



Global
Rights
Compliance



Promoting and Advancing International Labor Rights in Pakistan

MyVox Snapshot Report 2025

MyVox Snapshot Report 2025

Since 2022, GRC has partnered with the Labour Education Foundation (LEF), the Pakistan Institute of Labour Education and Research (PILER), the National Trade Union Federation Pakistan (NTUF), Label Behind the Labour (LBL) and the Home-based Women Workers Federation (HBWWF) to promote and advance labour rights in Pakistan’s garment sector.

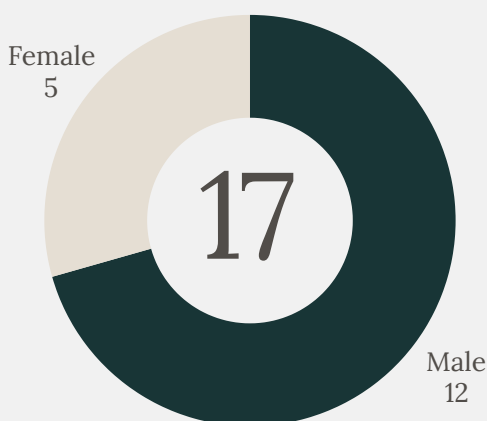
At the core of this effort are the project’s trained, local paralegals, working in Legal Aid Centres across Karachi, Lahore, and Faisalabad. Paralegals play a vital role in providing support to garment workers, identifying cases, documenting violations, and facilitating access to justice.

What is MyVox?

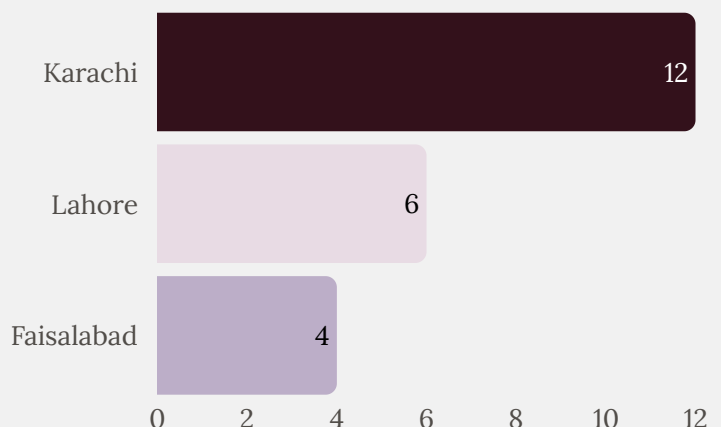
MyVox is a monitoring and documentation system available as both a mobile and web application. It serves as a centralised repository for labour rights complaints in Pakistan, enabling systematic, coordinated and real-time documentation. By allowing paralegals attached to multiple civil society organisations (CSOs) and trade unions (TUs) to input workers’ statements directly into the same system, MyVox enhances cohesive evidence collection, case follow-up, and advocacy efforts by providing an evidence-based overview of the status of labour conditions in Pakistan’s garment sector.

Across Pakistan’s major industrial hubs, a dedicated network of 17 paralegals, both men and women, form the backbone of MyVox’s documentation efforts. Paralegals are situated across 22 centres: Karachi, the country’s largest industrial hub, hosts 12 centres, followed by 6 centres in Lahore and 4 centres in Faisalabad.

Number of Paralegals



Number of Centres per City



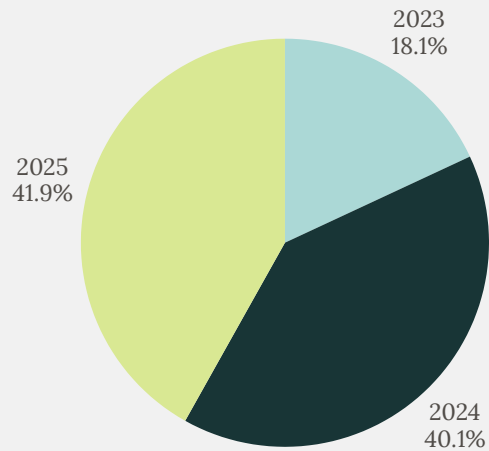
Programme Impact in 2025

Since its launch in 2022, MyVox has documented **5,082 cases** linking to a total of **11,604** labour rights violations across three project locations.

