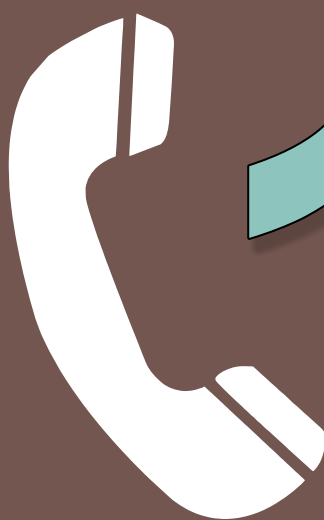


Punjab

Women's Helpline Report

August 2014 - May 2017



1043



Punjab Commission on The Status of Women
Government of Punjab



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ACKNOWLEDGEMENTS

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Message from PCSW's Chairperson

The Punjab Women's Helpline was set up in August 2014 to give a voice to women across Punjab. It has since provided them a platform for support on social, economic and legal issues by dispensing information and in case of complaints, making effective referrals to relevant Government departments. It allows mobility-constrained women to receive prompt legal guidance and clear steps to achieve redressal and access justice.

Although the Helpline has been operational for a relatively short time, thousands of inbound and outbound calls have been recorded, reflecting its indispensable nature in bringing to light issues that may have otherwise gone unnoticed. These include complaints regarding violence, harassment and disputes as well as bureaucratic hurdles in registering FIRs or getting officials to cooperate. The Helpline's intervention has had immense success in resolving such complaints, including employment related ones where PCSW's intervention has resulted in action against illegal retention of salaries and dismissal of female employees. This status report of the Helpline's operations details several other cases of successful redressal from across Punjab.

The Helpline has not only provided an avenue to women for reporting State inaction and discriminatory policies/practices but also a growing database which has potential to provide valuable insights for further policy interventions. With its dedicated staff including legal experts, the Helpline has clearly proven to be a successful initiative in empowering women, one that I see growing continuously in outreach and that I hope will be a model for other provinces in Pakistan for replication.

Fauzia Viqar



INTRODUCTION

PUNJAB COMMISSION ON THE STATUS OF WOMEN

The Punjab Commission on the Status of Women ("PCSW") is a statutory, autonomous institution established in February 2014 under the Punjab Commission on the Status of Women Act, 2014 for the promotion of women's rights. Following the 18th Constitutional Amendment whereby the subject of women's development was devolved to the provinces, PCSW was conceived as an oversight body to ensure that policies and programs of the government promote gender equality in Punjab.

Furthering PCSW's mandate to empower and protect women and girls in Punjab, an initiative was taken to establish and administer an official Helpline (1043) for women. The Helpline serves to raise women's awareness of their rights, as well as various laws, procedures and mechanisms through which those rights may be exercised. Women can also register complaints if they are unable to access government institutions and redressal mechanisms.

Punjab Women's Helpline

The Punjab Women Empowerment Package (PWEP) 2012 and the Punjab Women Empowerment Initiative (PWEI) 2014 called for the establishment of a toll-free Helpline for women. In August 2014, PCSW established this Helpline (1043), through which women are provided information regarding their rights, as well as referrals to service providers/institutions. Women can also register complaints if they are facing hurdles in accessing government institutions or delays in redressal of individual grievances.

As a 24/7 service center providing a range of services free-of-cost, the Helpline has contributed to a more accessible and responsive system of governance in Punjab. Through a dedicated and professionally trained team of lawyers and female call operators, the Helpline has effectively delivered its services to thousands of women and girls in need. Women can register complaints regarding various issues, including but not limited to, harassment, violence, education and employment opportunities. Through the helpline, women are advised about all legal options regarding their issues and are referred to the concerned government departments for redressal as per law and procedure. The Helpline also serves as a comprehensive repository of information related to women's rights in marriage, divorce and inheritance as well as recent pro-women laws that protect women from psychological, physical and sexual violence. Although not a direct redressal mechanism *per se*, the Helpline provides an avenue for disciplinary action against other official authorities, including but not limited to, the Police and other government departments/services. As illustrated by the Helpline's Success Stories, this has had the overall effect of expediting and facilitating official procedures, often a major source of delay in the provision of institutional services to women and girls.

Highlights

August 2014 - May 2017:



A total number of **841** complaints were received through the PCSW Helpline.



The highest number of complaints was received from Lahore and Faisalabad with **238** and **43** complaints, respectively.



The type of complaints most prolifically lodged through the PCSW Helpline related to criminal offences committed against women at **230** complaints (further categorized by crimes including, but not limited to, rape, murder and acid crimes).



About **36 %** of all complaints are in the process of being addressed while **12%** were successfully resolved. Another **46 %** were closed, that is, either there was a compromise between disputing parties or the complainant withdrew the complaint.



The total number of inquiries received and addressed successfully stood at **53,212**



The highest number of inquiries was received from Lahore and Faisalabad with **12,823** and **1,858** inquiries, respectively.



1,740 Inquiries were received and addressed successfully from out of Punjab.



The total number of outgoing Awareness Calls made through the PCSW Helpline to date is **330,036**.

Case Study I: The Case of Withheld Pension

Ownership and control over economic assets do not often coincide for women in Pakistan. Many factors, including weaker socio-cultural support for women in navigating through institutional red tape, contribute to the powerlessness they face. In such cases, oversight bodies such as the PCSW Helpline can be instrumental in bridging culturally embedded power divides.

Besides the impediment of corruption, some officials also exploited her vulnerable position by harassing her young daughter.

The case of Kiran¹ is illustrative of a widow's struggle to get rightful access to her deceased husband's pension. Kiran's husband was employed in the Punjab Police as a Sub-Inspector and after retiring in 1993, had been receiving regular monthly pension. When Kiran applied for the monthly pension to be continued after his death, she was met with demands for bribery. Besides the challenge of corruption, some officials also exploited her vulnerable position by harassing her young daughter.

Kiran submitted a written application to the police as well as the Advocate General's Office, but the matter remained pending and unattended for a long time. Whilst facing economic hardships as a result, she was also continuously being dismissed and strained due to uncooperative clerks and officers; her documents were not being forwarded and she wasn't receiving any updates.

This professional misconduct prompted Kiran to register a complaint with the PCSW Helpline. On registration of complaint, letters were sent out to the concerned authorities, including the Accounts Officer and Deputy Commissioner. It was urged that a report be submitted to PCSW on Kiran's case within ten days.

