

**From:** ABBAS, Waseem <wabbas@who.int>  
**Sent:** Wednesday, March 13, 2024 10:56 AM  
**To:** Ayesha Faridoon  
**Cc:** AFRIDI, Sarfaraz Khan; AURANGZEB KHAN, Mazhar; 'Naila Nizam'; 'Muhammad Arif'  
**Subject:** RE: [EXT] Javeria Father complaint against AREA 3 / AS- Humaira- code 156 A due to (UN-PROFESSIONAL Aggressive- ATTITUDE WITH CHW JAVERIA )

Dear Ayesha,

Please complete the investigation and share report for management review.

Regards

Waseem Abbas

---

**From:** Ayesha Faridoon <disciplinarymatters.kp@chipconsulting.org>  
**Sent:** Wednesday, March 6, 2024 6:05 PM  
**To:** ABBAS, Waseem <wabbas@who.int>  
**Cc:** AURANGZEB KHAN, Mazhar <zebma@who.int>; 'Naila Nizam' <naila.nizam@chipconsulting.org>; 'Muhammad Arif' <muhammad.arif@chipconsulting.org>  
**Subject:** FW: [EXT] Javeria Father complaint against AREA 3 / AS- Humaira- code 156 A due to (UN-PROFESSIONAL Aggressive- ATTITUDE WITH CHW JAVERIA )

Dear Sir,

A complaint has been received against AS-Humaira of UC-Hayatabad (1) on account of unprofessional attitude lodged by CHW Javeria's Father. Ms. Humaira has been reported previously as well and warning has been placed in her profile but no improvement has been observed in her behavior. Your approval is requested to conduct field investigation once the campaign is concluded.

Regards,  
Ayesha Faridoon

---

**From:** FAHEEM, Arshad [<mailto:faheema@who.int>]  
**Sent:** Sunday, March 3, 2024 12:22 PM  
**To:** Muhammad Harris <[mr\\_harris\\_khan@yahoo.com](mailto:mr_harris_khan@yahoo.com)>; [imti\\_khalil@yahoo.com](mailto:imti_khalil@yahoo.com); Imtiaz Sir DHCSO <[m.imtikhalil@gmail.com](mailto:m.imtikhalil@gmail.com)>; [ayesha.faridoon@chipconsulting.org](mailto:ayesha.faridoon@chipconsulting.org); [ff.city@chipconsulting.org](mailto:ff.city@chipconsulting.org); Muhammad Arif <[muhammad.arif@chipconsulting.org](mailto:muhammad.arif@chipconsulting.org)>; [iftikhar.jehan@chipconsulting.org](mailto:iftikhar.jehan@chipconsulting.org)  
**Cc:** NAZISH NASEER <[naxish12@gmail.com](mailto:naxish12@gmail.com)>; Umar Farooq <[umarfarooq140@yahoo.com](mailto:umarfarooq140@yahoo.com)>; [umarfarooq140@gmail.com](mailto:umarfarooq140@gmail.com); Aitazaz <[aitazazali@yahoo.com](mailto:aitazazali@yahoo.com)>; ORAKZAI, Muhammad Younas Khan <[orakzaim@who.int](mailto:orakzaim@who.int)>; Shazia Masood <[shaziamasood014@gmail.com](mailto:shaziamasood014@gmail.com)>; Muska Afzal <[muskaafzal1990@gmail.com](mailto:muskaafzal1990@gmail.com)>; Samrina Baloch CTC <[samrina.baloch@chipconsulting.org](mailto:samrina.baloch@chipconsulting.org)>; Naila Nizam <[naila.nizam@chipconsulting.org](mailto:naila.nizam@chipconsulting.org)>; Saman Mughal <[hrmatters.kpk@chipconsulting.org](mailto:hrmatters.kpk@chipconsulting.org)>  
**Subject:** Re: [EXT] Javeria Father complaint against AREA 3 / AS- Humaira- code 156 A due to (UN-PROFESSIONAL Aggressive- ATTITUDE WITH CHW JAVERIA )

Dear Imtiaz,  
Please share your concise finding for vendor action.