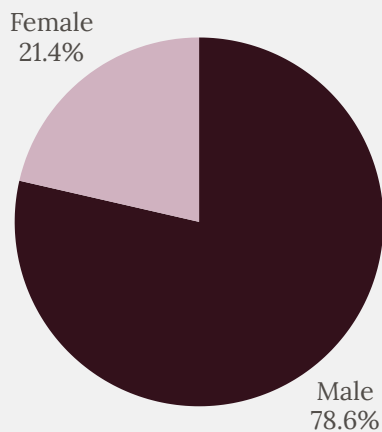
In 2025 alone, paralegals documented **2,128** labour rights and workplace-related cases. A total of **4,287** individual violations were recorded, highlighting the presence of multiple, overlapping workplace abuses across the project's three locations.

These complaints point to a number of systemic issues, including non-payment of minimum wages, denial of statutory employment benefits, occupational safety and health non-compliance, unpaid or forced overtime, unpaid working hours, harassment and unfair dismissals.

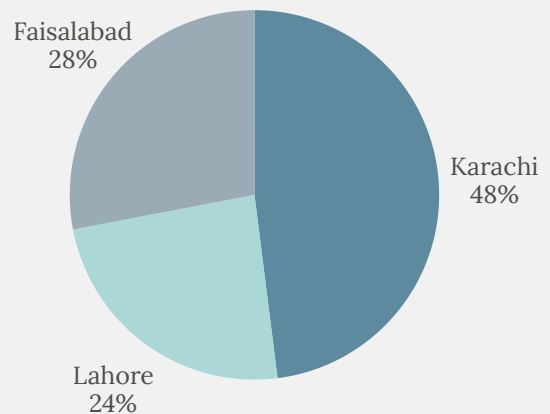
of cases per Year



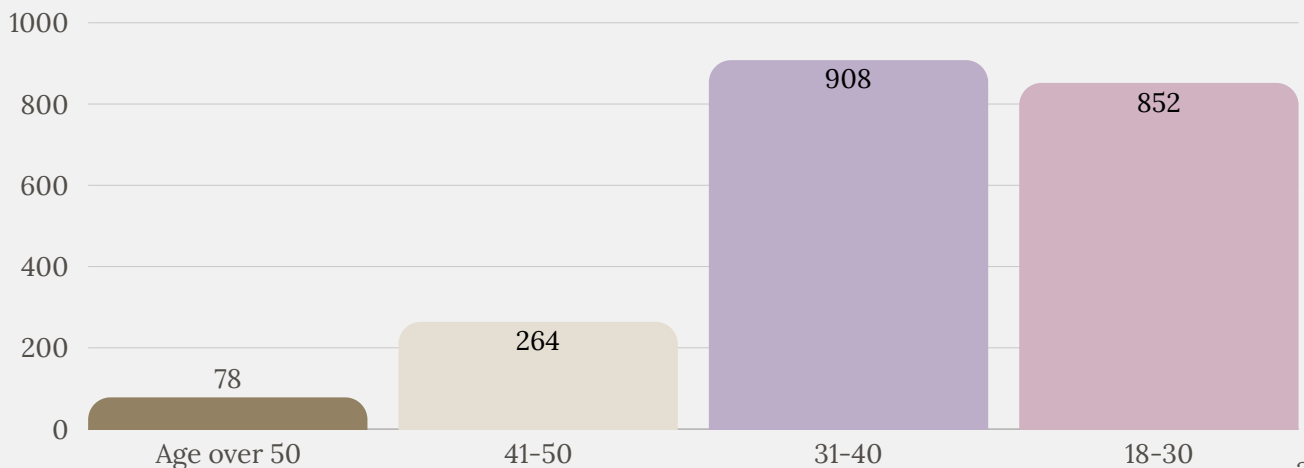
Gender Disaggregation



