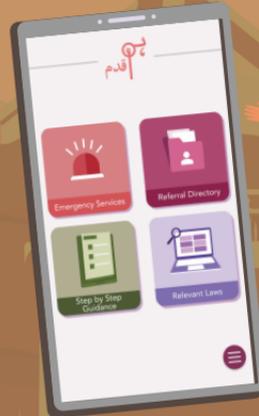


# Referral Directory of Response Services for Violence Against Women and Girls



**BALUCHISTAN**



# REFERRAL DIRECTORY BALOCHISTAN



## INTRODUCTION

This referral directory made under the project ‘HumQadam’ funded by United Nations Trust Fund (UNTF) provides contact information regarding services that respond to cases of violence against women and girls especially Domestic Violence and Child Marriages, and other human rights violations. This includes police and law enforcement, government helplines, ministries and commissions as well civil society organizations that provide legal aid, psycho-social support at National, Provincial level, Provincial level as well as in sixteen districts (Peshawar, Mardan, Swat, ,Quetta, Jafferabad, Karachi, Hyderabad, Benazirabad (Nawabshah), Sukkur, Lahore, Vehari, Okara, Kasur, Toba Tek Singh, Rawalpindi, Multan). The aim of the directory is to facilitate Women Human Rights Defenders/Community Leaders as well as women survivors of violence in securing themselves and their rights. The information for the directory was collected directly from institutions and individual actors which includes women shelter staff, departments of police and health, hospitals, lawyers, journalists and civil society organizations (CSOs) with the hope that this directory will provide multi-sectoral referral pathways for ensuring timely services to victims of violence as well as W/HRDs/Community Leaders. This directory has been developed under the ‘HumQadam’ funded by United Nations Trust Fund (UNTF) implemented by Shirkat Gah Women’s Resource Center (SG). HumQadam has been working in six districts (Quetta, Hyderabad, Benazirabad, Lahore, Mardan & Swat, with women human rights defenders (W/HRDs), female and male leaders from civil society and Community Based Organisations, by enhancing knowledge of women and girls’ rights in Pakistan and building linkages with government and private service providers to allow improved access to rights and freedoms by women and girls.

This directory and the telephone app developed with it will not only give them knowledge about Government helplines for reporting violence, but also on the navigation processes of reporting violence, getting safe access to government shelters.

We would like to acknowledge the hard work put in by the team: Farah Moqaddus, Fauzia Ali, Rahila Ali, Seema Batool, Anwar Baloch, Afshan Khan, Zahid Zahoor, Rubina Akbar, Rahila Shaikh, Najam Gillani, Ghulam Murtaza Qadri field and SCO partners of SIMORGH – Women’s Resource and Publication Centre in collection information in Punjab. Ameena Rahman and Farah Moqaddus for collection and verification of numbers; contacting government departments for accurate information and compiling data for referral Directories.

**BALUCHISTAN**

# NATIONAL HELPLINES



## POLICE & LAW ENFORCEMENT

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Police Helpline</b>	<b>Phone:</b> 15  <b>Hours of Operation:</b> 24/7	Police helpline in case of threat, emergency or to report a crime
2	<b>Cyber Rescue Helpline - Federal Investigation Agency (FIA)</b>	<b>Phone:</b> 9911  <b>Hours of Operation:</b> 24/7	Provides assistance regarding Cyber Crime related issues and complaint registration

# GOVT. MINISTRIES, OMBUDSPERSONS AND COMMISSIONS

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Federal Ministry of Human Rights (MoHR) Helpline for Legal Advice</b>	<p><b>Helpline:</b> 1099    <b>Whatsapp:</b> 03339085709</p> <p><b>Address:</b> 9th Floor, New Pak Secretariat (Kohsar Block), Sector F-5, Islamabad</p> <p><b>Hours of Operation:</b> All week, 10am - 10pm</p>	MoHR's toll-free helpline deals with individuals facing any form of human rights violations. The service also provides free legal aid.
2	<b>Federal Ombudsman Secretariat For Protection Against Harassment (FOSPAH)</b>	<p><b>Phone:</b> 051 9264444   051 9262944;</p> <p><b>Email:</b> info@fospah.gov.pk</p> <p><b>Address:</b> First Floor, Local Government and Rural Development Complex, Opposite ILO, Near State Bank of Pakistan, Sector: G-5/2, Islamabad</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	FOSPAH has been set up to protect women against harassment at the workplace, including sexual comments, offensive gestures, cat calling, offensive innuendos and blackmailing. FOSPAH has an Online Complaint Management System and regional offices present in Karachi and Peshawar.

