaying the matter. In view of the above discussion, the Deputy Commissioner Pakpattan is directed to report this office within 7 days after execution of order dated 12.04.2017 passed by the Civil Court. Further, recommended that strict disciplinary action against the delinquent officers/officials who assisted the respondents to usurp the right of complainant be initiated under report to this office. Complaint in hand is disposed of accordingly. Parties be informed

Announced: 28.09.2021

It is certified that this decision consists of 05 pages, each of which has been dictated, read over, corrected and signed by me.

-SD-

**(MS. NABILA KHAN)
OMBUDSPERSON PUNJAB**

Complaint No. WOP/18-283/2021

TITLED

**Ms. Afshan Fida D/o Muhammad Yusuf R/o House No.4, St. No.12, Kareem Street,
Kachu Pura, Lahore (Complainants)**

Vs.

Rana Imdad and others (Respondents)

DECISION

The instant complaint was lodged by

Ms. Afshan Fida D/o Muhammad Yusuf under the Punjab Enforcement of Women's Property Rights Act, 2021 against Rana Imdad R/o Ward No. 8, Ittehad Colony, Shah Kot and his sons Rana Adil, Rana Majid, Rana Shahid and Rana Abid etc.



Implementation

Brief facts of the case are that complainant's father was Overseas Pakistani who has been working in Saudi Arabia for 40 years. Her father died in 2012. Her father purchased a building measuring 10 Marlas situated at College Road, Shah Kot, Nankana Sahib which was later on mutated in her and her brother and sisters' favor being legal heirs of Muhammad Yusuf deceased. The respondent Rana Imdad and his sons Rana Adil, Rana Majid, Rana Shahid and Rana Abid etc illegally occupied the building in question. When complainant, her brothers and sisters contacted the respondents to vacate the said building, the respondents started threatening and harassing them. They requested the respondents time and again to vacate the said building but of no avail. Thereafter, the complainant and brothers/ sisters moved complaints on Citizen's Portal, to DPO Nankana and Inspector General of Punjab etc which the matter was finally entrusted to DSP Circle, Sangla Hill who called upon the parties wherein Rana Adil appeared on behalf of respondents and falsely pleaded that the respondents purchased the building in question from the previous owner Mr. Tariq Mahmood. When DSP demanded evidence in support of his version, he clumsily produced record of their own building measuring 7 Marlas. In order to verify the version of the parties, the DSP called the concerned Patwari and previous owner Mr. Tariq Mahmood from whom complainant's father purchased the building in question. The concerned Patwari appeared before DSP along with record which proved that complainant's father Muhammad Yusuf deceased had purchased this building from Mr. Tariq Mahmood in 2006. Moreover, Mr. Tariq Mahmood has also verified that he sold that building to Muhammad Yusuf deceased in 2006 while Rana Imdad took it on rent so it stood proven that Rana Imdad is not owner. Thereafter, the DSP recorded statements of witnesses also who too verified complainant's version.

On receipt of complaint, notice was issued to the respondents. Rana Adil respondent submitted written reply on behalf of respondents contending therein that the complainant has approached this forum with unclean hands. According to him, the respondents are owner in possession of property measuring 7 Marlas in joint Khata falling under Khewat No. 147 Khatooni No. 487 to 492 whereas the complainant is owner of remaining 5 Marlas in that joint Khata but she in connivance with revenue department is bent upon illegally occupy the building in question. He stated that it is settled principle of law that if there are two parties in joint Khata it should be got partition through Civil Court. He stated that a civil suit inter se parties on the property in question is pending before Ms. Nadia Nazki, Civil Judge,



CHAPTER 4

Implementation

Similarly, according to document No. 155: on 17/11/2011, Mr. Saeed Anjad s/o Muhammad Akrom Caste Jutt Sahi R/o 84/RB has sold his property measuring 0-7-6 to Rana Shahid Imdad Akash, Majid Imdad Khan, Rana Abid Imdad Khan, Adil Imdad sons of Imdad Hussain Caste Rajpoot. Abuttals of this property are that: in east side there is street measuring 20fts, on west side: Muhammad Nadeem Anjum s/o Muhammad Saleem, on south side Rasheed Zia while on north side street measuring 20fts is situated. So according to the record, property of Rana Shahid Imdad etc, falls under Murabba No. 36, Killa No. 13/1. Whereas, property of Muhammad Yusuf deceased is falling in Murabba No. 50 Killa No. 3 situated at college road was taken by respondent Rana Imdad Hussain on rent for running college and school of which now they claims to be owner. It was further mentioned that according to record, the daughters and sons of Muhammad Yusuf deceased are bona fide owners of the property in question whereas respondents' property falls under different Killa but they claim to be owner of the building in question but in fact they took it on rent.

Parties heard.**Record perused.**

After considering at length the case file, version of the parties and evidence available on record, it has been transpired that the complainant's father Muhammad Yusuf deceased has purchased the property in question from Mr. Tariq Mahmood in 2006 which he given on rent to Rana Imdad Hussain which has also been substantiated by the statement of Mr. Tariq Mahmood (statement of Tariq Mahmood is available on record) wherein he verified that that on 31.01.2006, vide Stamp Paper No. 1415, he sold his double storey building measuring 10 Marlas to Mr. Muhammad Saleem s/o Talib Hussain, then on 31.05.2006 registered sale deed was maintained in favor Muhammad Yusuf deceased father of complainant and Muhammad Saleem with their respective shares. Pursuant to that registered sale deed, vide mutation No. 5625 the property in question was transferred to Muhammad Yusuf and Muhammad Saleem deceased; at that time property in question was with the respondent Rana Imdad which he had taken on rent. Later on Muhammad Yusuf has rented out that property to Rana Imdad Respondent. It has been transpired that complainant's father Muhammad Yusuf deceased had rent out his property to the respondent Rana Imdad but after death of Muhammad Yusuf the respondent never paid rent, now they are not ready to vacate the said building without any plausible reason.



It stands established that the respondent having illegal possession over the complainant's property are not ready to pay rent rather trying to usurp her lawful rights with one pretext and the other and with the false claim that they have purchased this building. The respondents could not advance any convincing argument nor could produce any evidence to justify their possession over the building in question or to prove their false claim of ownership regarding the property in question. It worth mentioning here that the respondents merely relied upon a copy of Register of Record of Rights for the year 2007-8 which reveals that the respondent are owner in possession of property measuring 7M-6S falling under Khewat No. 147 but this property has no nexus whatsoever with the building claimed by the complainant, as both properties are entirely different, hence stance of the respondents is completely irrelevant which cannot bar complainant from taking her lawful right. Moreover, the respondents' plea that the matter is pending before civil court therefore this forum lacks jurisdiction also not supported by record as the suit filed the respondents in Civil Court only reveals self generated and false claim supported by irrelevant evidence of their own building measuring 7M-6S which in fact is entirely separate property therefore it appears to be mere a tactics to keep complainant dispossessed from her lawful right. It stands established that the complainant is bona fide owner of the building in question and the respondents have illegally occupied this building after death of Muhammad Yusuf complainant's father, therefore, the respondents are directed to immediately vacate the building in question and pay rent to complainant for the period they kept her deprived of. In view of the above, the Deputy Commissioner, Nankana Sahib is directed to ensure delivery of possession of double storey building measuring 10 Marlas situated at College Road, Shah Kot, Nankana Sahib to the complainant Ms. Afshan Fida alongwith payment of rent with 10 percent annual increase as per market rate from 2012 to till delivery of possession. The Concerned SHO shall assist the Deputy Commissioner during course of possession to the complainant. Compliance report should reach this office within 7 days of receipt of this order as provided under section 5 (1) & (3) of the Punjab Enforcement of Women's Property Rights Act, 2021.