Demographic Disaggregation

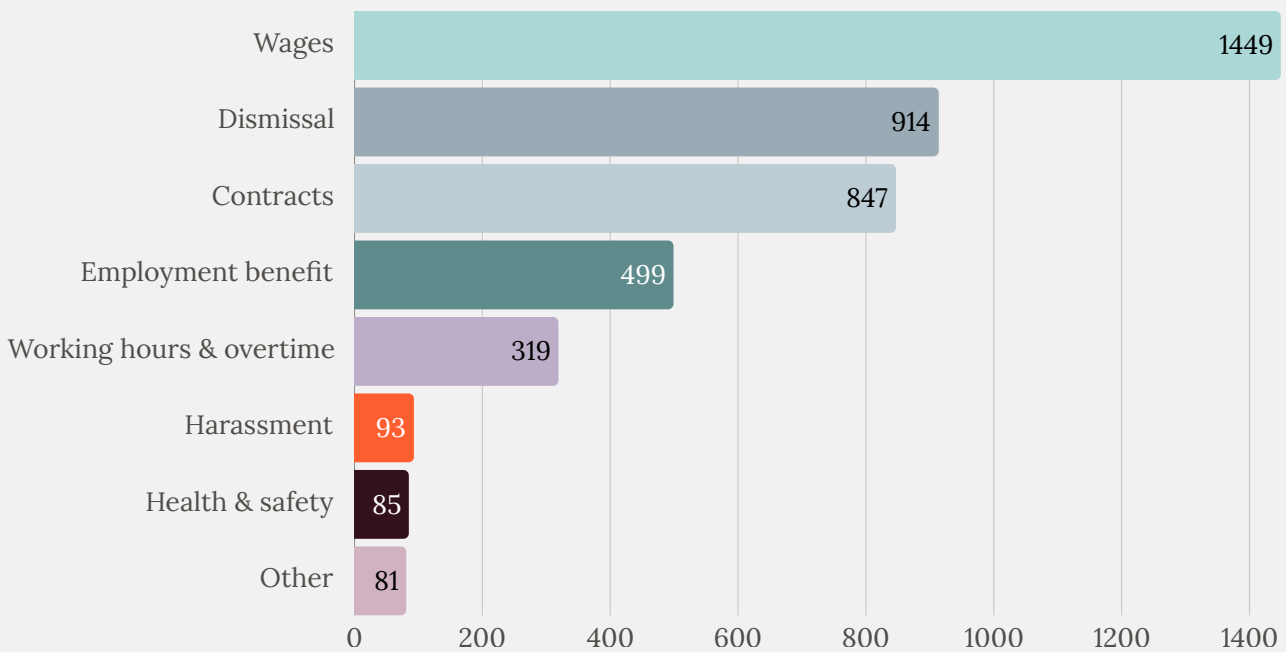


Age Disaggregation



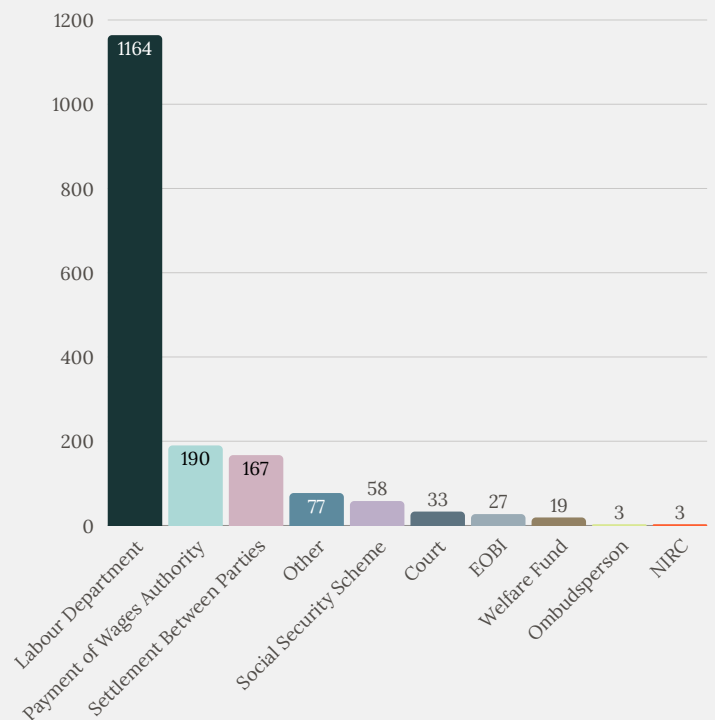
Nature of reported violations

The documented cases reveal that wage-related grievances remain the most prevalent concern, pointing to ongoing problems with delayed, withheld, or underpaid wages. Complaints related to employment benefits and working hours have also increased, suggesting a growing awareness among workers of their entitlements and workplace standards. Gender differences were evident in reporting patterns: women more frequently raised issues related to benefits and harassment, while men reported higher levels of contract violations and dismissals.