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>National Commission on the Status of Women (NCSW)</b>	<p><b>Phone:</b> 051-9224875</p> <p><b>Address:</b> 1st Floor, State Life Building No. 5, China Chowk, Blue Area, Islamabad</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	<p>The role of NCSW is to promote social, economic, political and legal rights of women as laid down in the constitution of Pakistan and in accordance with International treaties and covenants. It works to make sure that institutional mechanisms for redressal of violations of women's rights are working properly.</p>
4	<b>National Commission for Human Rights (NCHR) Complaint Cell</b>	<p><b>Phone:</b> 051-9216771</p> <p><b>Address:</b> NCHR, 5th Floor, Evacuee Trust Complex, Aga Khan Road, Islamabad</p> <p><b>Hours of Operation:</b> N/A</p>	<p>The Commission is mandated to work for promotion and protection of human rights with the powers to take suo- moto action on cases of human rights violation. An online complaint cell was established NCHR in 2014, where citizens can report any abuse or violation of human rights.</p>



## CIVIL SOCIETY ORGANIZATIONS

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Digital Rights Foundation (DRF)</b>	<p><b>Helpline:</b> 0800-39393</p> <p><b>Email:</b> helpdesk@digitalrightsfoundation.pk</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	The Helpline provides a free safe and confidential service. It aims to provide legal advice, digital security support, psychological counseling and a referral system to victims of online harassment
2	<b>Rozan</b>	<p><b>Toll-free Helpline:</b> 0800-22444  </p> <p><b>In-person Counselling:</b> 0335-5000403 0333-4662247</p> <p><b>Address:</b> Rozan Ghar, Adjacent Bahria Enclave, Pind Bhagwal Road, Islamabad 44000, Pakistan</p> <p><b>Hours of Operation:</b> Monday to Saturday, 10am to 6pm</p>	Telephonic counselling service, also provides help in person and through email. Their goal is to raise awareness among general population, to reduce stigma associated with Mental Health concerns and to reach out to individuals nationwide

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Sahil</b>	<p><b>Phone:</b> 051-2260636   052856950   051-2850574 (Direct Line for Counseling)</p> <p><b>Address:</b> Office No.13, First Floor, Al-Babar Center, F-8 Markaz, Islamabad, Pakistan</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	<p>Sahil provides legal aid for victims of child sexual abuse. A referral system of lawyers deals with outreach Child Sexual Abuse cases. Jeet Healing Center (JHC) for Counseling. Free Services for all psychological issues including trauma of child sexual abuse. The Jeet Healing Centre (JHC) is comprised of a team of trained and qualified psychologists; both male and female. The goal of the Jeet Healing Centre is to provide effective and professional services through</p> <ol style="list-style-type: none"> <li>1- In-person Counseling</li> <li>2- Telephonic Counseling</li> <li>3- Email Counseling</li> <li>4- Out-reach</li> </ol>

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
4	<b>Bedari</b>	<p><b>Phone:</b> 051 4856619-20   0341 4444544   0300-5251717 (<b>Helpline</b>)</p> <p><b>Email:</b> bedari@bedari.org.pk</p> <p><b>Address:</b> I.J.P. Road, Dhoke Babu Irfan, Islamabad, Rawalpindi, Islamabad Capital Territory</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	<p>Bedari is an NGO which works to protect women and children. The organisation also provides legal aid, counseling and referral to relevant institutions like shelter homes</p>
5	<b>Pakistan Human Rights Defenders Network (PHRDN)</b>	<p><b>Phone:</b> 03345865041</p> <p><b>Hours of Operation:</b> 24/7</p>	<p>The Network works for the protection of human rights defender through advocacy and by providing immediate assistance to those at risk in this regard. It provides guidance on how to deal with the threat they face and link them with support services</p>

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
6	<b>Dastak Charitable Trust</b>	<p><b>Crisis Helpline:</b> 0333-4161610   <b>Phone:</b> 0333-4169696</p> <p><b>Email:</b> info@dastak.org.pk   cru@dastak.org.pk (<b>Child Rights Unit</b>)</p> <p><b>Address:</b> 4-C, Sabzazar Block C Sabzazar Housing Scheme Phase 1 &amp; 2</p> <p><b>Hours of Operation:</b> Monday to Saturday, 9am - 5pm</p>	Dastak is centered around providing relief to individuals facing domestic and gender-based violence, it serves to protect women and children by giving them shelter and legal aid.
7	<b>Bonded Labour Liberation Front (BLLF)</b>	<p><b>Phone:</b> 0423-6361944</p> <p><b>Email:</b> bllf.pak@gmail.com</p> <p><b>Address:</b> Freedom Campus, 4-A Lawrence Road, Lahore, Punjab</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	The organisation works towards the eradication of bonded labor, injustice, illiteracy, inequality and poverty in Pakistan through awareness and policy interventions. It also provides victims of bonded labour with rescue, prosecution, and rehabilitation services.

