DIRECTORY OF SUPPORT SERVICES

FOR WOMEN AND GIRLS EXPERIENCING VIOLENCE AND ABUSE – PUNJAB







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Year of Publication: 2020

The publication is a part of Oxfam and Legal Aid Society's Development and Research Products which has been developed under the project titled 'Creating Spaces to Take Action on Violence Against Women and Girls'. This publication has been developed in collaboration with Punjab Women Protection Authority. The content of this publication are the intellectual property of Oxfam, who further assign the copyright to Punjab Women Protection Authority as intellectual support to strengthen Government Institutions mandated to provide women support services. Any unauthorized reproduction, modification and alterations of this work in any form or by any means, including photocopying or through any other electronic or mechanical methods is illegal and will constitute infringement of such Intellectual Property Rights. Punjab Women Protection Authority shall be identified as the copyright owners on any authorized reproduction, distribution, use or transmission of this work.







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Ms. Uzma Aftab, Interim Country Director Oxfam in Pakistan

MESSAGE OF THE INTERIM COUNTRY DIRECTOR

Violence against women and girls is termed as a "Shadow Pandemic," the causes and effects of which remain hidden in many societies. The stigma associated with it means that mentioning it in public is seen as shameful, and reporting it is deemed as against societal norms. This has also tenaciously affected the way in which women and girls can access justice in the country where millions lack understanding and awareness of their fundamental rights. In turn, it has serious consequences in exacerbating Gender-Based Violence against women and girls, who are silenced from reporting incidences to local law enforcement agencies and have inadequate awareness about the Protection Mechanisms. The few that are able to access remedial services are often met with complicated, timely and costly legal procedures that could act as a deterrent to finding immediate support and protection. When close family members are involved in violence and abuse, this becomes even more challenging.

Undoubtedly, it is a long journey towards an equal and non-discriminatory society where women and girls are treated with utmost reverence for their capabilities and are given the space and agency to make their own decisions. Surrounded by frequent abuse, violence and unequal treatment, the safe spaces for women are shrinking; with many finding their own homes to be unsafe, including in Pakistan.

Pakistan is amongst the countries that have ratified international treaties and optional protocols for the peace, fulfillment and equality for women and children. Despite signing these treaties and having new and existing laws and policies in place, Pakistan still ranks in the lowest rungs of the ladder when it comes to gender equality.

Recently, Oxfam's project titled "Creating Spaces to Take Action on Violence against Women and Girls," provided us with an opportunity to develop a resource directory of Essential Services operating in Punjab, that provide an immediate response, shelter and legal aid to survivors. The directory maps out the contact information of essential services that are available and functional in various districts of Punjab, including but not limited to hospitals, police stations, shelter homes and crisis centres, legal aid services, NGOs and helplines of government institutions. In addition, those helplines of federal institutions that are applicable to provinces are also documented for easy access.

Oxfam in Pakistan acknowledges and appreciates the support of Legal Aid Society in helping us map and document relevant information for this booklet, to allow for greater ease in understanding and dissemination. We extend our

gratitude to Punjab Women Protection Authority, who assisted us in realising the need for a referral document, and for taking up the responsibility of updating the information as necessary going forward. This directory will be used as a resource for all our communities and institutions, to ensure that information pertaining to essential services is easily accessible to all citizens in the province.



Ms. Kaneez Fatima Chaddar, Chairperson Punjab Women Protection Authority

MESSAGE OF THE CHAIRPERSON

It is my immense pleasure to state that the Government of Punjab is committed and focused on the protection of marginalized sections of society, especially the women in distress and the need for protection. The Punjab Women Protection Authority has been established with an exclusive mandate to establish and govern the Women Protection System in Punjab. A state of the art Violence Against Women Centre is working in Multan. This center is providing 24/7 services (Medical, Police FIR, Mediation, Psychological Counseling, and Rehabilitation) to women survivors of violence. Further, four more VAWC will be established in the Districts of Faisalabad, Rawalpindi, Bahawalpur, and Lahore.

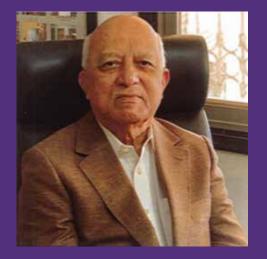
The Authority has developed linkages and partnerships with National and International Organisations for strengthening the capacity focusing on improved service delivery and monitoring system.

The particular research had been initiated in collaboration with Oxfam. The objective of this research is to map the existing services of both the public and private sectors, which are providing services to the women victims of violence in Punjab. This document will facilitate the public at large for identifying/locating the services to address gender-based violence issues in their particular areas.

I appreciate the response and efforts of the Oxfam in Pakistan and Legal Aid Society for their technical support in carrying out this research. I am hopeful that this research report will enable us to well-coordinated and integrated efforts to address the issue of gender-based violence in Punjab.

In the end, I want to thank Miss Isma Sana, Program Manager at Oxfam in Pakistan, OXFAM, and Miss Nazish Brohi, consultant and her team, my team of PWPA, Irshad Waheed, Director General, PWPA, Muneeza Manzoor Butt, Manager VAWC, Multan and Muhmmad Naeem for their support in this task.

Thank You Very Much.



Justice Nasir Aslam Zahid, Chairperson Legal Aid Society

MESSAGE OF THE CHAIRPERSON

Access to justice for women and girls has remained a multi-faceted issue with social and cultural challenges which limit their mobility and capacity to access essential services. Women are often unable to travel to courts or police stations on their own. There are deeply entrenched notions of shame and stigma attached to being a victim of SGBV and victims are expected to accept such treatment or face social banishment. Women are less able to navigate the formal justice system than their male counterparts. Low literacy bolstered by a lack of legal literacy make women and girls less aware of their rights and as a result, less able to access them. The lack of an effective legal aid system further compounds the distraught situation of victims. While several pro-women laws specifically related to SGBV now exist, their implementation is extremely weak. Many women, once they have reported a case, are particularly vulnerable to violence and are in urgent need of support in terms of shelter, protection, medical care and legal aid. In such cases, there is no system, standard operating procedure or cohesive plan of action to provide them with the support they need.

The Directory of Support Services for Women and Girls Experiencing Violence and Abuse is the result of a collaboration between OXFAM in Pakistan, Punjab Women Protection Authority and the Legal Aid Society. Support was also provided by the Shaikh Ahmad Hassan School of Law (SAHSOL), Lahore University of Management Sciences. The efforts of the students of the Gender Clinic of SAHSOL in the collection of data are appreciated.

The Directory is built upon a multipronged approach and is developed on the basis of district-level data collection, local knowledge, practices and demands from across Punjab. It is hoped this resource will translate into a sustainable toolkit which will assist service providers in connecting victims and survivors of SGBV with timely and high quality essential services for the protection of their rights and to assist them advance towards accessing and realizing justice.

INTRODUCTION

This resource directory is a product of the project titled "Creating Spaces to Take Action on Violence Against Women and Girls" This project is undertaken with the financial support of the Government of Canada, provided through Global Affairs Canada. The project aims to reduce Violence Against Women and Girls (VAWG) and Child, Early and Forced Marriages (CEFM) and is being implemented across 9 districts of Punjab and Sindh. This directory is a joint product of a collaboration between Oxfam in Pakistan, Legal Aid Society and the Punjab Women Protection Authority and has been developed to support Women and Girls who have experienced violence by increasing their agency and ability to access the police, shelter and medical facilities, legal and psychosocial support and other essential services in the districts of Faisalabad, Gujrat, Kasur, Lahore, Rawalpindi, and Sialkot in Punjab (hereinafter referred to as 'Selected Districts').

The primary target audience are survivors of VAWG and CEFM, however, the resource directory is also intended to assist stakeholders and partners including key line ministries, civil society organisations, international and regional organisations and academia, others seeking to improve the quality of and access to coordinated and multi-sectoral services for all women and girls.



USER'S GUIDE

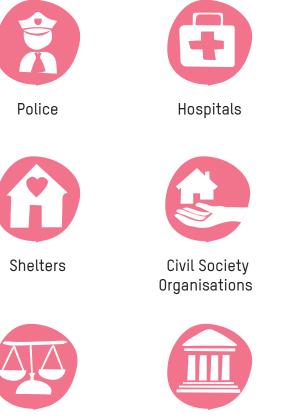
The services listed in this resource directory have been verified by extensive fieldwork and data collection and are deemed as being relevant, accessible, functional and responsive to the immediate needs of survivors of VAWG and CEFM in the Selected Districts. The composition of the services is presented in a concise and user-friendly manner.

Essential service providers are listed through district-wise compartmentalization in the following order: police, hospitals, shelters, legal aid service providers, civil society organisations and other government service providers. Details of addresses, contact/focal persons, telephone numbers and operational hours are listed along with the mention of, where applicable, the existence of referral services and other support mechanisms.

Federal, provincial, and district level helplines are also included.

Color coded legends are used as indications of additional services provided by organisations such as Follow-up Services, Referral Services, Psychosocial Support and Legal Aid Services. The key for the legends is presented on the next page.





