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www.advancelrf.org**Service Analysis (2024) and Transgender Community: Trends (2023-2025) of Tahaffuz Markaz Multan****Aliyah Gulzar**

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Email: aleeyah428@gmail.com**Abstract**

The present paper has outlined the operations of the Police Tahaffuz Markaz (It is a police initiative designed to protect a safe shelter and facilitate services for vulnerable individuals) in Multan within the framework of receiving complaints, support, and representation to the transgender population between 2023 and 2025. In Pakistan, transgender victims have faced extreme rejection, the unfixed social justice, and marginalization in their daily lives. With help of the annual reports of the Tahaffuz Markaz, the analysis was in a position to trace the registration of FIRs (first information report) services offered, and the type of assistance that they have given to the transgender complainants. The outcome revealed that there was a clear rise in the participation of transgender in formal policing, as the result count was 60, 261, and 266, respectively, in the same years. The reports, besides grievances, portrayed services such as shelters, ration, medical, counseling, and drug de-addiction services, which describe how the Markaz began going a step beyond complaints to a more all-encompassing care and protection. The mixed-methodology was selected, with its statistical treatment of the official records and the remarks on the stigma, fear of reporting, and the willingness of the institutions to act concerning it. The paper came to a conclusion that Tahaffuz Markaz aimed at connecting the transgender community and justice, slowly removing the social barriers and promoting inclusivity thereof. However, the issues of underreporting, labeling in the society, and scarcity of resources remained impediments. In general, the study provided something to both fields of study, namely criminology and gender studies, by demonstrating how mechanisms of policing can transform into care-oriented approaches with regard to minorities.

Keywords: Tahaffuz Markaz, FIR, Complaints, Care services, Inclusive Policing, Pakistan Policing, Gender-Based Discrimination, Access to Justice, Social Stigma, Service Delivery.

Introduction

Transgender people in Pakistan are one of the most marginalized groups, as they not only suffer exclusion when it comes to access to education and employment but also face marginalization in healthcare and the justice system. The death of the Transgender is an occasion that will be remembered. The transgender were legally recognized by Persons (Protection of Rights) Act 2018 community. Equality is, however, a far-fetched dream. On a day-to-day basis, the realities remain characterized by obstacles to justice, harassment, and violence, and stigma. This contrast between the law and real-life experiences writings demonstrate why reforms are necessary to bring the legal system other than tokenism to change. These challenges have always been stressed out by the authors Alam, Warraich, and Rehman (2019) show how the structural exclusion may push transgender individuals into at least degrading jobs (ceremonial dancing or begging), organizing them in forms of economic insecurity and denying human beings dignity. This marginalization does not become unique to livelihoods only, but it extends to the social issues in which informal and, in most cases, precarious networks are strengthened. Sani, Aslam, and Raza (2023) add to this the psychological load of family rejection, enlisting the contributions of rejection of the family, social stigmatization in the street, and social stigma to the heightened amount of depression, anxiety, and even suicidality. Overall, these

works introduce to light the structural and personal character of exclusion that creates a cycle of vulnerability that runs across generations.

This connection between policy and practice is also found deficient in legal and sociological aspects. Gujjar and Bajwa (2022) state that the progressive spirit is present in the 2018 Act, which lacks good spirit, poor institutional accountability, lack of adequate awareness of the population about, and implementation be addressed. In a sociological view (Arqum, Mushtaq et al. 2023) affirm that cultural habits and ingrained biases usually undermine the potential of legal undertakings. Both viewpoints lead to the same idea that legislation is not able to eradicate inequality by itself without other institutional changes and social sensitization. It is against this background that the so-called Police Tahaffuz Markaz was launched, to get them in the marginalized communities to get along the system of justice. The Markaz is different because it is a justice center, as well as a social care provider, unlike the conventional police stations. It also eases the registration of complaints as well as giving welfare services like rations, shelter, counseling, medical referrals, and drug rehabilitations. To transgender complainants who have traditionally shunned the police out of the fear of ridicule, neglect, or hostility, it is a new opportunity to take police in a friendlier and accommodating manner. This paper is based on Tahaffuz Markaz Multan in the period between 2023-2025. The work of the organization is presented on three levels:

1. Complaints, i.e., the official complaints by the transgender individuals.
2. Social welfare, including assistance on shelter/ ration, counseling, and rehabilitation.
3. Casework involves recording and tracking of the First Information Reports (FIR).