This demand for a follow up resulted in the Accounts Officer Narowal sharing a report with the Helpline team, detailing that Kiran had been given access to her husband's pension. To confirm that the issue had been resolved, the Helpline staff called Kiran and shared the report of Accounts Officer, Narowal. A relieved Kiran verified the report and paid special thanks to the PCSW Helpline and Chairperson Ms. Fauzia Viqar. Kiran also shared that due to the Helpline's intervention, she was not only issued her husband's pension but also awarded all arrears.

The effective monitoring mechanism of the Helpline thus provided a facilitative official mechanism against institutionalized corruption and patriarchal hurdles. Not only was Kiran aided in overcoming economic hardship but she was also saved from being victimized by further harassment and abuse of power.

1. Fictional names have been used throughout the report to maintain confidentiality.

Methods of Receiving Complaints

A

Call Centre

Call PCSW Helpline at our toll-free number 1043. No calling charges apply for phone calls made through a land-line. However, for calls made via mobile phone, charges apply as per package plan of cellular company.

B

Write to the Chairperson, PCSW

In urgent cases requiring immediate action, aggrieved women (or their legal representatives) may also submit a written application addressed to PCSW Chairperson at: Punjab Commission on the Status of Women, 88 Shadman - II, Lahore

C

Online Complaint Mechanism

Individual complaints may also be generated electronically by submitting a Complaint Form accessible at:
http://pcsw.punjab.gov.pk/online_complaint_registration

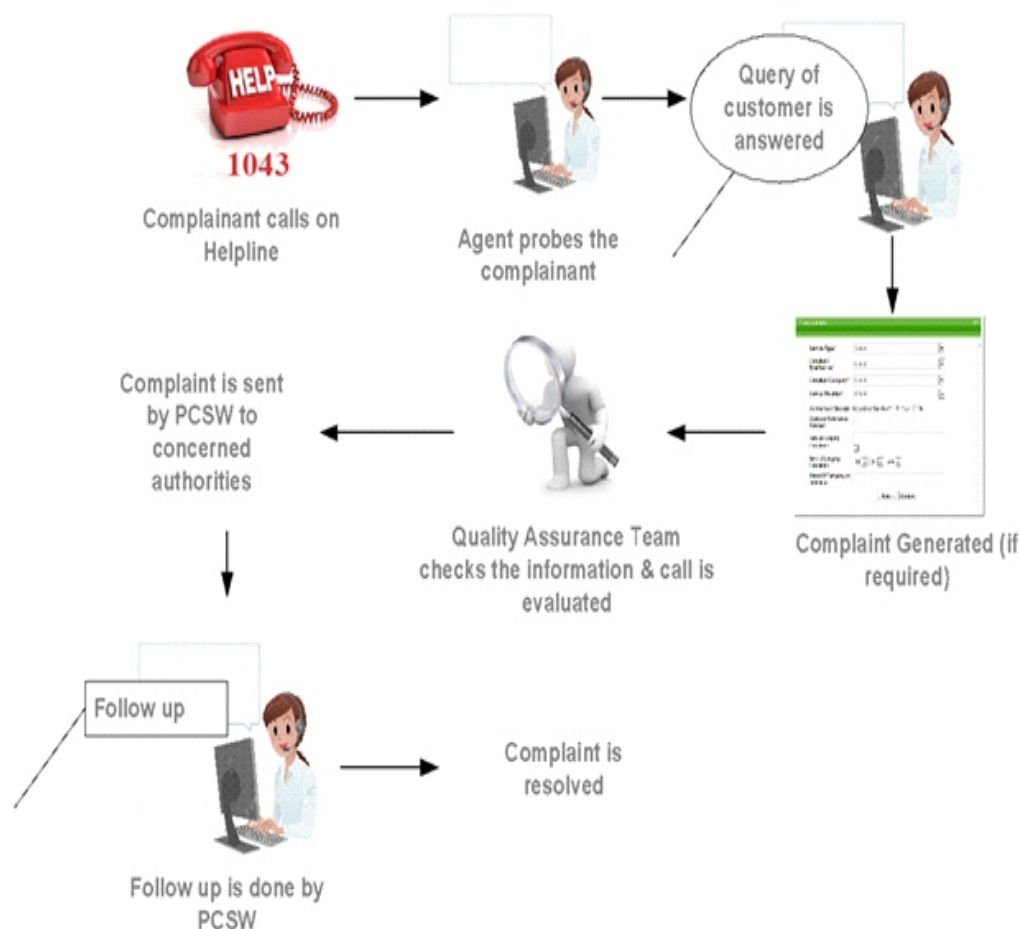
D

Walk In

Complaints and inquiries may also be lodged in person by visiting the Commission's head office in Lahore: 88 Shadman-II, Lahore.

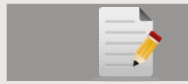
Helpline Complaints Mechanism

The following chart depicts the mechanism through which the Helpline lodges, processes and follows up on complaints. When a complaint is generated, a specific complaint number is assigned to each complaint with date. When a complaint is sent to the concerned authority, it requires such authority to report on the matter within 10 days as per law and procedure. Follow-up is done by the Helpline as well as through phone calls and official letters.



Types and Trends of Calls

Total Number of Complaints



841

Total Number of Inquiries



53,212

Total Number of Awareness Calls



330,036

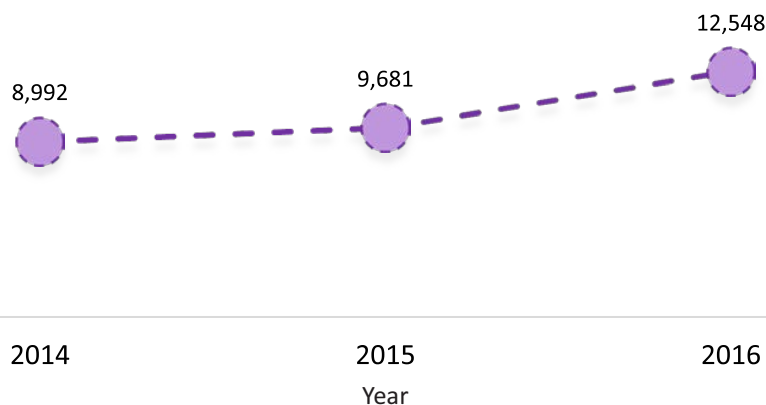
Incoming

Since its establishment, the Helpline has received **58,071**. These include inquiries, complaints and others.²

I. Inquiries

Inquiries form a significant part of the calls received by the Helpline and they pertain to cases where an official complaint does not need to be registered. In the case of inquiries, callers can be served through guidance about their rights, information regarding official procedures and legislation, and/or communication on their behalf to uncooperative authorities. As a result, the Helpline has addressed a large number of issues through inquiry calls alone. To date, the Helpline has addressed 53,212 inquiries to the satisfaction of callers, with the number of inquiries increasing over the years (as shown in Figure A). This is a result of increased awareness of the Helpline's services and may be indicative of the success of awareness efforts, including awareness calls and advertisement campaigns which are discussed below. This is reinforced by the fact that 1740 inquiries were received from *outside* Punjab between August 2014 and May 2017.