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
8	<p><b>Human Rights Commission of Pakistan (HRCP)</b></p>	<p><b>Phone:</b> 0423-5864994</p> <p><b>Address:</b> 97 Shakir Ali, Tipu Block, New Garden Town, Lahore</p> <p><b>Hours of Operation:</b> Monday to Friday, 9:30am to 4:30pm</p>	<p>Provide legal aid and expertise to victims of violation and to individuals and groups striving to protect human rights</p>
9	<p><b>Democratic Commission for Human Development</b></p>	<p><b>Phone:</b> 042 35168215 04235168214</p> <p><b>Address:</b> House No. 186 (Haji Saddique), Near Madina Masjid, N-Block, Model Town, Lahore</p> <p><b>Hours of Operation:</b> Monday to Friday, 9:30am to 4:30pm</p>	<p>DCHD works to for the promotion of Human Rights, end of discrimination against women and girls, child's rights and social justice adn equality for all. It provides guidance adn referral services for human rights cases especially of threats relating to Human Rights Defenders.</p>

# **BALUCHISTAN HELPLINES**



## POLICE AND LAW ENFORCEMENT

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Police</b>	<p><b>Phone:</b> 15</p> <p><b>Hours of Operation:</b> 24/7</p>	Police helpline in case of threat, emergency or to report a crime
2	<b>Police Complaint Cell</b>	<p><b>Phone:</b> 081-9203377   081-111-775-544 (Toll-free)</p> <p><b>Email:</b> complaintcellcpoqta@gmail.com</p> <p><b>Hours of Operation:</b> 24/7</p>	The Helpline was established to augment the interaction between police and the people and to root out misuse of powers. Complaints can be registered at the toll-free number or via email and these are directly communicated to the IG Police in Balochistan

# GOVT. MINISTRIES, OMBUDSPERSONS AND COMMISSIONS

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Public Complaint Cell - Chief Minister's Secretariat</b>	<p><b>Phone:</b> 081-9202550   081-9201798   0333-7801043</p> <p><b>Email:</b> cmbalochistan.complaintcell@gmail.com</p>	The Cell was established to ensure timely resolution of complaints made by the public against corrupt or inept public officers and delays in lodging of FIRs
2	<b>Ombudsman (Mohtasib) Balochistan Office</b>	<p><b>Phone:</b> 081-9201827</p> <p><b>Address:</b> 47 A Zarghun Road, Quetta, Balochistan</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 4pm</p>	The Ombudsman Office provides free and efficient redressal of grievances against Administrative Excesses, corrupt practices and maladministration in any provincial department. Complaints can be made online. The Ombudsman has regional offices in Sibi and Naseerabad

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Ombudsperson Balochistan for the Protection Against Harassment of Women at the Workplace</b>	<p><b>Phone:</b> 081-9204 220</p> <p>E-Mail: <a href="mailto:ombudspersonbal@gmail.com">ombudspersonbal@gmail.com</a></p> <p><b>Address:</b> Room # 47, Block 14, Balochistan Civil Secretariat, Zarghoon Road, Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 4pm</p>	<p>The Office of the Ombudsperson was setup to facilitate women it provides informal conflict resolution, mediation services and advocacy for fair treatment and fair process. All the services provided are confidential. Written applications can be submitted directly to the office, through post or online. Android mobile application for registration or appeal of complaints is also available</p>
4	<b>National Commission of Human Rights (NCHR) Balochistan</b>	<p><b>Phone:</b> 051-5595511</p> <p><b>Address:</b> Office No 404/174-B, Lane 8, Jinnah Town, Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 4pm</p>	<p>Provide assistance on all matters relating to human rights violations</p>



## CIVIL SOCIETY ORGANIZATIONS

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Human Rights Commission Pakistan (HRCP) Quetta Office</b>	<p><b>Phone:</b> 081-2827869</p> <p><b>Address:</b> House # 18, Rahim Colony, Near P&amp;T Colony Circular Road</p> <p><b>Hours of Operation:</b> Monday to Friday 9am to 5pm</p>	Provide legal aid and expertise to victims of violation and to individuals and groups striving to protect human rights



## EMERGENCY SERVICES/RESCUE 1122

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Medical Emergency Response Centers (MERC) Balochistan</b>	<b>Phone: 1122</b>	<p>The rescue team will facilitate public response to all calls on 1122. The rescue team have been provided with rescue vehicles equipped with essential rescue equipment at all MERC Centers</p>

# JAFFARABAD HELPLINES

## DISTRICT ADMINISTRATION AND DISTRICT COUNCIL

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Deputy Commissioner</b>	<p><b>Phone:</b> 083-8510700</p> <p><b>Address:</b> DC Office near Sessions Court, Dera Allah Yar</p> <p><b>Hours of Operation:</b> Monday to Friday, 9:00 AM to 5:00 PM</p>	This office is responsible for overall administration and control at district level
2	<b>Assistant Commissioner</b>	<p><b>Phone:</b> 083-8612738</p> <p><b>Address:</b> AC Office near Sessions Court, Usta Mohammad</p> <p><b>Hours of Operation:</b> 9:00 AM to 5:00 PM</p>	This office is responsible for assisting the commissioner and overall administration and control at tehsil level.
3	<b>City District Council Office</b>	<p><b>Address:</b> City District Council Office near DC Office, Dera Allah Yar</p> <p><b>Hours of Operation:</b> 9:00 AM to 2:00 PM</p>	This office is responsible for development schemes