Formal data show a significant rise in the participation of transgender to the Markaz. Cases reported increased to 60 in 2023, 261 in 2024, and 266 in 2025. The fact that the mechanisms of formal complaints are becoming more and more trusted is hinted at this gradual increase. Meanwhile, the information shows that the Markaz is being made more than a complaint desk. These two aspects of ration support and financial assistance are accompanied by the counseling and referral to rehabilitation, which allows pointing out the fact that the institution turns into a hybrid one, and social protection and policing are intertwined.

Research Objectives

The research has four goals.

1. To determine how effective FIRs and Tahaffuz Markaz are about complaints and supporting transgender people in Multan
2. To determine the obstacles and difficulties that transgender people encounter when using FIRs and Tahaffuz Markaz services
3. To analyze the experiences of transgender peoples in Multan when interacting with FIRs and Tahaffuz Markaz, including successes and setbacks.
4. To provide recommendations for policymakers, law enforcement agencies, and social service providers to improve the response to complaints and support for transgender peoples in Multan.

This work is significant because it is among the first systematic studies of how the Tahaffuz Markaz is protecting transgender rights in Pakistan. By combining statistics with real-life experiences, the study sheds light on both the progress made and the barriers that remain. It not only adds to criminology and gender studies but also offers a roadmap for more inclusive and humane policing in Pakistan.

Research Questions

1. What are the experiences of transgender people in Multan when filing FIRs and accessing Tahaffuz Markaz services?
2. How effective are FIRs and Tahaffuz Markaz in addressing complaints and providing support to transgender people in Multan?
3. What are the challenges and barriers faced by transgender people in accessing FIRs and Tahaffuz Markaz services?
4. How can FIRs and Tahaffuz Markaz be improved to better serve the needs of transgender people in Multan?

Literature Review

In the US, transgender rights and treatment are now at the front of the public conversation. Prominent individuals like Caitlyn Jenner and Laverne Cox have been instrumental in raising awareness and encouraging wider acceptance of transgender identities (Steinmetz 2014). Stigma and discrimination have responded to medical advancements with equal but opposing vigor. According to a 2011 National Center for Transgender Equality and National Gay and Lesbian Task Force research, 35% of transgender respondents reported having been physically assaulted, and 78% reported verbal discrimination (Grant, Motter et al. 2011).

Transgender people remain structurally marginalized throughout the world in areas such as health care access, education, employment, and justice. This continued isolation is not only disrespectful, but also poses them to greater risks of impoverishment, violence, and health inequality. According to Divan, Cortez et al. (2016), repressive laws and a deeply ingrained stigma against transgender people are perfectly synchronised as they prevent these people from enjoying access to any essential services. One of the main causes of transgender communities' poor health outcomes is stigma. It works indirectly by restricting access to vital health-protective resources, including education, employment opportunities, social support, and healthcare services, as well as directly by creating chronic stress that raises morbidity and death (Hatzenbuehler, Phelan et al. 2013). Transgender health is negatively impacted by stigma on a structural, interpersonal, and personal level. Interpersonal stigma encompasses violence, harassment, and discrimination, whereas structural stigma entails institutional hurdles and social norms that restrict access to resources. Fear of rejection and internalized stigma have an impact on behavior and wellbeing at the individual level. When taken as a whole, these types increase the prevalence of HIV, drug addiction, depression, anxiety, and suicidality among transgender people (Clements-Nolle, Marx et al. 2006; Grant, Mottet et al. 2011; Nemoto, Bödeker et al. 2011).