**Number of Inquiries Received
(August 2014 - December 2016)
Year Wise**

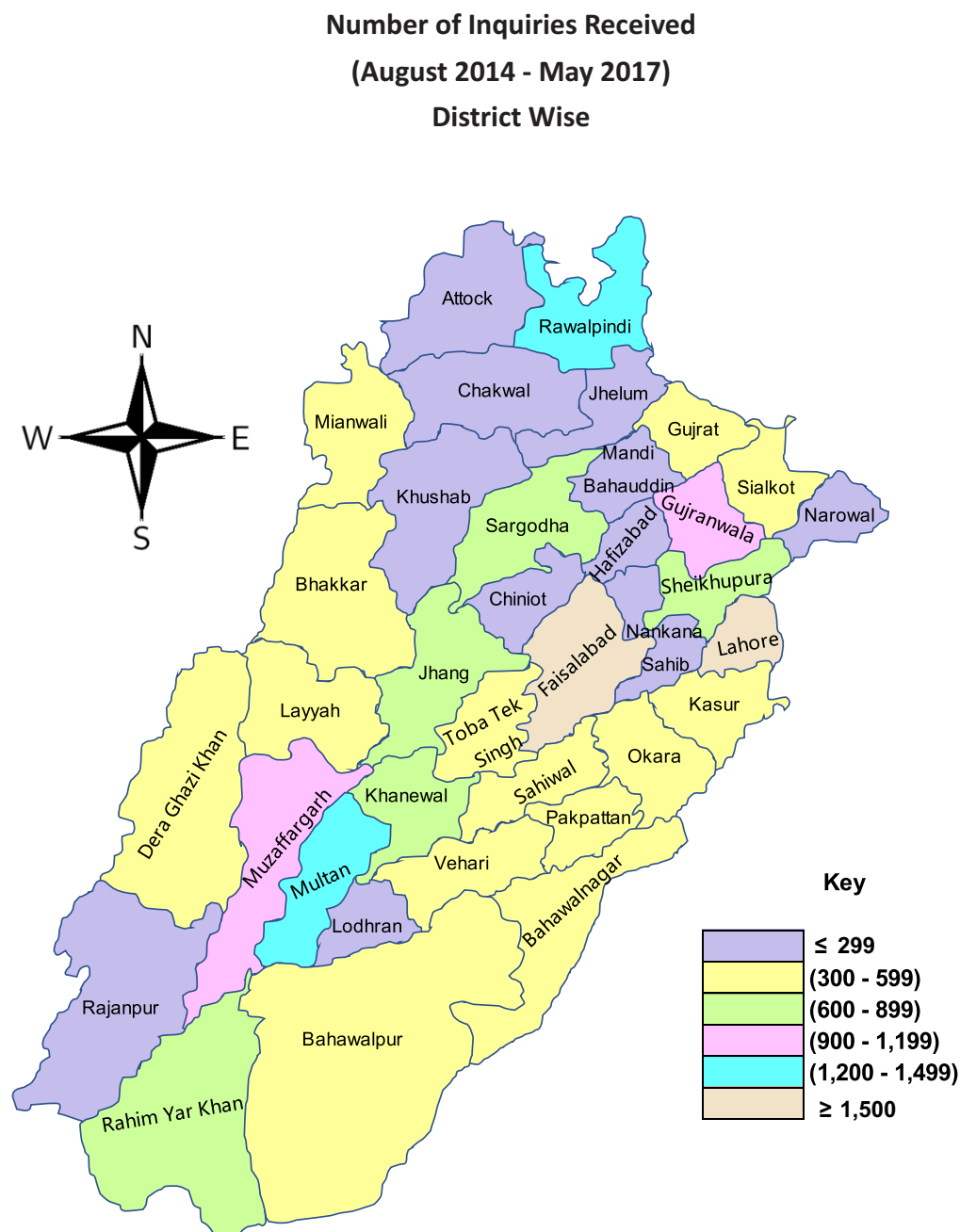


Source: PCSW Helpline

Figure A

². These include hang ups, distorted calls and spoofs.

The number of inquiries received from different districts varies and could indicate varying population numbers or demographic compositions. For instance, the districts of Lahore and Faisalabad had more than 1,500 inquiries between August 2014 and May 2017, as shown in Figure B. This could be a result of larger urbanized populations or larger populations overall, increased awareness and increased propensity of the population to educate themselves about their legal and civic rights.