## POLICE & LAW ENFORCEMENT

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Police</b>	<p><b>Phone:</b> 15</p> <p><b>Hours of Operation:</b> 24 hours 7 days a week</p>	Police helpline in case of threat, emergency or to report a crime
2	<b>Police Complaint Cell</b>	<p><b>Phone:</b> 081-9203377   081-111-775-544 (Toll-free)</p> <p><b>Email:</b> complaintcellcpoqta@gmail.com</p> <p><b>Hours of Operation:</b> 24 hours</p>	The Helpline was established to augment the interaction between police and the people and to root out misuse of powers. Complaints can be registered at the toll-free number or via email and these are directly communicated to the IG Police in Balochistan

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>DPO</b> <b>District Police Office Jafferabad</b>	<b>Phone:</b> 083-8510089  <b>Hours of Operation:</b> 24/7	Police station helpline for the Dera Allah Yar and Usta Muhammad regions
4	<b>DPO House Jafferabad</b>	<b>Phone:</b> 083-8510497  <b>Hours of Operation:</b> 24/7	Police station helpline for the Dera Allah Yar and Usta Muhammad regions
5	<b>SSP</b> <b>Senior Superintendent of Police</b> <b>Office Jafferabad</b>	<b>Phone:</b> 083-8510089  <b>Address:</b> SSP Office near DHO Office, Quetta Road, Dera Allah Yar  <b>Hours of Operation:</b> 24/7	Police station helpline for the Dera Allah Yar and Usta Muhammad regions
6	<b>SSP</b> <b>Senior Superintendent of Police</b> <b>House Jafferabad</b>	<b>Phone:</b> 083-8510497  <b>Address:</b> SSP Office near DHO Office, Quetta Road, Dera Allah Yar  <b>Hours of Operation:</b> 24/7	Police station helpline for the Dera Allah Yar and Usta Muhammad regions

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
7	<b>DSP</b> <b>Deputy Superintendent of Police</b> <b>Headquarter</b>	<b>Phone:</b> 083-8510210  <b>Address:</b> DSP Headquarter Office, Tehsil Colony, Dera Allah Yar  <b>Hours of Operation:</b> 24/7	Registration of FIR for cases of violence, burglary, kidnapping, and other offences. Investigation and inquiry into facts of a case, as reported by witnesses or victims. Offer protection to victims of violence if they need it and if, upon inquiry, the complaint seems legitimate
8	<b>SSP</b> <b>Senior Superintendent of Police</b> <b>Office Jafferabad Complaint Cell</b>	<b>Phone:</b> 083-8510186  <b>Address:</b> SSP Office near DHO Office, Quetta Road, Dera Allah Yar  <b>Hours of Operation:</b> 24/7	Registration of FIR for cases of violence, burglary, kidnapping, and other offences. Investigation and inquiry into facts of a case, as reported by witnesses or victims. Offer protection to victims of violence if they need it and if, upon inquiry, the complaint seems legitimate

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
9	<b>Police Line Headquarter</b>	<p><b>Phone:</b> 083-8510287</p> <p><b>Address:</b> SSP Office near DHO Office, Quetta Road, Dera Allah Yar</p> <p><b>Hours of Operation:</b> 24/7</p>	Registration of FIR for cases of violence, burglary, kidnapping, and other offences. Investigation and inquiry into facts of a case, as reported by witnesses or victims. Offer protection to victims of violence if they need it and if, upon inquiry, the complaint seems legitimate
10	<b>DSP Deputy Superintendent of Police Dera Allah Yar</b>	<p><b>Phone:</b> 083-8510243</p> <p><b>Address:</b> DSP Headquarter Office, Tehsil Colony, Dera Allah Yar</p> <p><b>Hours of Operation:</b> 24/7</p>	Registration of FIR for cases of violence, burglary, kidnapping, and other offences. Investigation and inquiry into facts of a case, as reported by witnesses or victims. Offer protection to victims of violence if they need it and if, upon inquiry, the complaint seems legitimate
11	<b>Police Station Usta Muhammad</b>	<p><b>Phone:</b> 083-8612500</p> <p><b>Address:</b> Police Station Link Jinnah Road near HBL Bank, Usta Muhammad</p> <p><b>Hours of Operation:</b> 24/7</p>	Registration of FIR for cases of violence, burglary, kidnapping, and other offences. Investigation and inquiry into facts of a case, as reported by witnesses or victims. Offer protection to victims of violence if they need it and if, upon inquiry, the complaint seems legitimate



