

**Investigation Report**  
**On**  
**Immoral Activity and Unprofessional Attitude of**  
**CHW-Ms. Rani**  
*(UC Kankola-Shah Alam-Peshawar-Khyber Pakhtunkhwa)*

**Inquiry Report by:**  
**CHIP Training & Consulting Pvt. Ltd.**

**Submitted to:**  
**WHO-PO**

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## 1. Background:

Two complaints were received via email concerning CHW Ms. Rani stationed at UC-Kankola. The first, dated Monday, February 12<sup>th</sup>, 2024, was from the program team citing Ms. Rani's poor performance. The second, dated February 14<sup>th</sup>, 2024, raised concerns about her involvement in immoral activities. CTC also received multiple reports from the community regarding Ms. Rani's behavior. Moreover, CHW Ms. Rani has also been reported on account poor performance

### 1.1 Allegation.

After reviewing the complaints, the following allegations have been leveled against CHW Ms. Rani.

- CHW Ms. Rani is engaged in immoral activities by having an illicit relationship with a community member.
- Ms. Rani's performance as a CHW is significantly lacking with numerous discrepancies and errors observed in her fieldwork.

In 2023, an investigation was initiated to address the reported incident involving Mr. Inayat's display of a firearm towards CHW Ms. Rani in the presence of staff members. Subsequently, an agreement or mediation (Jirga), facilitated by the PE team HR, was convened to reconcile the involved parties and resolve the issue. Despite these measures, the persistence of the issue has been noted, compounded by additional concerns arising regarding Ms. Rani's interactions with other community members.

## 2. Methodology:

In order to probe the matter, CTC team visited the concern UC conducted fact finding investigation of the matter on 26<sup>th</sup> March 2024 and 08<sup>th</sup>, April, 2024. Individual meetings with the UC staff members were conducted.

Annex A: Complaint and PTL approval against CHW-Ms. Rania

Annex B: Statement of UCPO Mr. Muhammad Imran

Annex C: Statement of UCOO Mr. Kamran

Annex D: Statement of CHW Ms. Rani

Annex E: Statement of AS Ms. Sumaira Naz

Annex F: Statement of AS Ms. Sumaira

Annex G: Statement of AS Ms. Ambreen

Annex H: Statement of CHW Ms. Ayesha

Annex I: Statement of CHW Ms. Seema Sher

Annex J: Statement of CHW Ms. Sajida

Annex K: Statement of CHW Ms. Sundus

Annex L: Statement of AS Ms. Shagufta

Annex M: Statement of AS Ms. Nadia

### 3. Key findings:

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

- **Mr. Muhammad Imran UCPO Statement**

According to the written and verbal testimony of the UCPO Mr. Muhammad Imran regarding CHW Ms. Rani, she exhibits poor performance by failing to maintain essential records such as the missed children sheet, Micro census book, and zero dose record. Additionally, she is allegedly involved in various other activities, including accepting pick-up and drop-off services from unidentified individuals, borrowing money from community members without repayment, and being followed by an unknown individual who reportedly carries a pistol and coerces her to accompany him on a motorcycle. Following a Jirga, both parties, including the individual named Mr. Inayat, provided written assurances to refrain from such actions and avoid future encounters. However, despite these agreements, Mr. Inayat was observed providing transportation to Ms. Rani, as witnessed by UCOO and ALSM. Subsequently, Ms. Rani reported harassment by Mr. Inayat, but when asked to provide evidence, she declined. Due to her involvement in financial misconduct, Ms. Rani has changed residences multiple times within UC, currently residing in UC Lala Klay. It is also noted that staff members have provided written statements expressing their refusal to work with her in the area.

- **Mr. Kamran UCOO Statement**

As per the written and verbal testimony provided by UCOO Mr. Kamran regarding CHW Ms. Rani, she previously worked in UC Larama where she encountered conflicts with UCOO. In 2019, she reported receiving repeated calls from an unknown person claiming to be DPCR, who demanded to meet her alone at a center. However, upon answering, the caller used abusive language and expressed personal issues with her, leading to confirmation that he was not affiliated with DPCR. This incident contributed to her hospitalization, where a psychiatrist noted her high level of stress and three suicide attempts.

Apart from these issues, Ms. Rani is accused of financial misconduct, including borrowing money without repayment, which has led to community members visiting the UC in search of her. Some women have requested that she should not visit their homes due to alleged involvement with their husbands, including conversations and financial transactions. In 2022, during the MMR campaign, she was reportedly threatened by an unknown individual who accused her of financial impropriety. Upon investigation, it was revealed that the individual was the brother of AS Sumaira Naz, named Mr. Inayat. A Jirga was conducted, resulting in written statements from both parties.