Legal Aid Service Providers

Government

Organisations

Follow-up Services

An organisation/institute that has a follow-up mechanism in place for

Referral Services

An organisation/institute providing referral pathways and linkages to including but not limited to legal aid, shelter and medical services.

Psychosocial Support

An organisation/institute providing direct psychosocial support services which aim to address psychological and social needs of victims and survivors.

Legal Aid Services

services including legal awareness and legal representation.

INSTITUTIONAL OVERVIEW

The majority of service providers listed in this resource directory provide their services free of cost. All police related services (police stations, complaint cells, human rights cells, women police stations) are formally free for all citizens, including women. All government hospitals and basic health units provide services either completely free of cost or for token amounts. All government-run as well as private shelters provide free services for women survivors of violence. The free services include lodging, food and other basic services. The only service for which there is some formal payment involved is legal aid. While some organisations offer it completely free of charge, others charge a low-cost amount to cover subsidized lawyer's fee or court costs. Almost all the service providers in Punjab are accessible by public transport, with the exception of some police stations in far flung areas. All of the women help desks are working 9 to 5 in the mapped districts, although the regular police stations are accessible 24 hours. All of the government hospitals are also working 24 hours except for the District Headquarters Hospital, and Government Sardar Begam Teaching Hospital Rehmat Pura of Sialkot District. Some of the NGOs, women help desks, and shelter homes in Punjab have formal referral systems in terms of providing legal aid and psychosocial support to women and all other NGOs, community-based organisations and activists say that they use informal networks for referrals and use their personal contact network to address women's requirements on a case to case basis.



HELPLINES

There have been a number of helplines set up in Pakistan in the recent past. Given the dearth of information and outreach in Pakistan, helplines are an important idea for disseminating information and for providing referrals, though they are not well known and widely used.

In Punjab, the Punjab Commission on the Status of Women set up a helpline in 2014 with the number '1043'. It had a dual focus processing and referring cases, and providing information, backed up by a number of lawyers.

The Federal Ministry of Human Rights has also set up its own helpline, '1099'. It claims to have over two hundred lawyers associated with it.







Punjab Police has established Women Help Desks in every district of Punjab and posted women police officers in most of the police stations to deal with women-related issues. All of the complaints are entered into the Central Complaint Management System (CMS). A unique number is issued to the complainant after the registration of the complaint and it is monitored by Senior Supervisory Officers and a Provincial Monitoring Room located in the Central Police Office in Lahore. The Police Station Record Management System (PSRMS) is installed at the Police Station Level to register FIRs and the daily progress of cases. Once an FIR is registered into the system, the supervisory officer can check the status of the case and obtain the necessary information through the system. The Inspector General of Punjab has introduced the mechanism of "E-Complaints" which is accessible through the Punjab Police Website and a helpline number where citizens can lodge complaints about Non-Registration of FIRs, faulty investigations, illegal detentions, arrests of innocent persons, registration of false FIRs etc.

HOSPITALS AND MEDICAL SERVICES

Medico-legal examinations are primarily carried out at tertiary government hospitals in Punjab. Some state-owned hospitals and those under public/private partnership in Gujrat, Sialkot and Lahore charge for services, but it is a subsidized amount. The Punjab Government established the 1st DNA analysis Laboratory of Pakistan in the Centre for Applied Molecular Biology (CAMB) in Lahore 2002 and set up the country's first comprehensive forensic laboratory and the Punjab Forensic Science Agency, which starting from 2012 dealt with forensic investigations of cases. It has crime and death scene analyses capacity, DNA and serology, computer forensics, trace evidence and toxicology among others. There are two MLOs in every district hospital of Punjab, one man and one woman, who are to remain available on call. Punjab has a more streamlined pay structure in the medico-legal system with a set fee for post-mortem and MLO reports. However, almost all medico-legal officers are ordinary medical officers and lack specialist training in forensic medicine.

SHELTER HOMES AND CRISIS CENTRES

LEGAL AID SERVICE PROVIDERS

Punjab has the strongest response infrastructure for shelter in the country. There is an operational Darul Aman shelter in every district, with a total of 35 such shelters run by the provincial government. The Darul Amans and other shelters have established Standard Operating Procedures (SOPs) which are known to the shelter staff, and are posted on the administrating Social Welfare Department's website. The SOPs for these shelters are responsive to women's needs and sensitivities involved. While shelters provide short-term solutions, they are generally not equipped to deal with emergencies. For that, the federal government initiated crisis centers (Shaheed Benazir Crisis Centers for Women - SBCCW) which were intended to house women for 2-3 days to provide assistance in emergencies before moving onto shelters. They were meant to be open and functioning 24/7. There are 12 SBCCWs in Punjab - in Bahawalpur, Dera Ghazi Khan, Faisalabad, Muzaffargarh, Khushab, Lahore, Multan, Rawalpindi, Sahiwal, Mianwali, Sialkot and Vehari.

Legal Aid Service Providers refers to organisations/institutes which provide pro bono and/or lo bono legal assistance, advice and representation before courts and administrative forums for resolution of disputes. Legal Aid Committees notified by Bar Councils and Associations in addition to District Legal Empowerment Committees created by the Law and Justice Commission of Pakistan in 2011, remains largely dysfunctional as a result of which the void in service provision are met to some extent by not-for-profit organisations.

CIVIL SOCIETY ORGANISATIONS



Civil Society in Punjab comprises of schools, universities, advocacy groups, cultural institutions, non-governmental organisations and activists who are engaged in developmental and relief initiatives. Together they play an active role in strengthening community networks and institutions to enhance efficiency and effectiveness in developmental efforts, increase accountability between local administrations and community organisations. They also ensure 'inclusion' and a 'participatory approach' across efforts to engage everyone in the community development process irrespective of gender, disability or any other difference or impediment. Examples of prominent NGOs include Thali, Kashf Foundation and Punjab Rural Support Program that addresses poverty, economic empowerment, and gender equality. The AGHS Legal Aid Cell was founded in 1980 to provide free legal representation for vulnerable women, children, bonded labourers, people in prison and religious minorities. Civil Society has played a critical role in amplifying the range of essential services provided by the State, to combat GBV and improve survivors' access to justice and relevant sexual and reproductive health services.

GOVERNMENT ORGANISATIONS

Government Organisations are important elements of the State machinery setup through legislative or executive action, to administer and oversee specific functions. Government Organisations in Punjab have adopted key international sustainable goals to ensure gender equality and provision of human rights. The Women Development Department of Punjab established a toll-free helpline to deal with cases of harassment, gender discrimination, property and inheritance disputes and domestic violence. The department has also established working women's hostels in Bahawalpur, DG Khan, Faisalabad, Guranjwala, Lahore, Multan, Muzafargarh, Rahim yar Khan, Rawalpindi, Sahiwal, Sargodha, and Vehari to empower and support women. Punjab has a vast network of Darulamans (shelter homes); currently, all 36 districts have the facility of a Darulaman and can accommodate 20 to 50 residents at a time. The Punjab Women Protection Authority; set up in 2017; promotes social, economic, political and legal development of women by focusing on legislative and policy initiatives.

METHODOLOGY & LIMITATIONS

LAS developed a data form to map and collect information from police stations, hospitals, health care centres, shelters homes, legal aid service providers, civil society organisations and government organisations working on Gender and Sexual Based Violence, Early Child Marriages and Forced Marriages in Selected Districts. Staff from the LAS visited each institution/organisation for on-site observations and assessments before inclusion in the directory. The visits were conducted prior to the outbreak of COVID-19 during the months of February and March 2020. In person data collection was suspended at the end of March 2020 due to the pandemic, which is the reason for limited data for legal aid service providers in Faisalabad, Gujrat, Kasur, and Sialkot, relevant government organizations in Kasur, and Gujrat.