## SHELTER HOMES

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Deputy Director Social Welfare, Special Education, Non-formal, Literacy and Human Rights Department, Balochistan Dera Allah Yar City</b>	<p><b>Phone:</b> 083-8510121</p> <p><b>Address:</b> Social Welfare office near National Bank, Dera Allah Yar</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	The Department is responsible for managing welfare services for children, the elderly and women through social welfare schemes, training and rehabilitation services, etc. It also manages the Darul Aman in Quetta for women victims of violence, and provides legal aid, psycho-social service, medico-legal aid referrals, and any other form of help to VAWG victims
2	<b>Social Welfare Officer Usta Muhammad City</b>	<p><b>Phone:</b> 083-8613489</p> <p><b>Address:</b> Social Welfare office near Mastoi Pull Usta Mohammad</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	This is the social welfare office in Usta-Mohammad tehsil

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Dar-ul-Aman, Quetta</b>	<p><b>Phone:</b> 081-9213183</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 3pm (However, admissions to shelter are 24/7)</p>	Established by the Social Welfare Department of Balochistan to provide shelter to abandoned women and women victims of violence. It provides protection and institutional care, free medico-legal aid, counseling, trainings and basic education for children of residents
4	<b>Panah Shelter Home, Karachi</b>	<p><b>Phone:</b> 021-3630025   021-3630028</p> <p><b>Address:</b> Panah Shelter Home, Project of Panah Trust, Darul Aman Premises, Plot No. ST-6, Block 10, Federal B Area, Karachi</p> <p><b>Hours of Operation:</b> 24/7</p>	Panah provides safe shelter, legal aid, mental healthcare, medical aid, education and reintegration services to women and girls, and their dependent children



## LEGAL AID

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Advocate Muhammad Qasim Uani, Expert in Criminal Law, Civil and Family Law in Usta Muhammad</b>	<b>Phone:</b> 0311-3707775	Provide legal service on Criminal Law, family Law
2	<b>Advocate Ehsanullah Magsi, Expert in Criminal, Family, Civil and Constitutional Law in Usta Muhammad</b>	<b>Phone:</b> 0333-3636750	Provide legal services on Criminal, Family, Civil and Constitutional Law
3	<b>Zaubair Ali Khan Lashari, Expert in Criminal, Family, Civil, ATC and Constitutional Law, in Dera Allah Yar</b>	<b>Phone:</b> 0333-7354354	Provide legal services on Criminal, Family, Civil and Constitutional Law
4	<b>Advocate Kashif Nadeem Baloch, Expert in Criminal, Family, Civil, ATC and Constitutional Law, in Dera Allah Yar</b>	<b>Phone:</b> 0334-3406481	Provide legal services on Criminal, Family, Civil and Constitutional Law

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
5	<b>Advocate Zulfkar Ali, Expert in Criminal, Family, Civil, ATC and Constitutional Law, in Dera Allah Yar</b>	<b>Phone:</b> 0333-7355616	Provide legal services on Criminal, Family, Civil and Constitutional Law
6	<b>Advocate Najib Rehman, Expert in Criminal, Family, Civil, ATC and Constitutional Law, in Dera Allah Yar</b>	<b>Phone:</b> 0333-7357012	Provide legal services on Criminal, Family, Civil and Constitutional Law
7	<b>Advocate Jhan Ali Khoso, Expert in Criminal, Family, Civil, ATC and Constitutional Law in Dera Allah Yar</b>	<b>Phone:</b> 0341-3822220	Provide legal services on Criminal, Family, Civil and Constitutional Law



## MEDICO-LEGAL SERVICES

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Civil Hospital Usta Muhammad</b>	<p><b>Address:</b> Civil Hospital Rd, Usta Muhammad, Jaffarabad</p> <p><b>Hours of Operation:</b> 24/7</p>	Other than the general health services provided at the hospital Medico-legal services including surgical, orthopedic and emergency aid are available for victims of violence. Sexual Assault victims will get a medico-legal report only if FIR is filed
2	<b>DHQ District Headquarter Hospital Dera Allahyar</b>	<p><b>Address:</b> Tehsil Road, Dera Allah Yar, Jaffarabad</p> <p><b>Hours of Operation:</b> 24/7</p>	The DHQ provides all healthcare services and emergency treatments. Medico-Legal services are also available for assault victims

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Soorya Medical Center</b>	<b>Phone:</b> 0345-3837929  <b>Address:</b> JCD Railway Pathak Jinnah Road Usta Muhammad  <b>Hours of Operation:</b> Monday to Friday, 5pm to 9pm	Provides healthcare services and emergency treatments