Announced: 02.02.2022

It is certified that this decision consists of 11 pages, each of which has been dictated, read over, corrected and signed by me.

SD
(MS. NABILA KHAN)
OMBUDSPERSON PUNJAB

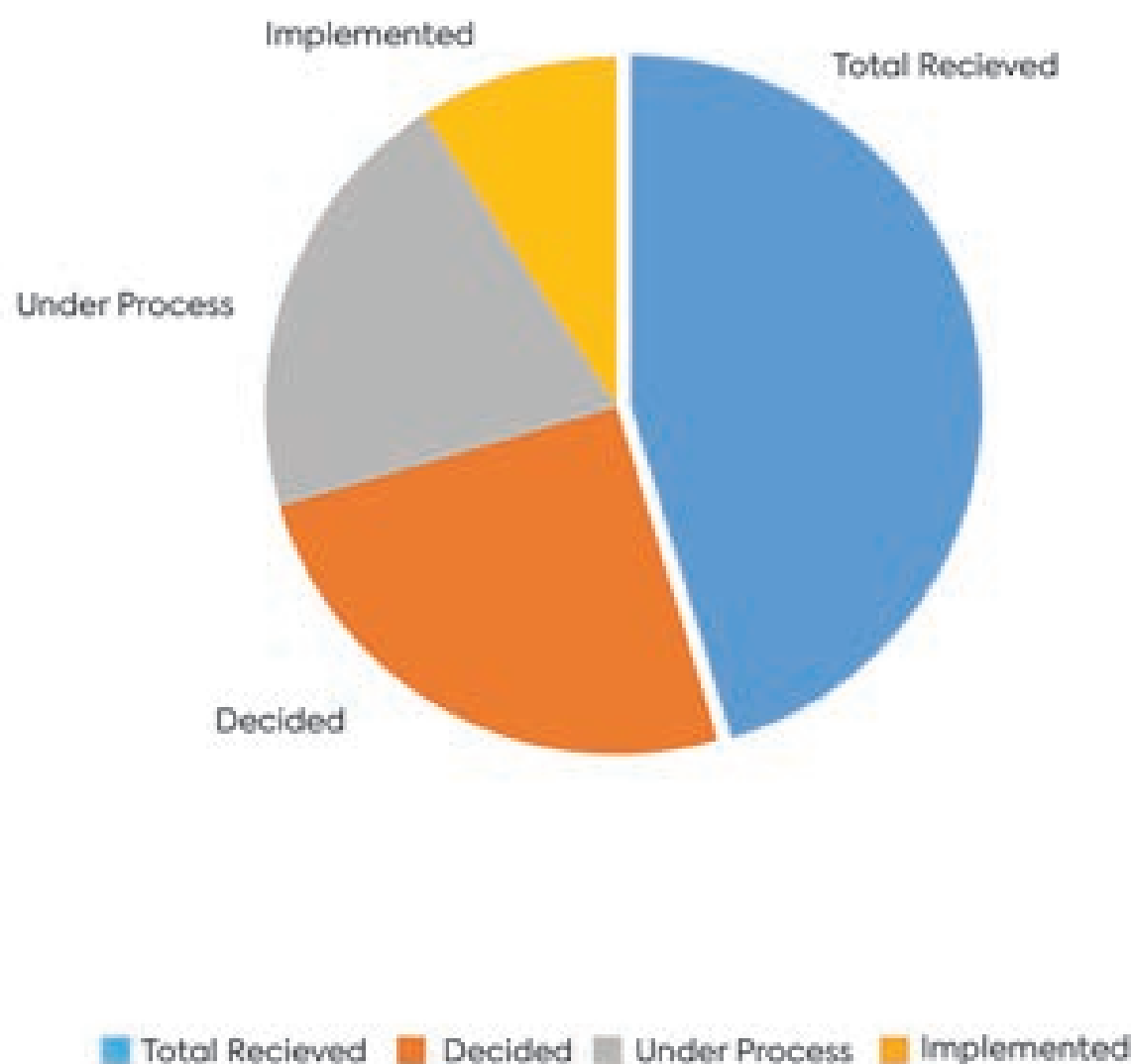


CHAPTER 4

Implementation

Property Cases July 2022- June 2023

The office of the Ombudsperson Punjab has received 4900 Cases of Property under Enforcement of Women's Property Rights Act, 2021 since its enactment in 2021. However, the Pie contains Data from July 2022 to June 2023.

