

Inquiry Report

On

**Involvement in Professional Negligence and Threatening Behavior
Towards the Peer by UCPO Mr. Shafqat Ullah - UC Hazar Khuawani 2**

**Inquiry Report by:
CHIP Training & Consulting Pvt. Ltd.**

**Submitted to:
WHO-PO**

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1. Background:

The complaints from the overall (CBV & COMNET) staff of Hazar Khwani-2 were received regarding involvement in Professional Negligence and threatening behavior towards peers by UCPO Mr. Shafqat Ullah (UC Hazar Khwani 2). ([Complaints attached as Annex-A](#))

1.1 Allegation.

- According to the complaints UCPO Mr. Shafqat Ullah has been involved in unprofessional behavior, pressurizing, insulting and intimidating his subordinates. His persistent staring at females makes them feel uncomfortable. At one instance, despite being aware that a female was seated behind him, he deliberately touched the female.
- UCDO Ms. Riffat Hussain has insulting behavior towards the staff. She has no control on her anger, she uses abusive language and was involved in physical assault. She also forces her subordinates to complete the duties which were assigned to her. She aggressively confiscates gifts and food items from her subordinates.
- UCCO Mr. Mushahid threatens and demotivates other teams, making remarks that if they were under his supervision, he would have given them a hard time. He also supports and praises UCPO Mr. Shafqat Ullah and UCDO Ms. Riffat Hussain in taking strict actions against their teams.
- ALSM Mr. Khayyam supports UCDO Ms. Riffat Hussain in any action taken against her team. He was creating hurdles and division amongst the team.
- AS Ms. Maryam gives her team a tough time while they perform their duties and is inefficient in doing her tasks.
- ALSM Mr. Salman has behavioral issues toward other employees, tries to manipulate his team members and was involved in favoritism.

2. Methodology:

In order to probe the matter, PEOPLE jointly with CTC team conducted a fact-finding investigation of the matter on 22nd, 23rd, 25th and 26th May 2023. Individual meetings with the following staff members were conducted.

Union Council Delivery Officers – Ms. Sidra and Mr. Junaid, **Area Supervisors** – Ms. Irum Bilal, Ms. Qurat ul Ain, Ms. Naila, Ms. Basmina, Ms. Ishrat, Ms. Kainat, Ms. Haseena, **Community Health Workers** – Ms. Sidra, Ms. Ayeesha, Ms. Muqadas, Ms. Hina, Ms. Uzma, Ms. Fareeda, Ms. Haseena, Ms. Hussan Bano, Ms. Shabana, Ms. Neelam, Ms. Sultanate, Ms. Rimsha, Ms. Rabia, Ms. Zohra, Ms. Azra, Ms. Qureshi, Ms. Iffat, Ms. Yasmeen, Ms. Kiran ([Written statements attached as Annex-B](#))

Union Council Communication Officer – Mr. Mushaid Ullah, **Union Council Delivery Officer** – Ms. Riffat Hussain, **Union Council Polio Officer** – Mr. Shafqat Ullah, **Areal Level Social Mobilizer** – Mr. Khayyam and Mr. Salman, **Area Supervisor** - Ms. Maryam

(Written statements attached as Annex-C)