## MEDIA SERVICES

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Press Club Usta Muhammad</b>	<p><b>Phone:</b> Call 083-8613500</p> <p><b>Address:</b> Jinnah Road, Usta Muhammad, Jaffarabad, Balochistan</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 2pm</p>	Coverage of news on crimes, violence, social & political events, violation of rights, exposing corruption and law & order situation. Arranges press conferences to highlight opinion of victims of any kind of offence and promotes rule of law. Media acts as watchdog to protect public interest against malpractice and creates public awareness
2	<b>District Press Club Dera Allah Yar</b>	<p><b>Phone:</b> 0336-3170084</p> <p><b>Address:</b> Jaffarabad</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 2pm</p>	Coverage of news on crimes, violence, social & political events, violation of rights, exposing corruption and law & order situation. Arranges press conferences to highlight opinion of victims of any kind of offence and promotes rule of law. Media acts as watchdog to protect public interest against malpractice and creates public awareness

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Tehsil Press Club Gandakha</b>	<p><b>Phone:</b> 0332-2021863</p> <p><b>Address:</b> Link Gandakha Road, Gandakha, Jaffarabad</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 2pm</p>	<p>Coverage of news on crimes, violence, social &amp; political events, violation of rights, exposing corruption and law &amp; order situation. Arranges press conferences to highlight opinion of victims of any kind of offence and promotes rule of law. Media acts as watchdog to protect public interest against malpractice and creates public awareness</p>
4	<b>National Press Club Dera Allah Yar</b>	<p><b>Phone:</b> 0336-8333991</p> <p><b>Address:</b> National Press Office, Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 2pm</p>	<p>Coverage of news on crimes, violence, social &amp; political events, violation of rights, exposing corruption and law &amp; order situation. Arranges press conferences to highlight opinion of victims of any kind of offence and promotes rule of law. Media acts as watchdog to protect public interest against malpractice and creates public awareness</p>

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
5	<b>Gandakha Press Club</b>	<p><b>Phone:</b> 0331-2092874</p> <p><b>Address:</b> National Press Office Link Gandakha Road, Gandakha, Jaffarabad</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 2pm</p>	Coverage of news on crimes, violence, social & political events, violation of rights, exposing corruption and law & order situation. Arranges press conferences to highlight opinion of victims of any kind of offence and promotes rule of law. Media acts as watchdog to protect public interest against malpractice and creates public awareness
6	<b>Tehsil Press Club Usta Mohammad</b>	<p><b>Phone:</b> 0333-3838962</p> <p><b>Address:</b> Usta Mohammad Press Club near Sessions Court, Usta Mohammad</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 2pm</p>	Coverage of news on crimes, violence, social & political events, violation of rights, exposing corruption and law & order situation. Arranges press conferences to highlight opinion of victims of any kind of offence and promotes rule of law. Media acts as watchdog to protect public interest against malpractice and creates public awareness
7	<b>National Press Club Usta Mohammad</b>	<p><b>Phone:</b> 0336-1880962</p> <p><b>Address:</b> National Press office Near National Bank Usta Mohammad</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 2pm</p>	

# QUETTA HELPLINES

## DISTRICT ADMINISTRATION & DISTRICT COUNCIL

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Deputy Commissioner</b>	<p><b>Phone:</b> 081-9201406</p> <p><b>Address:</b> Anscomb Rd, Quetta, Balochistan</p> <p><b>FX:</b> 9202193</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am-4pm</p>	This office is responsible for overall administration and control at district level
2	<b>Assistant Commissioner Sadar Quetta</b>	<p><b>Phone:</b> 081-9203206</p> <p><b>Address:</b> DC Office Liaqat Park, Opposite to Kachehri, Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am-4pm</p>	This office is responsible to assist the commissioner and overall administration and control at tehsil level

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Assistant Commissioner City Quetta</b>	<p><b>Phone:</b> 081-9203534</p> <p><b>Address:</b> DC Office, Liaquat Park, Opposite Kachehri, Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 4pm</p>	This office is responsible to assist the commissioner and overall administration and control at tehsil level
4	<b>District Administrative, Quetta</b>	<p><b>Phone:</b> 081-9201995</p> <p><b>Chief Metro Politon Officer</b> 081-9202055</p> <p><b>Address:</b> Municipal Committee Anscom Road, Opposite Laiquat Park- Quetta</p> <p><b>Hours of operation:</b> Monday to Friday, 9am-4pm</p>	District Nazim is a public representative and coordinates with government departments at the local level.

