

Ten Years of Hope

The Helpline's Impact on Lives

Helpline 10999



Government of Pakistan
Ministry of Human Rights

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DIRECTOR GENERAL MESSAGE



As we commemorate a decade of progress since the launch of Helpline 1099, it is a moment to reflect on its transformative journey in safeguarding human rights. What began as a pilot initiative has grown into a vital tool for supporting victims of gender-based violence, child rights violations and other human rights abuses.

Over the past decade, Helpline 1099 has become more than just a number. It's a trusted friend a confidential confidant and a lifeline for those who need it most. From the darkest corners of despair, it offers a ray of hope, guiding victims towards justice and healing.

We've witnessed the incredible impact of this helpline. We've seen lives changed, spirits uplifted and communities strengthened. It's a testament to the unwavering dedication of our team and the invaluable support of our partners. But our journey is far from over. As challenges evolve, so does Helpline 1099. We're committed to adapting, innovating, and pushing boundaries to ensure that no one is left behind.

Together, let's continue to empower victims, promote justice, and build a safer, more equitable future for all.

Join us in celebrating a decade of progress and a future filled with hope.

Mr. Abdul Sattar
Director General ZARRA

DIRECTOR MESSAGE



The Ministry of Human Rights (MoHR) continues to prioritize the support of victims of human rights violations, with Helpline 1099 serving as a crucial component of this initiative. Established a decade ago, the helpline has emerged as a critical resource, providing free and accessible legal guidance to individuals navigating complex situations involving rights infringements.

In its ten-year tenure, the helpline has facilitated millions of inquiries and directly assisted thousands with vital services such as legal representation, emergency shelter, financial support, and police liaison services. This comprehensive network of aid underscores the helpline's role in bridging gaps in access to justice.

Moreover, the helpline has played an integral role in the MoHR's overarching strategies, contributing to litigation efforts, enhancing the Prime Minister's Complaint Portal, and advocating for transgender rights. The relentless commitment and expertise of the helpline personnel have been instrumental in evolving this initiative from an initial pilot project into a foundational aspect of the ministry's operational framework. As we commemorate a decade of operation, we are motivated by the achievements of Helpline 1099 and its ongoing capacity to effect meaningful change. Our commitment is firm in ensuring that Helpline 1099 continues to serve as an effective mechanism for the protection and advancement of human rights within Pakistan.

Muhammad Kashif Kamal

Director Helpline 1099

EXECUTIVE SUMMARY

In the year 2015, a beacon of hope was ignited for victims of human rights violations in Pakistan. The 1099 helpline, a Public Sector Development Program (PSDP) initiative, was established to provide free legal advice and support to those who had suffered injustice. This toll-free number has since become a lifeline for countless individuals, offering a glimmer of hope in the darkest of times. The primary objectives of the 1099 helpline were multifaceted:

1. **Free Legal Advice:** To provide comprehensive legal counsel to victims of human rights violations, ensuring they understand their rights and the available legal remedies.
2. **Referral Services:** To connect survivors with relevant support services, such as shelters, law enforcement agencies, medical facilities, and counseling organizations etc.
3. **Stakeholder Coordination:** To establish a robust coordination mechanism with key stakeholders, including government departments, civil society organizations, and legal professionals, to ensure seamless support delivery.
4. **Database Development:** To create a comprehensive database of human rights violations, enabling data-driven analysis and informed policymaking.

Since its establishment, the 1099 helpline has served as a vital resource for numerous individuals. Since 2015 to present, it has received a total of 1,448,202 calls and successfully provided assistance for over 57,681 of them. This significant accomplishment underscores the essential role of the helpline in protecting human rights and promoting justice.

One of the most significant contributions of the 1099 helpline is its comprehensive database. This invaluable resource contains detailed information on various human rights violations, including gender-based violence, child abuse, forced labor, and discrimination. By analyzing this data, policymakers and human rights activists can identify trends, assess the effectiveness of interventions, and advocate for targeted reforms.

The helpline's success can be attributed to its strong network of partners. By collaborating with a diverse range of organizations, the helpline ensures that victims receive the support they need, regardless of their location or the nature of their violation. These partnerships have been instrumental in providing legal aid, counseling services, shelter, and medical care to those in need.

In recognition of its significant impact, the 1099 helpline was transitioned from a development project to a regular part of the Ministry of Human Rights. This decision reflects the government's commitment to upholding human rights and providing accessible legal aid to all citizens.

The 1099 helpline stands as a testament to the power of human compassion and the unwavering pursuit of justice. By providing free legal advice, connecting victims with essential services, and fostering collaboration among stakeholders, this initiative has transformed the lives of countless individuals. As the helpline continues to evolve and adapt to emerging challenges, it remains a beacon of hope for those who seek justice and a brighter future.



ACRONYMS

MoHR - Ministry of Human Rights
GBV - Gender-Based Violence
HRCP - Human Rights Commission of Pakistan
NGO - Non-Governmental Organization
MIS - Management Information System
UNFPA - United Nations Population Fund
SSDO - Sustainable Social Development Organization
PMDU - Prime Minister's Delivery Unit
PWD - Persons with Disabilities
ICT - Islamabad Capital Territory
FATA - Federally Administered Tribal Areas
KPK - Khyber Pakhtunkhwa
DCO - District Coordination Officer
DHO - District Health Officer
DPO - District Police Officer
OPF - Overseas Pakistanis Foundation
NADRA - National Database and Registration Authority
FIA - Federal Investigation Agency
UAN - Universal Access Number
ZARRA - Zainab Alert, Response and Recovery Agency

PART 1.

INTRODUCTION

In 2014-15, the Ministry of Human Rights (MoHR) launched the "Helpline for Legal Advice on Human Rights Violations" as part of a Public Sector Development Project (PSDP). Initially, the service was accessible through the Universal Access Number (UAN) 111-664-775. However, in November 2015, it successfully transitioned to a more efficient and cost-free short code, 1099. This initiative has since evolved into a permanent service, transitioning from a developmental project to a sustained non-developmental program in 2018.

The Helpline handles a high volume of inquiries, totaling thousands of calls each month. Its efficacy is significantly influenced by establishing strategic partnerships with various entities, including law enforcement agencies, judicial systems, legal institutions, law firms, bar associations, and other organizations dedicated to the advancement of human rights. These linkages are crucial for enhancing the support and resources available to individuals seeking assistance.