## Dr. Arshad Faheem

Immunization Officer,  
Peshawar  
World Health Organization  
+92-334-0010071  
[Faheema@who.int](mailto:Faheema@who.int)

---

**From:** Muhammad Harris <[mr\\_harris\\_khan@yahoo.com](mailto:mr_harris_khan@yahoo.com)>

**Sent:** Friday, March 1, 2024 8:53 PM

**To:** [imti\\_khalil@yahoo.com](mailto:imti_khalil@yahoo.com) <[imti\\_khalil@yahoo.com](mailto:imti_khalil@yahoo.com)>; Imtiaz Sir DHCSO <[m.imtikhalil@gmail.com](mailto:m.imtikhalil@gmail.com)>;  
[ayesha.faridoon@chipconsulting.org](mailto:ayesha.faridoon@chipconsulting.org) <[ayesha.faridoon@chipconsulting.org](mailto:ayesha.faridoon@chipconsulting.org)>; [ff.city@chipconsulting.org](mailto:ff.city@chipconsulting.org)  
<[ff.city@chipconsulting.org](mailto:ff.city@chipconsulting.org)>; Muhammad Arif <[muhammad.arif@chipconsulting.org](mailto:muhammad.arif@chipconsulting.org)>;  
[iftikhar.jehan@chipconsulting.org](mailto:iftikhar.jehan@chipconsulting.org) <[iftikhar.jehan@chipconsulting.org](mailto:iftikhar.jehan@chipconsulting.org)>

**Cc:** NAZISH NASEER <[naxish12@gmail.com](mailto:naxish12@gmail.com)>; Umar Farooq <[umarfarooq140@yahoo.com](mailto:umarfarooq140@yahoo.com)>; [umarfarooq140@gmail.com](mailto:umarfarooq140@gmail.com)  
<[umarfarooq140@gmail.com](mailto:umarfarooq140@gmail.com)>; Aitazaz <[aitazazali@yahoo.com](mailto:aitazazali@yahoo.com)>; Shazia Masood <[shaziamasood014@gmail.com](mailto:shaziamasood014@gmail.com)>;  
Muska Afzal <[muskaafzal1990@gmail.com](mailto:muskaafzal1990@gmail.com)>; Samrina Baloch CTC <[samrina.baloch@chipconsulting.org](mailto:samrina.baloch@chipconsulting.org)>; Naila Nizam  
<[naila.nizam@chipconsulting.org](mailto:naila.nizam@chipconsulting.org)>; Saman Mughal <[hramatters.kpk@chipconsulting.org](mailto:hramatters.kpk@chipconsulting.org)>; FAHEEM, Arshad  
<[faheema@who.int](mailto:faheema@who.int)>

**Subject:** [EXT] Javeria Father complaint against AREA 3 / AS- Humaira- code 156 A due to (UN-PROFESSIONAL Aggressive- ATTITUDE WITH CHW JAVERIA )

Sir / Madam,  
With due respect,

1. I would like to highlight this serious issue which came in my knowledge on dated 29/02/2024 evening, when I got unknown phone call and after introduction I came to know call is from Javeria Home. Attachment
2. During Phone Conversation Her Mother informed me that Javeria is the only child in their family and she is working for the first time due to financial needs and career growth because of father old age.
3. In response I told Her you are like our mother kindly let me know what's the issue so that we do the best possible to resolve, then Javeria Mother told me that due to Area supervisor horror behavior with our daughter Javeria is causing too much stress because Area Supervisor asking her to submit written statement regarding her health issues. (feeling nervous / feeling scared) and she was thinking for suicide.
4. When I heard this so I apologized to the mother for the wrong / strict behavior of area supervisor Humaira .
5. I told to them that due to this attitude & mismanagement of teams, she was reported to our higher authorities and they give us training session for the purpose to improve conduct.
6. Sir Imtiaz ( TDO ) personally conducted that training with low performance teams and she was one of them , Sir Imtiaz discussed in detail with them improve attitude in positive way, and no one is our personal servant.