Institutional change and the prioritization of legal gender recognition, violence protection, and all-inclusive systems of care are emphasized as compelling measures toward effective development and improved health of the population. Negative impacts of discrimination have also been translated into words by empirical studies. According to a survey provided by Bradford, Reisner et al. (2013) on their Virginia Transgender Health Initiative, 41 percent of transgender individuals experienced discrimination at workplaces, during health treatment, in the place of residence, etc. Such experiences of prejudice were not accidental; they were directly related to high levels of socioeconomic insecurity, lack of healthcare services, and prior violence. Their observations support the necessity of a multi-layered approach that should combine both legal safeguards, sensitizing the activities of service providers, and equality of access to social institutions to stop the spiral of marginalization.

In Pakistan, scholarship presents a similarly concerning picture, though shaped by local cultural and social dynamics. (Sani, Mehmood et al. 2023) draw attention to the severe mental health crisis within Pakistan's transgender community, pointing to the intersecting pressures of family rejection, societal stigma, and frequent public harassment. These experiences significantly raise the risk of psychological distress and suicidality. (Alam, Warraich et al. 2019) further demonstrate how

systematic exclusion from schools and workplaces pushes many transgender people into stigmatized professions such as ceremonial dancing or begging. This not only limits economic mobility but also deepens their social marginalization.

Although Pakistan enacted the Transgender Peoples (Protection of Rights) Act in 2018, practical implementation has remained weak. Discrimination continues to appear in healthcare systems, policing, and even in the process of acquiring identity documents, leaving many transgender individuals vulnerable to mistreatment and exclusion. More recent contributions illustrate both the persistence of stigma and the potential of institutional innovation (Ahmad, Banuri et al. 2024). Through a field experiment comparing healthcare for transgender and cisgender patients found that transgender individuals consistently received less respect and lower quality of care. Their study underscores how bias is deeply embedded in formal institutions, reinforcing the urgent need for safe and specialized spaces such as the Police Tahaffuz Markaz.

These centers provide transgender people with the opportunity to lodge complaints, access legal assistance, and receive psychosocial support in an environment designed to counter discrimination. (Rehman, Huang et al. 2024) Also emphasize that reducing stigma cannot be achieved through legal reforms alone. Instead, coordinated efforts by government agencies, civil society organizations, the media, and citizens are needed to transform deeply rooted social attitudes. Negative messages regarding transgender persons are also frequently spread through the news media. In fact, transgender victims were frequently misgendered and their murders were frequently trivialized, according to a content study of the press coverage of the 23 transgender women of color who were killed in 2016. 19. Additionally, a number of talk show hosts frequently denigrate transgender people. For instance, Alex Jones, the host of the InfoWars radio program, has a history of demeaning transgender people (Kacala 2018; Hughto, Pletta et al. 2021). Media influence is particularly strong when it comes to shaping the mind of the multitude and therefore the opinion treatment of the marginalized ones. In Pakistani newspapers, transgender persons were examined. Malik, Ali, and Fahad (2022) research. Their findings reveal that the media has a tendency to imitate the stereotypes, and address transgender people as a victim or an outcast and not their equal citizens, just like other people. This story brings in a stigma and negates the impacts of policymaking changes. In comparison, studies like Rehman et al. (2024) allege that the more. The more likely to take part in is positive and rights-based media framing, which is more likely to tackle stereotypes, consciousness programs, and habitual in society, a gender varied society. These research work fragments are great sources of identifying the existing research in Multan. They demonstrate not only the discrimination of the system with transgender persons but also the way in which it is done. Institutions ought to react on it. In this regard, formation of the Police Tahaffuz Markaz in Multan was a domestic but significant effort to administer justice and treatment. Productive to maintain a list of First Information Reports (FIRs), service delivery, and casework among the. 2023-2025, this paper will discuss the way these approaches can change the complaint system and make justice more accessible to a population with a long history of inaccessibility.