Source: PCSW Helpline

Figure B

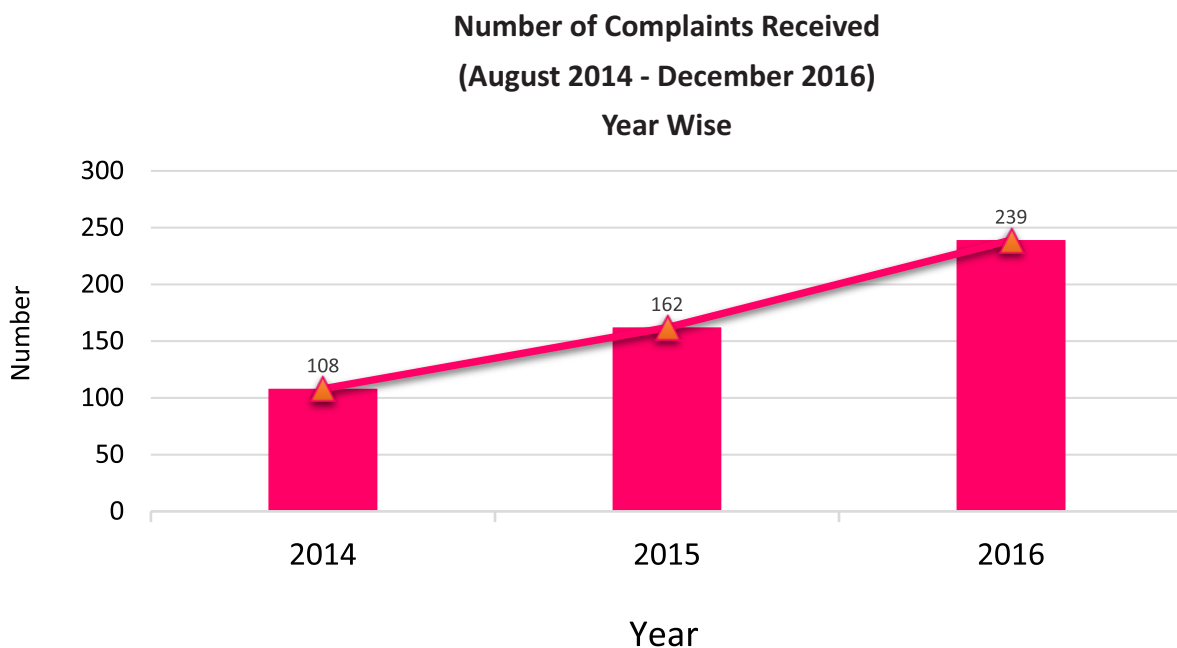
ii. Complaints

Complaints received by the Helpline fall under various categories, including criminal offences of violence, kidnapping, acid attacks and rape; court related issues requiring legal aid; employment related complaints; harassment and property related issues. A complete list of categories and sub-categories under which complaints are lodged can be found in Appendix III. Since its establishment, the Helpline has received and addressed 841 complaints, including one complaint from out of Punjab. All complaints addressed must be from within Punjab, as per PCSW's mandate.

While complaints are received through the methods discussed earlier (pg. 7), the Helpline also regularly scours media sources and news which report crimes against women and pro-actively picks out authentic cases to follow up on them; in all such cases, the Helpline team, after evaluating the authenticity of the case and the involved persons, guides the victim or her family regarding all the legal options for the redressal of her grievance through government departments. After seeking approval from the aggrieved party, the complaint is formally lodged.

Figure C below shows that up to December 2016, the number of complaints received have increased, highlighting, in part, the success of the Helpline's outreach efforts.

Till only May 2017 (not shown in Figure C), the number of complaints received were 339 as compared to 239 in the entire year of 2016. While this may indicate that there were more crimes committed against women, it may also show that there is increased awareness regarding rights and redressal mechanisms in the province.

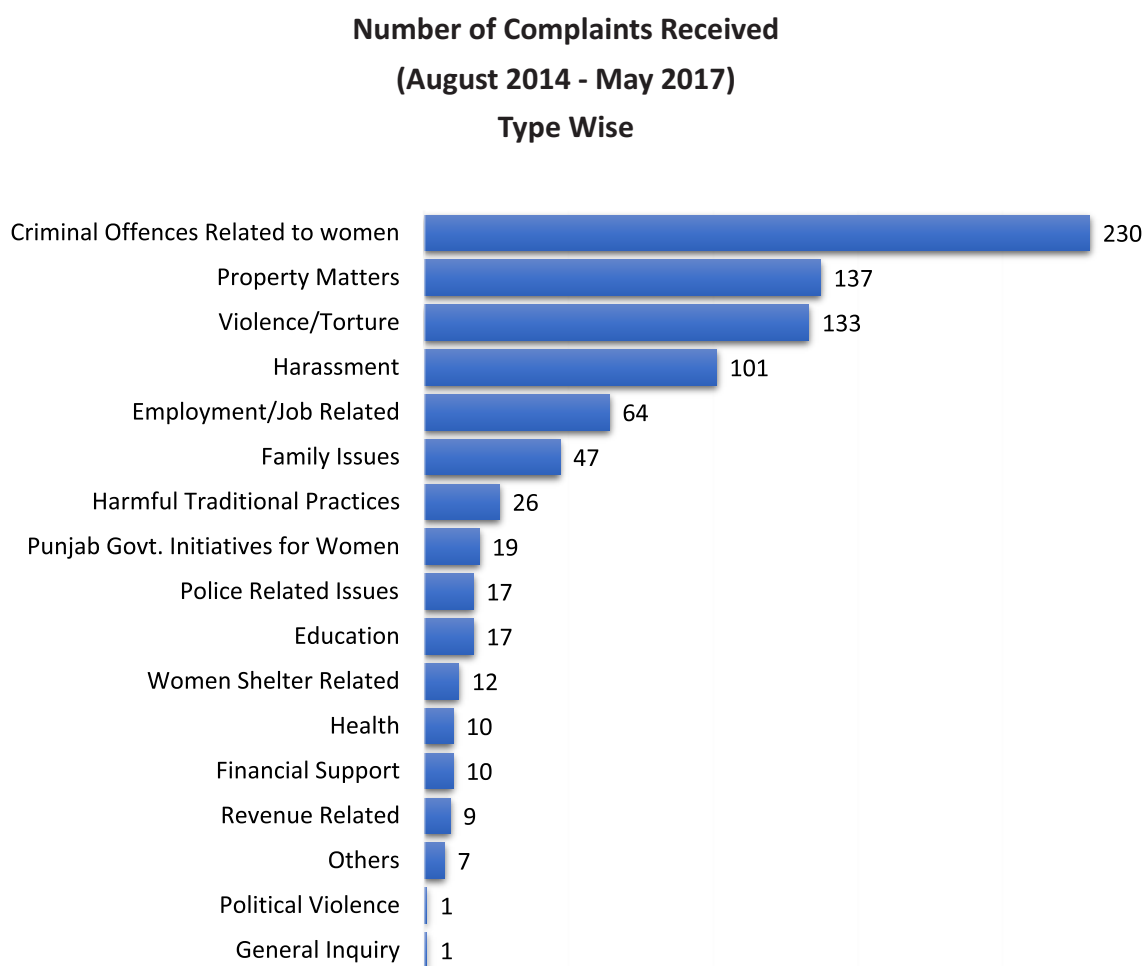


Source: PCSW Helpline

Figure C

The numbers of complaints received in each category are shown in Figure D. Complaints of criminal offences are the highest in number (230), followed by property matters (137) and violence/torture (133).