## GOVERNMENT BODIES

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>National Commission for Human Rights NCHR</b>	<p><b>Phone:</b> 081-2869053</p> <p><b>Address:</b> Hous No.5-C-Asad Jan Street, Near Alkhair Hospital Zarghoon Road Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday 8am - 5pm</p>	The National Commission for Human Rights was formed through the National Commission for Human Rights Act, 2012. The Commission was created for the promotion and protection of human rights according to the Constitution of the Islamic Republic of Pakistan, 1973 and international human rights instruments
2	<b>Child Protection Unit - Social Welfare Department</b>	<p><b>Helpline:</b> 081-111-666-557</p> <p><b>Address:</b> Patel Road, Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm.</p>	The Child Protection Bureau was established under the provincial Department of Social Welfare and Special Education. The Child Protection Bureau functions as an executive body/structure, being accredited as a public administration body. Child Protection Units have been established at the Divisional level throughout Balochistan. The Child Protection Unit in Quetta deals with child rights complaints, as well as complaints related to violation of women's rights and harassment

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Women Development Department (WDD),Quetta</b>	<p><b>Phone:</b> 081-9202073</p> <p><b>Address:</b> Saigon Café Resturant Pashin Stop Quetta</p> <p><b>Helpline:</b> 1089 that provide free Legal Aid and Register Cases</p> <p><b>Hours of Operation:</b> Monday to Friday 9am-4pm</p>	To provide 24 hours free legal and medical aid and shelter to victims of violence affected women
4	<b>Ombuds Person,Quetta</b>	<p><b>Phone:</b> 081-2829894</p> <p><b>Address :</b> Banglow No.57, Surevey Road-57 Extention, Zarghoon Road Quetta Cantt</p>	



## POLICE & LAW ENFORCEMENT

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Police</b>	<p><b>Phone:</b> 15</p> <p><b>Hours of Operation:</b> 24/7</p>	Police helpline in case of threat, emergency or to report a crime
2	<b>Police Complaint Cell</b>	<p><b>Phone:</b> 081-9203377   081-111-775-544 (<b>Toll-free</b>)</p> <p><b>Email:</b> complaintcellcpoqta@gmail.com</p> <p><b>Hours of Operation:</b> 24/7</p>	The Helpline was established to augment the interaction between police and the people and to root out misuse of powers. Complaints can be registered at the toll-free number or via email and these are directly communicated to the IG Police in Balochistan

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Crime Branch Police Station</b>	<p><b>Phone:</b> 081-9201419</p> <p><b>Address:</b> Cantt Office Opposite Millennium Mall,Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	Specializes in criminal cases investigation
4	<b>AIG Additional Inspector General, Legal</b>	<p><b>Phone:</b> 081-9203631</p> <p><b>Address:</b> Cantt Office Opposite Millennium Mall,Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	The AIG is the head of the Legal Branch of Police. He supervises its administration and functioning

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
5	<b>DIG Deputy Inspector General of Police, Investigation</b>	<b>Phone:</b> 081-9203508  <b>Address:</b> Cantt Office Opposite Millennium Mall,Quetta  <b>Hours of Operation:</b> Monday to Friday, 9am to 5pm	The DIG functions as a staff officer to the state police chief and as a line officer to the district police. He/she has the power to conduct periodic inspections, receive and process reports and returns from districts, and accordingly issue instructions to the district police functionaries
6	<b>IG Police</b>	<b>Phone:</b> 081-9203508  <b>Address:</b> Cantt Office Opposite Millennium Mall,Quetta  <b>Hours of Operation:</b> Monday to Friday, 9am to 5pm	Exchange links to different police departments and relevant personnel
7	<b>Women Police Station -Quetta</b>	<b>Phone:</b> 081-9203942  <b>Address:</b> Women Police Station Near Civil Line Police Station, White Road, Benazir Over Head Bridge Quetta, Balochistan	



## SHELTER HOMES

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Dar-ul-Aman, Quetta</b>	<p><b>Phone:</b> 081-9213183</p> <p><b>Address:</b> Brewery Rd, Directorate Social Welfare Department</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 3pm (However, admissions to shelter are 24/7)</p>	Established by the Social Welfare Department of Balochistan to provide shelter to abandoned women and women victims of violence. It provides protection and institutional care, free medico-legal aid, counseling, trainings and basic education for children of residents
2	<b>Shaheed Benazir Bhutto Women Centre &amp; Shelter Home</b>	<p><b>Phone:</b> 081 2441246</p> <p><b>Address:</b> Anscomb Road, Cantt Area, Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 3pm</p>	The center provides shelter and emergency medical services to women victims of violence and distress, as well as free legal assistance and psychosocial counseling

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Panah Shelter Home, Karachi</b>	<p><b>Phone:</b> 021-3630025   021-3630028</p> <p><b>Address:</b> Panah Shelter Home, Project of Panah Trust, Darul Aman Premises, Plot No. ST-6, Block 10, Federal B Area, Karachi</p> <p><b>Hours of Operation:</b> 24/7</p>	Panah provides safe shelter, legal aid, mental healthcare, medical aid, education and reintegration services to women and girls, and their dependent children
4	<b>Edhi Homes &amp; Orphanage Centers</b>	<p><b>Phone:</b> (Emergency number) 115</p> <p><b>Hours of Operation:</b> Monday to Friday, 8am to 4pm</p>	Edhi Homes provide shelter and residence for abandoned and orphan boys and girls, mentally and physical disabled, as well as for homeless men and women, and women victims of violence