Research Methodology

Qualitative, Historical-comparative Research Design

In order to investigate how institutions react to transgender people who seek justice or safety, this study used a qualitative, historical-comparative research approach. Over the course of two to three years, the design allowed for a thorough understanding of changing institutional habits, procedural modifications, and service delivery. First Information Reports (FIRs) and Tahaffuz Markaz case files, which record complaints and assistance rendered to transgender individuals, are examples of institutional records from which data were gathered. In addition, key stakeholders like police officers, social workers, and representatives from support groups were interviewed qualitatively, as were transgender people who had dealt with these establishments. These many data sources provide

institutional and experienced viewpoints, providing a thorough grasp of how practices and policies translate into actual results.

Sampling, Analytical Approach, and Ethical Considerations

To guarantee that only instances and individuals directly connected to the protection, welfare, and rights of transgender people were included, a purposive sample technique was used. A thorough and insightful examination of institutional reactions was made possible by this targeted sampling, which prevented the data from being diluted with unrelated cases. Using a historical-comparative method, the gathered data were examined to find recurrent patterns, new trends, and changes in institutional attitudes and behaviors throughout time. Variations in the quality of institutional interaction with transgender people, service accessibility, and complaint processing were all given special consideration. The research procedure was heavily influenced by ethical considerations: all personal identifiers were eliminated from institutional records, confidentiality was strictly upheld, and results were presented with tact and respect to protect participants' privacy and dignity. Regarding underrepresented communities, the study made sure that all interpretations were impartial, courteous, and compliant with ethical research guidelines.

Limitations of the Study

Although this research offers important information about how the Police Tahaffuz Markaz operates and how the institution reacts to the transgender people, there are some limitations that have to be considered.

Depending on data held in Institutions

The results are mainly substantiated by documentation in institutions and might not be exhaustive enough to represent all cases, since there might be under reporting and inconsistency in the quality concerning records. This is because there has been ambiguity in Case Definitions and Case Outcomes. In other cases, clarity was still lacking on how cases were classified or how follow-up results were taken, hence more difficult to interpret them.

Attribution Challenge

The rises in reported cases may indicate that there is increasing awareness and reporting, but not necessarily an indication of institutional effectiveness.

Generalizability

Findings of this research are local, because the Multan district and a particular period were considered. Hence, they might not be quite representative of what is going on in other areas or in different years.

Transgender Act 2018

In Pakistan, the discrimination and harassment of transgender individuals is legally illegal and is legally prevented by the Transgender Persons (Protection of Rights) Act, 2018, which acknowledges the transgender people. The rights to self-perceived gender identity, allowing transgender individuals to change the gender indicators on their governmental documents under the NADRA system, and the right to vote, inherit, and use public spaces are among the key provisions. The Act seeks to provide equal treatment under the law, and the rights of the transgender population is guarded.

Key provisions of the Act

Legal recognition: Enables transgender people to be identified according to their gender identity as they feel and to be identified according to that identity at least in the official records, including their national ID card, through the National Database and Registration Authority (NADRA).

Discrimination protection: Bans harassment and discrimination of transgender individuals in different areas, including education, employment, and healthcare, as well as public transportation.

Rights: ensures some basic rights, such as the right to vote, the right of inheritance, the right of holding the office of the state, and the right of assembling.

Welfare: imposes a duty on local governments to act in regard to the welfare of the transgender community. **Enforcement:** This has the requirements that the government departments assume the requisite measures so that the act's goals are met.

Data Analysis

The current study is based on the institutional data that is the Police Tahaffuz Markaz Multan and FIRs that are registered in the local police stations in the years 2023-2025. They conducted a historical-comparative analysis to follow the changes in the reporting, service delivery, and responsiveness of the institutions to transgender people. The dataset was quite limited but offered a narrow scope to observe the tendencies within a three-year time frame and, thus, offered information about the changing dynamic between marginalized communities and the state institutions.