OBJECTIVES

- i. Deliver comprehensive legal counsel and advocacy for individuals who have experienced violations of their human rights.
- ii. Develop and implement comprehensive referral frameworks that integrate effectively with pertinent departments and support service systems. Maintain a comprehensive national database on human rights violations.
- iii. Enhance interdisciplinary collaboration among stakeholders, encompassing law enforcement agencies, service providers, media organizations, civil society groups, law schools, private legal practices, bar associations, and various human rights entities.



OVERVIEW

The Helpline 1099 serves as a vital conduit for addressing human rights issues, facilitating connections between individuals and relevant support resources. Its role is essential in ensuring that individuals can access the appropriate assistance and information regarding their rights and protections.

- a) **Indicators Achieved:** The Helpline has created an extensive referral network that encompasses a diverse range of organizations, including government bodies, non-governmental organizations (NGOs), and legal entities. It has instituted counseling services delivered by trained professionals, specifically targeting vulnerable populations such as women, children, and minorities etc. Additionally, the Helpline has launched awareness campaigns that effectively disseminate information and educate the public on critical human rights issues.
- b) **Progress (2015 - 2024):** Helpline 1099 has been a key resource in addressing a wide range of human rights issues over the years. Helpline 1099 has experienced significant growth in both calls and services provided from 2015 to 2024, with a total of 1,448,202 calls and 57,681 services offered. The number of calls peaked in 2019 at 414,725, reflecting heightened demand, while 2018 saw the highest number of services provided at 20,279. Over the years, the helpline addressed various issues, with a focus on child rights, disabled persons' rights, human rights governance, and women's rights, with notable attention to missing persons as well.

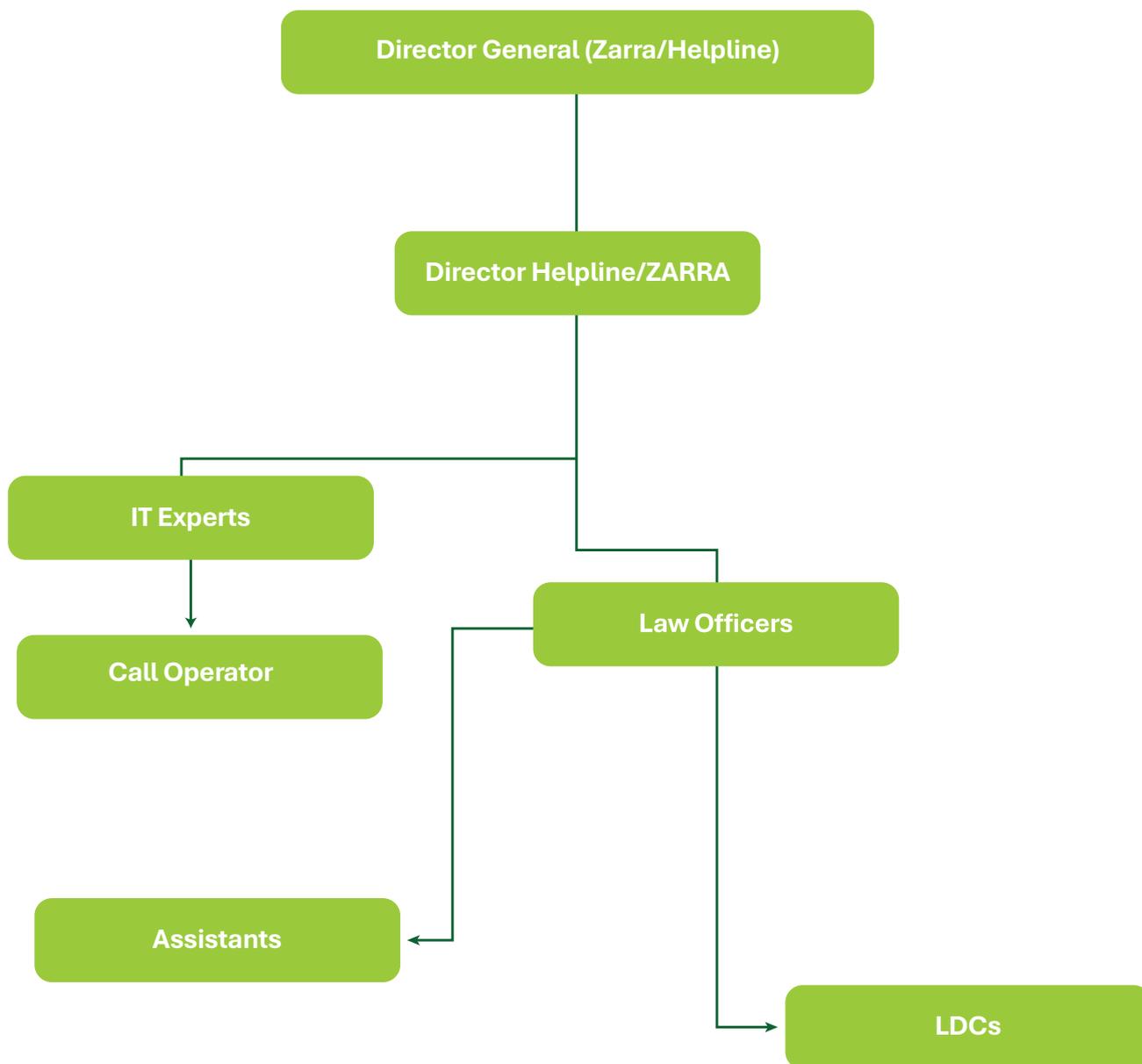
A sharp drop in calls and services was observed in 2022, though the helpline showed recovery in 2024, signaling an increase in public awareness and utilization. Despite fluctuations, Helpline 1099 has consistently played a vital role in providing assistance across diverse social, legal, and human rights concerns. These areas represent ongoing efforts by Helpline 1099 to promote social justice and protect vulnerable population.

