

**Investigation Final Report**

**On**

**Unprofessional Behavior and Work place Harassment and misuse of authority**

**By**

**Mr. Razzaq**

**UCPO 13-C Quetta-Baluchistan**

**Inquiry Report by:**

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

**Submitted to:**

**WHO-PO.**

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## 1. Background:

Ms. Sonia Mengal, UCOO of UC 13-C, lodged a formal complaint against UCPO Mr. Razzaq, alleging inappropriate conduct, harassment, and threats. She reported that Mr. Razzaq pressured her to withdraw her complaint, implying he would create personal trouble for her if actions were taken against him. Ms. Sonia stated that Mr. Razzaq often interfered whenever she addressed issues with certain AS staff members, notably AS Shazia and AS Palwasha, whom he reportedly defended despite concerns about their performance and attendance. One particular incident occurred during an RI session in AS Palwasha's area, where Ms. Sonia attempted to address Palwasha's tardiness. Mr. Razzaq allegedly intervened, criticizing Ms. Sonia publicly and claiming she did little to support the UC, despite her request to discuss the matter privately. Ms. Sonia also reported that Mr. Razzaq made inappropriate comments, implying she was "always drunk," and allegedly shared inappropriate images as his status, visible only to her. Ms. Sonia requested a thorough investigation and provided witness names, including CBO Iqbal and other team members, who could substantiate her claims.

### 1.1 Allegations

**Harassment and Threats:** Mr. Razzaq allegedly pressured Ms. Sonia to withdraw her complaint, suggesting he would create personal trouble for her if actions were taken against him.

**Interference in Supervisory Duties:** Mr. Razzaq reportedly intervened when Ms. Sonia addressed performance issues with certain AS staff members, specifically AS Shazia and AS Palwasha, whom he allegedly defended despite concerns about their work quality and attendance.

**Disrespectful Public Confrontation:** During an RI session, Mr. Razzaq allegedly scolded Ms. Sonia in front of staff, criticizing her contributions to the UC despite her request to handle the matter privately.

**Inappropriate Comments and Language:** Mr. Razzaq reportedly implied that Ms. Sonia "drinks" and publicly suggested she was "always drunk" in front of other team members.

**Posting Inappropriate Images:** Mr. Razzaq allegedly shared inappropriate images as his status, visible only to Ms. Sonia, on more than one occasion, which she found offensive and disturbing.

## 2. Investigation Process

The investigation involved collecting testimonies from all involved parties, including:

- **Annex A:** Complaint by UCOO Ms. Sonia Mengal
- **Annex B:** Defense of the Allegations by UCPO Mr. Razzaq
- **Annex C:** Statement of TDOSO Mr. Taj Muhammad

- **Annex D:** Statement of AS Ms. Palwasha
- **Annex-E:** Statement of AS Ms. Shazia
- **Annex F:** Statement of AS Shumaila
- **Annex G:** Statement of CHW Ms. Qurat ul Ain
- **Annex H:** Statement of CHW Ms. Shahbana
- **Annex I:** Evidence

### 3. Key findings:

#### Defense of the Allegations by UCPO Mr. Razzaq

This statement outlines the formal response provided by UCPO Mr. Razzaq regarding the allegations made against him.

**1. WhatsApp Status:** Mr. Razzaq denied posting an inappropriate WhatsApp status to harass Ms. Sonia, clarifying that statuses are public expressions and it is the viewer's choice to view them. He emphasized that the status in question did not mention Ms. Sonia by name and argued that if Ms. Sonia could prove otherwise, he would accept responsibility.

**2. Misbehavior:** Mr. Razzaq acknowledged that his tone may have been perceived as elevated during a session of the emergency program due to pressure from higher authorities but clarified that it was not intentional and he refocused the team to ensure smooth work. He invited further investigation into his professional conduct.

**3. Improper comments:** Mr. Razzaq categorically denied the allegation that he pointed UCOO Ms. Sonia for being intoxicated during work hours, calling the claim false.

**4. Insulting in Front of Staff:** Mr. Razzaq referred to a resolution in the DEOC with Dr. Nadir and Dr. Lubna on 12<sup>th</sup> August, 2024 and suggested verification from them.

**5. Use of Unprofessional Language:** Mr. Razzaq explained that any perceived unprofessional language was due to frustration over program challenges, particularly regarding the positivity of environmental samples in Quetta district, and emphasized that his actions were program-driven, not personal.

**6. Razzaq Being Personal:** Mr. Razzaq denied any personal involvement with anyone, asserting his ten years of professional conduct and providing email records and screenshots to support his claim. He requested a review of his emails and records to clarify the situation and address the allegations. Mr. Razzaq is open to providing additional evidence and records to resolve the matter. Further examination of the evidence and interviews with relevant staff are recommended to validate the claims.

