

# CODE OF CONDUCT

Under Protection Against Harassment Of Women At The Workplace Act, 2010  
[ Schedule Sections 2 (C) And 11 ]

whereas it is expedient to make the Code of Conduct at the Workplace etc to provide protection and safety to women against harassment



- (I) The Code provides a guideline for behavior of all employees, including management, and the owners of an organization to ensure a work environment free of harassment and intimidation:
- (II) "harassment" means:
- (a) any unwelcome sexual advance, request for sexual favours, stalking or other verbal, visual or written communication or physical conduct of a sexual nature or sexually demeaning attitudes, including any gestures or expression conveying derogatory connotation causing interference with work performance or creating an intimidating, hostile or offensive work environment, or the attempt to punish the complainant for refusal to comply to such a request or is made a condition for employment; or
- (b) discrimination on basis of gender, which may or may not be sexual in nature, but which may embody discriminatory and prejudicial mindset or notion, resulting in discriminatory behavior on basis of gender against the complainant;  
Provided that a single incident having the effect of making a person uncomfortable or creating a sense of fear or panic at the workplace is also harassment.
- Explanation.\_\_\_\_\_There are three significant manifestations of harassment in the work environment:\_\_\_\_\_
- (a) **Abuses of authority**  
A demand by a person in authority, such as a supervisor, for sexual favors in order for the complainant to keep or obtain certain job benefits, be it a wage increase, a promotion, training opportunity, a transfer or the job itself.
- (b) **Creating a hostile environment**  
Any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature, which interferes with an individual's work performance or creates an intimidating, hostile, abusive or offensive work environment; or any discrimination on basis of gender, which may or may not be sexual in nature, but which may embody a discriminatory and prejudicial mind-set or notion resulting in discriminatory behavior on basis of gender.  
The typical "hostile environment" claim, in general, requires finding of a pattern of offensive conduct, however, in cases where the harassment is particularly severe, such as in cases involving physical contact or gender-based discrimination, a single offensive incident will constitute a violation.
- (c) **Retaliation**  
The refusal to grant a sexual favor can result in retaliation, which may include limiting the employee's options for future promotions or training, distorting the evaluation reports, generating gossip against the employee or other ways of limiting access to his/her rights. Such behavior is also a part of the harassment.
- (iii) An informal approach to resolve a complaint of harassment may be through mediation between the parties involved and by providing advice and counseling on a strictly confidential basis;
- (iv) A complainant or a staff member designated by the complainant for the purpose may report an incident of harassment informally to her supervisor, or a member of the Inquiry Committee, in which case the supervisor or the Committee member may address the issue at her discretion in the spirit of this Code. The request may be made orally or in writing;
- (v) If the case is taken up for investigation at an informal level, a senior manager from the office or the head office will conduct the investigation in a confidential manner. The alleged accused will be approached with the intention of resolving the matter in a confidential manner;
- (vi) If the incident or the case reported does constitute harassment of a higher degree and the officer or a member reviewing the case feels that it needs to be pursued formally for a disciplinary action, with the consent of the complainant, the case can be taken as a formal complaint;
- (vii) A complainant does not necessarily have to take a complaint of harassment through the informal channel. She can launch a formal complaint at any time;
- (viii) The complainant may make formal complaint through his/her incharge, supervisor, CBA nominee or worker's representative, as the case may be, or directly to any member of the Inquiry Committee. The Committee member approached is obligated to initiate the process of investigation. The supervisor shall facilitate the process and is obligated not to cover up or obstruct the inquiry;
- (ix) Assistance in the inquiry procedure can be sought from any member of the organization who should be contacted to assist in such a case;
- (x) The employer shall do its best to temporarily make adjustment so that the accused and the complainant do not have to interact for official purposes during the investigation period. This would include temporarily changing the office, in case both sit in one office, or taking away an extra charge over and above their contract which may give one party excessive powers over the other's job conditions. The employer can also decide to send the accused on leave, or suspend the accused in accordance with the applicable procedures for dealing with the cases of misconduct, if required;
- (xi) retaliation from either party should be strictly monitored. During the process of the investigation work, evaluation, daily duties, reporting structure and any parallel inquiries initiated should be strictly monitored to avoid any retaliation from either side. Filing counter-claim suits for defamation etc. are also retaliation. The Ombudsperson or Inquiry Committee, as the case may be, should take notice of this in his or its proceedings.
- (xii) The harassment usually occurs between colleagues when they are alone, therefore usually it is difficult to produce evidence. It is strongly recommended that staff should report offensive behavior immediately to someone they trust, even if they do not wish to make a formal complaint at the time. Although not reporting immediately shall not affect the merits of the case; and
- (xiii) The Code lays down the minimum standards of behavior regarding protection of women from harassment at workplace etc but will not affect any better arrangement that an organization may have developed nor will it bar the grant of protection that employees working in an Institute may secure from their employers through negotiation.

