# Inquiry Report On

**Inappropriate Behavior and Management**

**Issues (UCDO, UCPO).**

**UC: Tarata District Pishin.**

# Inquiry Report by:

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

# Submitted to: WHO-PO

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## Background:

A complaint has been received via email dated 13-10-2023 by Syed Naqeebullah Tehsil Delivery, Operation, Monitoring & Supervision Officer Tehsil Pishin regarding abusive and threatening behavior of UC-level staff. The complaint has been filed by Nasima Area Supervisor UC Trata District Pishin-Baluchistanwhereby she alleged that UCDO Zia Rehman and UCPO Dost Ali used abusive and unethical language with her during meetings. She further stated that due to said attitude of the UCDO and UCPO, she is unable to prepare data at the data center.

## Allegations.

Ms. Naseema against UCCO

* UCOO Zia is getting personal with her
* Teasing her again and again to correct the data
* Forcing her to submit data at outpost areas
* By passing her by direct coordination with her teams.
* Instructing her to false reporting of her team Ms. Durkhani.

Ms. Naseema against UCPO

* Not resolving issues between her and UCOO
* Not reporting issues to higher authorities.

I have a problem with Zai Ur Rehman, who is in charge of our UCOO. Our BHU is in a government school, and even though it's our BHU, Zai Ur Rehman is not calling us there for data collection. Instead, he asks us to go to a medical store owned by Abdul Rab, who is our team's AS. Abdul Rab runs a medical store and calls us there for data collection.

When I go to the medical store to submit my data, people behave strangely and talk inappropriately. I feel unsafe there, especially because I'm the only female in my team. They use offensive language, making it uncomfortable for me. I've expressed my discomfort to Zai Ur Rehman, asking him to call us to the BHU for data collection, but he hasn't listened.

Moreover, Zai Ur Rehman makes inappropriate comments about CHWs in front of his friends, calling them characterless. He often asks me to submit data when he's sitting in the car, but when I go there, he tells me to sit in the car with him, which I refuse due to discomfort. Abdul Rab is also present in the car during these instances.

Additionally, my UCDO has asked me to file unnecessary complaints against another CHW, in order to get him removed. This seems unfair. Also, my UCOO's brother, Sarwar, has harassed me by calling me repeatedly, but I have blocked his number.

In a specific incident, when I complained to my UCPO about these issues, he threw my data on my face and said that complaining wouldn't make a difference. I can't tolerate this anymore, so I've filed this complaint with CTC, seeking an investigation and assistance. (**Annex. A)**

## Methodology:

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

* **(Annex A)** Allegations Email of Naseema
* **(Annex B)** Stance of naseema
* **(Annex C)** Stance of Zai Ur Rehman
* **(Annex D)** Stance of dost Ali
* **(Annex E)** Naseema evidence Screenshots of Conversation.
* **(Annex F)** Zai evidence Screenshots of Follow email.
* **(Annex G)** Approval Email WHO.
* **(Annex H)** Approval email HO.
* **(Annex I)** Stance of TDOSO.

## Key findings:

Following are the key findings of the inquiry.

* The stance of Naqeeb Ullah (TDOSO)

In her statement, Mr. Naqeeb Ullah (TDOSO) I bring your attention that UC Trata has no proper health facility and permanent team support center. The only school in UC provide them space only in campaign and training days. Rest of the month they have get together in other places for program related activities. So, blame of concerned AS that UCDO call us for a meeting in different places is irrelevant owning to the above discussed reason.

This issue is also present in other UCs like Muchan, Cadet college, Batezai etc.

Secondly the blame of concerned supervisor for harassment is baseless as she had not provided any evidence for this. During my investigation her under supervisions teams reported her rude and harsh behavior with them. None of them reported any type harassment of UCDO with any female staff in UC.

Therefore, in the context of above discussed points, I would suggest to issue warning letter to concerned supervisor Nasima Bibi.