## CIVIL SOCIETY ORGANIZATIONS

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>HRCP Quetta Office</b>	<p><b>Phone:</b> 081-2827869  <b>New Complain Cell:</b> 03062946125</p> <p><b>Address:</b> FLAT NO C6, Kabir Building Jinnah Road Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday 9am to 5pm</p>	Provide legal aid and expertise to victims of violation and to individuals and groups striving to protect human rights
2	<b>Aurat Foundation</b>	<p><b>Phone:</b> 081-2821282</p> <p><b>Address:</b> VIP Banglow, Killi Joma Jinnah Town Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday 9am to 5pm</p>	This office is responsible to make and complete development schemes with cooperation of government departments

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Shirkat Gah Women's Resource Center</b>	<p><b>Phone:</b> 0309 3330718   0309 -3330723</p> <p><b>Address:</b> Flat # 3, Achakzai Plaza, QDS Store, Professor Colony, Jinnah Town, Quetta.</p> <p><b>Hours of Operation:</b> Monday to Friday, 9am to 5pm</p>	<p>Shirkat Gah provides support to women and girl victims of forced marriages, sexual and physical violence. Shirkat Gah - Women's Resource Centre (SG) started as a feminist collective in Pakistan in 1975 and today is a women-led resource centre for women across Pakistan and beyond that assists women and marginalized communities to be more resilient, better informed, vocal, visible and organized for inclusive and democratic societies in which everyone is free from violence, enjoys dignity, rights, and quality services.</p>



## MEDICO-LEGAL SERVICES

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Bolan Medical Complex Hospital</b>	<p><b>Phone:</b> 081-9213030,3230</p> <p><b>Address:</b> Brewery Road, Quetta</p> <p><b>Hours of Operation:</b> 24/7</p>	Other than the general health services provided at the hospital Medico-legal services including surgical, orthopedic and emergency aid are available for victims of violence. Sexual Assault victims will get a medico-legal report only if FIR is filed
2	<b>Quetta Hospital</b>	<p><b>Phone:</b> 081-2829915</p> <p><b>Address:</b> Fatah Muhammed Road, Quetta</p> <p><b>Hours of Operation:</b> 24/7</p>	Other than the general health services provided at the hospital Medico-legal services including surgical, orthopedic and emergency aid are available for victims of violence. Sexual Assault victims will get a medico-legal report only if FIR is filed

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
3	<b>Shaheed Benazir Bhutto General Hospital</b>	<b>Phone:</b> 081-2680334  <b>Address:</b> Gulistan Town, Quetta  <b>Hours of Operation:</b> 24/7	Other than the general health services provided at the hospital Medico-legal services including surgical, orthopedic and emergency aid are available for victims of violence. Sexual Assault victims will get a medico-legal report only if FIR is filed
4	<b>Federal Medical Center</b>	<b>Phone:</b> 081-9211636  <b>Address:</b> CGS Colony, Satellite Town, Quetta  <b>Hours of Operation:</b> 24/7	Medico-legal services including surgical, orthopedic and emergency aid. Sexual Assault victims will get medico-legal report only if FIR is filed
5	<b>Trauma Center &amp; Emergency Department Sandeman Provincial Hospital</b>	<b>Phone:</b> 081-9204478  <b>Address:</b> Jinnah Road, Quetta  <b>Hours of Operation:</b> 24/7	Provides emergency services, and has neurosurgeons, orthopaedic surgeons, medical officers, pharmacists, and general surgeons on board at the trauma centre available round-the-clock



## MEDIA SERVICES

S#	NAME	CONTACT INFORMATION	NATURE OF SERVICE PROVIDED
1	<b>Quetta Press Club</b>	<p><b>Phone:</b> 081-2821731</p> <p><b>Address:</b> Shahrah-e-Adalat, Quetta</p> <p><b>Hours of Operation:</b> Monday to Friday, 9AM to 6PM</p>	<p>Coverage of news on crimes, violence, social &amp; political events, violation of rights, exposing corruption and law &amp; order situation. Arranges press conferences to highlight opinion of victims of any kind of offence and promotes rule of law. Media acts as watchdog to protect public interest against malpractice and creates public awareness</p>

**Published by:**

**Shirkat Gah – Women’s Resource Centre**

68 Tipu Block, New Garden Town, Lahore.

TelePhone: +92 (042) 35838815

Website: shirkatgah.org

Facebook: <https://www.facebook.com/shirkatgahdotorg>

Twitter: @Shirkat\_Gah

Publishing Year :2023

This Information was collected till 13th April 2023 Date



## Cutout Area

---

Note:-The application can be downloaded via Google App Store by scanning the QR code. It can be accessed offline and information is available in English and Urdu