In Case of Complaint Contact us on:

051 9032939 | 051 9032911 | 051 9032755





## ضابطہ اخلاق

کام کی جگہ پر خواتین کو ہراساں کرنے سے تحفظ کیلئے ضابطہ اخلاق ایکٹ، ۲۰۱۰

شیڈول (دفعات ۲ (ج) اور ۱۱)

جب کہ خواتین کو ہراساں کیے جانے کے خلاف تحفظ فراہم کرنے کیلئے کام کی جگہوں پر ضابطہ اخلاق بنانا ضروری ہے۔

جو ذیل میں فراہم کیا گیا ہے:



ہر ادارے پر لازم و ملزوم ہے کہ وہ اپنے ادارے میں کام کرنے والوں کو ہراسیت کے خلاف ان کے حقوق کی آگاہی دے اور ضابطہ اخلاق کام کے نمایاں مقامات پر آویزاں کرے۔

ہراسیت کیا ہے:

کوئی بھی ناپسندیدہ جنسی عمل، جنسی خواہشات کا اظہار، گھورنا یا سائبر شائنگ یا دیگر زبانی، بصری یا تحریری رابطہ یا جنسی نوعیت کا جسمانی برتاؤ یا جنسی طور پر توہین آمیز سلوک سمیت کوئی بھی اشارے یا اظہار، توہین آمیز مفہوم کا اظہار کرنے والے کام جو کہ کارکردگی میں مداخلت کا باعث بنتے ہیں، دھمکی آمیز، معاندانہ یا جارحانہ کام کا ماحول بنانا، یا شکایت کنندہ کو ایسی درخواست کی تعمیل کرنے سے انکار کرنے پر سزا دینے کی کوشش کرنا یا ملازمت کے لیے شرط رکھنا، یا جنس کی بنیاد پر امتیازی سلوک، خواہ وہ جنسی نوعیت کا ہو یا نہ ہو، لیکن جو امتیازی اور متعصبانہ ذہنیت دکھاتا ہو، جس کے نتیجے میں شکایت کنندہ کے خلاف جنس کی بنیاد پر امتیازی سلوک کیا جائے

۱۔ اختیارات کا غلط استعمال: کوئی بھی بااختیار افسر جو اپنے ماتحت کو نوکری میں فائدہ پہنچانے کی غرض سے جسمانی تعلق رکھنے پر مجبور کرے۔

۲۔ دفتری ماحول میں خوف و ہراسیت پیدا کرنا: جس سے کام کرنے کی جگہ پر ملازمین اپنے آپ کو غیر محفوظ سمجھیں۔

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

ہراسیت کی تین قسمیں:

ہر ادارے پر یہ لازم ہے کہ وہ تحفظ برائے ہراسیت بمقام کار ایکٹ ۲۰۱۰ کے تحت انکوائری کمیٹی بنائے۔

انکوائری کمیٹی (۳) افراد پر مشتمل ہوگی جن میں سے کم از کم ایک خاتون کا ہونا لازمی ہے۔

ادارے میں شکایت کمیٹی کے کسی بھی فرد کو کی جاسکتی ہے۔

انکوائری کمیٹی کے ممبران کے نام اور رابطے کی تفصیل دفتر میں نمایاں مقام پر آویزاں کرے۔

دوران انکوائری درخواست گزار اور الزام کنندہ کو ایک دوسرے سے علیحدہ کر دیا جائے۔

انتقامی کارروائی پر کڑی نظر رکھی جائے گی۔

اگر ادارے میں انکوائری کمیٹی موجود نہیں ہے یا فعال نہیں ہے تو FOSPAH میں شکایت درج کروائی جاسکتی ہے۔

متاثرہ فرد جو کہ کمیٹی کے فیصلہ سے متفق نہ ہو، وہ FOSPAH میں اپیل کر سکتا ہے۔

اپیل فیصلہ آنے کے ۳۰ دن کے اندر کی جاسکتی ہے۔

FOSPAH میں اپیل:

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

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

FOSPAH میں شکایت:

## نفاذ حقوق جاسید برائے خواتین ایکٹ ۲۰۲۰

ایسی خواتین جن کو اپنی منقولہ یا غیر منقولہ ورثاتی اور ملکیتی جائیداد، جو کہ اسلام آباد کی حدود میں واقع ہیں، سے محروم رکھا گیا ہے وہ اپنی شکایت وفاقی محتسب میں درج کروائیں۔

متاثر خاتون خود یا بذریعہ نمائندہ شکایت دائر کر سکتی ہے۔

وفاقی محتسب از خود نوٹس لینے کا اختیار بھی رکھتا ہے۔

شکایت کا فیصلہ کم سے کم وقت میں کیا جائے گا۔

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051 9032939 | 051 9032911 | 051 9032755

**NATIONAL HIGHWAY AUTHORITY**  
**CONFIDENTIAL SECTION**

No. Inq/1088/Admn/CS/NHA/24/169 Islamabad, the 10<sup>th</sup> May, 2024

**OFFICE ORDER**

The Member (Admn), NHA has been pleased to appoint Mrs Aamera Riaz, Director (LM&IS), NHA, HQ 0300-9725525, as Focal Person to liaison with Federal Ombudsperson Secretariat in connection cases relate to the "Protection Against Harassment of Women at the Workplace Act, 2010.

  
(AZRA BIBI)  
Deputy Director (Confidential)

**Distribution:-**

- Federal Ombudsperson Secretariat, Islamabad.
- All Members, Inquiry Committee, constituted under 2010 Act.
- All Member, NHA.
- Secretary, NHA.
- All GMs, NHA, HQ/Regions/Projects
- Director (Personnel) NHA, HQ
- Director (Regulations), NHA, HQ
- Director (MIS), NHA, HQ
- Director (Legal) NHA, HQ
- ✓ Mrs Aamera Riaz, Director (LM&IS), NHA, HQ

**Copy to:-**

- SPS to Chairman, NHA, HQ
- SO to Member (Admn) NHA, HQ
- Section Officer (Admn) MoC w.r.t. his letter No. 7 (10)/2011-Admn dated 24-04-2024.



**NATIONAL HIGHWAY AUTHORITY**  
**CONFIDENTIAL SECTION**

No. Inq/Admn/CS/NHA/1088/24/168

Islamabad, the 09 May, 2024

**Mr. Usman Sohail,**  
Section Officer (Admn),  
Ministry of Communication,  
**ISLAMABAD.**

Sub: **COMPLIANCE WITH THE PROVISIONS OF THE PROTECTION AGAINST HARASSMENT OF WOMEN AT THE WORKPLACE ACT, 2010.**

The undersigned is directed to refer your letter No. 7 (10)/2011-Admn dated 24-04-2024 and Federal Ombudsperson Secretariat for Protection Against Harassment of Women at the Workplace (FOSPAH) letter dated 18-04-2024 on the subject captioned above and state that since the promulgation of Protection Against Harassment of Women at the Workplace Act, 2010 (2010 Act), an Inquiry Committee was constituted at NHA. It was altered from time to time and has been functioning ever since. At present the composition of Inquiry Committee is as follows (**Annexed-A**):-

- |   |   |          |
|---|---|----------|
| • Secretary, NHA<br>Ph:0333-3383367                                       | - | Convener |
| • Syed Tariq Hussain Shah<br>Director (Finance) NHA HQ<br>Ph:0333-5760531 | - | Member   |
| ✓ • Mrs Aamera Riaz,<br>Director (LM&IS), NHA, HQ<br>Ph:0300-9725525      | - | Member   |
| • Mrs Lubna Tabassam ,<br>Dy. Dir (Design), NHA, HQ<br>Ph:0346-5324152    | - | Member   |

2. Similarly, a comprehensive reporting mechanism on the parameters, as laid down in the 2010 Act, was devised and placed at the prominent places in all NHA offices as well as on the NHA website vide Circular dated 26-04-2010 (**Annex-B**).

3. NHA is one of the organizations where efforts are taken to provide discrimination free environment so that women can perform their duty with utmost comfort. Furthermore, in addition to the provisions of 2010 Act, NHA has its own accountability system.

4. In order to liaison with Federal Ombudsperson Secretariat for cases under the domain of Protection Against Harassment of Women at Workplace Act, 2010, Mrs Aamera Riaz, Director (LM&IS), NHA, HQ (Cell # 0300-9725525) has been appointed as Focal Person, NHA.

5. Report is submitted as directed, please.

  
(ZAINAB JAHANDAD)  
Director (Confidential)