

**Investigation Report**

**On**

**Deceitful Behavior of Ms. Malam**

***(CHW-UC Islam Nagar-3-Baldia District Kemari-Sindh)***

**Inquiry Report by:**

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

**Submitted to:**

**WHO-PO**

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## 1. Introduction:

An email was received from TDOSO Mr. Sawab Gul dated 15th March 2024, stating that a complaint was received from AS Ms. Afiyat who reported that an unknown person (perpetrator) contacted CHW Ms. Ayesha (victim) via messages by using cell phone of CHW Ms. Malam (collaborator) - a colleague of Ms. Ayesha - under false pretenses. The perpetrator through misrepresentation sought Ms. Ayesha immediate help and urged her to reach at a certain place (later identified as his address). When Ms. Ayesha reached there, she figured that it was not Ms. Malam rather the perpetrator who was later identified as Mr. Saif. The perpetrator later locked her in the room and asked her some questions and forced her to remove her veil. **The perpetrator also tried to grab her and attempted to sexually abuse her.** The victim Ms. Ayesha however succeeded to escape and promptly reported the incident to her AS Ms. Afiyat.

### 1.1 Allegation.

Ms. Ayesha stated that she was at Ibrahim Ali School when she received a message from CHW Ms. Malam's number who inquired about her whereabouts and requested her to come over at a certain place. Upon arriving at the specified street, Ms. Malam sent her message and advised her to enter a house. Ms. Ayesha sent her another message to inquire about her to which Ms. Malam responded that she is inside the house and for proving that Ms. Malam waved her hand from the window and insisted Ms. Ayesha to come upstairs. As Ms. Ayesha ascended the stairs, she encountered the perpetrator who took her in a room. The perpetrator then locked the room, forced Ms. Ayesha to remove her veil and then pushed her who fell on a bed. Subsequently, when Ms. Ayesha resisted, the perpetrator let her go. Before Ms. Ayesha left, the perpetrator also snatched her phone and deleted all messages that were sent by him from Ms. Malam's phone.

After leaving the house, Ms. Ayesha being terrified immediately contacted another CHW namely Ms. Rukhsana and narrate the incident. The CHW Ms. Rukhsana contacted AS Ms. Afiyat and informed her about the situation. AS Afiyat reached out to Ms. Malam's sister and mother, who initially claimed that Ms. Malam was in her area. Later when Ms. Malam reached the venue, she denied the allegations but upon further inquiry admitted the charges. Ms. Malam clarified that her mobile had been

used by the perpetrator and she was unaware of the conversation that took place between Ms. Ayesha and the perpetrator. Ms. Ayesha also stated that Ms. Malam knows the perpetrator and once Ms. Malam showed her his picture and mentioned that she liked him.

## 2. Methodology:

Following the approval from WHO P.O, CTC conducted a comprehensive investigation and investigation team promptly reached out to both CHW Ms. Ayesha and CHW Ms. Malam. Subsequently, a personal hearing was conducted with both individuals at the CTC Office. During the hearing, the stance of both CHW's were carefully heard. To strengthen this case and acquire more evidence, the CTC team planned a field visit and collected statements from various staff members who had relevant insight regarding the incident.

Annex A: WHO-PO Approval for investigation

Annex B: Complaint by CHW- Ms. Ayesha.

Annex C: Defense of the allegations by CHW Ms. Malam.

Annex D: Statement of CHW- Ms. Rukhsana Kausar.

Annex E: Statement of AS- Ms. Afiat Younis.

Annex F: Statement of UCOO Sufia

Annex G: Statement of AS Zubida Noor

Annex H: Statement of UCOO Shoaib

Annex I: Statement of CHW Sobia

Annex J: Statement of CHW Mobina

## 3. Key findings:

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

- **Defense of the allegations by Ms. Malam**

CHW Ms. Malam stated that she was on her way home when the perpetrator asked her to come upstairs to his house and took her mobile phone forcibly. The perpetrator later locked her in a room and after some time, he returned her mobile phone and instructed her to leave. As she was heading back, she received a call from her sister informing her that her mother had been called to the center because Ms. Ayesha

received some messages from Ms. Malam's mobile phone, asked her to meet somewhere.