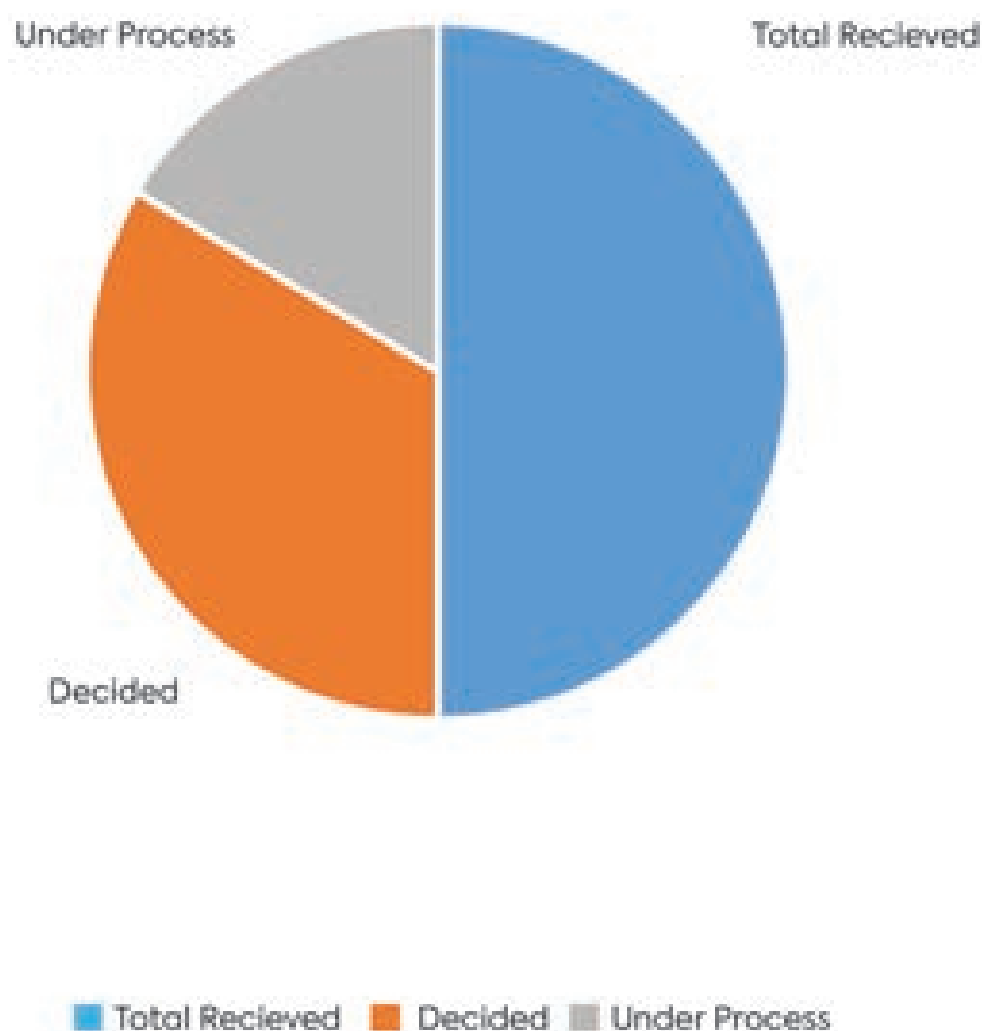


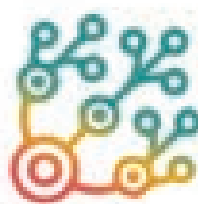
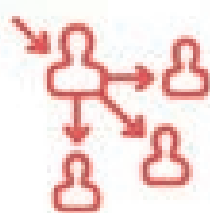


Harassment Cases July 2022- June 2023

The office of the Ombudsperson Punjab has received 886 Cases of harassment under The Protection against Harrasment of Women at Workplace Act, 2010 since its inception in 2013.

However, the Pie contains Data from July 2022 to June 2023.

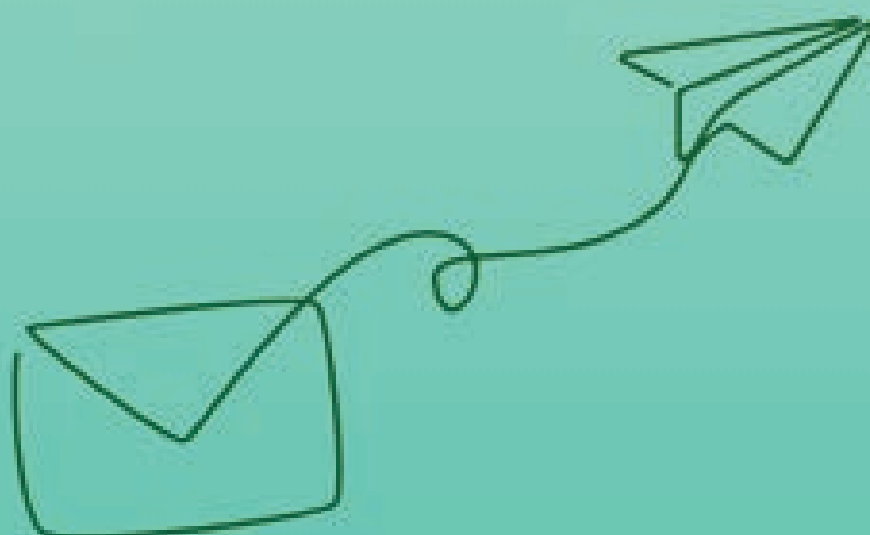




CHAPTER 5

SPREADING OUR MESSAGE

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CHAPTER 5

SPREADING OUR MESSAGE



Ombudsperson Punjab aims to protect women's rights i.e. providing them with a safe working environment and giving protection to their property rights. The Ombudsperson is striving hard through its effective complaint-handling mechanism against unlawful acts of persons/ colleagues working in a co-environment. We also spread awareness that how females can secure their rights of inheritance and ownership.

Besides working on the Laws, the Ombudsperson Punjab has undergone numerous campaigns, walks, awareness seminars, educational programs, workshops, training sessions, and khulkiachahris throughout the province which has shown significant results. Utilizing various forms of media, including television, radio, newspapers, and social media platforms, to raise awareness about women's rights. The Ombudsperson also engages in public service announcements, interviews, talk shows, documentaries, and other media outlets to highlight the importance of women's empowerment and gender equality. We also provide capacity-building programs and skills training to women, focusing on leadership, entrepreneurship, legal literacy, and self-advocacy. Empowering women with knowledge and skills equips them to assert their rights and contribute to their communities. The Ombudsperson in Punjab has also advocated the rights of women before higher authorities and at international forums. She's been part of the 44th International Conference on Ombudsmen and National Human Rights Institutions to be held at Baku, Azerbaijan in 2022, which is entitled "The role of Ombudsmen and NHRIs with respect to business and human rights".

International Days and Events: The office of the Ombudsperson Punjab utilizes international observance days, such as International Women's Day or Human Rights Day, to draw attention to women's rights issues. We organize events, panel discussions and campaigns during these occasions to create momentum and generate broader public awareness.



SPREADING OUR MESSAGE

AWARENESS CAMPAIGN AND VISITS

1. August 16, 2022: In cooperation with the UN Women Pakistan, a Divisional Dialogue for enhancing the implementation of the Protection against Harassment at the Workplace Act 2010 was organized at Pearl Continental Hotel, Rawalpindi, bringing together government officials, academia, media and civil society.



2. August 25, 2022: An awareness seminar was held at Sheikh Zayid Medical College, Rahim Yar Khan. A number of guests, faculty members, and students attended the informative session. 'Our purpose is to empower women and make men aware of the undervalued strength and neglected rights of women,' said Nobila Khan.





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3. August 26, 2022: The Office of the Ombudsperson Punjab, UN Women & South Punjab Secretariat collectively conducted training, at Hotel One, Bahawalpur, of members from the inquiry committees in South Punjab. It helped them reassess their role and importance.



4. September 9, 2022: Ombudsperson Punjab Ms. Nabila Hakim Ali Khan held an open court at the Deputy Commissioner's office in Sahiwal, the aim was to cater for and provide with speedy justice the female victims who face difficulties in acquiring their legal share of inheritance. The divisional office was made functional, and more than 80 cases from Pakpattan, Cheecha Watri, Sahiwal and Okara were dealt with.





SPREADING OUR MESSAGE

5. September 23, 2022: Ombudsperson Nabila Khan met with the Federal Ombudsman, Mr. Aljaz Ahmad Qureshi to discuss the effective implementation of the enforcement of women's property rights in Punjab and shared the latest statistics of both resolved and pending property cases in all districts of Punjab.



6. October 19, 2022: Provincial Ombudsperson Punjab Ms. Nabila Khan attended the General Assembly Meeting of the Organization of the Islamic Countries Ombudsman Institution (OICOA) in Baku Azerbaijan.





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7. October 20, 2022: Provincial Ombudsperson Punjab Ms. Nabila Khan met Mr. Seref Malkoc, Chief Ombudsman of the Republic of Türkiye.



8. October 21, 2022: Provincial Ombudsperson Punjab Ms. Nabila Khan attended the International Ombudsman Conference held at Baku, Azerbaijan. It was a remarkable event as representatives from across the globe had come together aiming for women empowerment.





