**Inquiry Report**

**On**

**Immoral Activities by**

**UCPO and UCOO-KPK-Peshawar-Shah Alam-Haryana Payan,**

**CHWs -KPK-Peshawar-Shah Alam-Haryana Payan**

**Inquiry Report by:**

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

**Submitted to:**

**WHO-PO**

1. **Introduction**

A complaint was received on dated 23rd August 2023 whereby it was alleged that two Community Health Workers namely Ms. Azra and Ms. Basmina with an unknown person related to Azra were engaged in unethical activities within the UC. It was further alleged that their actions had an adverse impact on the environment of UC Haryana Payan and caused distress and demotivation for the staff working in the UC. It was also alleged that these actions are tarnishing the image of the polio program in the area and UCPO Mr. Ishaque and UCOO Mr. Sheryar are supporting these workers. (The complaint is attached as Annex-1). The complaint was shared with the Provincial Team Lead for approval to investigate the matter. The approval was received on dated 4th September, 2023 and formal investigation was started, (email is attached as Annex-2).

The complainant was also approached by the investigating team in an attempt to seek clarity on his allegations, understand the motive behind the complaint and requiring evidence or other material to substantiate his assertions however, he had nothing to provide in this regard.

1. **Methodology**.

The case was investigated by a field visit to the UC and by holding a SOPs session on PSEA policy. A close-ended questionnaire was designed and shared with the CHWs to document their responses. The feedback of the recently resigned workers on the issues highlighted in the complaint was taken. The previous disciplinary and investigation records of the workers implicated were perused. The investigation team conducted one-on-one sessions with a few CHWs and also interrogated the UCDO and UCPO and took their stance. The stance of the complainant was also taken and recorded in this report.

1. **Limitations**

The following were the key limitations during the investigation process.

* 1. The issues highlighted in the complaint were of a sensitive nature hence no direct investigation into the alleged immoral actions was carried out.
  2. The immoral conduct of the CHWs alleged in the complaint did not take place during the working hours rather it took place during holidays.
  3. The complainant did not share any evidence or other material to prove his allegations. The complaint also pertains to off-duty conduct which cannot be strictly regulated or monitored.

1. **Investigation**.

The investigation team visited the UC on 12 Sep 2023 and held an SOP session with a focus on the PSEA Policy at 2.30 pm. The session was held at the BHU and was attended by 30 CHWs and 8 AS. The workers were provided with a detailed orientation on PSEA policy and how to report PSEA cases to CTC. The workers were shared a questionnaire and their responses were documented (the questionnaire is attached as Annex-4). The analysis of the questionnaire is provided below. The investigating team selected seven workers randomly and questioned them on the UC issues and supervisor’s conduct. All the workers were apparently satisfied with the UC environment and their supervisors. A few CHWs have informed the investigating team that they are uncomfortable because of CHW Basmeena and CHW Azra as they are projecting a negative image of the female staff of this UC and the community. It was observed during the interrogation that CHW Basmeena had been reported for misbehavior during the house visit and even yelled on her phone call which was reported by her AS on 11th Sep, 2023.

It was mentioned by the staff members during face-to-face meeting that they have seen them with different men from time to time but no such evidences were found to support the statements. It was also stated by a few workers that CHW Azra and CHW Basmeena used mobile a lot during campaign days rendering the daily tasks incomplete and ineffective. It was also pointed out by one worker that Azra had been seen with an unknown person after duty hours.

UCPO and UCOO had conducted a counseling session with these CHWs two months ago and on 10th Sep 2023 but no improvement was observed in their conduct. The UCPO/UCOO were also cross-examined on these issues to which they responded that they had reported the issue to the concerned TDOSO but as the incident was outside the BHU and occurred in the Muharram holidays, they were advised not to take up the issue as it was irrelevant to field activities. The stance of the concerned TDOSO was also taken who confirmed that the issue was reported however, the TDOSO considered the issue a personal matter and beyond the scope of CTC SOPs. (email is attached as Annex-3)

1. **Analysis of Questionnaire**

Total of 28 CHWs and AS filled the questionnaire making 86% presence of the staff members during the session. These respondents possessed awareness of instances of sexual harassment and none of them have personally encountered such situations. 68% of the UC staff current status analyzed was married while 18% were unmarried. 86% of the respondents feel safe to report inappropriate conduct of supervisor to CTC and believe that the complaint will be handled confidentially. The survey also suggest that 72% respondents would probably tell CTC focal Person for PSEA related issues. 86% of the respondents expressed UC’s comfortable environment and were satisfied with supervisor conduct and did not experience such incident in the last 12 months. The responses do neither suggest any hostile environment nor any kind of sexual misconduct either directly or through connivance by the field supervisors.

1. **Findings**

The investigation team has analyzed the responses and the feedback of the workers as well as the supervisors and arrived at the following findings.

* 1. Though there is no direct evidence to prove that the incident mentioned in the complaint has taken place, however, the circumstantial evidence suggests that these CHWs were involved in immoral acts. The responses and feedback of supervisors also supports that they are not ethically and morally sound and have serious issues both related to affairs with unknown persons and personal behavior. The statement of the supervisor and the TDOSO also suggest that the incident of immoral activity took place during Moharram holidays. Hence, the allegation as indicated in the complaint stands proved against these CHWs.
  2. There is no evident to suggest that the supervisors namely Ishaq and Shehryar are involved in any sexual misconduct or supporting the immoral acts of the CHWS i.e., Basmeena and Azra. The complainant was also inquired on why he implicated the field supervisors in immoral activities but he failed to respond in a plausible manner. Therefore, the charges of immoral activities to the extent of supervisor are dismissed.
  3. It is also noted that the other CHWs are not comfortable with the conduct of the CHWs Basmeena and Azra due to their immoral acts. They are of the view that these CHWs are damaging the reputation of other CHWs in the community.
  4. The CHWs Azra and Basmeena have not mended their ways despite being counseled twice by the UCOO. Their actions suggest their poor ethical and moral standards which are incapable of being reformed.
  5. It has also been observed that CHW Azra was previously involved in a personal relationship with the complainant but due to their difference, they parted ways. Later, Azra got involved with another person which envied the complainant. This complaint is prima facie the aftermath of their rift and aimed to settle the personal score with Azra. It may be inferred that the complainant may have taken advantage of the situation and filed a complaint when he found out CHW Azra's illicit activities at CHW Basmeena's residence leading to a gathering of community members who subsequently filed a complaint against the CHWs and supervisors at the DHO office.

1. **Recommendations**
   1. The acts of the CHWs are immoral and against the social and ethical norms. These CHWs are polluting the UC environment and creating difficulties for the other team members. The reputation of these CHWs has also been tarnished within the community as the incident is widely talked and discussed within the members of the community. This situation posses’ serious risk on the credibility of polio teams in the UC and may lead to refusals. The CHWs have lost their integrity and reputation hence they should not be allowed to continue their jobs. **Therefore, it is suggested to discontinue their contracts with effect on 30-09-2023 which is their last working date as per the term of their employment contract.**
   2. It is also advised to emphasize workers to be mindful during their personal matters and ensure integrity and uprightness by all means. Polio is a community-based program and worker’s personal character and conduct is pivotal for ensuring community confidence on polio teams. The off-duty conduct may be stressed during SOPs sessions to avoid such kind of situations.
   3. The field supervisors are also suggested to report such behavioral issues to CTC instead of dealing with them alone. The behavioral issues have implications not only on the UC environment but also reflects badly on the community and have the potential to compromise the polio program objectives. By reporting these issues, CTC will have the opportunity to provide counseling to these workers and assess the potential impact on the program goals.