#### Statement of TDOSO Mr. Taj Muhammad

In April 2024, TDOSO Mr. Taj Muhammad took on the responsibility for UC 13-C. During this period, UCPO Mr. Razzaq was transferred from UC 13-E to UC 13-C to enhance the CBV program's effectiveness. However, TDOSO Mr. Taj Muhammad observed ongoing personal conflicts between UCPO Mr. Razzaq and UCOO Ms. Sonia, which significantly impacted UC 13-C's performance and contributed to its failure in the

September round. The core issue appeared to be a power struggle between UCPO Mr. Razzaq and UCOO Ms. Sonia, each dominating for influence over the team. In response, TDOSO Mr. Taj recommended the reassignment of both UCPO Mr. Razzaq and UCOO Ms. Sonia to prevent further disruptions within the UC. Additionally, TDOSO Mr. Taj observed signs of politically motivated activities involving UCPO Mr. Razzaq. Although he lacked concrete evidence to formally report these activities, TDOSO Mr. Taj Muhammad noted a pattern of lobbying and grouping behavior within the roles of UCPO Mr. Razzaq and UCOO Ms. Sonia, which was undermining team dynamics. Based on these findings, Mr. Taj recommended issuing formal warnings to both Mr. Razzaq and Ms. Sonia and proceeding with their reassignment to foster a more stable and effective team environment.

### **Statement of AS Ms. Palwasha**

AS Ms. Palwasha from UC 13-C reported her concerns about UCOO Ms. Sonia's behavior, stating that Ms. Sonia consistently treated her and other team members with disrespect. Ms. Palwasha indicated that even when her work and data were accurate, Ms. Sonia continued to make critical and unnecessary remarks toward her. Ms. Palwasha further reported that within the UC, a few AS staff members seemed to have special privileges, staying close to Ms. Sonia and assisting with her data and personal matters. These individuals, according to Ms. Palwasha, often arrived late to morning meetings without facing any reprimand, while she always made an effort to arrive on time and submit her data punctually. Despite her punctuality and work ethic, she continued to be criticized by Ms. Sonia. She also alleged that Ms. Sonia herself frequently arrived late, left early, and did not regularly check the team's work, yet maintained close associations with certain individuals, including ex UCPO Mr. Saleem. Ms. Palwasha stated that, due to personal obligations, she had to leave her home at the last minute, but Ms. Sonia nonetheless singled her out and was highly critical of her for it. Ms. Palwasha expressed frustration that, despite having shared these concerns with her TDOSO, no action was taken. Therefore, she formally submitted her complaint about Ms. Sonia's behavior and requested that the matter be taken seriously.

Additionally, Ms. Palwasha reported that Mr. Taj, the TDOSO, threatened her on multiple occasions, warning her that she could be removed from her position if her work did not meet their standards. According to Ms. Palwasha, both Ms. Sonia and Mr. Taj openly threatened her, claiming that they held the authority to dismiss her if she failed to comply with their demands. She asserted that she had done nothing wrong and felt unjustly targeted. Ms. Palwasha also mentioned that she had been called to the CTC office regarding complaints made against her, which she insisted were false. She clarified that UCPO Mr. Razzaq had never treated her or the team poorly, nor had he smoked in front of them. Ms. Sonia, on the other hand, reportedly behaved inappropriately at times. When Mr. Razzaq did smoke, Ms. Palwasha confirmed that he always stepped outside. She emphasized that her relationship with Mr. Razzaq and the rest of the team was positive, noting that Mr. Razzaq treated everyone with respect.

**Statement of AS Ms. Shazia**

AS Ms. Shazia from UC 13-C reported that she was called to the CTC office to discuss the issues between UCOO Ms. Sonia and UCPO Mr. Razzaq within the UC. She explained that Ms. Sonia had initially visited her area and then left. Later, Mr. Razzaq arrived and called Ms. Sonia to ask about her location. Ms. Sonia replied that she was with AS Ms. Shazia, even though Mr. Razzaq was already present with her at that time. Shortly after, Ms. Sonia called Ms. Shazia again, informing her that she was at the main chowk of the area, prompting Ms. Shazia to go and escort her back. Following this, Ms. Sonia asked Mr. Razzaq for the micro plan, but he informed her that he did not have it and requested that she address him with respect due to her tone. Mr. Razzaq then advised Ms. Shazia to go home and start preparing for the upcoming training. As she was leaving, Ms. Sonia saw her and remarked that she would “keep an eye” on both her and Mr. Razzaq. Ms. Shazia was unaware of any further developments after this encounter.

Ms. Shazia also added that Ms. Sonia appeared to have close relationships with a few other AS staff members, specifically AS Ms. Saima, AS Ms. Naila, and AS Ms. Shumaila. Ms. Sonia reportedly asked these individuals to assist her with personal matters, such as sewing her clothes, visiting their homes, and even exchanging gifts with them. Additionally, Ms. Shazia recounted an incident involving her phone, which she described as a significant source of financial stress. Ms. Sonia repeatedly claimed that she could not reach Ms. Shazia by phone, even though Ms. Shazia had it checked by a technician who confirmed that it was working correctly. Despite her limited financial means and responsibility for two young children – one 15 months old and the other 6 months old, both of whom are breastfeeding – Ms. Shazia felt compelled to buy a new phone due to Ms. Sonia’s persistent complaints. Purchasing the new phone created a financial burden that left Ms. Shazia unable to afford milk for her children or pay her rent. Her landlord eventually asked her to vacate due to the overdue rent, which was directly impacted by the phone expense she incurred for work. Ms. Shazia expressed that this situation had caused her significant distress, feeling that Ms. Sonia’s demands and actions were unfair and had placed unnecessary pressure on her.