A district wise distribution of the types of complaints received is shown in Appendix IV.



[Source: PCSW Helpline]

Figure D

SUCCESS STORY

Kidnapped Girl Rescued by PCSW Helpline

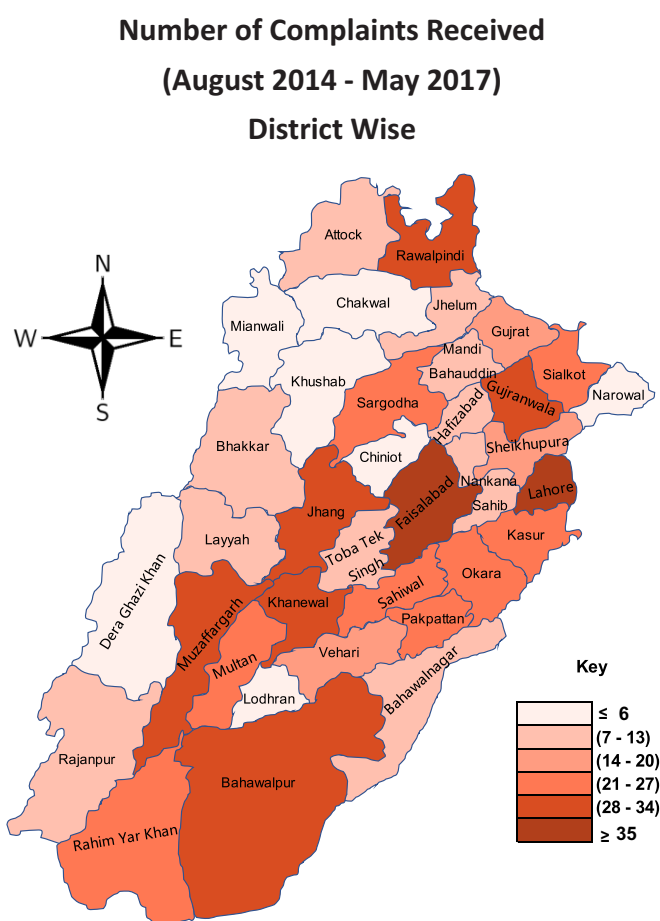
A victim of kidnapping was recovered after her mother lodged a complaint with PCSW helpline (1043). The complainant claimed that her daughter was kidnapped by her husband and brother-in-law, but local police in District Sahiwal was not cooperative and refused to register an FIR. Upon lodging of complaint with PCSW Helpline, Chairperson PCSW referred the matter to DSP/SDPO Sahiwal, who pursued the case rigorously and eventually recovered the kidnapped victim.

SUCCESS STORY

Complainant Rescued from Violent Husband with the Help of PCSW Helpline

PCSW successfully rescued a woman in Lahore from domestic abuse through close coordination of efforts with district police officials in Lahore. Prior to PCSW's intervention, local police authorities had refused to register her complaint and take legal action due to her husband's influential position within Punjab Police. Following the intervention, the survivor shared that her husband repented and apologized for his violent behavior. A written deed of conditional compromise between the spouses was signed at PCSW office.

Figure E shows district wise distribution of complaints and indicates that Lahore and Faisalabad have had the highest number. There were 238 complaints received from Lahore and 43 from Faisalabad. This is not necessarily reflective of a higher incidence of violence, harassment and/or other related issues but might depict that the Helpline has higher outreach in these districts.



Source: PCSW Helpline

Figure E

Case Study II: The Case of Domestic Abuse and Violence

Domestic forms of Violence Against Women (VAW) remain endemic and widespread in Punjab. The number of reported cases of beatings, acid crimes and stove burnings has continued to increase over the past few years. Not only do these regressive patterns of society discourage hundreds and thousands of aggrieved women from accessing justice but they also perpetuate the deep-rooted culture of silence and impunity that lies at the very heart of Pakistan's patriarchal norms and values.

After a formal complaint was lodged with PCSW, Shumaila was provided complete guidance on how to navigate through the upheavals in her domestic life.

A case in point is that of Shumaila - a young girl from Faisalabad who was repeatedly victimized as a result of physical and psychological abuse perpetrated by her husband and in-laws. According to Shumaila, her husband was involved in extra-marital relationships with girls whom he contacted via phone or the internet. Despite constant requests and supplications, Shumaila's husband was incorrigible, often reacting quite aggressively towards his wife's remarks over his behaviour.