Access to Remedy

Out of 1,741 reported cases, 1,164 cases (67%) were addressed through the Labour Department highlighting its role as the primary route to remedy. Other commonly used pathways included the Payment of Wages Authority (11%) and settlements between parties (10%), indicating that both formal mechanisms and informal resolution approaches play a meaningful role. Smaller proportions of cases were taken to the Social Security Scheme (3%), courts (2%), EOBI (2%), and Welfare Fund (1%), while very few cases were reported to the Ombudsperson and NIRC (less than 1% each).

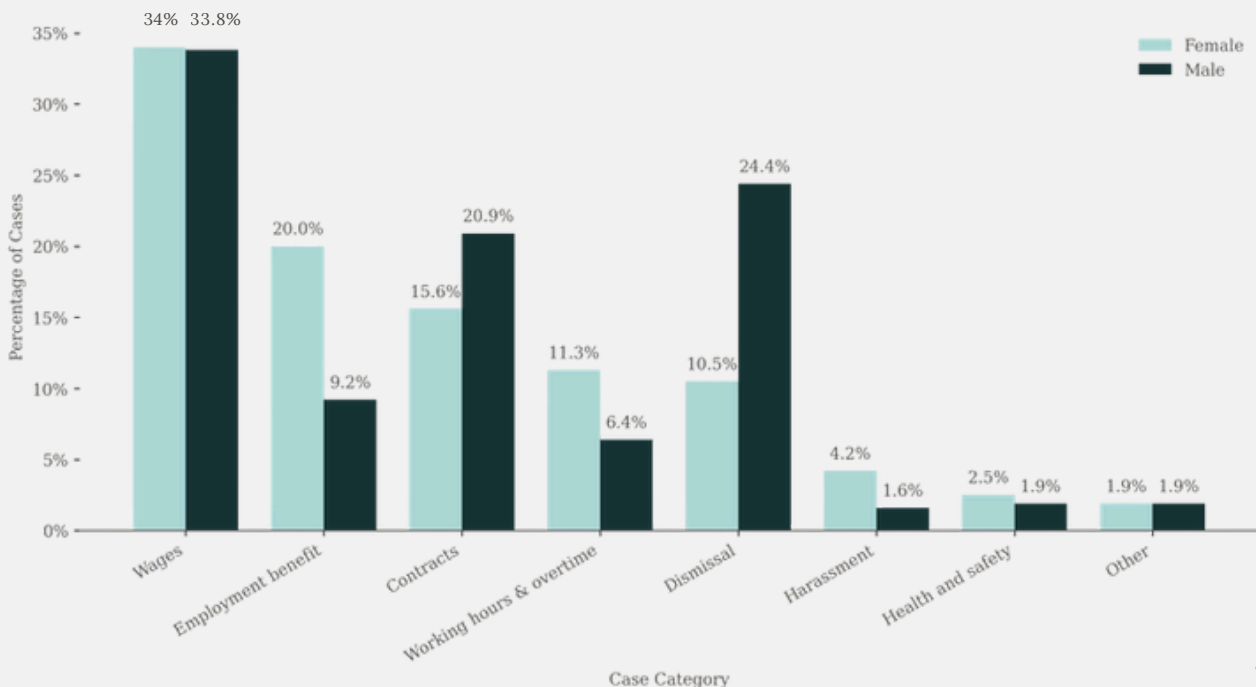


MyVox and gender-sensitive data

Women remain underrepresented among those reporting violations through MyVox, accounting for **21%** of all cases compared to **79%** submitted by men. However, this proportion has increased substantially over time. In **2025**, women's reporting rose from **13.7%** in 2024 to **21.4%**, representing a **67% increase** in the number of cases submitted by women. This upward trend reflects the growing accessibility of Legal Aid Centres for women and increased confidence in the work of paralegals.

Women workers are generally less likely to report grievances due to a higher fear of retaliation. Legal Aid Centres may also be less accessible to them, due to gender norms and stereotypes, as well as by time limitations linked to gendered care responsibilities. In response, the project has promoted the development of **Women Workers Cafés**: women-only spaces where discussions on labour rights are combined with vocational and skills-based activities. The presence of **women paralegals** has been another important factor encouraging women workers to approach Legal Aid Centres and share their experiences.