SPREADING OUR MESSAGE

9. October 26, 2022: Provincial Ombudsperson Punjab Ms. Nabila Khan addressed the "Second Asma Jahangir Memorial Lecture Series 2022" organized by AGHS at Avari Hotel, Lahore. She remarked that the twenty first century demands for social and gender equality more than ever, which requires a revolution in people's mindsets, especially in the third world countries like Pakistan. 'Our aim is to cooperate with deserving women as much as we can in order to bring a positive change in our society.'



10. November 23, 2022: Provincial Ombudsperson Punjab Ms. Nabila Khan shared her views regarding "16 Days of Activism against Gender-Based Violence" and appreciated the commendable efforts made by UN Women pertaining to GBV, during a live program "Raabta."





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11. November 29, 2022: Provincial Ombudsperson Punjab Ms. Nabila Khan talking of "Gender-Based Violence" and existing legal structures and key developments in the legislative reforms "Strengthening Response Mechanism" in Punjab at the seminar of *Awaz, Punjab Provincial Consultation*.



12. November 30, 2022: Provincial Ombudsperson Punjab Ms. Nabila Khan expressing her views on promoting inclusive societies regarding the Protection against Harassment of Women at the Workplace Act, 2010 during a seminar on "SDG Vision 2030" held in collaboration with Bargad Organization at University Of Education Lahore.





SPREADING OUR MESSAGE

13. December 1, 2022: Provincial Ombudsperson Punjab Ms. Nabila Khan attended a seminar regarding "Lets UNITE to Stop Gender Base Violence" which aimed to reduce the prevalence of school related gender-based violence to establish child and adolescent friendly procedures to respond to incidents of gender-based violence (GBV) at University of Home Economics, Lahore.



14. December 16-17, 2022: A two-day training workshop was arranged by the UN Women at Ramada Hotel, Lahore, on judicial skill and judgment writing for the legal team of the Provincial Ombudsperson Punjab Ms. Nabila Hakim Ali Khan and Provincial Ombudsperson KPK Msukhshanda Naz under the supervision of legal experts. Participants were provided with diverse knowledge about judgment writing accompanied by a group activity related to drafting of a judgment.





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15. December 24, 2022: On National Working Womens Day at Punjab Institute of Language, Arts and Culture (PILAC), Lahore organized by Women In Struggle for Empowerment (WISE), Ms. Nabila Khan attended an event at Alhamra Arts Council that celebrated the notable artistic women of our country, whose unrelenting dedication to their talent has contributed to the



16. January 2, 2023: Provincial Ombudsperson KPK Ms. Rukhshanda Naz visited the office of Ombudsperson Punjab and shared her thoughts about gender-based violence with Provincial Ombudsperson Punjab Ms. Nabila Ali Khan and Secretary Ombudsperson Punjab Ms. Saima Sadia. Their message to women is to speak up for themselves, to not stay silent, to establish themselves as significant individuals of society. With the will of God, there's no getting away with abuse of power.





SPREADING OUR MESSAGE

17. January 16, 2023: Executive Director of Mehergarh: A Center for Learning Ms. Malha Hussain and Senior Women Rights Activist Dr. Fouzia Saeed visited the office of the Ombudsperson Punjab and shared their views on the "Protection against Harassment of Women at the Workplace" with Provincial Ombudsperson Ms Nabila Hakim and Secretary Ombudsperson Punjab Ms. Saima Sadiq.



18. January 19, 2023: Provincial Ombudsperson Punjab Ms Nabil Khan addressed a seminar on the Awareness of Women Property Rights and harassment of women at work Place at Law Department Auditorium, Bahauddin Zakriya University, Multan. She shared her constructive ideas on working more to promote social and political change.





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SPREADING OUR MESSAGE

19. February 25-26, 2023: Provincial Ombudsperson Punjab Ms. Nabila Khan commemorated the event as the chief guest in the training on effective implementation of sexual harassment laws concluded at Mehargarh: A Centre for Learning.



20. March 9, 2023: The office of Ombudsperson Punjab commemorated International Women's Day for the awareness of Women's Property Rights and the Protection against Harassment of Women at the Workplace. The Provincial Ombudsperson Punjab Ms. Nabila Khan also presented "The Woman of Worth Award 2023" to Dr. Fouzia Saeed at Alhamra Arts Council, Lahore.





SPREADING OUR MESSAGE

21. March 14, 2023: On the occasion of the International Women's Day, Provincial Ombudsperson Punjab Ms. Nabila Khan attended a seminar at Government College University, Lahore, titled "Women in Leadership Roles: Breaking the Glass Ceiling" as a Motivational Speaker for the Women's Property Rights and Protection against Harassment of Women at the Workplace. The session consisted to success stories from different women who have made their mark and proved their mettle.



22. March 16, 2023: The office of Ombudsperson Punjab organized a seminar regarding "Enforcement of Women's Property Rights and Protection Against Harassment of Women at Workplace" at Directorate of Student Affairs, Ghazi University, Dera Ghazi Khan. Ms. Nabila Khan remarked, "Women's security is strongly linked to the integrity of their rights, yet we are still far from embracing gender equality as an organizing principle to humanitarian interventions."





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23. March 22, 2023: Ombudsperson Nabila Hakim Ali Khan presided over an awareness seminar on women's property rights and women protection acts at Government College University, Faisalabad; she said that providing a conducive environment at the workplaces for women was an utmost necessity.



24. March 22, 2023: Provincial Ombudsperson Punjab Ms. Nabila Khan conducted a hearing of property cases and wrote judgments at the Regional Office of Ombudsperson Faisalabad. Provision of women's rights is being ensured in every way.





SPREADING OUR MESSAGE

25. March 27, 2023: Ombudsperson Punjab Ms. Nabila Hakim Khan met with President of Pakistan Dr. Arif Alvi, and discussed the establishment of divisional offices to make it easier for local female victims of workplace harassment and property deprivation to access the office of the Ombudsperson, voicing out their grievances. There had been a dire need to set up regional offices of the Ombudsperson all over the Punjab, so as to increase the efficiency of the institution. Advocate Nabila Khan has high aspirations regarding the new endeavors, hoping to cater for the apprehensions of so many undeservedly deprived women of the Punjab.



26. April 4, 2023: Provincial Ombudsperson Punjab Ms. Nabila Khan heard property cases in the regional office of Sargodha. Talking to the media, she said that significant steps are being taken to resolve the issues of women regarding inheritance. She also referred to the Punjab Enforcement of Women's Property Rights Act 2021, owing to which the cases are now being resolved expeditiously.



