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| **Investigation Report** |
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1. **Background:**

A complaint was received against Shehnaz, the alleged offender who works as UCPO at Sindh-Central Karachi-North Nazimabad-Farooq-E-Azam – 6, on January 30th, 2024, by UCMO. The complaint alleges that Shehnaz is involved in human trafficking, financial embezzlement, misappropriation of funds, and late submission of data. It is claimed that Shehnaz asked one of her workers, Tabassum, to provide girls for human trafficking to Dubai. Additionally, there are allegations that Shehnaz demands money from individuals and promises them government jobs. Furthermore, it is asserted that UCPO Shehnaz does not submit her data on time, and there are numerous errors in her submitted data.

1. **Methodology:**

The statements and email of the following staff members were taken.

* Statement of AS Shagufta (Annexure B).
* Statement of AS Nafisa (Annexure C).
* Statement of AS Ghazala (Annexure D).
* Statement of AS Shahida (Annexure E)
* Statement of AS Shabana (Annexure F)
* Statement of AS Zeba (Annexure G)

1. **Key findings:**

The following are the key findings:

* **Statement of AS Shagufta**

She stated that the UCPO had requested money from several workers in exchange for a government job. One of her employees, Sidra, gave her Rs 3000. She also stated that the UCPO frequently makes errors in data compilation and behaves improperly with Area Supervisors.

* **Statement of AS Nafisa**

She stated that the UCPO wants young workers under her supervision because she intends to send them to Dubai. She consistently complains about the Area Supervisors who are either old or middle-aged. Additionally, she frequently makes mistakes in data compilation and unfairly places the blame for errors on the workers

* **Statement of AS Ghazala**

In her statement, she mentioned that UCPO demanded money from workers in exchange for a government job. Additionally, she also took money from one of her employees for her brother's job. Maryam, a worker, was promoted to the position of CBO, and UCPO took money from workers for organizing a farewell party that was never arranged; now the workers are requesting a refund of their money. UCPO borrowed money from a stationary shop, and whenever a worker visited the shop, he demanded repayment of the borrowed funds. Furthermore, she asserted that UCPO frequently makes errors in data compilation and behaves improperly towards Area Supervisors

* **Statement of AS Shahida**

In her statement, she mentioned that UCPO makes many mistakes in data compilation, leading to issues in UC. Additionally, UCPO is reported to misbehave with all the workers during training. Furthermore, she highlighted the amount taken from the workers for Maryam's farewell, and now all workers are demanding their money back.

* **Statement of AS Shabana**

As per her statement, UCPO made many mistakes while compiling her data during the NID campaign in October 2023. She reported having 7 refusals during that campaign, but UCPO recorded them as 17. Similarly, she had 21 Not Available (NA) entries on the last day of the campaign, but UCPO recorded them as 51. These errors have increased her workload and data

* **Statement of AS Zeba**

In her statement, she stated that UCPO asked young workers to make their passport promising to send them to Dubai for jobs in clubs. Additionally, she demands money from workers in exchange for government jobs. She noted that UCPO frequently makes errors in data compilation, and when complaints are made to UCPO, she misbehaves with Area Supervisors and blames them for the errors.

* **Statement of UCPO Shehnaz Khan**

In her statement, UCPO refuted all allegations leveled against her. She pointed out that if she attempted to smuggle any workers, where are those workers and the evidence supporting such claims? Regarding the accusations of accepting funds in exchange for a government job, she denied ever demanding money for a government job. Instead, she clarified that she merely mentioned that securing a government job often involves certain expenses. She cited a person who facilitates such processes.

She also alleged that UCMO Zeeshan sent teams into the field without adequate training and that he failed to complete his assigned tasks. According to her, these problems started when she took an interest in HR at the UC. Furthermore, she lodged complaints against some Area Supervisors, asserting that they failed to fulfill their duties. She emphasized that there were no complaints against her regarding the compilation or submission of data

1. **Conclusion**

The issues highlighted in findings are related to both UCPO’s personal conduct and professional responsibilities and the accusations against UCPO Shehnaz Khan are serious and varied. Multiple workers have accused UCPO of demanding money in exchange for job opportunities, organizing parties that were never held, and making errors in data compilation. These accusations are consistent in the several statements made by the staff, indicating a pattern of behavior. These workers have also shared concerns about UCPO's behavior, inappropriate training actions, and errors in data compilation, UCPO's preference for young workers and alleged plans to send them to Dubai.

There is no substantial evidence of any allegation leveled against UCPO but as per the statements of all the workers and an audio message by a supervisor to her worker describing her demand of continuously asked for young workers that can be used by her in human trafficking

1. **Recommendations**

As there is no evidence of any allegation leveled against UCPO, it is suggested that UCPO Shehnaz may be reinstated. However, it is recommended that her attitude and performance should be monitored by her supervisor for the next 3 months.