Additionally, Ms. Rani borrowed money from another CHW, Ambreen, in UC Kankaola, repaying only half and failing to return the remainder. During the

December campaign, she was involved in falsifying data by marking absent children as present in the records. Allegedly, she claims to have connections in CTC. Ms. Rani has also received Warning Letter from the PEOPLE organization regarding immoral activities and unauthorized absences. UCOO expresses doubts about her possible involvement in a recent mishap, where he was fired upon by unknown assailants, citing her purported links to nefarious individuals in the community. Some of the UC Staff has also requested that they do not want to work with CHW Ms. Rani, citing the reason that because of CHW Ms. Rani their moral conduct is also questioned. In a communal Jirga, Inayat and CHW Rani were made to sign a declaration letter in which Inayat and CHW Rani both declared that they will refrain from contacting each other, and asked the Jirga that they be given another chance.

- **CHW Ms. Rani Statement**

CHW Ms. Rani alleges that UCOO Mr. Kamran sexually harassed her. In her written statement she expands that UCOO Mr. Kamran offered CHW Ms. Rani to drop her home, she took him up on that offer, and when she got in the car, UCOO Mr. Kamran used inappropriate language with her, also offering her favors for physical intimacy. Moreover, CHW Ms. Rani alleges that UCOO Mr. Kamran used to call her at late hours, and that he also told her husband that she, CHW Ms. Rani, is a characterless woman. CHW Ms. Rani claims that whenever she was late for her duties, UCOO Mr. Kamran used to insult her in front of her colleagues. CHW Ms. Rani claims that UCOO Mr. Kamran sexually harassed her, when he asked her to go with him to a duty station and he touched her inappropriately. She added that on another occasion UCOO Mr. Kamran tricked her into going home with him where he proceeded to take her clothes off, CHW Ms. Rani then resisted and eventually saved herself. CHW Ms. Rani claimed that UCOO Mr. Kamran told her that no one can terminate him, and that she cannot threaten him with termination.

- **AS Ms. Sumaira Naz Statement**

AS Ms. Sumaira Naz in her written statement recorded that CHW Ms. Rani, prior to her shuffling, worked with her in UC Larhama, and she again joined CHW Ms. Rani in UC Kankola 2 years later. After working with CHW Ms. Rani again, she suspected that CHW Ms. Rani is somehow intimately involved with her brother which was confirmed once AS Ms. Sumaira Naz confronted CHW Ms. Rani. AS Ms. Sumaira Naz further claimed that CHW Ms. Rani has never complained to anyone about her brother, moreover, that she has let her duties suffer because of this relation, citing an event where AS Ms. Sumaira Naz's Brother stopped CHW Ms. Rani amidst her duty hours along with other CHW's, after which a written oath was taken from CHW Ms. Rani that she and my brother will not contact each other again. Despite everything, they still maintain communication with each other. AS Ms. Sumaira Naz alleges that CHW Ms. Rani claims she is not the instigator but how does my brother know her duty timings, and location, no one else informs my brother of her whereabouts. AS

Ms. Sumaira Naz closed her written statement by saying that her brother is not blameless here, but it is CHW Ms. Rani who is the instigator, for she has never asked me nor my family member to put a stop to this. AS Ms. Sumaira Naz, about UCOO Mr. Kamran, stated that except for being loud sometimes, he is a kind-hearted person.

- **AS Ms. Sumaira Statement**

AS Sumaira opens her statement by saying that she has been working for Seven years in this UC. She claims that she has been working with CHW Ms. Rani, adding that she cannot write properly, her husband helps her with writing names. AS Ms. Sumaira claims that she has informed UCPO/UCOO of this fact. She added that CHW Ms. Rani is intimately involved with Ms. Sumaira Naz's brother which she has witnessed over the years. AS Ms. Sumaira cited an incident where CHW Ms. Rani visited a house, where she had an altercation with the homeowner, he tried to correct CHW Ms. Rani over the misspelled name of his child, to which CHW Ms. Rani took offense and it escalated to name callings, which was all witnessed by the community and her team member CHW Ms. Seema. AS Ms. Sumaira further added that CHW Ms. Rani take gifts from community members, and is constantly engaged on her mobile phone. She further stated that CHW Ms. Rani calls AS Ms. Sumaira Naz's brother and asks him to pick her up.