OPERATIONAL FRAMEWORK OF HELPLINE 1099

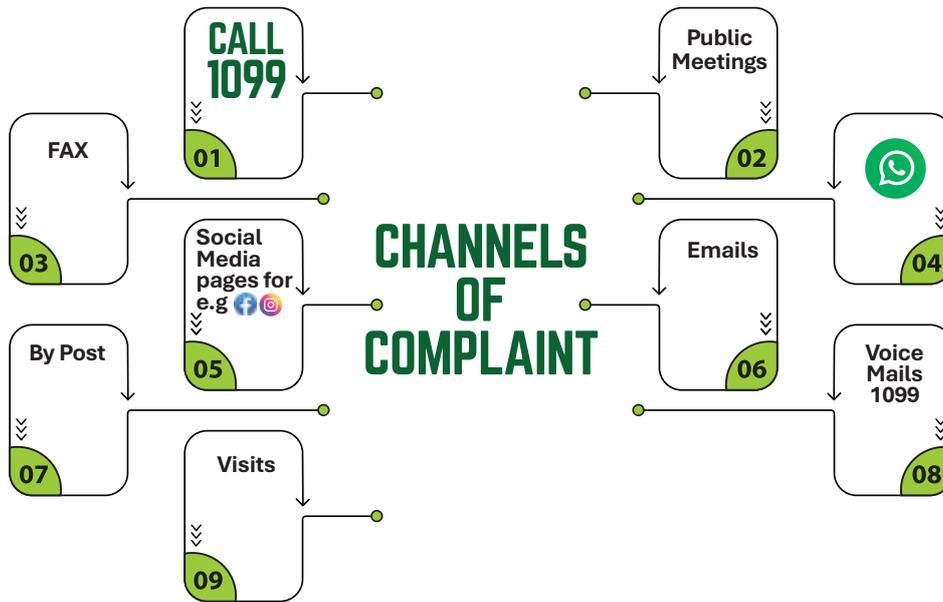
The Helpline 1099 functions under the aegis of the Ministry of Human Rights, aimed at systematically addressing issues related to human rights. Its organizational framework encompasses several crucial roles that are essential for its operational efficiency and effectiveness in handling human rights grievances.

In addition to its governmental collaborations, the helpline partners with Bar Councils, Shelter Homes, NGOs, and other pertinent organizations to deliver a holistic array of support services. This integrative framework is designed to optimize the response to various human rights concerns, ensuring that individuals are connected with the most suitable interventions tailored to their unique situations.

HELPLINE FOR LEGAL ADVICE ON HUMAN RIGHTS VIOLATIONS



THESE ARE THE CHANNELS OF COMPLAINT



- a) Toll-Free Number: 1099 b) Fax: 051-9221710 c) Email: helpline@mohr.gov.pk
- d) Mobile App e) Public Meetings f) Whats app 03339085709
- g) In-Person Visits 8th Floor,Kohsar (TUV) Block New Pak Secreteriate

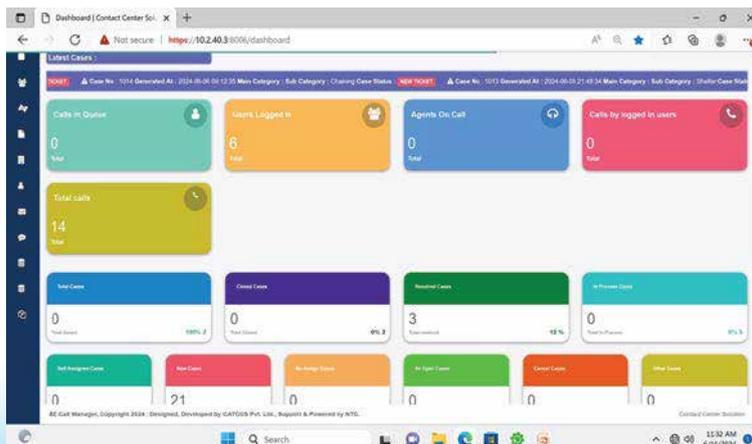
DEDICATED TIME & SUPPORT

The Helpline allocates substantial time for each complaint assigned to a Law Officer, with an average duration of 30 to 40 minutes per case. For more complex cases, the number of assistance calls can reach between 80 to 100 minutes.

Additionally, the process of articulating their circumstances to a Law Officer typically spans 50 to 60 minutes; however, some cases necessitate extended consultations lasting 3 to 4 hours.

MANAGEMENT INFORMATION SYSTEM (MIS)

A specialized Management Information System (MIS) has been implemented to efficiently gather data, maintain comprehensive records, and produce detailed reports to enhance coordination and communication. This system is designed for optimal data retrieval, enabling users to access reports categorized by various parameters such as demographics, age stratifications, and geographic locations.



TRANSGENDER DESK

In 2022, the Helpline launched a specialized application on the Prime Minister's Delivery Unit (PMDU) platform tailored for the transgender community. Each province is supported by an Assistant Inspector General (Gender) who acts as the primary liaison for this initiative. The application features a user-friendly dashboard that integrates seamlessly with the MoHR Helpline, designated as 1099. Users are provided with dual channels for lodging complaints: they can utilize the PMDU app or directly contact the helpline via the 1099 number.

EMPOWERING CHANGE

Helpline 1099 serves as a critical resource for at-risk populations, offering comprehensive services to individuals experiencing human rights violations. The helpline adopts a targeted approach, prioritizing the needs of women, children, transgender individuals, minority groups, and the elderly, ensuring they receive immediate crisis intervention, legal assistance, and referrals to social services.

Trained counselors are available to deliver emotional and psychological support, particularly to victims of violence and discrimination. This support not only addresses acute psychological distress but also contributes to a longer-term therapeutic process. In addition to immediate interventions, Helpline 1099 takes a proactive stance in educating individuals about their rights under relevant human rights legislation. By equipping marginalized groups with essential knowledge, the helpline fosters an environment conducive to social equity and justice. This dual focus on immediate relief and empowering individuals through information dissemination plays a crucial role in advancing inclusivity and safeguarding the rights of vulnerable populations.

The Helpline 1099 plays a crucial role not only in providing direct support to individuals but also in fostering a broader societal awareness of human rights issues. Its initiatives significantly contribute to the cultivation of a just and equitable society. By advocating for a culture rooted in respect and inclusivity, the helpline ensures that all societal members have equitable access to essential resources and support mechanisms, ultimately enhancing their capacity for prosperity.