**Statement of AS Shumaila**

Ms. Shumaila (2181) from UC 13 C was called to CTC to discuss concerns involving Mr. Razzaq (UCPO) and Ms. Sonia (UCOO). She provided relevant information she was aware of and reviewed videos previously shared by Mr. Razzaq. Ms. Shumaila reported two arguments between Ms. Sonia and Mr. Razzaq – one during a morning meeting and another in Ms. Palwashah AS’s area. While full details are unclear, Ms. Sonia informed the team of some specifics. Ms. Shumaila noted that network issues in the area are generally minor and live location sharing in the group is standard. She also reported that Mr. Razzaq now seeks permission before smoking. After this incident, there has been a lot more strictness on us. Our UC was running very well, but now we are facing some issues. Sonia informed us that Razzaq asked her if she was on drugs and then told

her, 'Do whatever you can; I am not afraid of anyone.

#### **Statement of CHW Ms. Qurat ul Ain**

Ms. Qurat ul Ain (Code Q0698) from UC 13-C has reported to Mr. Ahsan regarding issues with incorrect reporting that has been occurring. She expressed that their concerns are often reported without being heard or considered. Ms. Qurat ul Ain stated that she is compelled to continue in this job due to her circumstances, as her mother is battling cancer and her family is facing financial difficulties with no other sources of income. Considering her situation, she has respectfully requested that a suitable UC lead be provided for her, with the date of 14-10-2024 noted for reference.

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#### **Statement of CHW Ms. Shahbana**

Ms. Shahbana (Code Q0695) from UC 13 C has reported her concerns to Mr. Ahsan Qazi regarding the issues she is facing with Mr. Razzaq. She explained that Mr. Razzaq has engaged her in private discussions and, on one occasion, attempted to take her mobile phone to install the Snapchat application. He also questioned her about not submitting certain photos while in the field and called her to request her presence at a school for an interview related to polio.

Ms. Shahbana conveyed to Mr. Ahsan how these actions by Mr. Razzaq have caused her significant difficulties. After eight years without such challenges, she is feeling pressured. She has respectfully requested that her concerns be taken seriously and that appropriate attention be given to this matter.

## **4. Conclusion**

The statements and complaints show a difficult situation in UC 13-C, with ongoing conflicts, accusations, and tension between UCPO Mr. Razzaq and UCOO Ms. Sonia. Key issues involve claims of harassment, disrespectful behavior, and unprofessional conduct, particularly between Mr. Razzaq and Ms. Sonia. Ms. Sonia accused Mr. Razzaq of pressuring her to drop her complaint and using inappropriate language. Mr. Razzaq denied these claims, saying his actions were meant to meet program demands, not personal motives.

TDOSO Mr. Taj observed that conflicts between Mr. Razzaq and Ms. Sonia hurt UC 13-C's performance. Because of this, he recommended reassigning both individuals to other areas to help restore teamwork and focus. Testimonies from AS staff members like Ms.

Palwasha, Ms. Shazia, and Ms. Shumaila describe Ms. Sonia as sometimes difficult to work with and showing favoritism, while others see Mr. Razzaq as generally respectful, although some mentioned unprofessional behavior, such as private conversations and unusual requests. CHWs like Ms. Qurat ul Ain and Ms. Shahbana shared feelings of discomfort and pressure in their interactions with Mr. Razzaq, mentioning added stress due to his actions. Overall, these statements suggest significant team problems due to personal conflicts, perceived favoritism, and unprofessional behavior. TDOSO Mr. Taj's recommendation to transfer both UCPO Mr. Razzaq and UCOO Ms. Sonia, along with an investigation into the complaints, may help create a more professional and supportive work environment in UC 13-C.

## 5. Recommendations:

Based on the findings of the investigation, the team recommends that UCPO Mr. Razzaq and UCOO Ms. Sonia be shuffled to different UC positions to prevent further conflicts affecting UC 13-C. As per the **Polio Third Party Personnel Service Rules (PTPPSR), 7.2.2 Disciplinary Action framework Guidelines/ e. Staff capacity and disciplinary management: CTC manages staff capacity and disciplinary issues in the following ways • Consider staff transfers if feasible.**

UCPO Mr. Razzaq posting an inappropriate WhatsApp status, is deemed unprofessional, especially given the majority of the staff is female. Additionally, Mr. Razzaq's behavior, including inappropriate requests such as asking a CHW to install Snapchat and engaging in private, unprofessional conversations, indicates a lack of respect for workplace ethics and boundaries. Mr. Razzaq previous disciplinary record indicates that he was awarded Warning due to his Non-serious or Casual attitude, therefore a Final Warning is recommended against him as per the **Polio Third Party Personnel Service Rules (PTPPSR), Annex - 8: Degrees of Harassment - Moderate - Asking for non-sexual favors.**