Helplines	Contact Details
Federal Helpline for Covid-19	1166
Federal Ombudsperson's Helpline For Children	1056
Federal Ombudsperson's Helpline	1055
Federal Ministry for Human Rights Toll Free	1099



Helplines

Agriculture Department

Awaz-e-Khalaq

Biometric Helpline

99030055

Board of Intermediate & Secondary 042-111-112-020 Education

Board of Revenue

Bomb Disposal

042-9212111

0800-02345

Business Registration Unit

111-425-725

Contact Details

0800-29000 / 0800-15000

1718



Helplines	Contact Details
Chief Minister's Complaint Center	0800-02345
Child Protection & Welfare Bureau	1121
Chinese SOS Helpline	1040
Citizen Facilitation Center	0800-09100
Counter Terrorism Department (CTD)	0800-111-11
Directorate General of Immigration & Passports Headquarter	051-111344777
Edhi Ambulance	115



Helplines E-Rozgar	Contact Details 0800-09897
E-Stamping (Punjab)	0800-08100
Excise, Taxation and Narcotics Control Department (Punjab)	0800-08786
Fatimeed Blood Bank	042-35863950
FIA Helpline	111-345-786
Fire Fighting	16
Ganga Ram Hospital	042-99200572-9



Helplines	Contact Details
General Hospital	042-99264091-8
Governor Punjab Anti-Corona Helpline	0304-1112101
Hajj Helpline (Pakistan)	042-111-725-425
Hajj Helpline (Saudi Arabia)	800-1166622
Inspector General of Police's Complaint Centre	8787
Jinnah Hospital	042-99231400
Labbaik Bhakkar	0800-15050



Helplines	Contact Details
Lahore Waste Management Company	1139
Livestock & Dairy Development Department	0800-78686
	00000 0011
Livestock Punjab	08000-9211
Local Government and Community	0800-02345
Development Department	
Mayo Hospital	042-99211100
National Response Center For Cyber Crime	9911
Online Callege Adminsion Custom	0/0 111 110 000
Online College Admission System	042-111-112-020



Helplines	Contact Details
Overseas Booking	102
Overseas Pakistani Commissioner Punjab Helpline	042-111-672-672
PIA Enquiry	114
Police Helpline	15
Population Welfare Department	0800-79300
Provincial Disaster Management Authority	1129
Punjab Commission On The Status Of Women	1043



Helplines	Contact Details
Punjab Health Care Commission	0800-00742
Punjab Health Line	0800-99000
Punjab Highway Patrol	1124
Punjab Information Commission	042-35750315-19
Punjab Institute of Cardiology	042-99203051-6
Punjab Land Development Company	042-111-921-192
Punjab Metrobus Authority Helpline	042-111-222-627



Helplines	Contact Details
Punjab Revenue Authority	042-99205476-77
Punjab Youth Helpline	0800-12145
Railway Enquiry	117
Railway Police Helpline	1333
Rescue Service	1122
Road and Street Traffic Awareness	1915
School Education Hotline	042-111-112-020



Helplines

Services Hospital

Contact Details

042-99203402-25

Water and Sanitation Agency (WASA)



12-POLICE STATIONS 1-LEGAL AID SERVICE



8-HOSPITALS



1-SHELTER
1-FOLLOW UP SERVICE
1-REFERRAL SERVICE
1-PSYCHOSOCIAL SUPPORT



2-LEGAL AID SERVICE PROVIDERS

2-LEGAL AID SERVICES



1-CIVIL SOCIETY ORGANISATION

1-FOLLOW UP SERVICE
 1-LEGAL AID SERVICE



3-GOVERNMENT ORGANISATIONS

- 2-FOLLOW UP SERVICES
- 2-REFERRAL SERVICES
- 1-LEGAL AID SERVICE
 1-PSYCHOSOCIAL SUPPORT

Referral Services

Legal Aid Services

Psychosocial Support



DISTRICT HELPLINES-FAISALABAD

Helplines	Contact Details
Board of Secondary Education	0411-617440
Bomb Disposal	0411-30209
Chambers of Commerce & Industry	0411-616045
Child Protection & Welfare Bureau	041-9239385-6
Civil Defence	0411-30209
Edhi Trust	0411-610111
Export Promotion Bureau	111-444-111



DISTRICT HELPLINES-FAISALABAD

Helplines	Contact Details
Faisalabad Development Authority (FDA)	041-9201515, 041-9200978, 0341-2245666
Faisalabad Electric Supply Company	041-9220184, 041-9220229
Faisalabad International Airport	80000114
Hospital Civil (Casualties)	0411-30112-9
Overseas Enquiry	0411-0104
Police Railway Station	24727

1213

Police Emergency Helpline



DISTRICT HELPLINES-FAISALABAD

Helplines

WAPDA

Shelter Home (Dar-ul-Aman)

Rescue Home (Dar-ul-Aman)

Contact Details

30433

0303 7451746, 047-6330892

041-2697400,0300-6641677



Police Stations/ Police Help Desks

Women Help Desk

Contact Details

Jaranwala Circle 041-4312957

Samundri Circle 041-9240067

Batala Colony Circle 041-2404205, 041-9330613

Factory Area Circle 041-2440510

Gulberg Circle 041-9200254

Kotwali Circle 041-920026-61

Focal Person Timings Ms. Fauzia Aslam, & 09:00 a.m. - 05:00 p.m. Ms. Samina Kausar Ms. Rehana Kausar, & 09:00 a.m. - 05:00 p.m. Ms. Nitasha Gill Ms. Zari Tahir, & Ms. 09:00 a.m. - 05:00 p.m. Parveen Akhtar Ms. Afshaan Akram, & 09:00 a.m. - 05:00 p.m. Ms. Mehwish Shaheen Ms. Shahla Farman, 09:00 a.m. - 05:00 p.m. Ms. Rukhsana Qamar, & Ms. Saiga Sultana Ms. Saima, & 09:00 a.m. - 05:00 p.m. Ms. Bushra Kausar

Follow-up Services

Referral Services

Legal Aid Services



Police Stations/ Police Help Desks

Women Help Desk

Women Help Desk

Women Help Desk

Women Help Desk

Women Police Station

Women Police Station

Contact Details	Focal Person	Timings
Sargodha Road Circle 041-9330507	Ms. Attia Shahzadi	09:00 a.m. – 05:00 p.m.
Peoples Colony Circle 041-9330449	Ms. Sidra Hadayt	09:00 a.m. – 05:00 p.m.
Nishat Abad Circle 041-8586528	Ms. Aqsa Shakoor	09:00 a.m. – 05:00 p.m.
Peoples Colony Circle 041-9220016	Ms. Shehnaz Begum,& Ms. Ana Riaz	09:00 a.m. – 05:00 p.m.

1st Floor, Police Station, Kotwali Road 041-9200266

Kotwali Thana 0300-8668096,041-9200266 24/7

24/7

Follow-up Services

Referral Services

Legal Aid Services

NA

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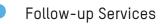
Ms. Farah Batool



Hospitals	Contact Details	Focal Person	Timings
Allied Hospital	Dr. Tusi Road, Faisalabad 041-9210082, 041-92100140	Mr. Anwar	24/7
Children Hospital & Institute of Child Health	Jhang Road, GC University, New Campus, Faisalabad 041-9203069, 041-9203065	Mr. Naseem	24/7
Institute of Cardiology	New Civil Lines, Sargodha Road, Civil Lines, Faisalabad 041-9201519, 041-9201527	Mr. Nayyar	24/7
Ghulam Muhammad Abad General Hospital	Block C, Ghulam Muhammad Abad, Faisalabad 041-9330323	Mr. Saifullah	24/7
Rural Health Center	Chak No. 174/GB, Samundri, Faisalabad 0300-7225855	Dr. Habibullah	24/7
Rural Health Center	Chak No. 65/GB, Jaranwala, Faisalabad 041-4797405	NA	24/7



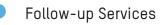
Hospitals	Contact Details	Focal Person	Timings
Rural Health Center	Chak No. 134/GB, Samundri, Faisalabad 0300-7231001	NA	24/7
Samanabad Government General Hospital	Hospital Road, Block A Samanabad, Faisalabad 041-9330600, 041-2665800	NA	24/7
Rescue Home (Dar-ul-Aman) ●	519- A block, lateef chowk, GMABAD, Faisalabad 041- 2697400, 0300-6641677	Superintendent	24/7 (Residential) 9 am to 4 pm (Official)







Shelters	Contact Details	Focal Person	Timings
Dar-ul-Aman	Block A, Ghulam Muhammad Abad, Faisalabad 041-2697400	Ms. Irum Mushtaq	09:00 a.m. – 04:00 p.m.
Shelter Home (Dar-ul-Aman) ●	Shahdulat Road W-Block Satellite Town, Chiniot 0303 7451746, 047-6330892	NA	24/7
Rescue Home (Dar-ul-Aman) ●	519- A block, lateef chowk, GMABAD, Faisalabad 041- 2697400, 0300-6641677	Superintendent	24/7 (Residential) 9 am to 4 pm (Official)





LEGAL AID SERVICE PROVIDERS

Legal Aid **Service Providers Contact Details Focal Person** Timings Shelter Home (Dar-ul-Aman) N/A 24/7 Shahdulat Road W-Block Satellite Town, Chiniot 0303 7451746, 047-6330892 Rescue Home (Dar-ul-Aman) 519- A block, lateef chowk, Superintendent 24/7 (Residential) GMABAD, Faisalabad 9 am to 4 pm (Official) 041-2697400,0300-6641677





CIVIL SOCIETY ORGANISATIONS

Civil Society Organisations

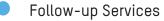
AWAM Pakistan

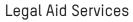
Contact Details

Street No. 1, Block B, House No. 98/15, Al-Fayyaz Colony Near Jamia Amdadia, Satyana Road 041-8554335

Focal Person

Ms. Nazia Sardar

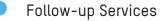






GOVERNMENT ORGANISATIONS

Organisations	Contact Details	Focal Person	Timings
Child Protection & Welfare Bureau ●●●	House No. 15, Street No. 2, Zia Town Near Kashmir Pull Canal Road Faisalabad 041-9330796	NA	09:00 a.m. – 04:00 p.m.
Ombudsman Office	Commissioner Office E.D.0 Complex Faisalabad 041-9200850	Mr. Sher Zaheer Ahmad	09:00 a.m. – 05:00 p.m.
Women Crisis Centre	Riaz Shahid Chowk Near Iqbal Stadium, Civil Lines, Faisalabad, Punjab 0334-6596755	Mrs. Kanwar Shahzadi	09:00 a.m. – 04:00 p.m.