ZARRA AND HELPLINE 1099

The critical issue of missing and abducted children has long been a significant challenge in Pakistan. In response, the Zainab Alert, Response, and Recovery Agency (ZARRA) was established in 2020 to tackle this pressing crisis.

Functioning as a vital resource for both families and law enforcement, ZARRA operates through its dedicated helpline, 1099, which has proven effective in enhancing the national response to child abduction incidents. Central to ZARRA's efficacy is its helpline, which has become a crucial conduit for distress calls from concerned families. Since its inception, the helpline has processed over 100,000 calls, each representing a potential child safety threat.

Upon receiving a report of a missing child, ZARRA deploys a systematic response: trained professionals compile detailed case reports, collecting essential information such as the child's physical characteristics, last known location, and any pertinent leads.

- 1. Human Rights Violations:** This encompasses a range of issues, including but not limited to child labor exploitation, instances of abuse across various demographics, the rights of incarcerated individuals, the protection of minority groups, the rights of persons with disabilities, transgender rights, and the entitlements of elderly citizens. Each of these areas requires rigorous examination and advocacy to address systemic injustices and ensure compliance with international human rights standards.
- 2. Service Matters:** In the context of public service employment, these cases frequently pertain to matters surrounding government employment, including but not limited to promotions, appointments, and associated benefits.
- 3. Legislative and Policy Considerations:** This category encompasses cases pertaining to significant national legislation, such as the Transgender Rights Act and frameworks surrounding disability rights.
- 4. Others:** This category encompasses various administrative matters and cases pertinent to the public interest. Out of the 229 cases analyzed, 138 have been effectively disposed of, while 91 remain active and pending adjudication before different courts. The contributions of MoHRs play a critical role in the protection of human rights, the maintenance of equitable treatment, and the advancement of social justice initiatives.

PORTALS, INCLUDING THE RESOURCE PORTAL.PRIME MINISTER DELIVERY UNIT (PMDU)

The Helpline 1099 for the past five years, overseeing the management of complaints channeled through the Prime Minister's Delivery Unit (PMDU) at the Ministry of Human Rights. This ministry ranks among the top five in Pakistan in terms of complaint volume, indicating a significant demand for its services. To date, Helpline 1099 has successfully processed over 300,000 complaints, either by directly resolving them or by referring them to relevant departments for further investigation and action.

PMDU

DASHBOARD



PRIME MINISTER DELIVERY UNIT (PMDU) & IT SUPPORT TO MOHR

The Helpline is looking after the Prime Minister Delivery Unit (PMDU). Ministry of Human Rights is one of the top five ministries in Pakistan that receives a high volume of complaints. Helpline 1099 has processed over 300,000 complaints, either resolving them directly or forwarding them to the appropriate departments for further action.

HELPLINE IT SUPPORT FOR MOHR:

- **Website Management:** Oversees the management and maintenance of the MoHR website.
- **NITB and NTC Coordination:** Handles activities related to the National Information Technology Board (NITB) and National Telecommunication Corporation (NTC).
- **Email and Portal Management:** Manages the ministry's email accounts and web

LINKAGES AND COORDINATION

The Helpline 1099 is an important resource for people who are facing human rights problems. It works well because of strong partnerships with different groups. These important partners include government offices, non-profit organizations, community groups, lawyers' associations, schools and universities, police, and healthcare services ,etc.

To optimize the provision of timely and effective assistance for victims, the helpline has developed robust partnerships with key stakeholders. This involves formal memorandums of understanding with organizations such as UNFPA, Roshni Helpline, and SSDO, which enhance inter-agency communication and resource allocation.

Furthermore, the helpline has instituted a network of designated contact points within police departments throughout Pakistan. These individuals act as critical liaisons, ensuring seamless collaboration between the helpline and law enforcement agencies, thereby facilitating rapid and coordinated responses to reported incidents.

In addressing gender-based violence, the helpline has established a robust framework for delivering comprehensive support. By forming strategic alliances with bar councils, non-governmental organizations, and pro bono legal practitioners, the helpline provides free legal assistance to numerous survivors. This initiative not only facilitates access to justice but also strengthens victims' agency in holding offenders accountable.

Additionally, the helpline collaborates with shelter homes to offer secure accommodations for women facing risks in Islamabad and other regions throughout Pakistan. These shelters are designed to create a safe environment conducive to recovery, where survivors can access counseling services and begin the process of rebuilding their lives.

Through the cultivation of strong partnerships and the integration of diverse expert resources, Helpline 1099 is making a substantial impact on human rights advocacy. It empowers victims, enhances the pursuit of justice, and plays a critical role in fostering a more equitable and just society.

WOMEN RIGHTS ISSUES

In response to the ongoing crisis, Helpline 1099 has positioned itself as a critical resource in the fight against gender-based violence (GBV). Collaborating strategically with law enforcement agencies, civil society organizations, bar councils, shelter homes, and health departments, the helpline addresses GBV through a multifaceted approach.

Over the last decade, it has recorded 18,040 cases related to women's rights, reflecting its integral role in both supporting victims and informing policy responses. Below is a detailed categorization of the data that outlines the primary challenges faced by women, the role of Helpline 1099 in addressing these issues, and a comprehensive analysis of the specific obstacles encountered within each category:

A) GENDER-BASED VIOLENCE (GBV)

PHYSICAL AND SEXUAL VIOLENCE (88 CASES):

Physical violence encompasses actions such as striking, battering, or any other acts that inflict bodily harm. In contrast, sexual violence pertains to non-consensual sexual encounters, including but not limited to sexual assault and harassment.

The analysis of these 88 cases underscores the perilous conditions in which women navigate their lives, both in domestic settings and in the broader community.

TRAFFICKING OF WOMEN (11 CASES):

Human trafficking encompasses the illicit trade of women for various exploitative purposes, including forced labor, sexual exploitation, and enslavement. This network of trafficking represents a critical violation of human rights and underscores the susceptibility of women who fall prey to traffickers' strategies. The complexity of these cases highlights the need for comprehensive legal frameworks and robust intervention strategies to combat this pervasive crime effectively.

HONOR KILLINGS (33 CASES):

Honor killings refer to the murder of women by family members who perceive that the victim has brought dishonor upon the family. This often stems from the woman's transgressions against established societal norms concerning marriage, relationships, or personal autonomy.