مرکزی دفاتر میں آج کل کی طرح جلد سے درجہ سے حل کی گئی ہے۔
ایک سال کی لڑکی کی شادی سے پہلے ہی میں نے اس کی شادی کر دی ہے۔



CHAPTER 5

SPREADING OUR MESSAGE

27. The Ombudsperson Punjab Ms. Nabila Khan hearing property cases at the regional office Bahawalpur and shares her views that: "The provision of women's rights is being ensured in every way. The office of Ombudsperson exists to recover women's property, and justice is provided to women." The Ombudsperson Punjab also attended a seminar and addressed "The awareness about Women's Property Rights and Protection against Harassment of Women at the Workplace" at The Govt. Sadiq College Women's University, Bahawalpur, on May 29, 2023



28. The Ombudsperson Punjab Ms. Nabila Khan sermonize in a seminar regarding "The awareness about Women's Property Rights and Protection against Harassment of Women at the Workplace" on June 12, 2023, at Kohsar University, Murree





SPREADING OUR MESSAGE

29. The office of Ombudsperson Punjab organized a seminar regarding "The awareness about Women's Property Rights and Protection against Harassment of Women at the Workplace". The Ombudsperson Punjab Ms. Nabila Khan sermonize in a seminar that "Women's rights are an essential part of the overall human rights agenda, trained on the equal dignity and ability to live in freedom" on June 14, 2023, at Fatima Jinnah Women's University, Rawalpindi





CHAPTER 6

ACHIEVEMENT

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CHAPTER 6

Achievements

Napoleon Bonaparte has said impossible is a word that is only found in the lexicon of fools. Leaders are the ones who perform differently in their lifetime from the masses and they become prominent from others. The Ombudsperson Punjab decided to act differently and preferred to spread the knowledge to every corner of the province so that the awareness of rights could be recognized by women.

Infrastructure development was the first hurdle that had to be overcome in this task and, therefore, 8 regional offices were set up apart from Lahore's Head Office. With the availability of competent staff, seven out of eight Regional Offices are operating with complete functionality. Secondly, disseminating information on women's rights was one of the tasks. Unfortunately, most of our citizens don't realize their rights and thus are not making efforts to protect them.

Different campaigns have been carried out in the course of the programme and women's awareness has been raised through seminars, walks, interviews, open court sessions, social media activities and educational programmes. The Ombudsperson has consequently received hundreds of complaints and given relief to thousands of women in a short time. The siblings' relations are delicate and they have to be dealt with in a very careful manner, which is why the Ombudsperson has successfully put conflict resolution policies into practice by negotiation. It's said it will be very hard to get him back once the genie is out of his bottle. And it's very hard to convince people to do justice and to choose relationships over wealth when the greed for wealth eclipses their minds. Yet the Ombudsperson accepted this task as impossible, and he had been successful most of the time. If you're not learning from history, you're doomed to repeat it, and that's why the Ombudsperson's minutely monitoring the irregularities in the procedures that have plagued the proceedings before the courts, so that they're going on for a long time. The complications in drafting were removed and women were allowed to mention their complaints on simple papers and the Ombudsperson would entertain them. No need to approach the forum through counsel and hence, if a woman wants to step in herself without a lawyer, she is welcome.

Most of the time the male members of the family play Halloween with the female members as they emotionally blackmail them by playing "trick or treat". Females are given the option of using the trick of ending relations with their brothers if they do not treat their brothers with respect and give up their property rights. Once they have claimed their legal rights, females are deemed to be eight legged monsters. The Ombudsperson adopts workshops with male family members in order to reduce this thinking and most of all, they



Achievements

get rid of the spell of greed and live happily ever after. The Ombudsperson doesn't believe in having a magic wand to change things, but believes that if you have wills, there is one way. It's not easy to clean up rusty thinking, but it's easier to be a part of history than creating your own. The Ombudsperson shall, if negotiations between the parties fail, take an alternative approach as laid down by Dr. Allama Muhammad Iqbal in his famous verses:

رشی کے قانون سے نونا نہ برہمن کا ظلم
عصا نہ ہو تو کلیمتی ہے کار بے بنیاد

It's the beginning of the journey, and there's a lot of monsters that need to be tamed, so that women be able to fight their way through the legal process. The Ombudsperson has the ambition to play the role of a pipe piper to lure all the mice of injustice out of this society but as every fairy tale has many challenges before a happy ending hence, if we want a happy ending in the story, the society has to come out of the hibernation and start reacting against the injustices of the society. It is impossible for a single person or even a small group of people to do everything alone if they are not backed up by society. That's the appeal of the Ombudsperson to society as a whole to stop closing their eyes and reacting negatively to every injustice they see around them, and then one fine morning we'll wake up in a world where being a woman isn't considered a sin. So we live on this hope, as its bread for a poor man.

Success Stories

1. The petitioner Saleha Nazir got possession of ten (10) marla plot and a commercial in accordance with her rightful share under the Enforcement of Women Property Rights Act, 2021.





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Achievements

2. The Ombudsperson of Punjab ensured the enforcement of the Women Property Right Act by granting Shalsta Sarwar 8 Kanals and 2 marlas of land in accordance with her rightful inheritance share.



3. The petitioner Kosar Parveen got her inheritance share in form of cash in settlement of her case under the Enforcement Women's Property Rights Act 2021.





Achievements

4. In compliance with the Enforcement of Women Property Rights Act 2021, the Ombudsperson Punjab warranted the inheritance rights of the petitioner, Sobia Bibi, while also preserving their rapport.



5. The Divisional office in Bahawalpur followed the Ombudsperson's decision and arranged a settlement. This settlement involved the family providing cash to Khaleda Parveen in alignment with her rightful share of inheritance under the Enforcement of Women's Property Rights Act 2021.





CHAPTER 6

Achievements

6. The Divisional office in Faisalabad implemented the Ombudsperson's decision and the petitioner Batool Bibi got possession of 3 acres and 4 kanals according to her inheritance share of property in settlement with family under Enforcement Women's Property Right Act 2021.



7. The Divisional office in Faisalabad implemented the Ombudsperson's decision and the petitioner Hafeezan Bibi got possession of 3 Kanals and 8 Marlas according to her inheritance share of property in settlement with family under Enforcement Women's Property Right Act 2021.





Achievements

8. The petitioner Abida Nasreen got her inheritance share in form of cash in settlement of her case under the Enforcement Women's Property Rights Act 2021.



9. The Divisional office in Faisalabad implemented the Ombudsperson's decision and Ayesha Bibi got 3 Kanals and 18 Marlas according to the inheritance share of property in settlement with family under Enforcement Women's Property Right Act 2021.





CHAPTER 6

Achievements

10. The Divisional office in Faisalabad followed the Ombudsperson's decision and arranged a settlement. The petitioner Naseem Akhtar got her inheritance share in form of cash in settlement with family under the Enforcement Women's Property Rights Act 2021.



11. The Divisional office in Faisalabad implemented the Ombudsperson's decision and Saghafa Andieb got 3 Kanals and 18 Marlas according to the inheritance share of property in settlement with family under Enforcement Women's Property Right Act 2021.





Achievements

12. The petitioner got her inheritance share in form of cash in settlement of her case under the Enforcement Women's Property Rights Act 2021.



13. The petitioner acknowledge after getting her inheritance share in form of cash in settlement of her case under the Enforcement Women's Property Rights Act 2021.





CHAPTER 6

Achievements

14. The Divisional office in Multan implemented the Ombudsperson's decision and the petitioner Farhat Gulzar got possession of 1 marla and 7 sarsai according to her inheritance share of property under Enforcement Women's Property Right Act 2021.