- **AS Ms. Ambreen Statement**

AS Ms. Ambreen states that she has spent four years working under the supervision of UCOO Mr. Kamran, claiming that he has never been out of line with his subordinates and always imparts respect to his team. She added that except for being loud sometimes he has always treated us with respect. AS Ms. Ambreen said that UCOO Mr. Kamran used to drop four of the UC staff including her and CHW Ms. Rani, there has never been an instance where UCOO Mr. Kamran was out of line with them. She further said that CHW Ms. Rani used her mobile a lot, and made an allegation in her written statement against CHW Ms. Rani that, she sold furniture to CHW Ms. Rani, which was to be paid-for in instalments, she said that CHW Ms. Rani has yet to pay Rs. 45,000/- for the furniture she sold. AS Ms. Ambreen closed her written statement by stating that their supervisor is a nice person her has never been out of line with any of us, and all the allegations made against him are baseless.

- **CHW Ms. Ayesha Statement**

She stated that her husband forbade her from doing job because recently in her area some unknown persons talked about Ms. Rani's character, also blaming CHW Ms. Ayesha for being involved in these immoral activities because CHW Ms. Ayesha accompanies CHW Rani in her duties. When CHW Ms. Ayesha's husband heard this, he started fighting with those people, during the scuffle one of them was going to

fire upon at my husband but fortunately my husband was safe. Now her husband forbade her from doing a job unless CHW Ms. Rani resigns or is terminated.

- **CHW Ms. Seema Sher Statement**

CHW MS. Seema Sher claims that she is a friend of CHW MS. Rani, and that CHW Ms. Rani shares everything with her. CHW Ms. Seema in her statement agrees that there is something weird about CHW Ms. Rani, but she has never seen her doing anything that is deemed immoral. CHW Ms. Seema further added that she has heard from a few people that there something going on with CHW Ms. Rani.

- **CHW Ms. Sajida Statement**

In her statement during the investigation before the fact-finding committee, CHW Ms. Sajida clarified that she has no idea about any accusations against CHW Ms. Rani. However, she did express concerns about Ms. Rani's performance, that she struggles with tasks such as preparing NA sheets. CHW Ms. Sajida explained that Rani's husband assists her in writing these sheets, and they often rely on the MCB book for guidance during data preparation. CHW Sajida claims that she has no complaint against her supervisors including UCPO, UCOO and her AS.

- **CHW Ms. Sundas Statement**

CHW Ms. Sundas in her statement recorded that CHW Ms. Rani uses her mobile a lot, usually for 20-30 minutes at times.

- **AS Ms. Shagufta Statement**

She states that UCOO Mr. Kamran is nice and treats all his subordinates equally, he is serious about the duties assigned and never gets personal feelings get in the way of duties. CHW Ms. Rani and CHW Ms. Shazia used to commute with UCOO Mr. Kamran to their duty stations, CHW MS. Shazia never complained of any misconduct by UCOO Mr. Kamran.

- **AS Ms. Nadia Statement**

AS Ms. Nadia in her written statement had a positive response about UCOO Mr. Kamran. In her statement, AS Ms. Nadia asserted lack of familiarity with CHW Ms. Rani's conduct, mentioned Ms. Rani's consistent completion of assigned tasks with a reserved demeanor. Furthermore, Ms. Nadia affirmed that her personal contact details have not been circulated within the community.

#### **4. Conclusion:**

- Based on the statements provided by the workers the behavior of CHW Ms. Rani deviates from the professional standards but there is no concrete evidence regarding her involvement in immoral activities so she is exonerated against this charge.

- Throughout the investigation, it has been observed that CHW Rani displays an irresponsible attitude towards her job. This is evident in the two Explanations Letters issued by the CTC: one for absenteeism during ordinary days and another for tardiness and being late. A formal Verbal Warning was also delivered to her. She has also been reported for the following capacity issues:
  - a. "Miss children sheet not properly filled. Only children's names written on sheets. Address and place not mentioned, as she did not write missed children both in the book and MC list.
  - b. Did not follow the second visit or wait for missed children. During campaign day 4, she left her area without any information. Her AS asked her to wait for a child; she switched off her mobile and left the area.
  - c. Did not read the book during the campaign. She vaccinated two overage children, where the area supervisor verifies these children and signs the book.
  - d. Poor IPC despite several on-the-job trainings.
  - e. During campaign day 1<sup>st</sup>, she vaccinated a child but did not finger-mark as per the area supervisor's direction; afterward, she redo the finger mark. She can not handle the vaccine during the campaign day.

## 5. Recommendations:

- In light of these findings, Poor Performance of CHW Ms. Rani is manifested. It is therefore recommended to issue Warning Letter to CHW Ms. Rani against violation of "Annex-7 B: Disciplinary Action in case of Performance / Capacity Issues - Amber line Areas **Sub Clause-1 (Poor follow-up of missed children)** as per (PTPPSR)".