**Incident Report**

**Date: 14th February 2024**

**Reported by: AS Afsheen Rafique UC 04 Gadap Zone B**

**Issue: Workplace Harassment**

1. **Background:**

A complaint was received against Amira (alleged offender) working as UCOO at Sindh-East Karachi-Gadap-Gujro on February 1, 2024 by CHW Afsheen (the Complainant). The complainant alleges continuous harassment and threatening behavior from UCOO during monitoring activities in the assigned area. Voice recordings of Amira were provided by Afsheen as evidence. The complaint is attached as Annex A.

1. **Methodology:**

The statements of the following staff members were taken.

* Annex B : Statement of UCOO Amira
* Annex C : Statement of AS Afsheen
* Annex D: Chat showing Afsheen and Amira conversation and voice notes
* Annex E: Audio recording of CHW Sana regarding Amira behavior

1. **Key findings:**

Following are the key findings:

**Statement from Afsheen:**

The complainant has stated that during the verification of data for the January Campaign, UCOO Amira claimed to have discovered four teams missing in her area. Upon learning about this issue, Afsheen contacted her team members to inquire about the situation regarding missed teams. According to her statement, she has doubts that her worker informed Amira about the missing teams. On learning about this, Amira called the complainant and used abusive and derogatory remarks about Afsheen’s deceased parents and made personal attacks. The complainant also stated that Amira has also conveyed to someone regarding her resolve to not spare Afsheen and vowed to keep her under scrutiny.

**Afsheen also provided a voice conversation between her and UCOO Amiira, in which Amira was heard saying that she would ensure Afsheen faces consequences if her alleged misbehavior persists.**

**Statement from UCOO Amira**

She was questioned regarding her conduct and abusive language used against the complainant. Amira mentioned that she was given the task of monitoring and investigating teams in Gujro B, where she discovered missing children in complainant’s area. While discussing this with a colleague, the complainant overheard it and subsequently reprimanded her team member regarding reporting the missing children. A worker from complainant’s team then contacted her and expressed her concerns over the fact that the complainant has scolded them for reporting the missed teams. Following this, Amira called the complainant to inquire why she was involving her name in the situation and scolding her workers and a heated argument ensued.

1. **Conclusion:**

After conducting the investigation, it appears that the issues stemmed from misinformation about the missed teams in the complainant’s area. Amira was given the tasks for monitoring in Gujro B where she found missed teams in the complainant’s area. The complainant came to know that Amira has reported missed teams in her area and she suspected another co-worker who might have revealed this information to Amira. The complainant raised the matter with the co-worker and asked why she reported such a matter when there is no truth in it. The co-worker reported the said incident to Amira who go furious and called the complainant to inquire why she is using her name and questioning the other teams. This led to a heated argument whereby Amira has used abusive language. Amira justified her abusive language by stating that she was angry and she used such words against the complainant.

1. **Recommendations:**

The investigation suggests that Amira has used abusive language against the complainant hence she is recommended for explanation letter followed by final warning with counselling session.