15. The petitioner Hajra Bibi got possession of 1 marla and 7 sarsai according to her inheritance share of property in Faisalabad Office under Enforcement Women's Property Right Act 2021.





Achievements

16. The petitioner got her inheritance share in form of cash in settlement of her case under the Enforcement Women's Property Rights Act 2021.



17. The petitioner Abida Nasreen got her inheritance share in form of cash in settlement of her case under the Enforcement Women's Property Rights Act 2021.





CHAPTER 6

Achievements

18. In Sahiwal Divisional Office, The petitioner Rifoat Siddiq got her inheritance share in form of cash amount of Rs. 22 lakhs in settlement of her case under the Enforcement Women's Property Rights Act 2021.



19. The Divisional office in Sahiwal implemented the Ombudsperson's decision and the petitioner Saba Parveen got possession of 1 Marla 5 Sirsahi according to her inheritance share of property in settlement with family under Enforcement Women's Property Right Act 2021.





Achievements

20. The Divisional office in Faisalabad implemented the Ombudsperson's decision and the petitioner Zakran Bibi got possession of 3 kanal and 17 Marla according to her inheritance share of property in settlement with family under Enforcement Women's Property Right Act 2021.



21. The Divisional office in Faisalabad implemented the Ombudsperson's decision and the petitioner Shamim Akhtar got possession of 43 kanal and 04 Marla according to her inheritance share of property in settlement with family under Enforcement Women's Property Right Act 2021.





CHAPTER 6

Achievements

22. The petitioner Asia Asif got her inheritance share in form of cash 22 lakh in settlement of her case under the Enforcement Women's Property Rights Act 2021 in divisional office Faisalabad.



23. The Divisional office in D.G. Khan executed the Ombudsperson's decision and arranged a settlement. This settlement involved the rightful share of inheritance of the petitioner Asiya Bano under the Enforcement of Women's Property Rights Act 2021.





Achievements

24. The petitioner Yasmeen Ahmed got her inheritance share in settlement of her case under the Enforcement Women's Property Rights Act 2021



25. The petitioner Yasmeen Salma Jaen got her inheritance share in settlement of her case under the Enforcement Women's Property Rights Act 2021





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Achievements

26. The petitioner Farhat Bibi attained her inheritance share in form of cash in settlement of her case under the Enforcement Women's Property Rights Act 2021.



27. The petitioner Nooran Bibi got her inheritance share in form of cash in settlement of her case under the Enforcement Women's Property Rights Act 2021.





Achievements

28. The petitioner Fatima Bibi got her inheritance share in form of cash in settlement of her case under the Enforcement Women's Property Rights Act 2021.



29. The petitioner Salma Yasmeen received her inheritance share in form of cash in settlement of her case under the Enforcement Women's Property Rights Act 2021.





CHAPTER 6

Achievements

Establishment of Regional Offices

There was one office dealing with harassment complaints under Act and property complaints under Ordinance while in May 2021 with the enactment of Property right Act the Ombudsperson decided to facilitate the Women of far flung areas. With the untiring efforts, 08 regional officers were established and are provided with necessary arrangements within very short period:

- Arrangements of buildings for 08 regional offices at divisional levels
- Arrangements of Furniture & Fixtures
- Purchase of (02) Air Conditioners for each regional office
- Arrangements of IT Equipment's
- Arrangements of Electronic appliances

Creations of post

21 posts for officers and officials were created for head office in FY. 2022-23

26 posts were created for officers and officials for regional offices in FY. 2022-23

08 posts have been created for regional offices in FY. 2023-24

Recruitments

Before June 2021 this office was short-staffed as only twenty-two employees were recruited out of the total number of 38 sanctioned posts. After assuming the charge the Ombudsperson Punjab initiated recruitment process and recruited 45 employees including consultants and other staff.

Enhancement of Budget

- In 2021-22, the sanctioned budget was PKR. 47,59(M) and expenditure was PKR.41,15(M).



Achievements

- In 2022-23, the budget was allocated PKR.122.9(M) and expenditure was 114.2(M). The development budget allocated was PKR.16.34(M) which was fully utilized on development projects.
- For FY.2023-24, the estimated budget allocation is PKR. 140(M) and the development budget allocation is PKR. 20 (M).

I.T Initiatives

- Implementation of Electronic file and Office Automation System (EFOAS)
- The digitalization and Awareness program for the office of the Ombudsperson Lahore has been approved in 2022-23 ADP for two years. In which the digitalization of this office will be achieved by development of complaint management and tracking system

Awareness

The Ombudsperson initiated a digitalization and awareness program which has been approved in ADP program 2022-2023 for two years. In this program following activities will be held:

- Conducting awareness Seminars in different districts of Punjab
- Awareness campaign through social media (YouTube, Facebook, Instagram, Twitter)
- Awareness campaign through print media

Use of Alternative Dispute Resolution (ADR) :

Through informal modes of resolution i.e mediation, negotiation, reconciliation and arbitration, the office of Ombudsperson Punjab is making such efforts to get the issues ent amongst the parties is also very successful and appreciated by the litigants. The delivery of possession or payment in lieu of share in property /inheritance is more expedient than the formal proceedings.



CHAPTER 6

Achievements

Performance of Social Media Account

Information and communication technology has changed rapidly over the past 20 years, with a key development being the emergence of social media. The pace of change is very fast. We are managing several social media accounts for the provision of awareness for the general public about the working and progress of the institution. Subscriber on social media account has increased rapidly from 500 to 1.3k during the past few months. A large number of people commented and get information on daily bases from these social media

Graph of Traffic on Social Media



We post day-to-day activities of the office of Ombudsperson Punjab and live streaming of seminars and visits of the provincial Ombudsperson Punjab on the following social media accounts:



The official Facebook account goes by the name "Ombudsperson Punjab Khatoon-Mohtasib," and it is dedicated to providing daily updates on the successful delivery of possessions to female petitioners. Additionally, it covers various activities such as seminars and awareness campaigns. Our official Facebook account link is below:

<https://www.facebook.com/NabilaHakimAliKhan/>



Achievements



We are also managing the Instagram account. The account title is "Ombudsperson Punjab". On this page, updates are made through uploading videos, khuli khochri, awareness seminars/ campaigns, and other events. Our official Instagram account link is below:

<https://www.instagram.com/ombudspersonpunjab/>



The title of our official YouTube channel/account is "Ombudsperson Punjab". The official account/ channel is created to upload daily updates regarding the efforts of Ombudsperson Punjab in dispensing justice and successful delivery of shares to females.

Our official YouTube channel link is below:

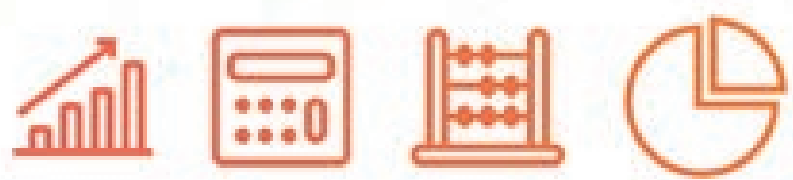
[@ombudspersonpunjab](https://www.youtube.com/@ombudspersonpunjab)



The website contains all the relevant laws, rules, specimen forms for submission of complaints, check list of documents to be annexed with the complaint and landmark judgments. The website also contains the information regarding Tenders that are uploaded on PPRA.

