

Inquiry Report

On

**Complaint regarding Unprofessional Attitude and Dual Job of
UCPO Shahi Bagh - Mr. Muhammad Ibrahim**

Inquiry Report by:

CHIP Training & Consulting Pvt. Ltd.

Submitted to:

WHO Provincial Office - KP

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1. Background:

CTC team for PTPP project received a complaint against UCPO Shahi Bagh – Mr. Muhammad Ibrahim (hereinafter referred to as Subject) lodged by UCDO Shahi Bagh – Ms. Mehwish (hereinafter referred to as Complainant) on 28th December, 2020. Following are the allegations as per the complaint received:

- a. The Subject is behaving unprofessionally and is creating a hostile work environment. The Subject's behavior is obnoxious as he insults and misbehaves with the Complainant in front of other staff members.
- b. The Subject is actively involved in his family business and also is not punctual due to same reason.
- c. Involvement of the Subject in taking fake clusters and RCA's with the support of other staff members.
- d. On 3rd December, 2020 the Subject in front of concerned UPEC Chairperson and TTM misbehaved with the Complainant and accused her for creating domestic problems for the Area Supervisor Ms. Shama.
- e. Furthermore, the Complainant stated that the Subject during campaign pressurizes the staff members for preparation of data early than the specified time.

The complainant's email is attached as *annex 1*.

As Complainant is CBV staff, therefore, the details of the case were shared with WHO PO – KP and approval for carrying out joint investigation (involving CTC focal persons for PTPP and CBV projects) was requested. Formal consent for investigation was received on 6th January, 2021.

2. Methodology:

In order to probe the matter, CTC investigation team visited UC Shahi Bagh on 8th January, 2021. Individual meetings were carried out with the Subject, Complainant and other staff members of the UC in presence of concerned field supervisors (TDO and IO). The written statements of all were recorded. Track record of the Subject and Complainant was also checked.

3. Key Findings:

Following are the key findings of the case:

- a. During the course of investigation, it was found that the Subject has attitudinal issue. He usually talks rudely with subordinate staff. Most of the CBV staff members has submitted in written that they are been humiliated by him at work place and even in front of community members (*statements of staff members attached as annex 2*).
- b. A CHW – Ms. Mashal informed investigation team that the Subject has insulted her in front of her own house while her brother was also standing there (*statement attached as annex - 3*). The same was verified by her concerned Area Supervisor.
- c. Regarding involvement of the Subject in family business, it was found that the Subject is not handling business activities. He has also submitted in written that if at any stage CTC

- found out about his active participation in family business, required action can be taken against him (*declaration attached as annex - 4*).
- d. The Complainant was asked to provide evidences of her allegations against the Subject regarding his taking fake clusters. However, she couldn't provide any justifiable answer or evidence.
 - e. The functional field supervisor TDO Ms. Robina was asked about the punctuality of the Subject. According to her the Subject comes for duty regularly and has no performance gaps. However, she has affirmed the bad attitude of the Subject towards other staff members and also that he insulted a CHW in front of her house (*statement of TDO attached as annex 5*).
 - f. Concerned IO (field supervisor) stated that the Subject has never been reported for any fake cluster nor have any attendance issue (*statement attached as annex 6*).
 - g. Regarding the allegation of Subject that the Complainant is the reason of problems that Area Supervisor Ms. Shama is facing at her home, the written statement of the said AS is attached herewith as *annex 7*. The AS has stated clearly that the Complainant has nothing to do with the domestic issue of her home.
 - h. The Subject during investigation informed that the Complainant has lodged complaint against him because he had reported her for her performance gaps. He also shared a few email trails with CTC in this regard, however it is pertinent to mention that all complaints against the Complainant has been made after she lodged complaint against the Subject (*email trails attached as annex - 8*).

4. Conclusion:

On the basis of facts and findings, it has been concluded that the Subject is not actively involved in family business, however, his behavior towards his colleagues and subordinate staff is rude. His obnoxious behavior is creating a hostile work environment and female staff members are feeling uneasy to carry out their duties. There were no evidences of irregularities in his attendance or any other performance gaps.

5. Recommendations:

Following are the recommendations:

1. Issuance of explanation followed by written warning to the Subject UCPO Mr. Ibrahim on account of insulting and unprofessional attitude towards other staff members. He shall be under observation for 03 months.
2. Counselling session needs to be conducted with all UC staff because it was felt that after transformation may be there is issue of acceptability of UCPO as UC supervisor by other colleagues who were previously working with him at same level.