Government



15-POLICE STATIONS 1-FOLLOW UP SERVICE

- 1-REFERRAL SERVICE
- I-REFERRAL SERVICE
- 1-LEGAL AID SERVICE
- 1-PSYCHOSOCIAL SUPPORT



5-HOSPITALS 1-FOLLOW UP SERVICE



1-SHELTER

1-FOLLOW UP SERVICE
 1-REFERRAL SERVICE
 1-LEGAL AID SERVICE
 1-PSYCHOSOCIAL SUPPORT

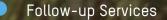


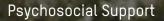
1-LEGAL AID SERVICE PROVIDER 1-LEGAL AID SERVICE



1-CIVIL SOCIETY ORGANISATION

1-FOLLOW UP SERVICE
 1-LEGAL AID SERVICE







DISTRICT HELPLINES-GUJRAT

Helplines

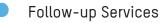
SUI Northern Gas Limited

Contact Details

053-9260324



Police Help Desks	Contact Details	Focal Person	Timings
Gujrat Police Station ●	Women and Juvenile Protection Center Jail Road Nearby Police Line Gujrat City 0302-6970387	Ms. Farzana	24/7
Incharge Women and Juvenile Facilitation Center	Jail Road Nearby Police Line Gujrat 0302-6970387	Ms. Farzana Kusur	24/7
Juvenile and Women Facilitation Centre (Khidmat Markaz) ●●●	Jail Chowk, Police Lines Gulshan Colony <mark>0310-7619538</mark>	Ms. Aroosa Baig (Sub-Inspector)	24/7
Women Help Desk	City Circle 053-3523447	Ms. Dilshad Kausar	09:00 a.m. – 05:00 p.m.
Women Help Desk	Sara-e-Alamgir Circle <mark>0544-662223</mark>	Ms. Neelam Latif	09:00 a.m. – 05:00 p.m.
Women Help Desk	Saddar Circle 053-3592123	Ms. Samina Kausar	09:00 a.m. – 05:00 p.m.



Referral Services

Legal Aid Services



Women Help Desk

City Circle 053-3523481

Contact Details

Headquarters Circle

053-7510574

Saddar Circle

053-3582799

Kharian Circle

053-7401509

Saddar Circle

053-3580121

Saddar Circle

053-3381700

Focal Person

Ms. Noreen Fatima

Ms. Robeen Akhtar

Timings

09:00 a.m. - 05:00 p.m.

09:00 a.m. – 05:00 p.m.

Ms. Amaria Sadeeq

Ms. Sumaira Shareef

Ms. Neelam Shahzadi

Ms. Nafeesa

09:00 a.m. - 05:00 p.m.

Follow-up Services

Referral Services

Legal Aid Services



Women Help Desk

Women Help Desk

Women Help Desk

elp Desks	Contact Details	Focal Person	Timings
p Desk	City Circle 053-3523481	Ms. Haleema Sadia	09:00 a.m. – 05:00 p.m.
p Desk	Headquarters Circle 053-3536414	Ms. Mehwish Fatima	09:00 a.m. – 05:00 p.m.
p Desk	Saddar Circle 053-3592124	Ms. Sidra Kanwal	09:00 a.m. – 05:00 p.m.





Hospitals	Contact Details	Focal Person	Timings
Aziz Bhatti Shaheed (DHQ) Teaching Hospital	Bhimber Road, Gujrat 053-9260104	NA	24/7
Gujrat Hospital	Bhimbar Road, Bhimber Road Area, Gujrat 043-31524073	NA	24/7
Robina Shahid Hospital	Qamar Sialvi Road, Gulberg Colony, Gujrat 042-32591427	NA	24/7
Rural Health Center	Pindi Sultan Pur, Kharian, Gujrat <mark>0300-9519409</mark>	Dr. Naveed Ahmed	24/7
Tehsil Headquarters Level Hospital / Government Maternity Hospital	Railway Road, Camping Ground Lalamusa Hajipura, Lalamusa, Gujrat, Punjab <mark>053-7518800</mark>	Dr. Mirza Ashraf	24/7





Shelters

Dar-ul-Aman

Contact Details

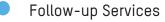
Gulshan Colony Street No. 2, Jail Chowk 053-3603595

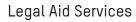
Focal Person

Ms. Saba Naz (Supervisor)

Timings

09:00 a.m. - 04:00 p.m.







LEGAL AID SERVICE PROVIDERS

Legal Aid Service Providers

Dar-ul-Aman

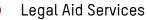
Contact Details

Focal Person

Timings

Dar-ul-Aman Bhimber Road Near Aleena Center Gujrat 03344676757 (Ms. Nosheen Arfan) Abda

09:00 a.m. - 05:00 p.m.





CIVIL SOCIETY ORGANISATIONS

Civil Society Organisations

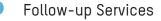
Seher Welfare Trust

Contact Details

Sadiq, Tanveer, and Qadri Law Firm, Opposite GPO Jail Chowk, Gujrat 0321-6207608

Focal Person

Ms. Nighat Iqbal Qureshi







GOVERNMENT ORGANISATIONS

Government Organisations

Ombudsman Office

Contact Details

Focal Person

Timings

DCO Complex, Old Account Office, Gujrat 053-9260017

Mr. Khalid Hussain

09:00 a.m. - 05:00 p.m.

Follow-up Services



6-POLICE STATIONS 4-REFERRAL SERVICES 2-LEGAL AID SERVICES



8-HOSPITALS



1-SHELTER

1-FOLLOW UP SERVICE ● 1-REFERRAL SERVICE 1-LEGAL AID SERVICE 1-PSYCHOSOCIAL SUPPORT



3-LEGAL AID SERVICE PROVIDERS

3-LEGAL AID SERVICES



1-CIVIL SOCIETY ORGANISATION

1-FOLLOW UP SERVICE

- **1-REFERRAL SERVICE**
- 1-LEGAL AID SERVICE



1-GOVERNMENT ORGANISATION

Follow-up Services

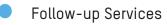
Referral Services

Legal Aid Services

Psychosocial Support



Police Stations/ Police Help Desks	Contact Details	Focal Person	Timings
A - Model, Divison Police Station ●●	Baldia Chowk, Kasur Divison - A <mark>049-9250161</mark>	Mr. Darakshan Nageer (Sub Inspector)	24/7
Kasur Police Station	Kasur City Thana Division A 0301-4986932	Ms. Musarat	24/7
Police Khidmat Markaz 🗕	Kachery Road DPO Office, Kasur 049-2724992	Mr. Faisal Abbas	09:00 a.m 05:00 p.m.
Women Help Desk • • •	City Circle, Ganda Singh Wala 049-2711420	Ms. Tasneem Kousar	09:00 a.m 05:00 p.m.
Women Help Desk	City Circle, Khudian vv049-2791584	Ms. Mehvish	09:00 a.m 05:00 p.m.
Women Help Desk	Saddar Circle 049-9239127	Ms. Sehrish Abdul Shakoor	09:00 a.m 05:00 p.m.



Legal Aid Services

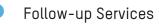


Hospitals	Contact Details	Focal Person	Timings
District Headquarters Hospital	Liaquat Road, Kasur 0342-4532105, 049-9250096	Dr. Fayyaz	24/7
Rural Heath Center	Ellah Abad, Chunian, Kasur <mark>0494-751223</mark>	Dr. Muhammad Rasheed Bhatti	24/7
Rural Heath Center	Habib Abad (Wan Radha Ram), Pattoki, Kasur <mark>049-4500105</mark>	Dr. Hafizul Rehman	24/7
Rural Heath Center	Raja Jang, Kasur 0333-4920690	Dr. Fayaz Ahmed	24/7
Rural Heath Center	Mustafa Abad, Kasur 049-2450017	Dr. Arsalan	24/7
Rural Heath Center	Khudian Khas, Kasur 049-2791725	Dr. Raja M.Usman	24/7

Legal Aid Services



Hospitals	Contact Details	Focal Person	Timings
Rural Heath Center	Ganda Singh Wala, Kasur 049-2711318	Dr. Pervaz Hussain	24/7
Tehsil Headauarters Hospital	Kot Radha Kishan Kasur 049-23852770, 049-2385277	Dr. Muhammad Ashraf	24/7







Shelters

Dar-ul-Aman

Contact Details

049-2724722

Tehsil Road Near Punjab

Coorperative Bank, Kasur

Focal Person

Ms. Sadia Iqbal

Timings

09:00 a.m. - 04:00 p.m.







LEGAL AID SERVICE PROVIDERS

Legal Ald Service Providers	Contact Details	Focal Person	Timings
Bedari	Gulshan Noor Colony Lakho Dhaar Ring Road Lahore irum@bedari.org.pk 0345-5008958	Ms. Irum	09:00 a.m 05:00 p.m.
Good Thinker Organisation	House No. 104. Sr. No. 1, Abu Bakar Block, Saleem Town, Kherri Kran Road, Kasur. awais_cws@yahoo.com 0300-6582300	Mr. Awais	09:00 a.m 05:00 p.m.
Dar-ul-Aman	Tehsil Road, Opp. 1122 Office, Katchehri Chowk, Kasur <mark>0333-9941397</mark>	NA	08:00 a.m 04:00 p.m.