A daily cause list is being uploaded on the website which helps the litigants to know about their turn of hearing. Annual reports are also uploaded on the website which contain the yearly progress of the office. The links and documents uploaded on the site are helpful to the public and peers.

<https://ombudsperson.punjab.gov.pk/>



CHAPTER 7

BUDGET DESCRIPTION

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CHAPTER 7

Budget Description

Summary of the budget and expenditure:

In the tenure of 2018-19, the office of the ombudsperson allocated a total budget of Rs. 47,987,000 for development and non-development initiatives. Out of this, Rs. 41,635,652 was spent. The budget was utilized for various works such as capacity-building programs, technology enhancement, staff training, and public outreach activities.

Moving on to 2019-20, a total budget of Rs. 53,160,000 was allocated, with Rs. 39,324,261 spent. These funds were utilized for developmental and non-development projects aimed at improving the ombudsperson's effectiveness and efficiency in addressing citizens' grievances.

In 2020-21, a relatively smaller budget of Rs. 40,088,000 was allocated, with Rs. 38,904,053 spent. The funds were utilized for specific targeted projects or initiatives to enhance the office's functioning. The non-development budget likely covered routine expenses and operational costs.

In the following year, 2021-22, only the non-development budget was allocated. A substantial total budget of Rs. 47,595,000 was allocated, with Rs. 41,157,697 spent. These funds were utilized for administrative expenses, salaries, infrastructure maintenance, and ongoing operations.

Finally, in the tenure of 2022-23, there was a significant increase in both the non-development and development budgets. The non-development budget amounted to Rs. 122,905,000, primarily allocated for routine expenses and operational costs. The development budget of Rs. 16,340,000 was utilized for various developmental initiatives, such as the ADP scheme "Digitalization and Awareness Program of the Office of the Ombudsperson Punjab." These funds facilitated the establishment of eight regional offices, infrastructure development, staff recruitment and training, technology implementation, and operational expenses. The opening of regional offices aimed to decentralize operations, improve accessibility, promote citizen awareness, conduct investigations, and facilitate conflict resolution, ultimately fostering transparency, accountability, and public trust in the ombudsperson institution.

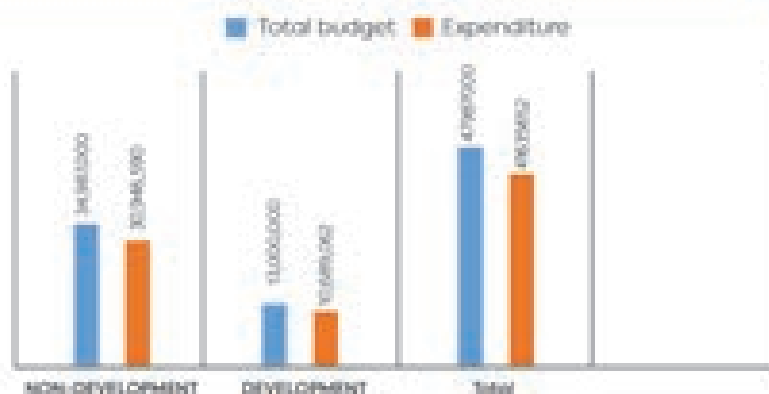


Budget Description

Tabular and Graphics Representation

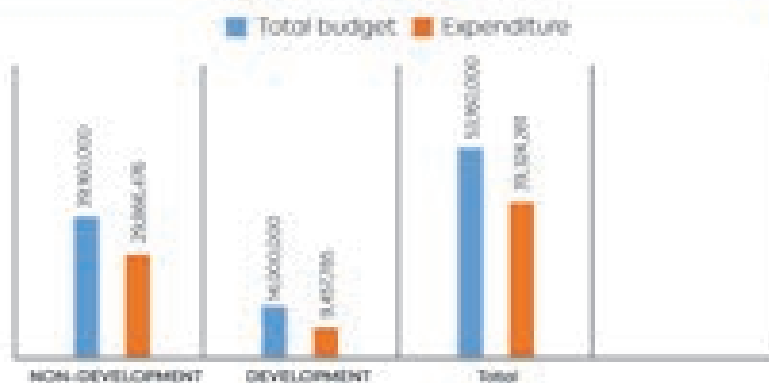
2018-19

Tenure	DEVELOPMENT/NON-DEVELOPMENT	TOTAL BUDGET	Expenditure
2018-19	NON-DEVELOPMENT	34,987,000	30,946,590
	DEVELOPMENT	13,000,000	10,689,062
Total		47,987,000	41,635,652



2019-20

Tenure	DEVELOPMENT/NON-DEVELOPMENT	TOTAL BUDGET	Expenditure
2019-20	NON-DEVELOPMENT	39,160,000	29,866,476
	DEVELOPMENT	14,000,000	9,457,785
Total		53,160,000	39,324,261



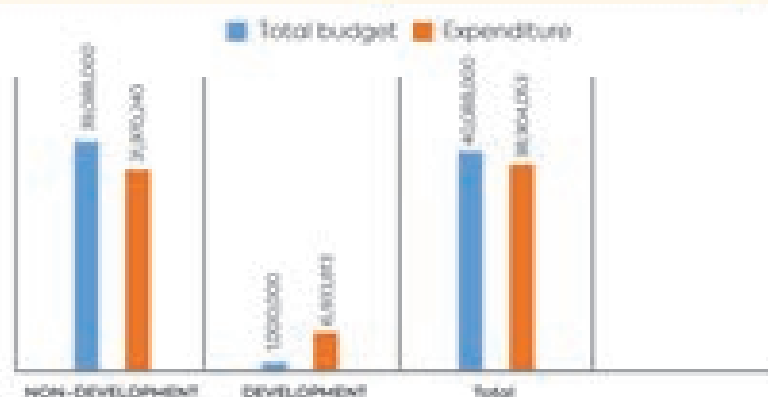


CHAPTER 7

Budget Description

2020-21

Tenure	DEVELOPMENT/NON-DEVELOPMENT	TOTAL BUDGET	Expenditure
2020-21	NON-DEVELOPMENT	39,088,000	31,970,240
	DEVELOPMENT	1,000,000	6,933,813
Total		40,088,000	38,904,053



2021-22

Tenure	DEVELOPMENT/NON-DEVELOPMENT	TOTAL BUDGET	Expenditure
2021-22	NON-DEVELOPMENT	47,595,000	41,157,597
	DEVELOPMENT	N/A	N/A

