

Investigation Report

On

Mobile Theft

Against

CHW Rozina

(CHW UC Tameer e Nau Quetta-Baluchistan)

Inquiry Report by:

CHIP Training & Consulting Pvt. Ltd.

Submitted to:

WHO-PO

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1. Introduction:

It was reported by the CBV Officer via action sheet on February 20th, 2024 that one of the CHW namely Rozina Bibi who is working as a Community Health Worker (CHW) at UC Tameer-e-Nau, Quetta is involved in gross misconduct. It was alleged that Rozina had steal off mobile phone of one of the community member during her visit at the house for vaccination their child. The household reported that one of the family member saw Rozina taking away the mobile and even tried to stop her but she managed to escape. Later, on the next day, the Area Supervisor Samina and UCOO Qayadat Zahra visited the said house during their monitoring who came to know about the incident who informed the CBV Officer. The case was reported in Disciplinary Action Sheet and was investigated by CTC.

When Rozina was approached to explain her position, she denied the allegations and stated that the AS has falsely accused her to settle her personal score. Rozina also levelled allegations on AS Samina and stated that she is creating many problems for her and has created a toxic work environment. Rozina alleged that the attitude of her AS is very strict and she misbehaved with her a lot. Rozina also alleged that Samina (AS) has also threatened her for termination of her job as well. The allegations of Rozina were of serious nature and hence these were also probed during the investigation.

2. Methodology:

CTC conducted investigation into the alleged misconduct by field visits to UC Tameer E Nau. The investigation focused on interviewing (CHWs) Ms. Sanam, Ms. Afsana & Ms. Sitara and Area Supervisors Ms. Samina and UCOO Ms. Qayadat Zahra alongside other relevant staff to gather evidence.

Annex A: Statement of AS Samina

Annex B: Statement of UCOO Qayadat Zahra.

Annex C: Statement of Community Member Fareeda

Annex D: Statement of CHW Rozina

Annex E: Statement of CHW Sanam

Annex F: Statement of CHW Afsana

Annex G: Statement of CHW Sitara.

3. Key findings:

The key findings of the Investigation are mentioned below.

- **Statement of AS Samina.**

AS Samina stated in her statement, that she was visiting areas of her teams during the campaign when a security member informed her of issues with Ms. Rozina.

~~The security member asked AS Samina to address the matter. When AS Samina~~

arrived at a particular house, the community member accused Rozina of stealing a cell phone and not vaccinating her child, which resulted in a confrontation. UCOO Qayadat Zahra and AS Samina visited house number 81 where CHW Rozina was asked to come. However, Rozina misbehaved with her and UCOO and threatened the household members. According to Samina, Rozina stated that she will come the next day with her brother and husband who will deal with the community member.

- **Statement of UCOO Qayadat Zahra.**

UCOO Qayadat Zahra stated in her stance that CTC asked her about the matter concerning CHW Rozina after she emailed them. AS Ms. Samina called UCOO Qayadat Zahra and informed her about a theft accusation against Rozina. UCOO Qayadat Zahra went to the house where a member verified that CHW Rozina stole her husband's cell phone, and no one else had visited that day. One of the family member and children of the house witnessed the incident. Consequently, UCOO Qayadat Zahra called CHW Rozina to the house to clarify. However, Rozina behaved rudely, threatened the household members by claiming her husband was in the police, and refused to listen to UCOO Qayadat Zahra. UCOO Qayadat Zahra believes that the way Rozina's behaved clearly indicates that she had steal the phone.

- **Statement of Community Member Ms. Fareeda.**

The investigation officer also approached the concerned Community member Fareeda resident of house no 81 who reported that a polio vaccination team member Rozina, visited her home to vaccinate children. All children were vaccinated except a newborn child who was sleeping in the room where cell phone was being put on a charged. Rozina quickly entered the room, marked the child on the nose, and left in a rush. A family member named Najya and the children witnessed Rozina taking the mobile phone and leaving hastily. When questioned about it in front of AS Samina and UCOO Qayadat Zahra, Rozina behaved rudely towards Fareeda's family and threatened them, claiming her husband was in the FC and she would not spare them. However, Fareeda confirmed that it was indeed Rozina who stole the cell phone.