Such acts of violence are a profound infringement on women's rights and underscore the extreme repercussions that can arise when women contest patriarchal structures and expectations.

The practice reflects deeply rooted cultural practices and highlights the intersection of gender, power, and violence within specific socio-cultural contexts.

RAPE (229 CASES):

Rape continues to be a pervasive issue globally, exemplified by these 229 documented cases that highlight the extensive prevalence of sexual violence. This statistic underscores the multifaceted vulnerabilities that women encounter across various environments, including domestic settings, public spaces, and professional workplaces. Collectively, these cases illustrate the most egregious

manifestations of violence against women.

In response, Helpline 1099 plays a crucial role by providing immediate crisis intervention, protective measures, and referrals to legal and healthcare services, thereby addressing the needs of survivors in a comprehensive manner.

B) FAMILY DISPUTES (13,605 OVERALL CASES)

Family disputes comprise the predominant category of legal cases, accounting for more than 75% of the total. This category underscores the complexities women encounter within familial frameworks, frequently exacerbated by entrenched social norms, legal impediments, and patriarchal traditions. Many of these disputes pertain to critical issues surrounding women's rights in contexts such as marriage, inheritance, custody of children and safeguarding against domestic violence.

DOWRY ARTICLES (250 CASES):

Dowry constitutes the assets, financial resources, or real property that a bride's family transfers to the groom's family as part of the matrimonial contract. Conflicts regarding dowry items frequently emerge due to discrepancies in the perceived quality, quantity, or valuation of these assets. Such disputes can escalate, potentially resulting in violence or harassment against the bride's family.

DOWRY AMOUNT (67 CASES):

These cases involve disputes regarding the financial implications of dowry. Unfulfilled dowry expectations may lead to domestic violence, harassment, or even the abandonment of the bride by her husband or his family.

SHELTER (223 CASES):

Women experiencing domestic abuse or residing in hazardous family environments often seek sanctuary in shelters. These situations illustrate the critical need for secure spaces for women to escape various forms of violence, including physical, emotional, and psychological abuse, that they endure within their households. Such shelters play an essential role in providing not only immediate safety but also access to resources for healing and recovery.

INHERITANCE MATTERS (440 CASES):

Inheritance disputes frequently arise when women are systematically excluded from their legitimate claims to familial property or assets, often attributable to cultural norms or legal frameworks that hinder their rights. Such conflicts are particularly prevalent in patriarchal societies, where the legal recognition and societal respect for women's inheritance rights remain inadequate or undermined. These issues highlight the complexities of gender bias in property law and the need for reforms to ensure equitable inheritance practices.

FORCED MARRIAGES (200 CASES):

Forced marriages refer to circumstances where individuals, predominantly women, are compelled to enter into matrimonial unions against their consent, typically due to familial or societal pressures. This phenomenon constitutes a significant aspect of gender-based oppression, undermining a woman's

autonomy and her fundamental right to select a partner.

These instances reflect pervasive issues entrenched within familial structures, often perpetuated by cultural norms and entrenched gender biases. The helpline 1099 plays a crucial role in supporting affected women by offering legal counsel, guidance on divorce and separation procedures, and providing referrals to shelters and counseling services.

C) WORKPLACE HARASSMENT

Workplace harassment remains a critical issue, comprising 508 cases, these cases underscore the numerous challenges faced by women in professional settings, wherein they frequently encounter inappropriate conduct, intimidation, and discrimination. Specific manifestations of workplace harassment include verbal abuse, unsolicited sexual advances, and derogatory gestures, all of which culminate in a hostile and uncomfortable work environment. This harassment not only undermines the dignity of women but also impairs their job performance, contributing to emotional distress and decreased job satisfaction.

To address these challenges, resources such as Helpline 1099 provide vital support for affected women. The helpline assists individuals in understanding their legal rights, offers psychological counseling, and facilitates access to appropriate channels for reporting harassment, thereby empowering women to navigate and challenge these detrimental workplace dynamics effectively.

HELPLINE HAS HANDLED

A total of **508** , **workplace harassment** cases were reported, with different types of incidents .The majority of these cases, **321** incidents, **involved sexual comments** and offensive gestures, accounting for **63%** of all reported harassment. **Intimidation and sexual misconduct**, were reported 137 times, making up **27%** of the total cases. Lastly, **requests for sexual favors** were recorded in 50 incidents, which represent **9%** of all harassment cases..

VICTIMS OF VIOLATION OF CHILD RIGHTS

The helpline prioritizes child rights and ensures continuous support for victims throughout all stages of case management. Helpline 1099 meticulously tracks and follows up on child-related cases to guarantee that no victim is left unsupported. Below is a detailed overview of the data pertaining to the child-related cases managed by Helpline 1099.

The data on reported cases reveals significant insights into the prevalence of various issues affecting children:

- 1. Child Abuse:** With a total of 1,082 cases, these reported cases of children , indicating a critical need for intervention and resources dedicated to combating abuse against children in Pakistan .
- 2. Child Education:** There are 213 cases representing child category with violation of Educational rights . These cases highlight the necessity for enhanced educational support and interventions to address systemic issues impacting children's learning experiences.
- 3. Corporal Punishment:** This category includes 105 cases involving physical punishment . It highlights continuing concerns regarding the appropriateness and legitimacy of corporal punishment practices in child care.

PART 2.

