# Inquiry Report On

**Unprofessional Attitude and Physical Assault case UC: Urmar Bala, Tehsil Saddar District Peshawar**

# Inquiry Report by:

**CHIP Training & Consulting Pvt. Ltd.**

# Submitted to: WHO-PO

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## Background:

A complaint was initially lodged [dated 16th June 2023] against UCPO and UCOO by CHW- Amna accusing them of misreporting to PEOPLE. **[Annex A]**

Another complaint by EPI Technician Mr. Attaullah [17th June 2023] forwarded by concern Area Coordinator District Peshawar Dr Saifullah Khan to CHIP training & Consulting [CTC] with recommendation for a joint investigation with PEOPLE on the case **[Annex B]**

## Allegations.

## Amna Compliant Annex A:

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* The CHW Amna accused UCOO Mr. Idrees for allegedly misreporting to the employer organization [PEOPLE] and due to this her sister AS Uzma has been issued a show cause notice.
* CHW Amna alleged that there is grouping in the UC Urmar Bala.
* CHW Amna accused that her father when visited UCOO Idress at his residence for clarity on the show notice issued to her sister AS Uzma, he misbehaved with her father.
* CHW Amna alleged that UCPO Laiq Hussain and UCOO Idress physically assaulted CHW-Amna and her brother as her brother was accompanying her and they lift her veil.

**Attaullah Allegations [Annex B]**

* EPI Technician Mr. Attaullah in his complaint dated 15th June 2023 – 08:51AM informed that on his arrival at duty station, father of CHW Amna & AS Uzma along with their two brothers and other family members with present at the health facility along with weapons and held the UC female staff in a room for almost 01 hour & 45 minutes. The EPI technician further reported that family of CHW Amna & AS Uzma damaged the BHU equipment’s including the solar panels, torn apart the BHU record (registers) and taking out vaccine out of ILR and thrown it causing damage.

## Methodology:

In order to probe the matter, CTC team met with all the parties to the case including the complainants, accused and other staff for details on the incidents and recorded formal statements. Investigation meetings were conducted with below staff members;

* CHW Amna
* AS Uzma
* AS Tanzeela
* UCOO Fauzia
* AS Asma Begum
* EPI Technician Attaullah
* UCOO Idrees
* UCPO Laiq Hussain

## Key findings:

Following are the key findings of the inquiry.

* Written joint statement of CHW Amna & AS Uzma – Both the staff members states that the differences between the parties have been resolved ensuring good working relations in future. Both of the staff denied to disclose details in a written statement on the incident. **[Annex-C]**
* UCPO Laiq Hussain written statement – That the incident took place at the BHU between CHW Amna & UCOO Idrees families. CHW Amna were recording video and I personally requested UCOO Fauzia to stop recording videos and bring her inside room since there were several outsiders in the vicinity. While stopping her and bringing her to the BHU room, CHW Amna attacked UCOO Fauzia and she got minor scratches on her face. The male family members of CHW Amna also targeted me [UCPO Laiq] by pointing gun. UCPO Laiq Hussain stated and witnessed the CHW Amna’s family causing property damage and also confined the UC staff in a room on a gun point. He further has clarified that no male had touched her veil. After the incident, CHW Amna & AS Uzma along with her family members were taken to Police station and a reconciliation was done between CHW Amna and Idress families. **[Annex-D]**
* AS Tanzeela – AS Uzma always misbehaves with her subordinate team members and when the misbehavior is reported, her parents comes to the BHU and start creating issues. AS Tanzeela also witnessed the situation created on the incident day and was also one of the staff member who were hostage on a gun point by CHW Amna & AS Uzma family members. **[Annex-E]**
* UCOO Fauzia statement– CHW Amna & AS Uzma’s family were using abusive language in front of community and fellow UC staff. They also threaten me to torn off her clothes and will film her video for social media. She also was one of the hostages on a gun point and also sustain minor injuries. **[Annex-F]**
* EPI Technician Attaullah statement – Mr. Attaullah has been a key witness to the incident whereby the family members of CHW Amna & AS Uzma created a situation in the BHU by making the staff hostage and damaging the government property. As per his statement, he immediately reported the incident to the local police station and the damage caused to the government property. I despite many requests to CHW Amna & AS Uzma’s family to stop damaging government property and release the staff who were hostage on a gun point, they kept on damaging the property and keeping the staff hostage in a BHU room. He denied any use of force against CHW Amna by physically assaulting the CHW and the allegations by her father are not true. **[Annex-G]**
* AS Asma Begum – She witnessed the situation created by CHW Amna & AS Uzma on the incident day and testify that CHW Amna’s allegation of physical assault by UCOO Idress is not true. She however, witnessed the physical assault by CHW Amna on UCOO Fauzia getting her minor injuries on her face. **[Annex-H]**
* UCOO Idrees – as per his statement, brother of CHW Amna was a refusal and misbehaved with CHW Shagufta in January 2023 and when the misbehavior by her brother with Polio vaccinator were reported to the local administration, he was arrested and confined in lock up for 07 days which is a main cause of tension between the two families till this incident happened. He denied any physical assault on the CHW Amna or her sister AS Uzma instead both have been threatening and abusing my family on the incident day. He has further requested to relocate the CHW Amna and AS Uzma and resolve the issue permanently in way which do not risk his family security in the area of his residence. **[Annex-I]**
* Collective statement by other fellow staff members in the UC [dated 17th June 2023] signed by around 50 CHW/AS level staff and who testifies the incident and requested to resolve the issue permanently by engaging the local elders, POLIO field supervisors, the Deputy commissioner office etc. else they will not participate in any campaign and may resign from their positions. **[Annex-J]**
* Incident video recorded and shared by UCOO Fauzia. **[Annex-K]**

## Conclusion:

In light of investigation findings, the statements collected from the parties to the issue and other staff below it been concluded that the CHW Amna and her sister AS Uzma response on the matter was aggressive, offensive, insulting and put the other program staff at a high risk by engaging their family members in official matters. The act of engaging family not only caused partial damage to the health facility and equipment but also damaged the program reputation where a mob gathered at the scene witnessing the incident.

It has further been observed that the CHW Amna & AS Uzma has formed a strong group in the UC and has been habitual of engaging their family in official matters in the past thus politicizing the program.

The UCOO Idrees who though acted in retaliation to the show of weapons by CHW Amna & AS Uzma family have not formally reported the first incident and rather choose to handle the situation by engaging it personally, violated the SOPs by not reporting it formally to the senior forums available to handle such situations and physically assaulted the brother of CHW Amna and AS Uzma. Similarly, UCOO Idress has also formed a group within the UC and he failed to play a role expected.

## Recommendations:

In light of the above findings by the investigation team, it is suggested to terminate both CHW Amna & AS Uzma for continuously engaging their family in official matters, politicizing the program and intimidating behavior, pressurizing the UC level supervisors through show of weapons and force, damaging Government and Program property, essential equipment and being found with gross misconduct with UC staff.

A final warning with 03 months’ probation period of UCOO Idress is recommended for physical assault of the brother of CHW Amna & AS Uzma, creating groups within the team and engaging family in retaliation instead of following the administrative reporting lines to address the issue officially.

**Timeline for Umar Bala Case**

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| --- | --- | --- | --- |
| **Complaint Receiving**  **Date** | **Approval Date for**  **Investigation from WHO-PO** | **Investigation**  **Conducted Date** | **Investigation Report**  **Submission Date** |
| 16th and 17th -June-  2023 | 5th -July-2023 | 11th -July-2023 | 21st -July-2023 |