Most importantly, data from cases submitted by women highlights clear gendered patterns in labour rights violations. Although women submit fewer cases overall, their case profiles differ in important ways. Harassment accounts for 4.2% of women's cases, almost double the proportion observed across all cases (2.2%), indicating that women experience and report this violation more frequently. Women also report proportionally higher cases related to employment benefits (20% vs. 11.7%) and working hours and overtime (11.3% vs. 7.5%), suggesting heightened vulnerability in these areas. In contrast, cases related to dismissal represent a smaller share among women (10.5%) compared to the overall caseload (21.3%). These patterns underscore that women's labour experiences are not only underrepresented but also structurally different, reinforcing the need for gender-responsive legal aid and targeted outreach strategies.



Success Stories

Securing legal and insurance benefits for a worker's family

A worker at a textile factory tragically passed away in a road accident while traveling to his workplace. His widow, along with her children, approached one of the Legal Aid Centres seeking assistance to claim the deceased worker's legal dues. The LEF paralegal team submitted a request to the Social Security Department, resulting in the provision of burial expenses of PKR 32,000 (USD 115).



Through sustained follow-up with labour authorities and factory management, the family secured an insurance payout of PKR 7 million (USD 25,000) and an additional PKR 800,000 (USD 2,875) in death compensation from the Workers Welfare Board Punjab. This case demonstrates how persistent legal support can play a critical role in protecting the rights and financial security of workers' families.

Building cooperation between workers representatives and suppliers

With the support and follow-up of the PILER paralegal team, 90 workers successfully secured remedies through the Labour Department. This progress reflects growing worker awareness of their rights and highlights the value of paralegals in helping them pursue claims and obtain fair outcomes without unnecessary delays.

Building on this momentum, a major Pakistani textile supplier partnered with the paralegal team to establish a liaison mechanism for faster compensation and grievance resolution. The company also sought PILER's technical guidance to design its first apprenticeship programme, ensuring alignment with fair labour standards and offering structured opportunities for young workers.

This collaboration marks a positive shift from compliance to cooperation, demonstrating how civil society engagement can bridge the gap between workers and industry and foster a culture of fairness, accountability, and shared responsibility across Pakistan's garment sector.

Advancing women's safety and protection in the workplace

In Pakistan's garment sector, women workers often face unsafe conditions and limited access to remedy. The HBWWF has played a key role helping women to report workplace harassment and pursue remedies through institutional channels. HBWWF assisted three harassment cases involving garment suppliers, resulted in formal complaints and remedies for affected workers.



HBWWF also collaborated with the Sindh Employees Social Security Institution to organize a worker registration camp in Karachi, workers were assisted in completing their registrations. These efforts reflect growing worker confidence, stronger institutional linkages, and a tangible move toward safer, more equitable workplaces for women in Pakistan's garment industry.

Restoring workers' rights through legal action

Through the efforts of NTUF, several factory workers in Pakistan achieved justice after facing illegal dismissals and unpaid wages. NTUF provided legal and advocacy support to help workers file formal complaints and pursue their cases through the relevant labour authorities. As a result, three workers were successfully reinstated to their jobs and compensated for lost income and benefits. One worker regained his position and received PKR 100,000 (approx. USD 355) in unpaid wages and social security dues; another worker was restored and paid PKR 50,000 (USD 179); and a third was reinstated and awarded PKR 120,000 (USD 429) in back benefits. A fourth worker successfully claimed PKR 81,000 (USD 289) in unpaid dues after NTUF's intervention, with the factory eventually complying with the payment order.

These outcomes highlight the critical role of local labour unions in ensuring workers' access to remedy and fair compensation. By combining legal assistance with persistent advocacy, NTUF helped restore livelihoods and reinforced the message that workers' rights are legally protected and enforceable when backed by collective support and strong local mechanisms.

Programme Partners



پاکستان انسٹیٹیوٹ آف لیبرا ایجوکیشن اینڈ ریسرچ - کراچی
PAKISTAN INSTITUTE OF LABOUR
EDUCATION & RESEARCH-KARACHI



Key Contacts

BHR Lead

Name: Lara Strangways

Email: lara.strangways@grcompliance.org

Project Lead

Name: Saqib Ali Khan

Email: saqib.ali.khan@grcompliance.org

Data Analyst

Name: Khaldoon Khaldi

Email: khaldoon.khaldi@@grcompliance.org