General Service Provision (2024 Annual Report)

According to the annual report of Tahaffuz Markaz 2024, a total of 1,032 services are highlighted, including 522 services offered to females, 249 to males, and 261 to transgender people. It is worth noting that there was no record of children. Even having transgender people in this disaggregated data is in itself an institutional recognition of their unique identity and needs. Among the 261 transgender cases, services were heterogeneous: some were provided with basic help, others with more complex interventions:

Financial Support and Distribution of Aid

51 needy people (including transgender people) received ration support; 149 people were helped to obtain shelter or accommodation.

Medical and Disability Support

A number of disabled individuals received financial support, and some of them were recorded as having paid PKR 8,000 as surgery and PKR 10,000 as treatment in certain instances.

Drug Rehabilitation

Fourteen transgender subjects were also referred to the YCDO (Youth Community Development Organization - a non-profit organization that works on community and youth development with a focus on area like Public health education). Drug Rehabilitation Center, which means that addiction is recognized as an urgent problem of at-risk populations.

Registration of Complaints and Legal Aid

Multiple FIRs were filed on behalf of transgender individuals (including 7 cases named specifically), as well as assistance in the settlement of conflicts and the elimination of harassment. The reallocation of services is indicative of the shift towards multi-dimensional care (beyond FIR registration), including health referrals, financial support, and psychosocial services.

Transgender-Specific Data (2023-2025)

The second dataset deals purely with Transgender

2023: Only 60 cases were recorded. The small figures are indicative of ineffective institutional outreach or a lack of awareness among transgender people of the existence of Tahaffuz Markaz services.

2024: Cases had a dramatic rise of 261, which was over four times higher. It is possible to relate this spike to the more visible Markaz, enhanced trust-building, and, potentially, awareness campaigns.

2025 (until mid-year): 266 cases have already been reported, which is already more than the total of 2024. This tendency indicates that the institutional involvement with transgender individuals is growing exponentially.

The transition between 60 (2023) - 261 (2024) - 266 (half of 2025) shows that the development of access to justice and services is outstanding.

Monthly Trends

The statistical analysis of cases of transgender people on a monthly basis also demonstrates seasonal differences and the tendencies in the responses of the institution:

2023: Infrequent reporting (e.g., March = 1 case; April = 28 cases; December = 2 cases). They were restricted in their number of peaks, and April had the most.

2024: The reporting was extremely skewed, with April having a dramatic 89 cases, and months such as March (2 cases) and January (5 cases) were low.

2025: Distribution was more equal:

January	February	March	April	July
48	36	39	15	49 (highest so far)

The comparison shows that there are two different trends

2023-24 - Reporting was not regular in nature and was dependent on ad hoc conditions (e.g., raids, awareness drives, seasonal vulnerabilities).

2025 - Reporting was made more stable, leading to institutional stability and long-term access. The even distribution of 2025 also indicates that transgender individuals will be more comfortable approaching institutions during the year, and not only during crisis months. Institutional Shifts and Emerging Practices

Comparing reports over three years, several structural changes can be found.

Reactive to Proactive Support

Services of 2023 were minimal and reactive, with the focus on the basic complaint registration and FIR registration. By 2024, the Markaz had diversified to full-fledged welfare, such as ration distribution, shelter, medical, and rehabilitation referral. This trend was furthered in 2025, that implied an institutional learning process through which transgender inclusion came to be normalized over time.

Integration of Social and Legal Services

The Markaz is no longer a strictly legal or policing institution; instead, it has also positioned itself as an all round service provider. It is a great wonder in the policing culture of Pakistan that has been based on punitive logic as opposed to providing welfare.

Recognition of Structural Marginalization

The recent statistics on 2024 and 2025 draw our attention to the same problems in transgender individuals: addiction, economic deprivation, and being at risk of harassment. Markaz unintentionally admits to the existence of structural inequalities by recording and responding to them.

Challenges and Gaps

Regardless of the progress, a number of challenges are visible in the data:

Unequal Service Delivery

Some of the transgender individuals were given financial assistance, rehabilitation, or medical but some were only registered under FIR. This is a lack of consistency in systematic service delivery.