Logal Aid





CIVIL SOCIETY ORGANISATIONS

Civil Society Organisations

Good Thinkers Organisation

Contact Details

House No. 104, Street 1, Abu Bakar Block, Saleem Town Kasur 0322-6812700 **Focal Person**

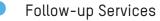
Mr. Waqas Abid





GOVERNMENT ORGANISATIONS

Government Organisations	Contact Details	Focal Person	Timings
Ombudsman Office Kasur	District Regional Office Kasur. D.C.O Complex, Near Zila Katchery, Kasur 056-9200220	Mr. Ch. Iqbal Ahmad	09:00 a.m 05:00 p.m.







25-POLICE STATIONS
1-FOLLOW UP SERVICE
2-REFERRAL SERVICES



6-HOSPITALS 2-REFERRAL SERVICES



7-SHELTERS 6-FOLLOW UP SERVICES 3-REFERRAL SERVICES 5-LEGAL AID SERVICES

6-PSYCHOSOCIAL SUPPORT



7-LEGAL AID SERVICE PROVIDERS

5-FOLLOW UP SERVICES
 3-REFERRAL SERVICES
 7-LEGAL AID SERVICES
 4-PSYCHOSOCIAL SUPPORT



12-CIVIL SOCIETY ORGANISATIONS

- 8-FOLLOW UP SERVICES
- 4-REFERRAL SERVICES
- **7-LEGAL AID SERVICES**
- 2-PSYCHOSOCIAL SUPPORT

LAHORE



- 2-FOLLOW UP SERVICES
- 1-REFERRAL SERVICE
- 2-LEGAL AID SERVICES
- 1-PSYCHOSOCIAL SUPPORT

Follow-up Services

Legal Aid Services

Psychosocial Support



Helplines	Contact Details
Bilquis Edhi Home	042-35156363
Board of Secondary Education	042-6361676
Bomb Disposal	042-7352828
Chambers of Commerce & Industry	042-6365737, 042-6305540
Child Protection Welfare Bureau	042-99252275-6
Civil Defence	042-7352828
Deputy Commissioner's Office Control	022-9200494
Room for Covid 19	



Helplines	Contact Details
District Police Control Room for Covid 19	022-9200700
Edhi Trust	042-440159
Fatmid Blood Transfusion	042-853491
Hilal-e-Ahmar	042-6304703
Human Rights Center For Women	042-99230058
	042-33230030
Lahore Development Authority	042-111-111-532
Lahore High Court	1134



Helplines	Contact Details
Lahore Parking Company	0800-10001
Lahore Police Complaint	8300, 0304-1110911
Lahore Waste Management Company	042-99205153-55
Passport Office	042-7325459
Railway Reservation	042-6674351
Shirkat Gah	042-35838815

Sui Gas Complaints

042-5756120-4

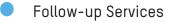


Helplines	Contact Details
SUI Northern Gas Limited	042-99263361-80
Water and Sanitation Agency (WASA)	042-35757425
Women Workers Help Line	042-35290526



Police Stations/ Police Help Desks

Police Help Desks	Contact Details	Focal Person	Timings
Police Khidmat Markaz Image: Markaz i Angeletik Angeletik Angeletik Angeletik Ang Angeletik Angeletik Angeletik Angeletik Angeletik Angeletik Angeletik Angeletik Angeletik Angeletik	Central Police Office, Garhi Shahu Lahore <mark>042-99211356</mark>	NA	09:00 a.m 05:00 p.m.
Women Help Desk	Naulakha Circle, Akbari Gate <mark>042-37636703</mark>	Ms. Rubina Iqbal	09:00 a.m 05:00 p.m.
Women Help Desk	Badamibagh Circle, Badami Bagh <mark>042-37281500</mark>	Ms. Sana Rafique	09:00 a.m 05:00 p.m.
Women Help Desk	Baghbanpura Circle 042-36816919	Ms. Naz Riasat	09:00 a.m 05:00 p.m.
Women Help Desk	Lower Mall Circle, Bhatti Gate 042-37662793	Ms. Sidra Jameel	09:00 a.m 05:00 p.m.
Women Help Desk	Lower Mall Circle, Data Darbar 042-37116558	Ms. Ayesha Irshad	09:00 a.m 05:00 p.m.



Legal Aid Services



Focal Person

Police Stations/ Police Help Desks

Police help besks	contact Details	I UCAL PEISON	rinnigs
Women Help Desk	Gulberg Circle, Ghalib Market 042-99263148	Ms. Saba Nazar	09:00 a.m 05:00 p.m.
Women Help Desk	North Cantt Circle, Ghaziabad 042-36636439	Ms. Saba Balqees	09:00 a.m 05:00 p.m.
Women Help Desk	Iqbal Town Circle 042-35422828	Ms. Saba Nazir	09:00 a.m 05:00 p.m.
Women Help Desk	Lower Mall Circle 042-99213479	Ms. Iqra Latif	09:00 a.m 05:00 p.m.
Women Help Desk	Manawan Circle 042-36523137	Ms. Sheeran Maleeaha	09:00 a.m 05:00 p.m.
Women Help Desk	Old Anarkali Circle, Mazang 042-37320565	Ms. Hafsa Javed	09:00 a.m 05:00 p.m.

Follow-up Services

Referral Services

Contact Details

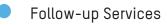
Legal Aid Services

Timinas



Police Stations/ Dell's ell'sta

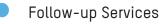
Police Help Desks	Contact Details	Focal Person	Timings
Women Help Desk	Missri Shah Circle 042-36278444	Ms. Mehwish Boota	09:00 a.m 05:00 p.m.
Women Help Desk	Gowalmandi Circle, Mochi Gate 042-37653473	Ms. Maryum Imtiaz	09:00 a.m 05:00 p.m.
Women Help Desk	Model Town Circle 042-99230232	Ms. Sidra Ashraf	09:00 a.m 05:00 p.m.
Women Help Desk	Muslim Town Circle 042-99230278	Ms. Saba Ashiq	09:00 a.m 05:00 p.m.
Women Help Desk	Kahna Circle, Nishter Colony 042-35959220	Ms. Lubna Shahzad	09:00 a.m 05:00 p.m.
Women Help Desk	North Cantt Circle 042-99220602, 042-99221040	Ms. Sana Sadiq	09:00 a.m 05:00 p.m.



Legal Aid Services



Police Help Desks	Contact Details	Focal Person	Timings
Women Help Desk	Sarwar Road Circle 042-99220611	Ms. Hafiza Iqra	09:00 a.m 05:00 p.m.
Women Help Desk	Shahdara Circle 042-37920365	Ms. Gull Zaman	09:00 a.m 05:00 p.m.
Women Help Desk	Shahdara Circle, Shahdara Town 042-37944141	Ms. Shabnam and Ms. Amna Haider	09:00 a.m 05:00 p.m.
Women Help Desk	Mughalpura Circle, Shalimar 042-36813200	Ms. Khadija Shehzadi	09:00 a.m 05:00 p.m.
Women Help Desk	Tibbi City Circle 042-37662768	Ms. Shair Bano	09:00 a.m 05:00 p.m.
Women Police Station	Latin Road, Lahore 0304-0444195, 042-99211075	Ms. Tuba Muneer (SHO)	24/7



• Referral Services

Legal Aid Services

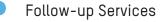


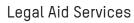
Women Police Station, Racecourse Police Station **Contact Details**

14 Shahrah Aiwan-e-Sanat-o-Tijarat, G.O.R. - I, Lahore 0304-0444195 **Focal Person**

Ms. Tooba Munir (SHO) Timings

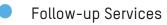
24/7





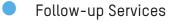


Hospitals	Contact Details	Focal Person	Timings
Jinnah Hospital 🗕	Usmani Road, Quaid-e-Azam Campus, Lahore <mark>042-99231400</mark>	Mr. Shaukat Saleem Bhatti	24/7
Mian Munshi Hospital	Sagian Wala Bypass, Data Gunj Buksh Town, Lahore <mark>042-37147265</mark>	Ms. Rubina	24/7
Rural Heath Center e	Chung, Manowal, Lahore 0336-4115853	Mr. Manzoor	24/7
Rural Heath Center	Raiwind, Raiwind, Lahore 042-35390886	Dr. Mubashira Aslam	24/7
Rural Heath Center	Barki, Lahore Cantt, Lahore <mark>0342-6560983</mark>	NA	24/7
Shahbaz Sharif Government Hospital	Bedian Road, Lidher, Lahore <mark>042-32560486</mark>	Mr. Umair	24/7





