**Inquiry Report**

**On**

**Account Of Unprofessional Attitude and Harassment**

**by**

**UCOO Mr. Shoaib Sajid Hussain**

**Inquiry Report by:**

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

**Submitted to: WHO-PO**

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# Introduction

The complaint was shared by I.O West Karachi against Shoaib Sajid Hussain (alleged offender) working as UCOO Frontier Colony UC 6 West Karachi dated 18th October 2023 on account of his Unprofessional Attitude & Harassment. Another complaint was shared by CHW Lubna dated 27th October 2023 from West Karachi against the same UCOO on account of his unprofessional attitude, favoritism & harassment. **[Complaint is attached as Annex-A]** The complainant leveled the following allegation against him. Shoaib Sajid has been allegedly involved in fake reporting, sexually harassing UC level staff for friendship, false representation, bullying and threatening behavior. All the above allegations are serious nature and falls under the ambit of Red Line Area.

1. **Methodology**

In order to probe the matter, the CTC team conducted a fact-finding investigation of the matter on 7th Nov 2023. Individual meetings with all of the field staff members were conducted in the BHU to acquire their statements. The details of the statements of the Staff are attached as following Annexures.

* **Annex-C:** CHW Munafsha Bibi
* **Annex-D:** AS Rubina
* **Annex-E:** CHW Lubna
* **Annex-F:** EX-CHW Mehwish (Currently working in different program)
* **Annex-G**: CHW Humeria
* **Annex-H**: Other staff member’s statements
* **Annex-I:** UCSP Hira
* **Annex-J:** UCOO Shoaib Sajid Hussain
* **Annex-**K: Resignation of Ayesha Kainat
* **Annex-**L: Attendance Register (Lubna arrival time)
* **Annex-**M: Resignation of Mehwish

1. **Findings**

The key findings of the Investigation Committee are mentioned as below;

* 1. CHW Munafsha, in her statement, asserts that UCOO Shoaib called her on WhatsApp number and offers her friendship. She also mentions that UCOO Shoaib asked her for a picture of her face and asked her to remove her veil (naqab) which she refused. The worker stated that since her refusal, Shoaib has started harassing her by identifying trivial mistakes in her work and finally ignored her application for leave. According to the worker, she had applied for leave through proper channels as per SOPs and also served one-month advance notice. The worker stated that after she returned to work she found that her salary was deducted on account of absenteeism. She claims that another 2 CHWs Ms. Zahida and Ms. Sanobia also availed leaves during same days but he supported them. Moreover, another worker Zahida takes frequent leaves but nobody takes any action. She alleged that the UCOO abuse his authority and must be dealt with as per SOPs. **[attached as Annex-C].**
  2. AS Rubina mentioned in her statement that one ex-CHW Ayesha Kainat was harassed by Shoaib and this matter was also reported to UCOO’s wife and neighbors as well local police. AS Rubina stated that the CHW was so much harassed that she was forced to leave her job. The AS stated that as she knew everything regarding this issue so the UCOO started harassing her and her team members including Mehwish, Zehra, Parveen and Munafsha in official matters like re-created micro plans many times, fake marking/chalking and asking residents of the area to report their mistakes directly. According to the AS, the UCOO is harassing her so she left her job just like Ayesha. **[attached as Annex-D].**
  3. CHW Lubna's statement indicates her perception that UCOO Shoaib dislikes her and doesn’t want her to stay in his UC. She further highlights that she always arrives on time even before 9 am but UCOO reported her late. She alleged that UCOO often misreports and deducts the salaries of many CHWs. The UCOO misused his powers and harassed the workers by saying that he could terminate them from their jobs. Additionally, Ms. Lubna stated that UCOO Shoaib favors some of the CHWs and marks them present while they are on leave. **[attached as Annex-E]**
  4. Another ex-CHW Mehwish confirms that UCOO Shoaib had harassed Ayesha Kainat and after her resignation, he started torturing us so we left our jobs. Moreover, the UCOO advised other staff members to observe their work and identify their mistakes. Due to his injustice, Mehwish applied to another program and left CBV just because of UCOO. She stated that she didn’t inform CTC because she knew no action would be taken against UCOO considering the recent case of Ayesha where no action was taken against the UCOO. **[attached as Annex-F]**
  5. CHW Humeria’s statement reveals various issues related to UCOO Shoaib’s conduct. She mentioned that UCOO Shoaib gives undue favor to a few female staff, such as newly appointed AS Nadia Bakht who doesn’t know her work and makes many mistakes in her micro plan, but the UCOO covers all of her mistakes. **[attached as Annex-G]**
  6. UCSP Hira in her statement mentioned that she has never witnessed any misconduct or observed any harassing behavior of UCOO Shoaib towards her staff. While the investigation team was taking her stance, she was looking nervous and confused and it was clearly visible that she knew everything but she was hiding the issues from the investigation team. According to the observation of the investigation officer, she was hiding the issues as she does not want to get involved in such matters as it would lead to enmity with the UCOO **[attached as Annex-I]**
  7. UCOO Shoaib, in his defense statement, denied all the allegations leveled against him. Shoaib mentioned that he has maintained a professional demeanor towards all female staff members and is not involved in harassing and bullying the female worker. When he was told the investigation team has verified the allegations from multiple sources, he urged the investigation team to provide relevant evidences. According to the observations of investigation team, the UCOO was not able to respond to the allegations in a satisfactory manner and was insisting on evidence to save his skin. **[attached as Annex-J]**
  8. The Attendance register was also checked in the inquiry for the leaves record and only one-day leave of CHW Lubna was marked in the whole month with no late arrivals. It is verified that Lubna is punctual and reaches UC before 9 am. It can be safely concluded that she was being reported by the UCOO for warning with salary deduction despite the fact that she had a genuine reason for taking leaves as her daughter was sick.

1. **Conclusion** 
   1. After carefully examining the statements and analyzing the situation, it has been proved that the UCOO Shoaib is harassing the female staff and looking for ways to find their mistakes and report them for disciplinary actions. The conduct of the UCOO shows that he is retaliating against those female staff who either knew about his previous harassment issues or who refused to accept his friendship offer.
   2. The allegations are proved on the basis of not only the statements of workers but also their responses to the questions and their expressions. The allegations were also confirmed by other workers in their statements. The resignation letter of Ayesha (ex-CHW) also confirmed the stance of other workers who stated that Ayesha left her job because she was harassed by UCOO.
   3. The conduct of UCOO during the interview by the investigation team was suspicious and he was not able to respond to the allegations in a satisfactory manner. The UCOO was asked why so many workers are testifying against you with the same charges but he was adamant and insisted on sharing evidence if any. The UCOO seemed to have no plausible justifications for his conduct and was taking shelter of want of evidence which per se is proof of his harassing conduct.
2. **Recommendation**
   1. The investigation team finds UCOO guilty of harassment and bullying and for fake reporting hence recommend him for show cause followed by termination of contract.
   2. The relevant SOPs which are violated are reproduced below for reference.



