**Inquiry Report**

**On**

**Unprofessional or casual attitude**

**UC: Faqirabad, Tehsil City**

**District Peshawar,**

**Inquiry Report by:**

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

**Submitted to:**

**WHO-PO**

**Contents**

[**1.** **Introduction:** 3](#_Toc90567484)

[**2.** **Background:** 3](#_Toc90567486)

[**3.** **Methodology** 4](#_Toc90567487)

[**4.** **Investigation:** 4](#_Toc90567488)

**6. Findings……………………………………………………………………………………………5**

**7. Conclusion…………………………………………………………………………………………5**

**8. Recommendations…**……………………………………………………………………………………………………… .5

1. **Introduction**.

A complaint was received from the Program Team against Ms. Sabiha CHW UC Faqirabad – City – Peshawar. **(Complaint & PTL Approval Email is attached as Annex-A & B)**

According to the complaint, following were the allegations:

* According to the complainant, CHW Sabiha is involved in fake vaccination.

1. **Background**

During the external monitors visit, some houses were identified in which children were finger marked but not vaccinated as per parental re-call and recorded as vaccinated as per the cluster findings & details. The case was forwarded to CTC for further investigation.

1. **Methodology**.

The case was investigated in the field. The investigation team conducted one-on-one sessions with the concerned CHW, AS, UCOO and UCPO and took their stance.

**Annex-C:** Statement by UCOO Muazzma

**Annex-D:** Statement by CHW Sabiha

**Annex-E** Statement by AS Bushra

**Annex-F:** Statement by UCPO Tahir

1. **Investigation:**

The investigation team visited UC on 7th December, 2023 at 11 A.M. A detailed conversation was conducted with staff members.

**Statement by UCOO Muazzma:**

UCCO Muazma Shakeel supports Sabiha, stating she was not involved in fake entry, though acknowledging her performance that she agreed needs improvement. She further mentioned that she visited the houses along with UCPO to verify the houses under question.

**Statement by CHW Sabiha:**

Sabiha herself acknowledges her weak performance and IPC skills, specifying that she covers children in front of their mother when the father is not available as he refuses. Moreover, her AS was also accompanying her when she vaccinated the children. She expresses a commitment to improving her IPC skills.

**Statement by AS Bushra:**

AS Bushra mentions that Sabiha covered a refusal house in front of her, emphasizing that Sabiha was not engaged in any misconduct. She mentioned that house 125 is a refusal (father only), the mother of the children vaccinate her children and the day when monitors arrived, I visited the houses myself and no family demanded to be vaccinated specifically by CHW Sawera. However, she acknowledges Sabiha's weak interpersonal communication skills and categorizes her as a weak team member.

**Statement by UCPO Tahir:**

UCPO Tahir notes Sabiha's weak performance but refutes any involvement in fake marking based on multiple visits to her area. He mentioned that he has never observed any fake finger marking by CHW Sawera in her area of work. Performance concerns have been reported to TDO, and efforts have been made for her capacity building, particularly focusing on improving IPC skills.

1. **Findings**

Based on the investigation proceedings on December 6, 2023, following are the key findings.

* CHW Sabiha was suspended by external monitors dated 28th November, 2023 after confirming fake vaccination from the family but the father has been a refusal while the mother of the children vaccinates her children in the absence of her husband and therefore, the family is recorded under star coverage in the past record as well
* The video evidence of the family in which the mother shares her reservations from her husband regarding the children getting vaccinated is attached for reference **[Annex-G]**

1. **Conclusion**

Considering the video evidence recorded and supporting statements from fellow colleagues of the nominated CHW, There is no fake vaccination proved against CHW-Sabiha however, there is a difference of statements in the mother and father of the children who need proper mobilization on the importance of OPV vaccination. .

1. **Recommendation**

No action be taken against CHW Sabiha. Hence, proved non-guilty.