Shelters	Contact Details	Focal Person	Timings
Bali Crisis Shelter for Women & Children • • •	House No. 1-C/2, Canal Park, Sikander Malhi Road, Gulberg II, Lahore 042-36617178, 0311-4353718	Ms. Aqsa Naqvi	09:00 a.m 05:00 p.m.
Bilquis Edhi Home •	Street No. 2, Township Block No. 1, Sector C-2, Lahore <mark>042-37806661</mark>	Ms. Masooma Rizvi (In-charge)	24/7
Child Protection & Welfare Bureau ●●	Anguri Bagh Scheme. Shalimar Link Road, Muslim Colony, Lahore <mark>042-99250756</mark>	Mr. M. Iqbal Atta (Chairperson)	24/7
Christians Through Spirit	5-G Waris Road, Lahore 042-36299556, 0305-4831404	Ms. Katherine Sapna Karamat	09:00 a.m. – 06:00 p.m.
Dar-ul-Aman	House No. 36/30-E, Chowk Yateem Khana, Bund Road Near Police Station Nawan Kot 042-37484467, 042-37468403	NA	09:00 a.m. – 04:00 p.m.
Dastak • • •	Plot No. 748, Sabzazar Block-N Sabzazar Housing Scheme Phase 1 & 2 0333-4161610	Ms. Sabahat Riaz (Manager)	10:00 a.m. – 05:00 p.m.
Follow-up Services	Referral Services 🛛 🗧 Legal A	id Services 🔹 Psycho	osocial Support





Shelters

Shaheed Benazir Bhutto Human Rights Crisis Centre for Women

Contact Details

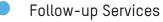
148 Block-A, New Muslim Town, Lahore 042-99230058-59

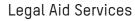
Focal Person

Ms. Uzma Raza (Social Welfare Officer)

Timings

09:00 a.m. - 04:00 p.m.







LEGAL AID SERVICE PROVIDERS

Legal Aid Servic

Bali Cris Childrer

Child Pro

Christia

Dastak

Shaheed Rights (

Sahil

ice Providers	Contact Details	Focal Person	Timings
isis Shelter for Women & en	House No. 1-C/2, Canal Park, Sikander Malhi Road, Gulberg II, Lahore 042-36617178, 0311-4353718	Ms. Aqsa Naqvi	09:00 a.m 05:00 p.m.
Protection & Welfare Bureau	Anguri Bagh Scheme, Shalimar Link Road, Muslim Colony, Lahore 042-99250756	Mr. M. Iqbal Atta (Chairperson)	24/7
ians Through Spirit	5-G Waris Road, Lahore 042-36299556, 0305-4831404	Ms. Katherine Sapna Karamat	09:00 a.m. – 06:00 p.m.
K	Plot No. 748, Sabzazar Block-N Sabzazar Housing Scheme Phase 1 & 2 0333-4161610	Ms. Sabahat Riaz (Manager)	10:00 a.m. – 05:00 p.m.
ed Benazir Bhutto Human Crisis Centre for Women	148 Block-A, New Muslim Town, Lahore 042-99230058-59	Ms. Uzma Raza (Social Welfare Officer)	09:00 a.m. – 04:00 p.m.
	House No. 212, Block No. A-1, Johar Town Lahore 0300-0977097, 042-35470578	Mr. Ansar Sajjad Bhatti	09:00 a.m 05:00 p.m.

Legal Aid Services



LEGAL AID SERVICE PROVIDERS

Legal Aid Service Providers

Bedari

Contact Details

Gulshan Noor Colony

irum@bedari.org.pk 0345-5008958

Lakho Dhaar Ring Road Lahore

Focal Person

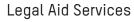
Timings

Ms. Irum

09:00 a.m. - 05:00 p.m.

Follow-up Services

Referral Services





CIVIL SOCIETY ORGANISATIONS

Civil Society Organisations	Contact Details	Focal Person	Timings
AGHS Legal Aid Cell	59-G, Gulberg III 0300-8427079	Ms. Robina Shaheen (Women Protection Officer)	10:00 a.m 05:00 p.m.
Aurat Foundation	House No. 18 Zaman Park, Canal Bank, Lahore <mark>0300-4299778</mark>	Ms. Nabila Shaheen (Provincial Manager)	09:00 a.m 05:00 p.m.
Christian Legal Centre	House No.160 - Hamza Town, Opposite Yuhannabad, Ferozepur Road <mark>0300-8423401</mark>	Mr. Joseph Francis	10:00 a.m. – 05:00 p.m.
Christians Through Spirit	5-G Waris Road, Lahore 042-36299556, 0305-4831404	Ms. Katherine Sapna Karamat	09:00 a.m. – 06:00 p.m.
Dastak • • •	Plot No. 748, Sabzazar Block N Sabzazar Housing Scheme Phase 1 & 2 0333-4161610	Ms. Sabahat Riaz (Manager)	10:00 a.m. – 05:00 p.m.
Depilex Smileagain Foundation	Plot No. 127/Commercial Area, 2nd Floor, Block DD, Phase IV, Lahore 042-35692874-5, 042-35890003	NA	10:00 a.m. – 06:00 p.m.

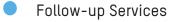


CIVIL SOCIETY ORGANISATIONS

Focal Person

Civil Society Organisations

Digital Rights FoundationHouse No. 180-A, Garden Block, Garden Town, Lahore Shmyla@ digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Jannat@digitalrightsfoundation.pk; Ms. Jannat Fazal09:00 a.m 05:00 p.m.Proficient Light Society under LAPC Law FirmChamber No. 70, 2nd Floor, Heera Masion, Opposite PLD Publishers, Nabha Road 0322-4808909Mr. Imran Javed Qureshi09:00 a.m 05:00 p.m.SahilHouse No. 212, Block No. A-1, Johar Town Lahore 0300-097097, 042-35470578Mr. Ansar Sajjad Bhatti09:00 a.m 05:00 p.m.Shirkat GahTipu Block Garden Town, Lahore, Punjab 042-35838815NA09:00 a.m 05:00 p.m.Society for Human Rights S Prisoners' AidHouse No. 365, Pak Block, Allama Iqbal Town, Lahore, Pakistan 0333-5089610Mr. Hamid Latif (Advocate)08:00 a.m 04:30 p.m., Friday 08:00 a.m 12:30 p.m.Women In Struggle Environment (WISE)Sufi Mansion Basement, & Egerton 0321-9402316Ms. Bushra Khalid (Executive Director)09:00 a.m 05:00 p.m.	organieationo	oontaot botano	i obaci orodni	· · · · · · · · · · · · · · · · · · ·
LAPC Law FirmMansion, Opposite PLD Publishers, Nabha Road 0322-4808909Mansion, Opposite PLD Publishers, Nabha Road 0322-4808909SahilHouse No. 212, Block No. A-1, Johar Town Lahore 0300-0977097, 042-35470578Mr. Ansar Sajjad Bhatti09:00 a.m 05:00 p.m.Shirkat GahTipu Block Garden Town, Lahore, Punjab 042-35838815NA09:00 a.m 05:00 p.m.Society for Human Rights & Prisoners' AidHouse No. 365, Pak Block, Allama Iqbal Town, Lahore, Pakistan 0333-5089610Mr. Hamid Latif (Advocate)08:00 a.m 04:30 p.m., Friday 08:00 a.m 12:30 p.m.Women In Struggle Environment (WISE)Sufi Mansion Basement, & Egerton RoadMs. Bushra Khalid (Executive Director)09:00 a.m 05:00 p.m.	Digital Rights Foundation –	Garden Town, Lahore Shmyla@digitalrightsfoudnation.pk;	y	09:00 a.m 05:00 p.m.
Johar Town Lahore 0300-0977097, 042-35470578Johar Town Lahore 0300-0977097, 042-35470578NA09:00 a.m 05:00 p.m.Shirkat GahTipu Block Garden Town, Lahore, Punjab 042-35838815NA09:00 a.m 05:00 p.m.Society for Human Rights & Prisoners' AidHouse No. 365, Pak Block, Allama Iqbal Town, Lahore, Pakistan 	LAPC Law Firm	Mansion, Opposite PLD Publishers, Nabha Road	Mr. Imran Javed Qureshi	09:00 a.m 05:00 p.m.
Punjab 042-35838815Punjab 042-35838815Mr. Hamid Latif (Advocate)08:00 a.m 04:30 p.m. , 		Johar Town Lahore	Mr. Ansar Sajjad Bhatti	09:00 a.m 05:00 p.m.
Prisoners' AidIqbal Town, Lahore, Pakistan 0333-5089610(Advocate)Friday 08:00 a.m 12:30 p.m.Women In Struggle Environment (WISE)Sufi Mansion Basement, & Egerton RoadMs. Bushra Khalid (Executive Director)09:00 a.m 05:00 p.m.	Shirkat Gah	Punjab	NA	09:00 a.m 05:00 p.m.
(WISE) Road (Executive Director)	Prisoners' Aid	lqbal Town, Lahore, Pakistan		•
		Road		09:00 a.m 05:00 p.m.