Absence of long-term Facilities

Even though there were referrals to drug rehabilitation centers, no evidence of transgender-specific shelters, health facilities, or vocational training in the dataset. Support is short-lived and case-based as opposed to structural.

Dependency on External NGOs

There is a lot of dependence on non-governmental organizations in many of the referrals (e.g., to YCDO). This implies that the state institutions are yet to have individualized mechanisms that can assist transgender needs.

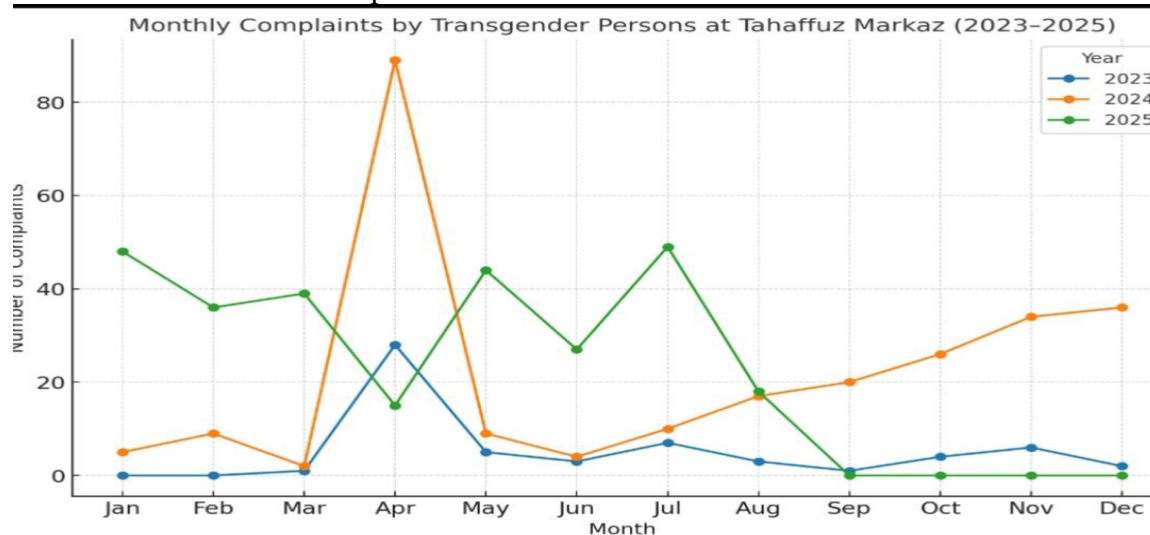
Data Fragmentation

The records, although helpful, are quantitative but of little qualitative information. The absence of case follow-up data prevents a deeper understanding of long-term outcomes for transgender beneficiaries.

Interpretation of Trends

The review indicates that the Police Tahaffuz Markaz Multan is experiencing an incremental change:

- 2023 represented marginality and symbolic inclusion.
- 2024 represented expansion and experimentation with broader services.
- The year 2025 is an indication of the process of normative and institutionalization of transgender support services. The increased number of cases of transgender individuals annually is a sign of increased trust, awareness, and accessibility. Nevertheless, the qualitative richness of services is unequal.



Findings

- Increase in Reporting

2023: 60 cases reported

2024: 261 cases reported

2025 (until reporting date): 266 cases have been reported.

Demonstrates an increasing confidence in institutions and rise in knowledge of the services offered.

- **Types of Services Provided:**

Basic needs: Food, money, and rations.

Shelter & Protection: temporary accommodation, safe relocation

Legal Support: FIR registration for violence, threats, or theft

Health & Rehabilitation: referrals to medical centers and drug rehabilitation (YCDO)

Disability & Emergency Assistance: immediate financial and medical help for disabled transgender people

- **Institutional Shifts:**

2023: minimal and reactive services, mostly emergency support

2024-25: more inclusive and systematic help (financial support, rationing, medical referral, rehabilitation)

Signifies the shift of the reactive to the proactive institutional support.