DATA ANALYSIS AND DESCRIPTION

SUMMARY OF CALLS/CASES OF HELPLINE FROM JANUARY 2015 TO OCTOBER 2024

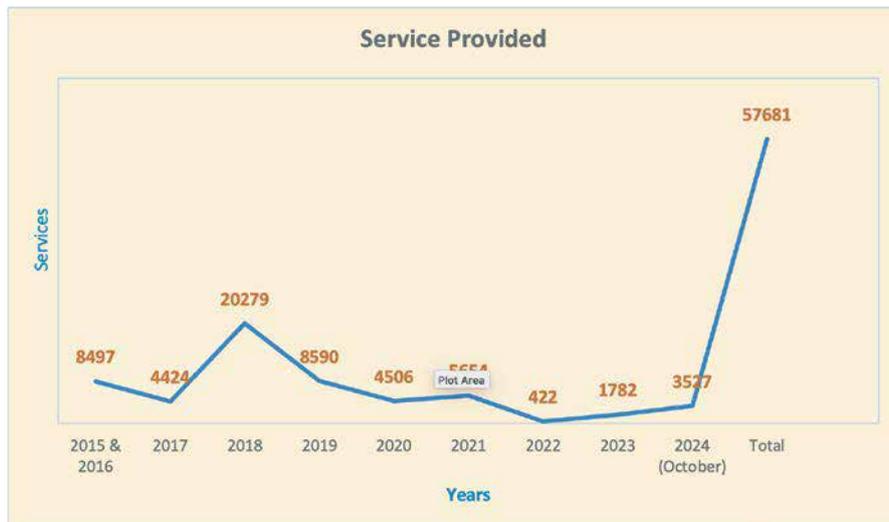
This document provides an in-depth analysis of the performance metrics for Helpline 1099 spanning from January 2015 to December 2024. The following figures present detailed data concerning call volume, service delivery, and case distribution trends over the specified period.

Figure .1



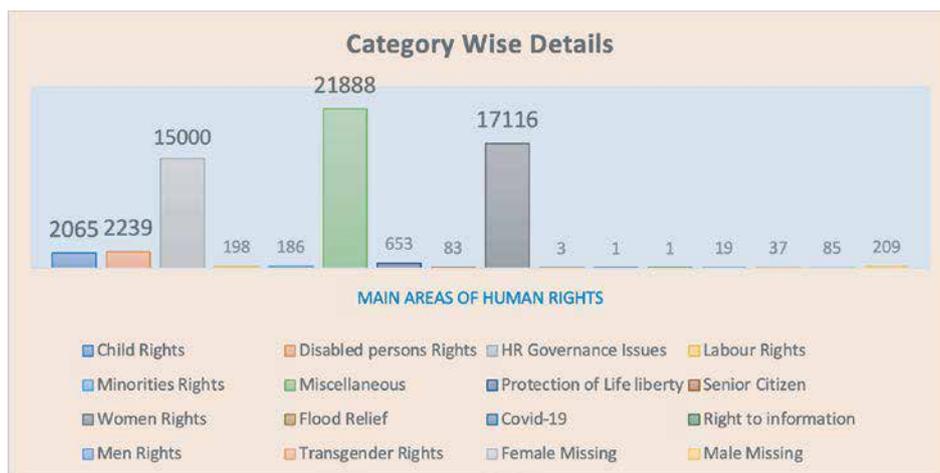
The above figure.1 shows the number of calls received by Helpline 1099 from 2015 to October 2024, with a total of 14,48,202 calls. The highest number of calls was in 2019 (414,725 calls), 2019 was the year when robust awareness strategies were employed to disseminate the message of helpline through print and electronic media which resulted in high volume of calls and the lowest was in 2022 (21,661 calls). Calls dropped in 2022 but started to increase again, reaching 137,087 by October 2024.

Figure .2



The above figure.2 presents the Year wise number of services provided by Helpline 1099 from 2015 to October 2024, totaling 57,681 services. The year with the highest number of cases was 2018, recording 20,279 services, while 2022 had the lowest, with only 422 services. Notably, there is a significant increase in reported services in 2024 (October).

Figure .3



In above figure a detailed overview of cases addressed by Helpline 1099 across various human rights categories, reflecting its broad scope of services. The highest number of cases were reported under the miscellaneous Issues (21,888), followed by Women’s Rights (17,116) and HR Governance Issues (15,000), indicating a significant focus on gender-based concerns and workplace-related challenges. Child Rights (2,065 cases) and Disabled Persons’ Rights (2,239 cases) highlight the helpline’s role in protecting vulnerable groups, while categories like Labour Rights (198 cases), Minorities’ Rights (186 cases), and Protection of Life and Liberty (653 cases) show helpline efforts to support marginalized and at-risk individuals. Fewer cases were recorded for specific areas such as Senior Citizen Rights (83), Men’s Rights (19), and Transgender Rights (37). Emergency response categories like Flood Relief (3 cases) and COVID-19 issues (1 case) had minimal activity, along with missing persons cases, which included 85 female and 209 male reports. This data highlights Helpline 1099’s commitment to addressing a wide range of human rights concerns while focusing on key priority areas.

PART 3.

THE IMPACT OF HELPLINE 1099: ANALYZING SUCCESSES AND CHALLENGES

Helpline 1099 has established itself as an essential mechanism for addressing human rights violations in Pakistan. This report delves into multiple case studies that illustrate the functionality and effectiveness of the helpline, while also addressing the various challenges faced in each instance. By examining these narratives, we can gain insight into the far-reaching implications of Helpline 1099's interventions on the lived experiences of victims and their families, as well as the systemic factors that influence its operations.



SUCCESS STORY 1: ENHANCING ACCESS TO JUSTICE IN CHILD ABUSE SITUATIONS

CATEGORY: "CHILD RIGHTS, CHILD SEXUAL ABUSE"

CASE OVERVIEW

An expatriate employee of UNICEF engaged the Helpline after uncovering a case of child sexual abuse. Notably, the child's family opted against pursuing legal action, which presented a unique set of challenges. However, Suzan, the employee, received critical support from the helpline's legal experts.

CHALLENGES FACED

The family's hesitance to advance with legal proceedings underscores the complexities involved in securing cooperation from victims and their families. The emotional and psychological toll associated with confronting child abuse allegations often dissuades families from seeking judicial recourse.

IMPACT OF INTERVENTION

The Helpline 1099 provided a timely and empathetic response that empowered Suzan with the necessary knowledge and resources to take action, despite the family's decision not to proceed.

-This case highlights the helpline's instrumental role in fostering advocacy, enhancing awareness, and promoting human rights within sensitive contexts involving child abuse.

SUCCESS STORY 2: ADDRESSING EDUCATIONAL ACCOUNTABILITY

CATEGORY: “WOMEN RIGHTS, HARASSMENT AT WORKPLACE”

CASE OVERVIEW

In a notable incident, a teacher employed physical punishment on a student, prompting the child's parents to contact Helpline 1099 for intervention. The helpline's team effectively coordinated with local authorities to ensure an expedient response.

CHALLENGES FACED

- The initial delay in the law enforcement's response can create significant frustration for families that are seeking swift justice.
-
- There exists institutional resistance concerning accountability measures for educators, which can obstruct progress in resolving such cases.