Ms. Malam stated that she learned about the whole incident as to what happened with Ms. Ayesha upon arriving at the location after the incident. She asserted that she did not know the individual and had no relationship with him. However, in a subsequent statement, she admitted that she like the person whose name is Mr. Saif and met him privately on multiple occasions before. She also apologized to Ms. Ayesha for the unfortunate incident. The stance of Ms. Malam has many contradictions which shows that she has concealed material information from the investigation team. Moreover, her initial stance the perpetrator took him to his house and took her phone forcibly is misconceived and fabricated. The later admission of Ms. Malam that she knew the perpetrator and was in touch with him indicates that Ms. Malam has colluded with the perpetrator and knew about the whole scheme.

- **Statement of CHW Ms. Rukhsana's Statement**

CHW Ms. Rukhsana in her statement confirmed that she received a call from Ayesha who was very scared and crying. Later she met Ms. Ayesha and AS Ms. Afiyat and sat together where Ms. Ayesha told them about the entire incident. The AS called the mother of Ms. Malam at the center and told her about the incident. Later, Ms. Malam was also contacted who initially lied to her mother but later admitted that she was at the person's residence. According to Ms. Rukhsana, Ms. Malam has been reported for unethical activities in the past as well. The conduct of Ms. Malam is very relevant in the instant case as she has admitted her association with a stranger and colluded with the perpetrator for the commission of the heinous act.

- **Statement of AS Ms. Afiyat.**

Upon further inquiry into this case, CTC contacted AS Ms. Afiyat Younis, who provided the written complaint from Ms. Malam and Ms. Ayesha. According to Ms. Afiyat's statement, she received a call from Ms. Ayesha at 1:50 pm on 13<sup>th</sup> March 2024. During this conversation, Ms. Ayesha conveyed allegations of misconduct committed by the perpetrator with whom Ms. Malam was purportedly associated. She then called Ms. Malam's mother and arranged a meeting at the kit center, where Ms. Malam confessed to the UC level staff that the incident happened because of her.

Additionally, AS Ms. Afiyat disclosed via telephonic conversation that Ms. Malam had been relocated to another TSC due to her involvement in various unethical activities. The involvement of Ms. Malam has also been identified by CHW Rukhsana as well which shows that Ms. Malam was indeed involved in unethical activities.

- **Statement of UCOO Sufia**

According to the UCOO Ms. Sufia Statement, she received a call from AS Ms. Afiyat during which she mentioned that one of her workers had faced a harassment issue in the area. According to her account, Ms. Ayesha stated that Ms. Malam had called her to his house and the perpetrator who was associated with Ms. Malam had harassed her. The UCOO also endorsed the stance of other staff regarding the conduct of Ms. Malam.

- **Statement of AS Zubida Noor**

According to Area Supervisor Ms. Zubida Noor's statement, she along with the other staff were in Ibrahim School canteen when, at 1:30 p.m, she permitted them to take Namaz break. Ms. Ayesha, Ms. Rukhsana, and Ms. Sobia were all together. Then, she received a call from Ms. Sufia who informed her about the incident. According to her statement, Ms. Ayesha did not make a call to her and inform her about this incident. Then, she reached Street 09 where all staff had gathered and there she heard about the entire incident with Ms. Ayesha.

- **Statement of UCOO Shoaib**

According to the statement provided by UCOO Mr. Shoaib, he received a call from AS Afiyat informing him that Ayesha had been allegedly abducted and confined at a house situated at Street 03, Naval Sector 04. Promptly following this communication, Mr. Shoaib notified the Area Coordinator, IO and subsequently engaged the security focal person as per their directives. In compliance with the orders of the DSF, Mr. Shoaib, accompanied by law enforcement officers, conducted a visit to the aforementioned residence. However, upon arrival, the perpetrator managed to flee, resulting in the arrest of her brother-in-law. The family of Ms. Ayesha was not willing to pursue the criminal case hence the matter was proceeded for reconciliation and an amicable settlement was reached. The family of Ms. Ayesha

had pardoned the perpetrator due to the potential social persecution Ms. Ayesha face had the incident being brought to trial.

- **Statement of CHW Sobia**

According to her statement, MS. Ayesha is a part of their team. They were all sitting in Ibrahim School when Ms. Ayesha received a message on her cellphone and mentioned that she would return after 10 minutes. Later, Ms. Rukhsana received a call from Ms. Ayesha who was crying and she recounted the entire incident.

