# 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

## Contents

1. [Background 3](#_bookmark0)
   1. [Allegations 3](#_bookmark1)
2. [Methodology: 4](#_bookmark2)
3. [Key findings: 4](#_bookmark3)
4. [Conclusion 4](#_bookmark4)
5. Recommendations: 5

## Background:

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

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

## Allegations.

* UCOO Mr. Idrees misreported AS Ms. Uzma to the employer organization [PEOPLE], resulting in the issuance of a show cause notice to Ms. Uzma..
* There is a strong grouping in UC Urmar Bala against CHW Ms. Amna and AS Ms. Uzma.
* UCPO Laiq Hussain and UCOO Idrees physically assaulted CHW Ms. Amna and her brother while her brother was accompanying her, and they lifted her veil.

In the complaint, the EPI Technician, Mr. Attaullah, dated 15th June 2023, informed that upon his arrival at the duty station, the father of CHW Amna & AS Uzma, along with their two brothers and other family members, were present at the health facility with weapons. They held the UC female staff in a room for almost 01 hour & 45 minutes. The EPI technician further reported that the family of CHW Amna & AS Uzma damaged the BHU equipment, including the solar panels, tore apart the BHU records (registers), and took out vaccines from the ILR, causing damage **( Attaullah Complaint as Annex B )**

## Methodology:

In order to probe the matter, CTC team held a meeting with the following staff members to obtain their written statements.

* **(Annex C)** CHW Amna and AS Uzma
* **(Annex D)** UCPO Laiq Hussain
* **(Annex E)** AS Tanzeela
* **(Annex F)** UCOO Fauzia
* **(Annex G)** EPI Technician Attaullah
* **(Annex H)** AS Asma Begum
* **(Annex I)** UCOO Idrees

## Key findings:

Following are the key findings of the inquiry.

* CHW Amna & AS Uzma stated that the differences between the parties have been resolved ensuring good working relations in the future. Both of the staff denied to disclose details in a written statement on the incident. **[Annex-C]**
* UCPO Laiq Hussain reported that the incident occurred at the BHU between the families of CHW Amna and UCOO Idrees. According to his statement, CHW Ms. Amna was recording a video, and he personally requested UCOO Fauzia to stop recording since there were several outsiders nearby. While trying to bring CHW Amna inside the BHU room, she attacked UCOO Fauzia, resulting in minor scratches on her face. During this altercation, male family members of CHW Amna pointed a gun at UCPO Laiq. He witnessed CHW Amna's family causing property damage and also confining UC staff in a room at gunpoint. UCPO Laiq clarified that no male had touched her veil.

After the incident, CHW Amna & AS Uzma, along with their family members, were taken to the Police station, and a reconciliation was conducted between the families of CHW Amna and Idrees. **[Annex-D]**

* AS Tanzeela stated that AS Uzma always misbehaves with her subordinate team members and when the incident reported, her parents come to the BHU and create issues. AS Tanzeela was also present on the day of the incident and was one of the staff members who were held hostage at gunpoint by the family members of CHW Amna & AS Uzma. **[Annex-E]**
* UCOO Fauzia stated that the family of CHW Ms. Amna & AS Uzma used abusive language in front of the community and fellow UC staff. They also threatened to tear off her clothes and film her video for social media. She was also one of the hostages held at gunpoint and sustained minor injuries. **[Annex-F]**
* EPI Technician 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. 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 stated that 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. However, she 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, the brother of CHW Amna was a refusal and misbehaved with CHW Shagufta in January 2023 and when the misbehavior by her brother with the Polio vaccinator was 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 a way that does not risk his family’s 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 who testifies to 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:

Based on the investigation findings, it has been concluded that CHW Amna and her sister AS Uzma responded to the matter in an aggressive, offensive, and insulting manner. Their involvement of family members in official matters put the other program staff at high risk. This act not only caused partial damage to the health facility and equipment but also damaged the program's reputation. A mob gathered at the scene, witnessing the incident, further exacerbating the situation.

It has also been observed that CHW Amna & AS Uzma have formed a strong group in the UC and have a habit of involving their family in official matters, thus politicizing the program.

UCOO Idrees, who acted in retaliation, did not formally report the first incident. Instead, he chose to handle the situation personally, violating the SOPs by not reporting it to the senior forums available to handle such situations. He physically assaulted the brother of CHW Amna and AS Uzma.

## Recommendations:

In light of the above findings by the investigation team, it is suggested to terminate the contracts of both CHW Amna & AS Uzma on account of intimidating behavior and damaging the program property.

A final warning is suggested for UCOO – Mr. Idress, due to his involvement in the physical assault of the brother of CHW Amna & AS Uzma and for retaliating by engaging family members instead of following the official SOPs for addressing the issue.