- **Seasonal & Monthly Variations:**

April 2024: highest cases (89)

January & March 2024: very low cases (5 and 2)

2025: reporting more balanced across months (highest in January = 48, July = 49)

Implicates awareness programmes and seasonal susceptibility.

- **Challenges & Gaps:**

Unequal provision: there were those who got FIRs registered, and others got full support.

Absence of transgender-targeted facilities (e.g., shelters, specialized health care) on the long-term basis.

Restrictions of data: documents concentrate on figures, rather than on individual experiences and long-term effects.

Suggestions

The paper related to the effectiveness of FIRs and Tahaffuz Markaz in solving complaints and supporting transgender individuals in Multan (2023-2025) reveals some improvements and continues to face several challenges. Even though certain initiatives are being launched as a part of the Transgender Peoples (Protection of Rights) Act 2018, the practical implementation is weak. Following the findings, the following specific recommendations are put forward to policymakers, law enforcers, social workers, and actors of the civil society.

Enhancement of the Legal Mechanisms and FIR Procedures

A significant problem affecting transgender peoples is reluctance of police officials to register an FIR or misreporting of an incident. To address this:

- Police officers should be sensitized on gender identity and rights in an obligatory manner so as to take transgender complaints seriously and with dignity.
- Easier FIR registration processes have to be adopted, which may include mobile FIR units and digital complaint portals where transgender people can report crimes without fearing harassment.
- Gender sensitivity will be established in that the appointment of desk officers in each police station, with proper training in gender sensitivity, will be used to create a safe and friendly environment.
- Committees to monitor cases should be formed so that cases related to transgender people are not dismissed on grounds of bias or corruption.

Institutional Strengthening of Tahaffuz Markaz

Tahaffuz Markaz in Multan is already a unique center of support of transgender people, but it is poorly financed and unused. To make it more effective:

- Tahaffuz Markaz budgetary allocation should be raised with the provision of trained personnel, psychologists, legal advisors, and counselors.
- The transgender community should be sensitized to create trust and make them approach Tahaffuz Markaz to seek help.
- The Markaz must create referral connections with hospitals, legal aid centers, and NGOs where holistic support would be provided.
- Tahaffuz Markaz should also introduce regular evaluations and audits, which would help to monitor its performance and responsiveness.

Capacity Building and Sensitization of Law Enforcement

The research suggests that there is a disconnect in the attitudes of policemen, and this is often affected by stereotypes in society. Thus:

- Gender diversity and human rights training should be included as a mandatory part of police recruits and serving police.
- The trust gap can be addressed through joint training sessions between the civil society and the law enforcement agencies.

- Charts on transgender rights ought to be placed in police stations, providing details about the rights against discrimination guaranteed by the Pakistani laws.

Community Empowerment and Legal Awareness

- Transgender people are not usually aware of their rights in the law, and this restricts their freedom in seeking justice. To counter this:
- Tahaffuz Markaz and NGOs should organize regular legal literacy workshops to inform transgender people about filing FIRs, sources of legal assistance, and working with complaint mechanisms.
- The transgender community can ensure peer advocacy groups as the first responders to discuss the approach of the victims to the law enforcement.
- A massive sensitization in both mainstream and social media must be done on the importance of Tahaffuz Markaz, and thus, it will become normal.

Policy and Structural Reforms

Structural adjustments are needed in the case of long-term change. Recommendations include:

- Incorporation of transgender rights in the police codes of conduct to provide legal protection at every level of the investigation.
- Creation of monitoring cells in the district under the Home Department to review FIRs and cases of transgender people.
- The government ought to introduce performance based incentives to the police stations that portray a fair treatment and proper handling of transgender complaints.
- Collaboration with Civil Society and Academia
- University-NGO-Tahaffuz Markaz partnerships must be established in research, advocacy, and training.
- Transparency and accountability should be enhanced through the publication of annual reports on transgender cases and trends of FIR.
- Civil society active organizations must be urged to offer psychosocial rehabilitation services to those who are victims of violence.