- **Statement of CHW Mobina**

According to Ms. Mobina's statement, she used to be friends with Ms. Malam. However, she mentioned that she ended their friendship with Ms. Malam because of her association with male friends. Ms. Mobina stated that Ms. Malam would frequently call her during working hours, and during these calls, he would use abusive language. She reported this behavior to AS, which led to her being transferred to another UC. Consequently, they contacted her after the incident so she could explain all of Ms. Malam's past actions to Ms. Malam's mother. The stance also substantiates that the conduct of Ms. Malam is not professional and aligned with the code of conduct of CTC.

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

- a. The key findings based on the preponderance of evidence, it is clearly manifest that Ms. Malam has colluded with the perpetrator in his commission of sexual misconduct. The perpetrator has not only physically harassed Ms. Ayesha but also sexually abuse her. The perpetrator has managed to call Ms. Ayesha at her home with the connivance of Ms. Malam. The admission of Ms. Malam that she has an affair with perpetrator and that she had previously visited his house several times clearly substantiates the averments of the complainant. Moreover, the inconsistencies in Ms. Malam's statements during the course of investigation also proves her complicity. The analysis of the statements and the personal conduct of Ms. Malam suggests that she has not been honest in her responses during the investigation process. After initially denying, Ms. Malam admitted that she knows perpetrator and

- are involved in a relationship. Ms. Ayesha has also told the investigation team that Ms. Malam had once shown her the perpetrator's picture and told her she like him.
- b. The stance of Ms. Malam that the perpetrator locked her in a room and forcibly took her phone does not make any sense as they already were in a relationship and why would perpetrator do such kind of thing. Even otherwise, had the perpetrator did so, why Ms. Malam did not report the incident to her supervisors, family members or the local police. It is only when she was called for a meeting where she admitted for having been there (at the perpetrator's house) after denying the charges in the first place. Moreover, Ms. Malam waived her hand while Ms. Ayesha was standing outside which shows that Ms. Malam was aware of the entire plot. Ms. Malam could have shouted and called other family members to rescue her, had she really been held hostage. The perpetrator had sexually harassed Ms. Ayesha inside the room and even resorted to physical harassment. The intentions of perpetrator were apparent however, due to resistance from Ms. Ayesha, he was not able to succeed and let her go. The miseries and agony faced by Ms. Ayesha is of serious nature and the actions of the perpetrator could have led to highly unpleasant incident.
- c. Ms. Malam's has failed to discharge the onus of how she is not guilty of her complicity in facilitating the perpetrator. There is no doubt in the fact that the perpetrator had managed to succeed in his ulterior motives with the support of Ms. Malam. It was also observed that later the perpetrator was also arrested by the local police as the actions are offenses punishable under the penal laws. The perpetrator later apologized and the mother of Ms. Ayesha pardoned him because she did not want her daughter to be part of any criminal trial as it may damage her repute within the society.
- d. The investigation findings also hold Ms. Malam guilty of immoral activities and causing mental agony and distress to Ms. Ayesha. The incident could have been a serious risk for the life and prestige of Ms. Ayesha. The act is a result of collusion of the perpetrator and Ms. Malam who chalked out this plan together and managed to succeed. The feedback from the CHW Ms. Rukhsana and AS Ms. Afiyat also suggests that Ms. Malam was aware of this scheme and was equally responsible for the mishap. The supervisors have also stated that Ms. Malam is also involved in immoral activities and one of her colleagues had also abandon her relationship with her due

\_\_\_to her immoral conduct. Considering Ms. Malam's misleading stance throughout this



process, we find all the witnesses equally credible. Therefore, the presence of supporting evidence, the allegations have been established by a preponderance of the evidence.

- e. The actions of the perpetrator in collusion with Ms. Malam falls under the ambit of SEAH and mark for zero tolerance. The perpetrator is not employed under CTC contract hence we are unable to proceed with any action. However, the abettor Ms. Malam is employed under CTC's contract hence she is liable to be proceeded under the PSEA policy.

## 5. Recommendations:

- It is recommended that Ms. Malam's contract be terminated on following counts
  - Exhibiting deceitful behavior leading to the sexual abuse of Ms. Ayesha at the hands of the perpetrator;
  - Collusion with the perpetrator and jeopardizing the life and dignity of a fellow worker at stake;
  - Immoral activities and damaging the program's repute;
  - Involvement in sexual harassment at the workplace
- The violations are provided in "Annex-7 B: Disciplinary Action in case of Performance / Table - 1: Disciplinary/ Accountability Framework / Gross Misconduct - Red Line Area / **Sub Clause-5 (Dishonesty / Deceitful behavior)** and "Annex-6 p **Involvement in sexual harassment at the workplace** as per (PTPPSR)".