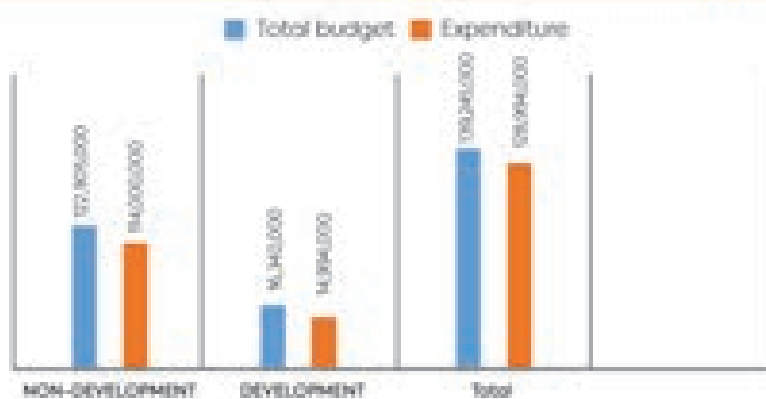




Budget Description

2022-23

Tenure	DEVELOPMENT/NON-DEVELOPMENT	TOTAL BUDGET	Expenditure
2022-23	NON-DEVELOPMENT	122,905,000	114,000,000
	DEVELOPMENT	16,340,000	14,994,000
Total		139,245,000	128,994,000





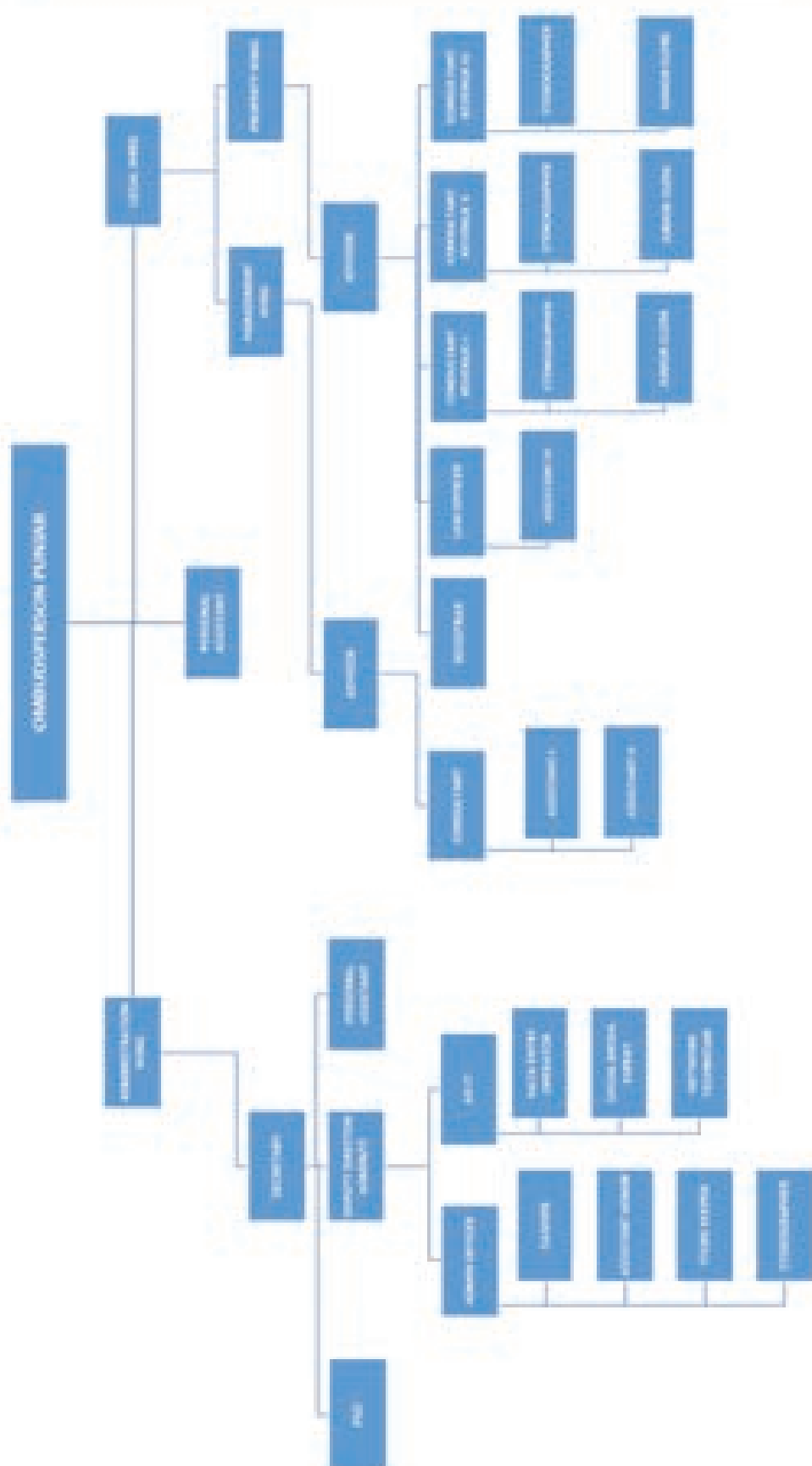
*Muhammad Ahsan ▼
Stenographer*



*▼ Hamid Manzoor
Cashier*

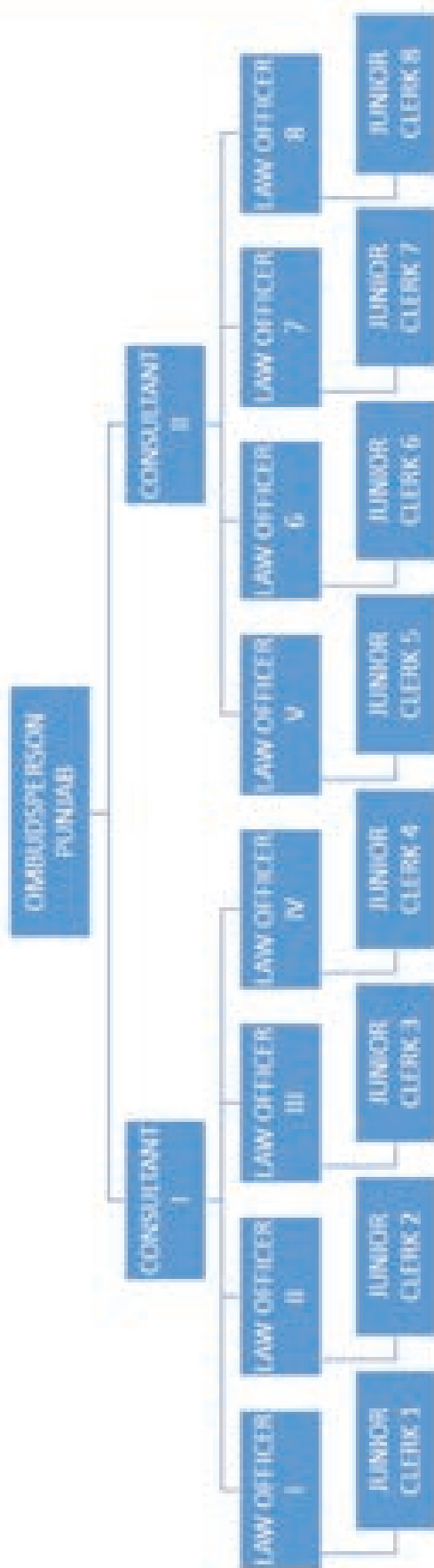


Head Office Hierarchy





Regional Office Hierarchy



Office Of The Ombudsperson, Punjab





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