7. we all are working for the Organization and we all have equal rights so we should maintain each other self-respect while guidance our teams.
8. After our conversation I assured them we will take care of your daughters professional rights and will discuss this issue with seniors.
9. Mother further told me that they are worried about child mental health due to this stressful Environment and they requested to shuffle this Area supervisor from Javeria supervision.
10. It is to be noted Further they express that even in last campaign when Javeria was using her right to give feedback regarding Area Supervisor supportive role, so the Area supervisor insulted our daughter that why you are writing negative about me and influence her statement she changed the wording according to her favor.
11. In response I told them after conversation I found this that your grievances are of serious nature, kindly submit your stance in written so we will report this to higher ups for the action to ensure justice and avoid undue hardship on your family.
12. After this from my side I told area that your attitude is not going well, why you asked Javeria for written statement that to mention reasons of her nervousness etc , Don't you think by doing this you are hurting her confidence to proof that she is unable to work.
13. Humaira said she said this in good faith so that she had a reason for justification as she leaves area due to health reason. So I told her for this we have leave application format when needed you can ask her to fill the format for short leave due to her own reason, there was no need to ask anyone to give written statement on page regarding health issue to break their confidence.
14. Nothing is justifying with name of good faith which can hurt someone, demanding such things from anyone without trust bound with teams can cause problems.
15. Today Morning 1/03/2024 Javeria submitted signed written statement from her father side with contact details (ATTACHMENT).
16. It is to be noted that after reading statement I found that family stance seems true because previously Independent Observers also reported in official group the Negative attitude of Area Supervisor Humaira and relevant evidence already shared with Sir Imtiaz (TDO) due to which Humaira was reported.
17. Even in last campaign Humaira had a same issue with CHW Saira and Inquiry was approved on this as well, but then CHW requested for Shuffling to Hayatabad
18. Due to her child and She got approval and the issue was resolve without any action.
19. Even today in presence of Madam Muska , we had a conversation with Javeria to give her confidence that no need to worried and stay relax, we all are here to look after your professional rights and secure professional peaceful environment . I also suggested her never ever feel hesitation while discussing issue if you are not comfortable with me feel free to let Madam Muska or Madam Shazia know, they will guide you & support you, we all are one team. No need to get influence from anyone while giving your opinion because the format is for the purpose to improve quality of team work. If you all continue to hide things from us, then this will only increase your problems.

20. I will like to bring this in your consideration also that Even Javeria admitted that Humaira is hardworking and supported her during campaign and guided when needed.

21. But the main issue is negative attitude, she tries to dominate her and not allowing her to talk or sit with anyone. Even if she sits with anyone so she tries to ask question to explain the reasons and tell me about your communication. Due to this too much observation javeria feels under pressure in presence of Humaira. And she Humaira try to disrespect her by highlighting her mistakes in front of everyone.

22. This attitude of Area Supervisor is subject to solitary Confinement which is serious issue. Even in guidance its essential for the supervisor to maintain team's self-respect, because targeting someone in public is subject to humiliating someone.

23. It's essential to mention little back ground of Area Supervisor of Humaira that she was working under jurisdiction OF Shazia UCOO in block 3.

She was reported due mis management with CHWs Zahira and due to this Humaira got warning because she found guilty. CHW decided to resign due to personal reasons and refuse to work further in Humaira Supervision.

After this Humaira once again reported due to mis conduct with CHW Noor begum for which she got warning.

24. Then It was decided from seniors to shuffle Humaira from block 3 to block 1 for a purpose to give Humaira chance to do positive progress in career, unfortunately she is repeating same nature with multiple teams. This behavior is effecting other team's moral as well.

25. From my side the issue complete detail was shared with Sir Imtiaz TDO, they were kind enough and visited today to our UC and in presence of UCPO / UCO visited to Javeria house for the purpose to ensure the real story and give team family the confidence that we all are here to address such issues professionally to secure our teams rights.

In lights of Above mention points kindly do the progress according to needed protocol to ensure justice because it's a well settle principle justice is done justice is seen to be done.

Regards

M HARRIS / UCOO

UC – HAYATABAD - 1  
MOB - 03000520897