* The stance of Naeema Rehmat (AS)

In her statement, Ms. Naseema asserted that her UCOO, Mr. Zai-Ur-Rehman, exhibited behavioral issues towards her. She recounted an unsettling incident during the submission of medical data, where she encountered an inappropriate environment and faced bullying from a mental patient. Additionally, during a campaign, UCOO Zia-Ur-Rehman made derogatory comments about her character, insinuating that a (CHW) like her could only become an Area Supervisor through questionable means. To make matters worse, he urged her to report a team member, Ms. Durkhani, implying that she didn't deserve a CHW salary. When Ms. Naseema reported these incidents to supervisors, UCOO Zia-Ur-Rehman retaliated by intentionally introducing mistakes into her data and displaying inappropriate behavior in front of UC staff, causing her embarrassment. Furthermore, UCOO Zia frequently calls Ms. Naseema to correct the data, adding to the overall discomfort of the situation. **(Annex- B).**

* The stance of Zai Ur Rehman (UCOO)

Mr. Zai Ur Rehman stated in his stance that they disagree with the slams Ms. Naseema have addressed against me. He has reported the issues about the concern Ms. Naseema properly with my supervisors, through a proper channel. As he has reported the issue about Ms. Naseema about not reporting actual data and dose not report data timely and about the bypassing her supervisor and share the issues with district person. Also Ms. Naseema were found accountable about not supporting and supervision her teams in Field. Ms. Naseema also found accountable about become personal with her teams. Ms. Naseema not report the data through a proper channel and also false statement against her supervisor. **(Annex- C)**

* The stance of Dosti Ali (UCPO)

Mr. Dosti Ali Stated in his stance that Mr. Zai-Ur-Rehman (UCOO) and Ms. Naseema (AS) are getting personal and they leave their work and have obstinacy and hatred among themselves. Zai repeatedly tells Naseema that her data is not correct so correct her data and send him again. if Naseema turns out to a problem, Zai makes it a problem of his ego and Zai also has that he doesn’t compromise on his work and is bound to do his work on time. Naseema is also personal with Zia and some of her team also complain against her that her attitude towards her teams is not right she is also a regular student but on campaign days and in ERM meetings it is always present. UCPO’s suggestion is to transfer Ms. Naseema to UC cadet collage because AS Naseema’s house is in cadet collage then she should be transferred to UC Cadet collage, and in Cadet collage, two Area supervisors are local to UC Tarata, UC Cadet college has its own BHU and has a secure environment for females. **(Annex- D)**

## Conclusion:

After a thorough examination of the investigation findings, it is hereby concluded that the issues between AS Naseema and UCOO Zia-Ur-Rehman escalated primarily due to delayed reporting. Contrary to initial concerns, the investigation did not reveal evidence of harassment. Instead, it has been determined that the discord between AS Naseema and UCOO Zia-Ur-Rehman is rooted in a conflict arising from misunderstandings.

Furthermore, UCPO Dost Ali has been found guilty of failing to report issues in a timely manner to his line supervisor. This failure in communication has contributed to the exacerbation of the conflicts within the team. In light of these conclusions, it is recommended to initiate measures to address the misunderstandings between AS Naseema and UCOO Zia-Ur-Rehman. A mediation session may prove beneficial in fostering better communication and resolving the underlying conflicts.

Simultaneously, a warning is advised for UCPO Dost Ali, emphasizing the significance of prompt reporting to the line supervisor to prevent future complications and maintain a healthy working environment.

## Recommendations:

Following a thorough investigation into recent operational matters, the investigation team has identified several concerns that require attention and corrective action. The findings are as follows:

1. **AS Naseema:**
   * **Concerns:**
     + Lack of responsiveness to supervisors.
     + Weak supervision skills.
     + Unprofessional attitude.
   * **Recommendation:**
     + Issue a warning letter to AS Naseema, addressing the above concerns and urging improvement in responsiveness, supervision skills, and overall professionalism.
2. **UCOO Zia-Ur-Rehman:**
   * **Concerns:**
     + Unprofessional attitude.
     + Conducting meetings in residential areas without approval.
   * **Recommendation:**
     + Issue a warning to UCOO Zia-Ur-Rehman, highlighting the unprofessional behavior and emphasizing the importance of obtaining proper approval before conducting meetings in residential areas.
3. **UCPO Dost Ali:**
   * **Concerns:**
     + Non-serious or casual attitude.
     + Failure to take UC issues seriously.
     + Not reporting issues to the line supervisor.
   * **Recommendation:**
     + Issue a warning to UCPO Dost Ali, addressing the lack of seriousness in handling UC issues and emphasizing the importance of timely and thorough reporting to the line supervisor.

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