Social Acceptance and Stigma Reduction

In conclusion, the performance of FIRs and Tahaffuz Markaz is impossible to attain in the absence of diminishing social stigma. Therefore, gender diversity awareness modules should be implemented in schools, universities, and workplaces. The image of transgender people in the media campaigns and storytelling projects should be positive, breaking stereotypes. Conversations must be conducted with religious figures and the elders within the community so as to build up empathy and acceptance.

Conclusion

The callous incongruity of transgender people in Pakistan determines the situation between legal and real worlds. Introduction of the Transgender Persons (Protection of Rights). This step was made in 2018 by the Act that guaranteed the fundamental rights of identity recognition, Act 2018. education, health care, non-discriminatory protection, and inheritance. Nevertheless, even in this developed judicial system, transgender individuals must struggle with social exclusion, their daily life is

harassed, unemployed, and violent. The disjunction of law and experience shows the difficulty of the process of disseminating reforms in the society of the old stigmatized and cultural prejudices are strongly entrenched. One of the most pressing issues is also the effective access to justice. Majority of transgender people also the fear of being victimized again, or lack of trust in the police to deal with them or being considered as outcasts of the society. This community is also limited because of the absence of non-discrimination in terms of education, employment, and healthcare; hence, rendering them they are not able to reach their full potential. Also, despite the importance of the role of the civil society and NGOs in advocacy has been very essential, long-term mechanisms have not been put in place at the state level. Therefore, symbolic laws cannot help improve it significantly. It requires the collaborative effort of the government, the law-enforcing body, the court, the learning institution, media, and the society. Institutional sensitization, awareness, Vocational training, and secure jobs are the conditions that may be employed to assimilate transgender integrate that into people into mainstream society. In conclusion, the recognition of the rights of transgenders in Pakistan is not just a human right but also a legal issue. It is noteworthy that the gap between law and practice should be bridged to develop a non-discriminative and fair society. Transgender people are not so equal when they are not only preserved on paper yet endowed with the right to live dignified, respectful, and equal life in all spheres of life.

Recommendations

FIR Access and Handling

Making all desk officers gender-sensitive: completeness of this by the close of the following quarter. Within a year of establishment, develop a digital FIR license where people who are transgender will find it easier to register complaints. Establish surveillance cell at the office of the district police to monitor FIRs involving transgender between registration and ultimate disposition.

Institutional Capacity

Provide a specific line to Tahaffuz Markaz operations in the coming financial year. Hire psychologists, legal aid officers, and social workers by January. Sign MOUs with hospitals and rehabilitation centers in 6 months to make sure that referrals and treatment are obtained. Introduce monthly public dashboards with information about the cases of transgender support.

Data and Information System

Design a standard definition of cases and allocate a distinct case number to all cases of transgender related complaints within three months. Include follow-up fields to records (outcome, referral completion, time to FIR registration) to track the cases more effectively.

Community Engagement

Utilize peer navigator and legal literacy workshops with the help of the NGOs within six months. Hold safe-reporting awareness campaigns twice a year by use of social media and local events.

Policy and Governance

The Home Department should integrate the protection of transgender into police SOPs and investigation guidelines within a year. Create home department-level review cells in every district to look through FIRs related to transgender at least once a quarter.

Liaison with the Civil Society and Academia

Tahaffuz Markaz University-NGO-Tahaffuz Markaz collaboration in joint research, training, and advocacy. Transparency and accountability. Shadow Fresh perspectives and report on dedicated cases and FIR trends on transgender individuals on an annual basis. Work with civil society organizations in order to facilitate psychosocial rehabilitation and legal assistance to the victims.

Social Acceptance and Stigma Reduction

Establish gender diversity sensitization programs in schools, universities, and work stations in the coming academic year. Encourage good media coverage of transgender individuals by organizing national campaigns and exposing stories. Carry out discussions with religious leaders and community elders in order to develop empathy and social inclusion.

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