IMPACT OF INTERVENTION

The intervention by the helpline facilitated a rapid resolution, promoting accountability for the educator's conduct. This case illustrates the vital role of the helpline in not only addressing urgent crises but also fostering a culture of accountability within educational institutions.

SUCCESS STORY 3: A COMPREHENSIVE INTERVENTION - SAFEGUARDING VULNERABLE ELDERLY INDIVIDUALS

CATEGORY: "FAMILY DISPUTES, DOMESTIC VIOLENCE"

CASE OVERVIEW

An expatriate woman contacted our helpline, seeking intervention to protect her elderly parents from her abusive brother. In response, our team coordinated communication and executed a strategic intervention plan.

CHALLENGES FACED

Geographical Barriers: Physical distance can hinder timely interventions in familial crises, complicating coordination between involved parties.

Psychosocial Impacts: Families grappling with domestic abuse often experience significant emotional distress, leading to a pervasive sense of helplessness and potential psychological harm.

IMPACT OF INTERVENTION

Through proactive measures, including assessment of the situation and establishment of a support framework, we successfully ensured the safety of the elderly parents.

-This case underscores the vital role of a robust support system that can effectively operate across geographical limitations.

- The family's expressions of gratitude reflect the substantial emotional and psychological relief afforded by our intervention efforts.

SUCCESS STORY 4: SAFE RETURN OF STRANDED PILGRIMS

CATEGORY: “OVERSEAS PAKISTANI’S RIGHTS, PASSPORT ISSUE”

CASE OVERVIEW

In a notable incident, nine Pakistani nationals found themselves stranded in Iraq due to the confiscation of their passports. The intervention of Helpline 1099 was instrumental in facilitating their safe return to Pakistan.

CHALLENGES FACED

The case presented numerous challenges, primarily rooted in the complexities of international regulations, which often result in bureaucratic delays.

- Additionally, communication barriers with local authorities compounded the difficulties, leading to protracted timelines in the retrieval process.

IMPACT OF INTERVENTION

This case exemplifies the helpline's capacity to navigate intricate international scenarios effectively.

- The successful resolution not only underscores the operational prowess of the helpline but also highlights its commitment to the welfare and safety of citizens abroad.
- The relief experienced by the pilgrims upon their return serves as a testament to the helpline's dedicated efforts in crisis management and citizen protection in foreign jurisdictions.
- The family's expressions of gratitude reflect the substantial emotional and psychological relief afforded by our intervention efforts.

SUCCESS STORY 5: SAFEGUARDING AN EDUCATOR FROM HARASSMENT

CATEGORY: "WOMEN RIGHTS, HARASSMENT AT WORKPLACE"

CASE OVERVIEW

A teacher experiencing harassment reached out to Helpline 1099, which implemented immediate measures to ensure her protection.

CHALLENGES FACED

- Victims of harassment often encounter societal stigmas that dissuade them from reporting incidents.
- Initial reluctance to engage law enforcement can introduce delays in the intervention process.

IMPACT OF INTERVENTION

The prompt response from the helpline not only empowered the teacher but also enhanced her perception of safety and institutional support.

- This case exemplifies the helpline's efficacy in mitigating harassment and fostering a secure educational framework.

SUCCESS STORY 6: REUNITED THROUGH HELPLINE 1099

CATEGORY: “CHILD RIGHTS, MISSING CHILD”

CASE OVERVIEW

A young individual sought assistance in locating his missing brother, which prompted a coordinated investigation involving both the helpline and local law enforcement agencies.

CHALLENGES FACED

The initial hesitance of law enforcement to officially document a missing person report posed a significant barrier to advancing the investigation.

- The emotional turmoil experienced by the families of missing persons often complicates communication processes, hindering collaborative efforts.
-

IMPACT OF INTERVENTION

The successful recovery of the missing individual underscored the critical role of advocacy and persistence in cases involving missing persons.

- The family's expressed gratitude underscores the transformative impact of the helpline in re-establishing familial connections and providing much-needed peace of mind.

SUCCESS STORY 7: A LIFELINE FOR FAMILIES

CATEGORY: "CHILD RIGHTS, MISSING CHILD"

CASE OVERVIEW

An individual reached out to the helpline concerning the disappearance of his nephew. The helpline initiated immediate protocols to facilitate the swift location of the child.

CHALLENGES FACED

Bureaucratic inefficiencies in the investigative process can significantly extend the duration of family anguish.

- Prioritizing cases within a congested and resource-limited framework presents persistent challenges.

IMPACT OF INTERVENTION

The helpline's rapid response protocol and subsequent resolution culminated in a joyful family reunion, demonstrating the helpline's essential function in crisis management.

- The gratitude expressed by the uncle underscores the helpline's critical role in providing hope and support, reaffirming its value in acute family emergencies.

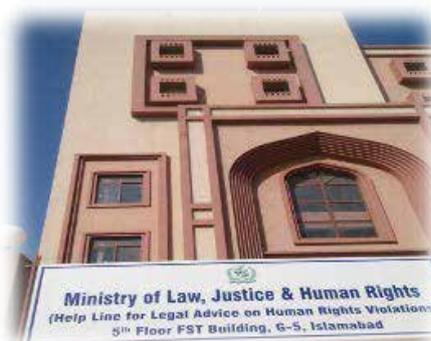
PART 4.

ACTIVITIES /TRAININGS/WORKSHOPS

The Helpline 1099 has effectively promoted its objectives through extensive publicity in national and local media, including announcements in 18 newspapers. A launching ceremony introduced the toll-free number, raising awareness about the helpline's role in addressing human rights violations. Publicity seminars with stakeholders and networking meetings with referral partners were held to enhance service effectiveness. Additionally, awareness-raising sessions in educational institutions and civil society organizations helped build public capacity and promote the helpline's services, which are also detailed on its website.

PICTORIAL VISIT OF HELPLINE ACTIVITIES

LAUNCHING CEREMONY OF HELPLINE (1099) FOR LEGAL ADVICE ON HUMAN RIGHTS VIOLATIONS



Exposure Visit by ABAD Helpline, Hyderabad officials



Awareness Raising Seminar on Helpline 1099 At Bahria University



Awareness Raising Seminar At Federal Urdu University (FUU) of Arts Science And Technology Islamabad.