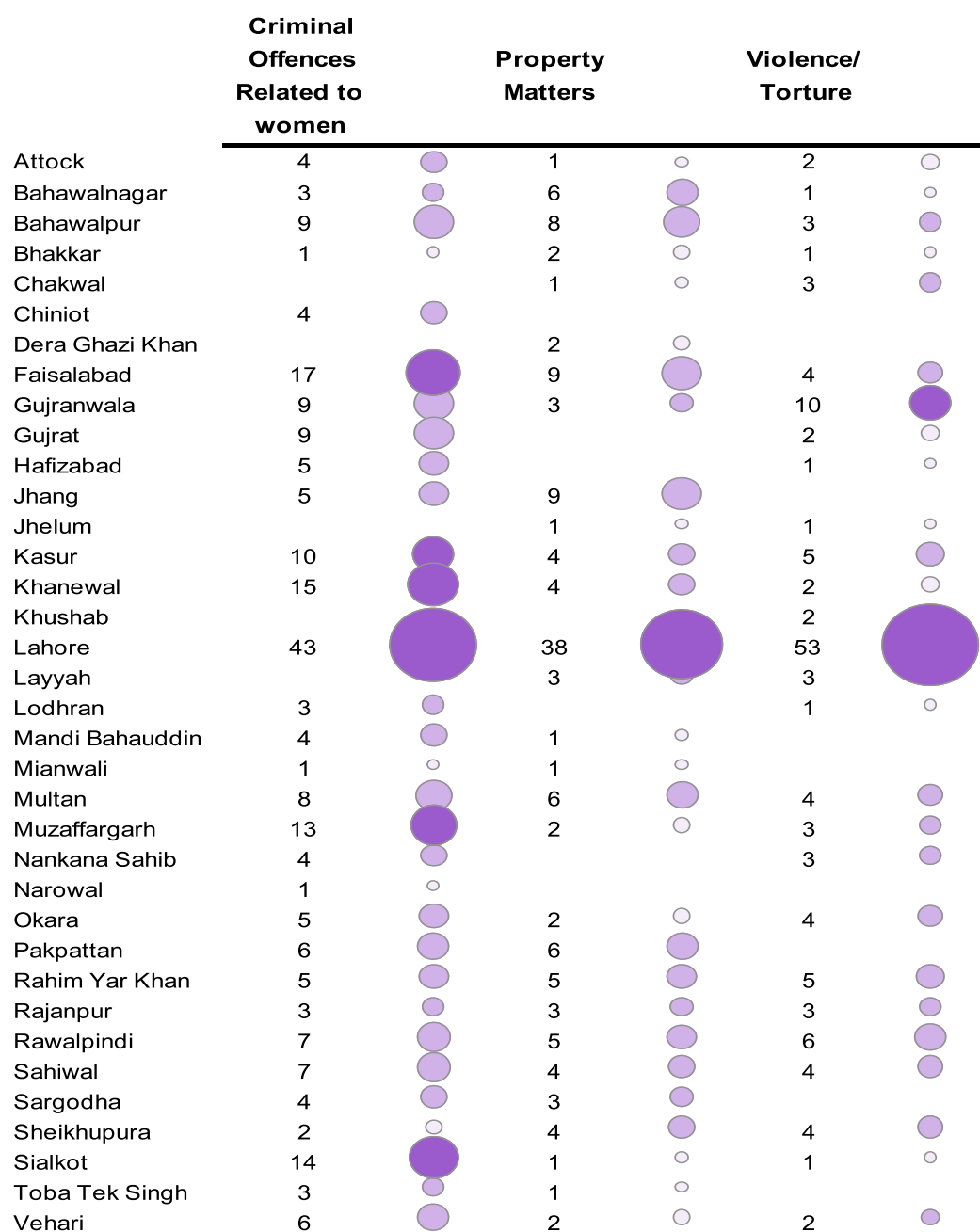
One night in 2016, Shumaila's life took an

unfortunate turn when her husband, and sister and brother-in-law threw petrol on her body and set fire, leaving Shumaila in a critical condition. Shumaila mustered up the courage to escape the crime scene - her own home. Mother of three young children, she had no one to turn to in her immediate surroundings.

After a formal complaint was lodged with PCSW, Shumaila was provided complete guidance on how to navigate through the upheavals in her domestic life. To this end, she was instructed to submit a written application to CPO, Faisalabad. An official letter was then dispatched from the PCSW Office in Lahore to CPO Faisalabad, inquiring into the status of her application. In CPO's response, it was stated that the complainant's requests were granted, and an update was provided on the status of the accused. To accommodate Shumaila's financial and medical needs, a series of official letters were also sent to the Director, Benazir Income Support Programme; Secretary, Zakat and Ushr Department; CEO, Social Protection Authority, Lahore, and the Director, Regional Directorate of Human Rights, Ministry of Human Rights, requesting immediate legal action and help for Shumaila.

Figure F show the district wise distribution of the three types of complaints received most frequently by the Helpline. These include complaints of criminal offences, property matters and violence/torture.

**Number of Complaints Received Regarding Criminal Offences Related to
Women, Property Matters and Violence/Torture
(August 2014 - May 2017)
District Wise**



[Source:PCSW Helpline]

Figure F

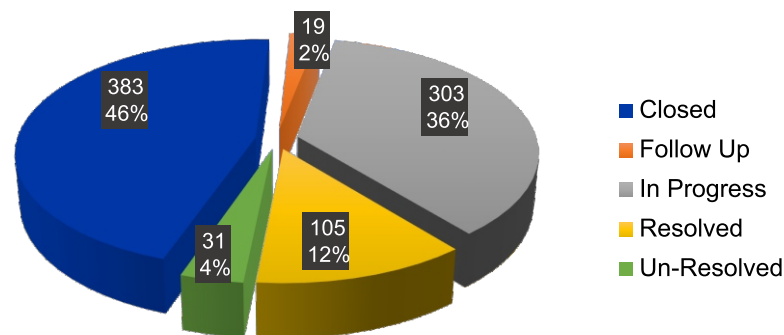
Tracking Mechanism for Complaints

The Helpline uses a tracking mechanism which categorizes complaints based on whether they are resolved, closed, unresolved, in progress or verified.

RESOLVED	Complaint successfully resolved through PCSW's efforts to the complete satisfaction of the complainant .
CLOSED	Complaints are categorized as closed either in the event of compromise between disputing parties or if the complainant withdraws her complaint .
UNRESOLVED	Complaints are considered unresolved when, following the formal registration of the complaint, response of concerned authority (say, Police) to PCSW official communications is still awaited
IN PROGRESS	Complaints that are pending and require further action during this stage, regular follow-up is being done by the PCSW-Helpline through phone calls as well as reminder letters to the concerned authority
VERIFICATION	Complaints are categorized as Follow Ups in cases where PCSW Helpline staff reaches out to complainants via telephone or post in reference to complaints that were generated online or in cases of complaints In Progress

It is to be noted that PCSW retains the authority to revisit a 'Closed' or 'Resolved' complaint if the complainant so wishes or if the original grievance is not adequately addressed. The status of complaints received by the Helpline, based on the above-mentioned tracking mechanism, to date, is shown in Figure G.

Status of Complaints Received (August 2014 - May 2017)



Source: PCSW Helpline

Figure G

SUCCESS STORY

FIR Registered against Influential Accused Persons, due to PCSW's Intervention

PCSW's coordinated efforts with District Police Officer (DPO) and District Coordinating Officer (DCO), Tehsil Tunsia, District Dera Ghazi Khan (DG Khan), resulted in lodging of FIR against man accused of sexual harassment and torture. As a result, his contract of employment as a school teacher in Government Elementary School, DG Khan was also terminated. Initially, due to the accused person's influence within local authorities, the complaint was not registered by the concerned Tehsil police station. Due to lack of response from local authorities, the complainant lodged a complaint with the PCSW Helpline (1043). Coordinated efforts at the district level resulted in penal consequences and termination of services of the accused, thus upholding the rule of law through its effective and timely implementation.

Awareness Calls

In addition to administering incoming complaints and inquiries, Helpline staff also spreads awareness on women's rights through outgoing Awareness Calls. As of May 2017, 330,336 Awareness Calls had been made to educate and gender-sensitize members of the public on women related issues, especially in relation to inheritance, divorce, marriage, birth/death registration, violence, discrimination and harassment at the workplace.