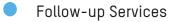
Contact Details

Timinas



GOVERNMENT ORGANISATIONS

Government			
Organisations	Contact Details	Focal Person	Timings
Child Protection & Welfare Bureau ●●	Anguri Bagh Scheme. Shalimar Link Road, Muslim Colony, Lahore <mark>042-99250756</mark>	Mr. M. Iqbal Atta (Chairperson)	24/7
Ombudsman Office Lahore - 01	House No. 53-A Garden Town Near Raja Market Lahore 042-99233341	Mr. Ch. Iqbal Ahmad	09:00 a.m 05:00 p.m.
Ombudsman Office Lahore - 03	House No. 53-A Garden Town Near Raja Marketm Lahore <mark>042-99233345</mark>	Mr. Touseef Ahmed	09:00 a.m 05:00 p.m.
Ombudsman Office Lahore - 02	House No. 53-A Garden Town Near Raja Market Lahore 042-99233342	Mr. Ch. Muhammad Saleem	09:00 a.m 05:00 p.m.
Punjab Commission On The Status Of Women ● ●	88 Shadman II, Lahore 0322-4808909	Mr. Imran Javed Qureshi	09:00 a.m 05:00 p.m.
Shaheed Benazir Bhutto Human Rights Crisis Centre for Women ● ● ●	148 A-Block, New Muslim Town, Lahore 042-99230058-59	Ms. Uzma Raza (Social Welfare Officer)	09:00 a.m 04:00 p.m.



Government

Legal Aid Services

4

17-POLICE STATIONS 2-LEGAL AID SERVICES

12-HOSPITALS

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4-SHELTERS 3-FOLLOW UP SERVICES 3-REFERRAL SERVICES 3-LEGAL AID SERVICES 4-PSYCHOSOCIAL SUPPORT



1-LEGAL AID SERVICE PROVIDERS

1-FOLLOW UP SERVICE
 1-REFERRAL SERVICE
 1-LEGAL AID SERVICE
 1-PSYCHOSOCIAL SUPPORT



2-CIVIL SOCIETY ORGANISATIONS

- 2-FOLLOW UP SERVICES
 - 2-REFERRAL SERVICES
 - 1-LEGAL AID SERVICE
- 1-PSYCHOSOCIAL SUPPORT

5-GOVERNMENT ORGANISATIONS

LPIND

- 1-FOLLOW UP SERVICE
- 1-REFERRAL SERVICE
- 2-LEGAL AID SERVICES
- 1-PSYCHOSOCIAL SUPPORT

Follow-up Services

Referral Services

Legal Aid Services

Psychosocial Support



DISTRICT HELPLINES-RAWALPINDI

Helplines	Contact Details
Agriculture Department	0800-29000, 0800-15000
Business Registration Unit	111-425-725
Rawalpindi Commissioner Office	051-9273411



Police Khidmat Markaz

Women Help Desk

Contact Details	Focal Person	Timings
Liaquat Bagh, Rawalpindi 051-9330676	Mr. Kashif (Police Officer)	09:00 a.m 05:00 p.m.
Civil Lines Circle	Ms. Jawairia Bibi &	09:00 a.m 05:00 p.m.

051-9280333

Saddar Circle, Chountra 051-4673181

City Circle, Gunjmandi 051-9334366

Kahuta Circle, Kallar Syedan 051-9330009

Kotli Sattian Circle 051-3356014

Ms. Saba Javed

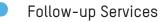
Ms. Rukhsana Bibi

Ms. Nayyab Javed & Ms. Tayyaba Noor

Ms. Amreen Tariq

Ms. Rehana Bibi

09:00 a.m. - 05:00 p.m.



Referral Services

Legal Aid Services



Women Help Desk

Contact Details

Murree Circle 051-3756632

City Circle, Pirwadhai 051-9334559

Cantt Circle, R. A. Bazar 051-9270653

Cantt Circle, Race Course 051-9334088

City Circle, Ratta Amral 051-9334844

Saddar Circle, Rawat 051-3595100

Ms. Anam Naseeb

Focal Person

(T/ASI)

Ms. Shabana Batool

Ms. Muneena Begum & Ms. Huma Tariq

Ms. Raheela Akhtar & 09:00 a.m. - 05:00 p.m. Ms. Aqeedat Saimab

Ms. Mehwish Sharif

Ms. Sehresh Naz & Ms. Muneeba Bibi

Timings

09:00 a.m. - 05:00 p.m.

Follow-up Services

Referral Services

Legal Aid Services



Women Help Desk

Women Police Station

Women Police Station

Airport Road, Chaklala Cantt. Rawalpindi 051-9292611, Ext: 289

Cantt Circle, Westridge

Contact Details

051-9334899

Taxila Circle

051-9314355

051-9334349

New Town Circle, Sadiq Abad

Near Civil Line 0346-5098363, 051--9292832 Timings

09:00 a.m. - 05:00 p.m.

09:00 a.m. - 05:00 p.m.

Ms. Mehwish Akram

Focal Person

Ms. Naheed Zohra

(ASI)

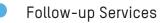
NA

Ms. Mehwish-un-Nisa

09:00 a.m. - 05:00 p.m.

24/7

Ms. Sahulat Batool 24/7 (SHO)

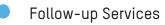




Hospitals	Contact Details	Focal Person	Timings
Benazir Bhutto Hospital	Near Chandni Chowk, Murree Road, Chah Sultan, Rawalpindi 051-5774225, 051-9290301	NA	24/7
Holy Family Hospital	Holy Family Road, Block F Block E Satellite Town, Rawalpindi 051-9290321	NA	24/7
Rural Health Center	Phagwari, Murree, Rawalpindi 0332-5525359	NA	24/7
Rural Health Center	Mandra, Gujar Khan, Rawalpindi 051-3592140	Dr. Muhammad Juniad	24/7
Rural Health Center	Khayaban-i-Sir Syed, Rawalpindi 051-4830184	Dr. Usama	24/7
Rural Health Center	Chauntra, Rawalpindi 051-4673034	Dr. Mian Ahmed Fahrooq	24/7

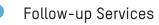


Hospitals	Contact Details	Focal Person	Timings
Rural Health Center	Qazian, Gujar Khan, Rawalpindi 051-3583035	Dr. Rasool Shah Gillani	24/7
Tehsil Headquarters Hospital	Hospital Road, Revenue Estate, Kahuta, Rawalpindi, Punjab 051-3311899	Dr. Sameena Khan	24/7
Tehsil Headquarters Hospital	Kotli Sattian, Rawalpindi, Punjab 051-3356089	Dr. Salman Khan	24/7
Tehsil Headquarters Hospital	Murree, Rawalpindi, Punjab 051-9269076	Dr. Abdul Salaam	24/7
Tehsil Headquarters Hospital	Taxila, Rawalpindi, Punjab 051-9315474	Dr. Ghulam Murtaza	24/7
Wah General Hospital	Sadat Colony, Wah, Rawalpindi, Punjab 051-4949191	Dr. Asad Abass	24/7





Shelters	Contact Details	Focal Person	Timings
Dar-ul-Aman	Social Welfare Complex, Farooq-e-Azam Road, Shamsabad, Rawalpindi 051- 4920304	Ms. Rizwana Bashir (Additional Charge)	24/7
Dar-ul-Falah • • •	Social Welfare Complex, Muslim Town, 1-Khana Road, Rawalpind 051-4474002	Ms. Asma	09:00 a.m. – 04:00 p.m.
Hawa Shelter Homes	Dhoke Killo Khan, Gulshan Plaza, Street No. 1, Near 6th Road, Chowk Rawalpindi 0300-9607123 (Owner), 0321-6001323 (Head Office Sargodha)	Mr. Baba Muhammad Shafiq Dogar	24/7
Star Welfare Organisation ●●●●	Dhoke Killo Khan, Gulshan Plaza, Street No. 1, Near 6th Road, Chowk Rawalpindi 0300-9607123 (Owner), 0321-6001323 (Head Office Sargodha)	Mr. Baba Muhammad Shafiq Dogar	24/7





LEGAL AID SERVICE PROVIDERS

Legal Aid Service Providers

Star Welfare Organisation

Contact Details

Dhoke Killo Khan, Gulshan Plaza, Street No. 1, Near 6th Road, Chowk Rawalpindi 0300-9607123 (Owner), 0321-6001323 (Head Office Sargodha) **Focal Person**

Timings

24/7

Mr. Baba Muhammad Shafiq Dogar

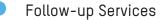
Follow-up Services





CIVIL SOCIETY ORGANISATIONS

Organisations	Contact Details	Focal Person	Timings
Dareecha ••	House No. 292-D, Block Number D, Satellite Town, Rawalpindi usmanmalikmo@gamil.com	Mr. Muhammad Usman	09:30 a.m 06:00 p.m.
Star Welfare Organisation	Dhoke Killo Khan, Gulshan Plaza, Street No. 1, Near 6th Road, Chowk Rawalpindi 0300-9607123 (Owner), 0321-6001323 (Head Office Sargodha)	Mr. Baba Muhammad Shafiq Dogar	24/7