Awareness Raising Seminar at University of Peshawar.



Awareness Raising Seminar at Sarhad University Peshawar



Awareness Raising Seminar at International Islamic University Islamabad (IIUI).



Weeklong Festival at Kahuta Sponsored By Helpline (1099) For Legal Advice on Human Rights, Ministry of Human Rightsfestival



Meeting with Secretary Social Welfare, Quetta dated 16th March, 2017.



Meeting with Dastageer Legal Aid Centre (DLAC) dated 28th September, 2017.



Meeting with Northern Areas Welfare & Development Organization dated 11th October, 2017



Meeting with Voluntary Service Overseas (VSO) 5th December, 2017.



Meeting with Female Governed Center for Dispute Resolution Pakistan dated 6th December, 2017.



Meeting with Sustainable Social Development Organization (SSDO) dated 6th October, 2017.



Meeting with Good Thinker Organization (GTO) for Transgenders Community dated 10th October, 2017



Celebration Of Internation
Human Rights Day 10th December, 2017



First Ever International Human Rights Conference And Meeting With The International Delegates Dated 19th February, 2018



Celebration Of International Women's Day on 6th March, 2018.



Awareness Raising Seminar at International Islamic University Islamabad (IIUI).



Consultation Meeting With The Khawaja Sira Society Dated 11th May, 2018



Consultation Meeting With Hawwa Lur KPK Working Women Union at Peshawar Dated 12th May, 2018



Consultation Meeting St Sialkot With Chamber Of Commerce Dated 23rd May, 2018



Visit By Parliamentary Secretary of The Ministry of Human Rights Dated 22nd March, 2018



Meeting with Female Governed Center for Dispute Resolution Pakistan dated 6th December, 2017.



Training Session of The Helpline Staff on Persons with Disabilities



Christmas Peace Train Headed by Director Helpline



ZARRA Application Launch at Prime Minister House



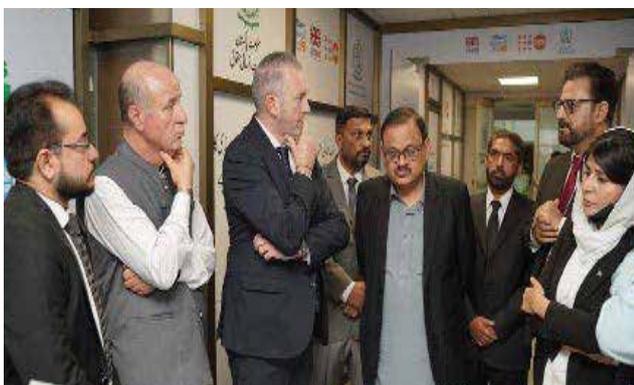
2 Day National level consultation on oct,2024. "Building Synergies among GBV Helplines to strengthen GBV Response in Pakistan



Newly introduced tool Awaz APP July 26,2024 BY Federal Minister for Human Rights Azam Nazeer Tarar

MR. PIO SMITH, REGIONAL DIRECTOR OF UNFPA ASIA AND THE PACIFIC, VISITED THE MINISTRY OF HUMAN RIGHTS' HELPLINE 1099

Mr. Pio Smith, Regional Director of UNFPA Asia and the Pacific, visited the Ministry of Human Rights' Helpline 1099 and praised its essential services, including legal advice and referrals. He also met with the Federal Secretary for Human Rights, Allah Dino Khawaja, who acknowledged UNFPA's valuable contributions to promoting human rights and addressing gender-based violence.



PRINT MEDIA COVERAGE



CONCLUSION

The evolution of Helpline 1099 over the past decade serves as a critical case study in human rights advocacy and protection in Pakistan. Functioning as an essential resource for individuals entangled in family disputes, gender-based violence, workplace harassment, and child welfare dilemmas, the helpline has significantly contributed to empowering citizens and promoting social justice. The notable uptick in call volume indicates an increasing public awareness regarding individual rights and accessible avenues for support, exemplifying the helpline's success in cultivating trust within communities.

Helpline 1099 not only provides emotional support for victims but also delivers practical solutions tailored to their unique circumstances. This dual approach has been instrumental in effecting a gradual shift in societal perceptions, encouraging individuals to vocalize their grievances against injustices without fear of repercussion.

The continuous evolution of Helpline 1099, underpinned by a robust data collection and analysis framework, has optimized its service delivery mechanisms. Regular impact evaluations and structured feedback loops facilitate ongoing adaptations to emerging challenges, thereby enhancing operational effectiveness. This data-driven methodology not only guides necessary adjustments but also empowers the helpline to implement targeted awareness initiatives, ensuring that critical issues receive appropriate focus.

In summary, Helpline 1099 has established itself as a cornerstone of human rights protection in Pakistan, marking a decade characterized by significant advancements and impactful services. Its steadfast commitment to addressing vital social issues has transformed lives and fostered a culture centered around accountability and support.

As the helpline continues to innovate and expand its contributions, it stands as a beacon of hope for individuals seeking justice during their most vulnerable moments. The sustained efforts by the Ministry of Human Rights to fortify this initiative are poised to pave the way for a safer and more equitable society for all citizens of Pakistan.

ANNEXES

PROGRESS REPORTCALLS & SERVICES PROVIDED 2015 TILL 2024

Year	Total Calls	Service Provided
2015 & 2016	78,050	8497
2017	51959	4424
2018	280,825	20279
2019	414,725	8590
2020	144948	4506
2021	233,970	5654
2022	21661	422
2023	84977	1782
2024 (October)	137087	3527
Total	1448202	57681

Main Area	Counts
Child Rights	2065
Disabled persons Rights	2239
HR Governance Issues	15000
Labour Rights	198
Minorities Rights	186
Miscellaneous	21888
Protection of Life liberty	653
Senior Citizen	83
Women Rights	17116
Flood Relief	3
Covid-19	1
Right to information	1
Men Rights	19
Transgender Rights	37
Female Missing	85
Male Missing	209

HELPLINE 1099 STAFF



HELPLINE 1099 STAFF



Ministry of Human Rights

Ten Years of Hope

The Helpline's Impact on Lives

Developed by: Ministry of Human Rights
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