Moreover, the Helpline staff also proactively reaches out to female victims (or their legal representatives) based on reports in local newspapers and other media channels.

PCSW Helpline at Work



PCSW Awareness Session District Bar Council, Hafizabad



Case Study III: A Case of Dispossession

In many cases where the rights of women are violated, it is often the family members and relatives themselves that are found culpable. Aisha, belonging to Rahim Yar Khan, became a victim of psychological torture and murder threats when she sought rightful ownership and possession of her inherited land.

Her maternal uncle and his sons trespassed into her residence, barging in and causing destruction of private property. Aisha was threatened with murder if she sought her share in the land, which had illegally been mutated, divided and possessed by Aisha's uncle and his sons.

The Helpline's proactive follow-up practice provided continuous support to the victim who would have otherwise continued to be subjected to injustice and harassment.

Although Aisha had been trying to get help from the police, her complaints were neglected; and so she contacted the PCSW office and informed the Helpline staff that her application was pending in the office of Rahim Yar Khan's Assistant Commissioner. Upon registering her complaint, the legal adviser requested for all relevant documents. Subsequently, PCSW sent a

letter to the DCO of Rahim Yar Khan asking for quick redressal of Aisha's complaint in accordance with the relevant laws and procedures. It was further demanded that a report be submitted to PCSW within ten days.

The Helpline staff followed up with Aisha who related that the matter was now being handled by the relevant Tehsildar who was cooperating due to PCSW Helpline's timely intervention.

Aisha's case illustrates how the Helpline's efforts mitigated institutional hurdles that she faced in getting justice and access to her land. The Helpline's proactive follow-up practice provided continuous support to the victim who would have otherwise continued to be subjected to injustice and harassment. Aisha's quest for ownership and possession of her land continues and the Helpline will continue to follow up with her and the concerned authorities.

Standard Operating Procedures

To maintain professional integrity in the Helpline's operations, a number of measures are in place to guide operators and monitor all aspects of their performance. These protocols are incorporated in a comprehensive PCSW - IBEX SOPs Manual, as well as in other guidelines that may be communicated by PCSW to the Helpline staff from time to time.

- At the time of recruitment, all new staff members are required to undertake a New Hire Training (NHT), specifically designed to disseminate basic guidelines on customer service. All trainees are thoroughly briefed on telephone etiquette and provided instructive material to improve their individual communication skills as well as time-management and multi-tasking abilities.
- To ensure that all callers' personal data and other material documented in the form of case files and audio recordings remain confidential, the Helpline staff follows strict protocols. Sensitive information which may, directly or indirectly, jeopardize the position of the female complainant/caller, is only accessible after official approval of Chairperson, PCSW.
- Helpline operators are regularly trained by legal professionals to ensure they remain up-to-date with the most recent developments in the law with respect to rights of women in cases of marriage, divorce, custody, inheritance, harassment and violence.

SUCCESS STORY

Disabled Minor's Rapist Held Accountable due to PCSW's Involvement

PCSW successfully aided registration of FIR against a man accused of raping a 14 year old disabled girl in Toba Tek Singh. The Complainant lodged a Complaint with PCSW Helpline, and urgently requested help in registration of FIR, since local police refused to register FIR against the accused due to his influence over local authorities in the district. However, subsequent to PCSW's intervention and involvement of Secretary, School Education Department, DPO Toba Tek Singh and IG Police, Punjab, the FIR was successfully registered.

Media Outreach



Appendix I

Frequently Asked Questions

What is Punjab Government Women's Helpline and who can call?

A Toll-Free Helpline # 1043 has been established by the Government of Punjab. Through all-female call centre executives and legal advisors, this facility provides guidance and legal advice to women all over Punjab facing problems related to harassment, property disputes, domestic violence etc.

What are the timings of the Helpline?

24/7.

How much will it cost to dial the Helpline?

Calling from a land-line number will be free of charge. However, making a call from a mobile phone will have charges depending on the mobile company's charges.

What if I require any professional legal advice?

The Helpline staff is trained and experienced to answer queries or launch complaints. In case further legal guidance is required, a legal advisor is available to cater to the queries in the light of the current legal framework.

Are there any charges for legal advice?

Legal advisors are available at the Helpline to assist complainants free of cost over the phone.

How can I speak to a Call Center Agent?

Upon dialing Helpline # 1043, caller will be asked to select the preferred language i.e. (English or Urdu). After language selection, the call will be transferred to an available agent. The caller can ask for guidance, help and information. In case of legal advice, the call may be transferred to an available lawyer.

Is my data protected with the Helpline?

Data is protected at all times and will only be shared with concerned personnel.

Do I need to have some information before calling the Helpline?

It is advised to have the following information handy: Complainant's Name, CNIC (or any other identity), Address, Source of information, and precise summary of information required to lodge a complaint

Are there any particular complaints that the Helpline deals with or can I call for any matter?

Helpline staff will evaluate the nature of call and will advise you in case a complaint needs to be lodged.

However, the Helpline has taken complaints relating to:

1. Violence Against Women
2. Gender-Based Discrimination
3. Violation of Fundamental Rights

Once a complaint is lodged, it is to be followed up with government officials through advice from the Chairperson, PCSW.

Appendix II

Functions of the Commission

As an oversight institution established by law, the Commission has been vested with a number of discretionary powers to safeguard the lawful interests of women and girls. To this end, the PCSW Helpline and Complaint Center relies on the following provisions under the Punjab Commission on the Status of Women Act, 2014:

‘9(2) The Commission may:

- (a) seek and receive information, data and documents from any source or entity in the course of performance of its functions;
- (b) inquire into any complaint of violation of women's rights and make appropriate recommendation for remedial action to the concerned agency or authority;
- (c) call for information or report from any agency or authority of the Government, civil society organization or any autonomous body;
- (d) exercise the powers vested in a civil court under the Code of Civil Procedure, 1908 (V of 1908) for enforcing the attendance of any person and compelling the production of documents;
- (h) monitor the mechanism and institutional procedure for redressal of violation of women's rights; and
- (i) exercise any power ancillary to above powers or as may be prescribed.’

Appendix III

Categorization of Complaints

Complaints are registered by the Helpline according to the following categories and sub categories.