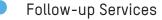


Civil Society



GOVERNMENT ORGANISATIONS

Government **Organisations Contact Details Focal Person** Timings Child Welfare & Protection Bureau Saddar, Rawalpindi NA 09:00 a.m. - 04:00 p.m., 051-9270247, 0320-5271121, 09:00 a.m. - 01:00 p.m. (Friday) 1121 Ombudsman Office Rawalpindi-02 Old Zila Council Building District Mr. Raja Khalid Hussain 09:00 a.m. - 05:00 p.m. Court, Rawalpindi 051-9292794 Mr. Ch. Habib Ullah Ombudsman Office Rawalpindi-03 Old Zila Council Building District 09:00 a.m. - 05:00 p.m. Court, Rawalpindi 051-9292795 09:00 a.m. - 05:00 p.m. Ombudsman Office Rawalpindi-01 Old Zila Council Building District Mr. Tariq Javid Malik Court, Rawalpindi 051-9292793 Shaheed Benazir Bhutto Women Social Welfare Complex, Ms. Rizwana Bashir 09:00 a.m. - 04:00 p.m. Center Faroog-e-Azam Road, Shamsabad, Rawalpindi 051-4920482



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11-POLICE STATIONS 1-REFERRAL SERVICE



1-HOSPITALS 1-REFERRAL SERVICE



2-SHELTERS
2-REFERRAL SERVICES
2-PSYCHOSOCIAL SUPPORT



4-LEGAL AID SERVICE PROVIDERS

4-LEGAL AID SERVICES

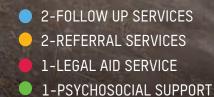


1-CIVIL SOCIETY ORGANISATIONS

- 1-FOLLOW UP SERVICE
- 1-REFERRAL SERVICE



3-GOVERNMENT ORGANISATIONS



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Follow-up Services

Referral Services

Legal Aid Services

Psychosocial Support



DISTRICT HELPLINES-SIALKOT

Helplines	Contact Details
Child Protection Welfare Bureau, Government of The Punjab	052-3240072
District Civil Defence	51310
Salam Sialkot Helpline	0800-02345
Sialkot Waste Management Company	1139
Shaheed Benazir Bhutto Human Rights Crises Centre for Women	0322-4546496, 052 9250595



Human Rights and Gender Watch Cell

Model Police Station

Women Help Desk

Women Help Desk

Women Help Desk

Women Help Desk

City Circle, Kotli Loharan 052-9250341-42

District Police Officer Office

Model Police Station, Cantt,

Sambrial Circle, Airport

Sambrial Circle, Begowala

Sialkot

Sialkot

0333-8793439

0333-8793439

052-3505686

052-6301716

City Circle, Cantt

052-9250343-44

POLICE

Contact Details Focal Person

Timings

Ms. Sidra Abdul Rehman 24/7

Ms. Naheed Akhtar 09:00 a.m. - 05:00 p.m.

Ms. Sidra (Sub Inspector)

Ms. Sameena Sanam 09:00 a.m. - 05:00 p.m.

24/7

Ms. Shehar Bano

Ms. Bushra Khanam

09:00 a.m. - 05:00 p.m.

09:00 a.m. - 05:00 p.m.

Follow-up Services

Referral Services

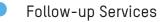
Legal Aid Services



Focal Derson

Police Stations/ Police Help Desks

Police help besks		FUCAL PEISUII	mings
Women Help Desk	Saddar Circle, Kotli Said Ameer 052-3518433	Ms. Najaf Riaz	09:00 a.m. – 05:00 p.m.
Women Help Desk	City Circle, Kotwali 052-9250341-42	Ms. Bushran Shafique	09:00 a.m. – 05:00 p.m.
Women Help Desk	Pasrur Circle, Philoura 052-6211615	Ms. Maria Saeed	09:00 a.m. – 05:00 p.m.
Women Help Desk	Daska Circle, Saddar 0300-6161088	Ms. Muqaddas Hussain	09:00 a.m. – 05:00 p.m.
Women Help Desk	Pasrur Circle, Saddar 052-6442323	Ms. Arfa Ameen	09:00 a.m. – 05:00 p.m.



Contact Details



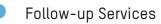
Timinge



Hospitals	Contact Details	Focal Person	Timings
Allama Iqbal Memorial Teaching Hospital	Sialkot, Punjab 052-9250061	NA	24/7
Aziz Bhatti Shaheed Hospital	Bhimbar Road, Mamada, Mahmada, Gujrat 053-9260101, 053-9260104	NA	24/7
District Headquarters Hospital	District Headquarter Hospital, Commissioner Road, Sialkot 0300-7171236	NA	09:00 a.m 04:00 p.m.
Government Sardar Begam Teaching Hospital Rehmat Pura	Church Road, Rehmat Pura Sialkot 052-9250130	NA	09:00 a.m 03:00 p.m.
Rural Heath Center	Kalaswala, Pasrur, Sialkot 052-6508140	NA	24/7
Rural Heath Center	Kahlian Tehsil & District, Sialkot <mark>052-4641495</mark>	Dr. Naveed Fazal	24/7



Hospitals	Contact Details	Focal Person	Timings
Sardar Begum Hospital O	Church Road, Rehmat Pura Sialkot 052-9250130	NA	09:00 a.m 05:00 p.m.
Dar-ul-Aman (Shelter Home) ●	Social welfare complex near Govt. Sardar Baig Hospital Dar-ul-Aman 052-9250494, 0322-7114077	Superintendent	09:00 a.m 04:00 p.m.







Shelters	Contact Details	Focal Person	Timings
Dar-ul-Aman ● ●	Circular Road, Shahabpura, Sialkot 052-9250491	Ms. Khawaja Wajahat	09:00 a.m. – 04:00 p.m.
Dar-ul-Falah ●●	Pakpura, Near Al-Noor Girls Hostel, Sialkot <mark>0333-8108673</mark>	NA	09:00 a.m. – 04:00 p.m.
Shaheed Benazir Bhutto Human Rights Crises Centre for Women	Social Welfare Complex Near Sardar Begham Hospital, Sialkot 0322-4546496, 052 9250595	Mr. Muhammad Imran (Law officer/ Manager)	09:00 a.m 04:00 p.m.
Dar-ul-Aman (Shelter Home) ●	Social Welfare Complex Near Govt. Sardar Baig Hospital Dar-ul-Aman 052-9250494, 0322-7114077	Superintendent	09:00 a.m 04:00 p.m.



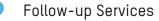


LEGAL AID SERVICE PROVIDERS

Focal Person

Legal Aid Service Providers

Service Floviders		FUCAL PEISUII	mmys
Baidari	Near Ugoki Model Town Sialkot 0324-6080881	Ms. Saba Ur Rehaman	09:00 a.m 05:00 p.m.
Crises Center	Alam Chowk, Near Sardar Begum Hospital, Sialkot <mark>0302-7117587</mark>	NA	09:00 a.m 05:00 p.m.
Shaheed Benazir Bhutto Human Rights Crises Centre for Women	Social Welfare Complex Near Sardar Begham Hospital, Sialkot 0322-4546496, 052 9250595	Mr. Muhammad Imran (Law officer/ Manager)	09:00 a.m 04:00 p.m.
Dar-ul-Aman (Shelter Home)	Social Welfare Complex Near Govt. Sardar Baig Hospital Dar-ul-Aman 052-9250494, 0322-7114077	NA	09:00 a.m 04:00 p.m.



Contact Datails

Timings



CIVIL SOCIETY ORGANISATIONS

Civil Society Organisations

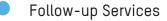
Al-Wakeel Legal Aid

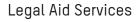
Contact Details

Office No. 14, Mehboob Qadir Shaw Block District. Court, Sialkot 0331-6683092

Focal Person

Mr. Rana Waqas Ali

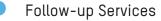






GOVERNMENT ORGANISATIONS -

Government Organisations	Contact Details	Focal Person	Timings
Child Protection & Welfare Bureau	Hassan Pura, Miana Pura East, Capital Road, Sialkot <mark>052-3240072</mark>	NA	09:00 a.m. – 04:00 p.m.
Ombudsman Office	Mohallah Mumtazpura Jermet Street Haji Pura Road , Sialkot <mark>052-3556463</mark>	Dr. Ijaz Pervaiz	09:00 a.m. – 05:00 p.m.
Shaheed Benazir Bhutto Women Crisis Centre	Circular Road, Shahabpura, Sialkot 0322-4546496, 052-9250595	Mr. Ch. Imran Kasana	09:00 a.m. – 04:00 p.m.







HEAD OFFICE Spanish Homes, Mezzanine Floor, Plot No. 13/A DHA, Phase 1, Karachi

PHONE +92-021-35390133, +92-021-35390135 Fax +92-21-99266015 SLACC 0800-70806

FACEBOOK @LegalAidSocietyPakistan WEBSITE www.las.org.pk

CREDITS/ACKNOWLEDGEMENTS:

This publication is a part of Oxfam in Pakistan and Legal Aid Society's Development and Research Products which has been developed in collaboration with the Punjab Women Protection Authority under the Project Titled "Creating Spaces to Take Action on Violence Against Women and Girls". This project is funded by the Government of Canada through Global Affairs Canada.

DESIGN AND LAYOUT: Maleeha Azhar, Mishal Yaqub Pechi & Sahar Sitwat **PHOTOGRAPHY:** Khaula Jamil

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