- **Statement of CHW Rozina**

CHW Rozina refused to accept any allegations leveled against her and stated that neither did she steal the mobile nor did she fake mark the child. However, she failed to satisfy the investigation team regarding her abusive behavior with her supervisor and community members. It is important to mention that CHW Rozina's behavior during the investigation was also very unprofessional, and she also misbehaved with the staff. The CHW was warned that failure to cooperate with the investigation team would lead to serious consequences but she ignored

the warning and refused to cooperate and even failed to give anything in writing.

- **Statement of CHW Ms. Sanam**

CHW Sanam expressed in her statement that the overall environment of UC is positive, yet there are instances where AS Samina exhibits anger and urges CHWs to resign. Sanam is particularly concerned about the personal conflicts between AS Samina and CHW Rozina, which occasionally spill over into professional matters. Despite the challenges of Rozina's tough work area, she maintains professionalism. CHW Sanam hopes AS Samina will refrain from involving all CHWs in personal disputes, as it is embarrassing. Additionally, Sanam notes that when AS Samina's teams chat casually just for fun, AS Samina tends to report them to UCOO Qayadat Zahra, who then interrogates them in front of the UC Staff. Sanam also mentions an incident during the grey house activity where AS Samina and her aunt, who is also an AS, intentionally sought out mistakes to report about CHW Rozina.

- **Statement of CHW Ms. Afsana.**

CHW Afsana stated that the overall environment of UC is positive. However, there are instances where AS Samina exhibits anger and urges CHWs to resign. AS Samina and CHW Rozina often engage in arguments, particularly regarding timing. Despite CHW Rozina's competence, AS Samina consistently seeks out her mistakes. UCOO Qayadat Zahra called meetings whenever conflicts arose between AS Samina and CHW Rozina.

- **Statement of CHW Ms. Sitara.**

Community Health Worker (CHW) Sitara stated that CHW Rozina used to have an ordinary mobile phone, but she got a smartphone before the month of Ramadan. Although CHW Rozina performs well at work, AS Samina's behavior is not good; she threatens her teams with termination and constantly complains about their incompetence. AS Samina also argues about the coverage of the (NA) in her area and pressures her teams to falsify data. AS Samina and CHW Rozina frequently argue with each other, even over trivial issues.

4. Findings

During the investigation, it is established that the CHW Rozina is guilty of stealing the mobile phone. The CHW admitted that she was alone in the room while administering the polio drops. The CHW also stated that when she came out, she saw the children (belonging to the family of the house) playing with the cell phone. According to the CHW, she warned the household that the mobile phone can be lost by the children. The CHW was also inquired about why the community members would falsely implicate her in such kind of heinous offence to which she remained silent. Instead of rebutting the allegations, she levelled serious allegations on her AS and UCOO and termed the complaint a collusion of her supervisors. It was told to

her by the investigation officer that the complaint is not filed by her supervisors rather it is filed by the community members. The conduct of the CHW during the investigation was highly inappropriate which indicates that she was hiding some material facts. The investigation officer also visited the community member's house and get details about the incident. In absence of any enmity with the CHW, there is no reason the community members will narrate a fake story and falsely accused the CHW who is administering the vaccination in this area for a long time. Moreover, the conduct displayed by Rozina while she was called at the community house by her supervisors (AS and UCOO) as well during the investigation process clearly suggest that Rozina had indeed steal the phone.

Regarding the allegations of Rozina against the AS Samina, it has been transpired that the relationship between the two workers are not good and they often argue with each other. The investigation also noted that there are behavioral issues of AS Samina especially while dealing with the subordinate workers. The allegations of the UCOO and AS regarding fake data remained inconclusive as no evidences have been shared in this regard.

5. Recommendations:

- It is recommended Rozina may be terminated for stealing the phone, misbehavior with community member, her supervisors and investigation team and failure to cooperate during the investigation process. It falls under the violation of Annex-7 B: Disciplinary Action in case of Performance / Table - 1: Disciplinary/ Accountability Framework / Gross Misconduct - Red Line Area / **Sub Clause-4 (Theft during employment)** as per (PTPPSR)".
- A counseling session is recommended for AS Samina to improve her attitude towards her subordinate staff.