Types	Sub Types
Court Related	I. District Courts Related II. High Courts Related III. Legal Aid IV. Other Matters related to Courts V. Supreme Court Related VI. Tehsil Court Related
Criminal Offences Related To Women	I. Acid Burns II. Assault III. Attempt to Murder IV. Attempt to Rape V. Defamation VI. Drugs, Chemical Related VII. Forced Conversion VIII. Fraud IX. Illegal Detention, Arrest X. Insulting Modesty XI. Kidnapping, Abduction etc. XII. Murder XIII. Offences related to decency XIV. Operating and running Brothel XV. Other Criminal Matters related to Women XVI. Rape XVII. Sexual Offences
Education	I. College Level II. Establishment of Women Degree Colleges III. Higher Education IV. Other Matters related to Education V. Scholarships VI. School Level VII. University Level

Employment/ Job Related	<ul style="list-style-type: none"> I. 15% Quota for Women in Punjab II. 33% Women Representation III. Additional Chance of Transfer IV. Age Relaxation V. Maternal And Paternal Leaves VI. Minimum Equal Remuneration VII. Nomination of at Least One Woman in Every Department VIII. Other Matters Related to Employment, Jobs IX. Pension X. Promotion XI. Salary XII. Transfer
Family Issues	<ul style="list-style-type: none"> I. Conjugal Rights II. Custody III. Divorce IV. Dower V. Dowry VI. Jactitation VII. <i>Khula</i> VIII. Maintenance IX. Other Matters related to Family Issues X. Polygamy
Financial Support	<ul style="list-style-type: none"> I. Allocation of funds out of PESRP II. FS for Business III. FS for Education IV. FS for Medical Treatment V. Loans VI. Other Matters related to Financial Support VII. Provision of Micro Credit For Women VIII. <i>Zakat</i> and <i>Ushr</i>
General Inquiry	<ul style="list-style-type: none"> I. General Inquiry about other matters II. General Inquiry about PCSW
Harassment	<ul style="list-style-type: none"> I. Harassment at other Place II. Harassment at Work Place III. Other Matters Related to Harassment

Harmful Traditional Practices	I. <i>Badl-e-Sulh</i> II. Child Marriage III. Court related IV. Forced Marriage V. <i>Karo Kari</i> VI. Marriage with the Quran VII. Other Matters related to Harmful Traditional Practices VIII. Provision of Boundary Walls IX. <i>Swara</i> X. <i>Vani</i> XI. <i>Watta Satta</i>
Health	I. Abortion II. Doctor Related III. Family Planning IV. Hospital Related V. Ill Treatment/ Negligence VI. LHV Related VII. Other Matters related to Health VIII. Staff Related
Police Related Issues	I. Delay In Lodging FIR II. Investigation Related III. Negligence IV. Other Matters related to Police V. Professional Misconduct VI. Torture by Police
Political Violence	I. Political Violence related to Political Candidates II. Political Violence related to Voters III. Other Kinds of Political Violence
Punjab Govt. Initiatives for Women	I. Birth Registrations II. Canteens III. Day Care Centers IV. Death Registrations V. Hostel Facility in at least one Degree College VI. Local Government related Matters VII. Other Matters related to Punjab Govt. Women Initiatives VIII. TEVTA IX. Transport Facility X. Vocational Training Institutes XI. Women Friendly Public Amenities XII. Women's Stalls in Govt. Public Bazar XIII. Working Women Hostels

Revenue Related	I. Penal Action Against Delinquent Revenue Officers II. Other matters related to Revenue
Violence/ Torture	I. Domestic Violence II. Other Kinds of Violence/Torture
Women Shelter Related	I. ABBA Home II. CPWB III. Crises Center IV. <i>Dar-ul Aman</i> V. <i>Dastak</i> VI. Edhi Homes VII. Other Matters related to Women Shelters
Others	Others

Appendix IV

Distribution of Complaints

District Wise

Types of Complaints	Attock	Bahawalnagar	Bahawalpur	Bhakkar	Chakwal	Chiniot	Dera Ghazi Khan	Faisalabad	Gujranwala	Gujrat	Hafizabad	Jhang	Jhelum	Kasur	Khanewal	Khushab	Lahore	Layyah	Lodhran	Mandi Bahauddin	Mianwali	Multan	Muzaffargarh	Nankana Sahib	Narowal	Okara	Pakpattan	Rahim Yar Khan	Rajapur	Rawalpindi	Sahiwal	Sargodha	Sheikhupura	Sialkot	Toba Tek Singh	Vehari	Grand Total
Criminal Offences Related to women	4	3	9	1		4		17	9	9	5	5		10	15		43		3	4	1	8	13	4	1	5	6	5	3	7	7	4	2	14	3	6	230
Property Matters	1	6	8	2	1		2	9	3		9		1	4	4		38	3		1	1	6	2			2	6	5	3	5	4	3	4	1	1	2	137
Violence/Torture	2	1	3	1	3			4	10	2			1	5	2	2	53	3	1			4	3	3		4		5	3	6	4	4	1	1	2	133	
Harassment	1		3	2			2	4	3		4	2	2	1	1	1	39	1		1		2	3			4	1	4		9	1	2	2	2	2	1	101
Employment/Job Related	2		3	2	1		1	2	1	2		2	1	1	3		18	1		2		1	3		1	2	1	2	1	1		5	2	1	1	4	64
Family Issues			2					2		2		2	1	2	1	1	19			2	2	1	2					2	1	1			1	2	1	1	47
Harmful Traditional Practices			1	1			1	1			1	3			2	2	2					1	4		1			1	1	1	1			1	1	1	26
Punjab Govt. Initiatives for Women									1	1		1			1	1	10					1	1				2	1					1			19	
Education		1															3	2			1		1			2	1								2	17	
Police Related Issues							2	3							1		3			1		1						1		1	2	1	1				17
Women Shelter Related												7	1				2			1								1						1			12
Financial Support						2			1							1	1	1					1			1			1				1				10
Health														1			3				1					2				1					1		10
Revenue Related			3														1															1	1	1			9
Others							1			1							3																1		1	7	
General Inquiry												1																									1
Political Violence																																					1
Grand Total	10	11	32	9	5	6	6	43	30	17	11	31	8	24	30	6	238	11	4	9	6	25	33	8	3	23	21	24	11	33	21	22	18	23	9	20	841



PUNJAB COMMISSION ON THE STATUS OF WOMEN



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