3. Key findings:

Allegations against the Staff (Attached as Annex-A & Annex-B)	Defense of the allegations by the Staff (Attached as Annex-C).	CTC Remarks Statements of the staff (Attached as Annex- A, B & C)
UCPO Mr. Shafqat Ullah has been involved in unprofessional behavior, pressurizing, insulting and intimidating his subordinates.	UCPO Mr. Shafqat Ullah denied the allegations and claimed that he has conducted himself in accordance with the ethical standards and professionalism expected from his position.	According to the majority of the staff members Mr. Shafqat Ullah is found involved in professional negligence and intimidating his colleagues / subordinates.
UCDO Ms. Riffat Hussain has insulting behavior towards the staff. She has no control on her anger, she uses abusive language and was involved in physical assault. She also forces her subordinates to complete the duties which are assigned to her	UCDO Ms. Riffat Hussain denied all the allegations and claimed that the UC staff is lazy and does not visit the field so she has to deal them accordingly.	According to the majority of the staff members, Ms. Riffat Hussain is involved in shouting, physical assault, verbal advances and misuse of authority.
UCCO Mr. Mushahid threatens and demotivates other teams, making remarks that if they were under his supervision, he would've given them a hard time. He also supports and praises UCPO Mr. Shafqat Ullah and UCDO Ms. Riffat Hussain in taking strict actions against their teams.	UCCO Mr. Mushahid Ullah denied the allegations and claimed that he is performing his duties with honesty and dedication to achieve the goals assigned to him.	It was observed that Mr. Mushahid Ullah was involved in pitching one Team against the other by following a dual policy. He has been involved in professional negligence by not following the TOR's of his position.
ALSM Mr. Khayyam supports UCDO Ms. Riffat Hussain in any action taken against her team. He was creating hurdles and division amongst the Team.	ALSM Mr. Khayyam refuted all allegations and asserted that CBV staff began acting in an unprofessional way as soon as UCPO Mr. Shafqat joined the UC and said that he treats everyone equally in UC.	As it was noted that Mr. Khayyam has been involved in professional negligence and did not take any action with regard to security threats to his teams

AS Ms. Maryam gives her team a tough time while they perform their duties, and is inefficient in doing her tasks.	AS Ms. Maryam denied the allegations against her and said she carried out her duties honestly and diligently in order to complete the tasks allocated to her. She further states that UCDO Ms. Sidra manipulates the team against UCDO Ms. Riffat.	It was noted that AS Ms. Maryam failed to assist her team's data collection efforts and engaged in professional negligence.
ALSM Mr. Salman has behavioral issues toward other employees, tries to manipulate his team members and was involved in favoritism.	ALSM Mr. Salman stated that he is very friendly in nature and goes along with all the team members in a cordial manner.	ALSM Mr. Salman has been favoring HTHM Ms. Hira and tried to manipulate the Team members. His aggressive attitude was also observed during the investigation as he tried to expedite the interview of Ms. Hira.

4. Conclusion:

The Fact Finding Committee after a detailed investigation & interviews of the UC staff, observed that there were multiple issues faced by the staff members of the Union Council. The Supervisors were not following their TOR's and SOP's of the organization. The major issues identified are as following.

- UCPO Mr. Shafqat Ullah engaged in professional negligence and threatened a peer by claiming, "I got a 10K increment for scolding you people,". He told them to cover PMC refusal and if someone refrains, then they shall give him their resignations. He is involved in bypassing channel of command and does not approve leaves easily. Lack of awareness about his TORs is also observed.
- UCDO Ms. Riffat Hussain has insulting and abusive behavior towards the staff. She has been involved in physical assault on AS Ms. Haseena. She has annoying nature, usually shouts and harasses the staff. She also demanded a welcome party from her subordinates.
- UCCO Mr. Mushahid was involved in threatening the teams not to disclose any information during investigation and supported UCPO Mr. Shafqat Ullah in any action taken against the workers.
- Mr. Khayam did not take any action in response to the threats and safety of his teams. He fails to provide support to his team when it comes to refusal coverage.
- AS Ms. Maryam does not visit the field, scolds the teams and submits complaints against them to UCPO Mr. Shafqat Ullah.
- ALSM Mr. Salman and HTHM Ms. Hira are in relationship and he has always supported HTHM Ms. Hira and tried to manipulate the team members. His aggressive attitude was also observed during the investigation. He fails to provide support to his team when it comes to refusal coverage.

5. Recommendations:

- **Warning** with a detailed counselling session is recommended against **UCPO Mr. Shafqat Ullah**, as he is involved in professional negligence to the duty. (Recommended by CTC)
- **Termination** of **UCDO Ms. Riffat Hussain** is recommended, as she is involved in unethical conduct and misuse of authority. (Recommended by PEOPLE)
- Explanation followed by a **Warning** is recommended against **AS Ms. Maryam**, as she is involved in professional negligence to the duty. (Recommended by PEOPLE)