**Inquiry Report**

**On**

**Account of Unprofessional Attitude**

**By**

**TPO Mr Haris Sultan**

**Inquiry Report by:**

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

**Submitted to: WHO-FO**

**Contents**

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

# Introduction

 A complaint was received against TPO Haris Sultan 6110152586131 from WHO FO on dated January 8, 2024. The complaint highlighted few gross concerns over the conduct of Haris including use of abusive language against his supervisor and other colleagues. **[Attached as Annex-A].**  It was decided to conduct thorough investigation to verify the messages and to hold the culprit responsible.

# Methodology

The CTC team conducted in-person meetings with TPO Ikram Ullah and TPO Haris Sultan. CTC also sends emails to concerned supervisors and Team Lead of TPO Haris Sultan to document their stance on the matter in issue.

The details of the statements of the Staff are attached as following Annexures.

* **Annex-B:** Statement of TPO Ikram Ullah
* **Annex C:** Statement of Dr Iman
* **Annex D:** Statement of Dr Musharaf
* **Annex E:** Whatsapp message of Haris Sultan with Dr Musharraf
* **Annex F:** Statement of TPO Haris Sultan
* **Annex-**G: Voice Message of TTSP GM

# Findings

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

* 1. As per the statement of TPO Ikram Ullah, Haris Sultan is habitual of using abusive language with colleagues and supervisors as he is short-tempered and has a history of misbehavior with supervisors and staff. Haris demonstrated such behavior during the staff relocation announcement on January 3rd, 2024 when he was instructed to shift back to CDA. As per his statement, Haris also accused Dr. Iman of discrimination based on language and caste. TTSP of Ikram also told him that Haris Sultan often used abusive language about him. **(Attached as Annex- B)**
	2. CTC also took feedback from AC Dr. Iman on the alleged incident during the meeting on 3rd January 2024. As per her statement, Haris Sultan showed resistance in an unprofessional way concerning his relocation to CDA but she counseled him and did not take anything personal. **(Attached as Annex- C)**
	3. CTC also sent an email to Dr. Musharaf regarding the incident, but he did not respond. Another email was sent to Dr. Musharaf concerning the screenshot shared as evidence in the complaint to confirm the date of the conversation involving Haris Sultan. According to his response, the screenshot shared was taken on October 26, 2022 **(Attached as Annex- D)**
	4. TPO Haris Sultan denied all the allegations against him and provided evidence regarding both WhatsApp chats that were shared by the complainant. **(Attached as Annex- E)** According to his statement, the chats were a result of the heat of the moment. He also mentioned different instances reporting the grouping in Islamabad involving Dr. Musharaf and some UCPOs. Furthermore, he shared instances involving TPO Ikram Ullah harassing his staff, instances that were allegedly concealed by Dr. Musharaf. It was also pointed out by Haris that Ikram Ullah is in habit of taking loans from his subordinates and abuses his authority on multiple occasions. **(Attached as Annex- F)**

# Conclusion The investigation was conducted to assess whether Haris has misbehaved with the WHO staff in meeting held on 03-01-2024. It was also reported that his general conduct and behavior with other colleagues is not cordial and professional. The findings suggest that Haris has not such tendency and is overall conduct is within the boundaries of professional ethics and norms. The screenshots shared were meant to substantiate the claim that Haris exhibit such behavior. After carefully reviewing the whole messages (which were showed by Haris in his phone), it transpired that the communication was selectively cropped in order to show that Haris has a tendency of using such language. The findings of the investigation do not indicate that Haris has attitude problem or had misbehaved with anyone. Merely expressing his concerns and sharing his thoughts on his recent shuffling may not be considered his arrogance or misbehavior.

# The review of the entire chat further reveals that Dr. Musharaf had consistently texted to Haris Sultan, referring Dr. Reham as a psycho. However, Dr. Musharaf deleted his messages before he shared the screenshots. Additionally, the messages were shared between Haris and Dr. Musharaf on October 26, 2022. Another screenshot depicted a conversation between Haris Sultan and TTSP, including a voice message shared by TTSP GM against TPO Ikram. (Attached as Annex-G) There was no instance of misbehavior or the use of abusive language in the meeting dated January 3, 2024, as reported by TPO Ikram.

# It also appears that the instant complaint is a result of great deal of lobbying and grouping within the staff. The complaint is prima facie shared with an intention to create misunderstanding against Haris and get him penalized under the disciplinary framework.

# The statements of the other staff were not taken as the findings already suggest lobbying and grouping within the staff and it would have been a challenge for the investigation team to assess the veracity of their statements. The language used by Haris though is old one but is not aligned with the code of conduct. There is however a need to sensitize Haris of the consequences of his poor choice of words and reprimand him to avoid such instances in future.

# Recommendation

* 1. The investigation team exonerates Haris from the charges and recommends his reinstatement him with immediate effect. However, as he has used improper language while referring to his work colleague, it is suggested to issue him a warning letter. Moreover, it is also suggested that a counseling session may be conducted with Haris to sensitize over his inappropriate choice of words in formal communication and the social and ethical standards expected from the CTC staff while at work.
	2. It is also recommended to issue an explanation letter to TPO Ikram Ullah for misleading the investigation team and other issues reported against him including taking loans from his subordinates and abusive conduct.
	3. Furthermore, it is suggested to conduct investigation on the issues of grouping and lobbying within the staff in order to root out wrongdoers and take corrective measures to ensure that the workplace environment remains professional and harmonious.