

Investigation Final Report
On
Unprofessional Behavior and use of abusive language
By
Mr. Mujeeb Ur Rehman
Area Supervisor in UC Kuchlak-C Quetta-Baluchistan
Inquiry Report by:
CHIP Training & Consulting Pvt. Ltd.
Submitted to:
WHO-PO.

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1. Background:

CHW Ms. Naila Complaint submission Date 24-Oct-2024

CHW Ms. Naila filed a formal complaint against her Area Supervisor, Mr. Mujeeb ur Rehman, citing repeated instances of abusive behavior. She reported that over the past two months, Area Supervisor Mr. Mujeeb had directed offensive language towards her mother, causing her severe distress and impacting her mental well-being.

CHW Ms. Naila stated that Area Supervisor Mr. Mujeeb's behavior was witnessed by her colleague, CHW Ms. Naida Noor, who works alongside her. According to CHW Ms. Naila, on multiple occasions, including twice within two days during a recent book-updating activity, Area Supervisor Mr. Mujeeb used this abusive language, leaving her feeling humiliated and demoralized.

In light of the seriousness of this behavior, CHW Ms. Naila requested that Area Supervisor Mr. Mujeeb be reassigned to another area. She expressed trust that appropriate action would be taken to address this matter and ensure a respectful work environment.

CHW Ms. Nazneen Complaint submission Date 24-Oct-2024

Ms. Nazmeena formally reported the unprofessional and disrespectful behavior of her Area Supervisor, Mr. Mujeeb ur Rehman. She stated that his conduct towards field staff, particularly towards herself and CHW Ms. Naila, had become increasingly hostile and unacceptable.

According to CHW Ms. Nazmeena, Area Supervisor Mr. Mujeeb frequently responded harshly to minor issues that could have been handled professionally. She noted that he used offensive language, including derogatory terms involving family members, which she found both inappropriate and demoralizing. She provided an example from a recent book-updating activity where CHW Ms. Naila had missed a call from Area Supervisor Mr. Mujeeb but immediately returned it to apologize and inform him that they were en route to complete the data entry. Despite this, Area Supervisor Mr. Mujeeb called CHW Ms. Naila again upon their arrival and verbally abused her, using an insult directed at her mother.

CHW Ms. Nazmeena explained that when they objected to this language and expressed their intention to file a complaint, Area Supervisor Mr. Mujeeb dismissed their concerns. He reportedly claimed that neither they nor management, including UCOO Mr. Naimat, could take action against him due to his strong field connections. This response left them feeling intimidated and powerless.

CHW Ms. Nazmeena concluded that this pattern of behavior had created a toxic work environment. She formally requested that Area Supervisor Mr. Mujeeb be counseled regarding his conduct or reassigned to another area. CHW Ms. Nazmeena expressed trust that CTC would support them in addressing this issue and in ensuring a respectful workplace.

1.1 Allegations

Allegations against Mr. Mujeeb Ur Rehman AS

Allegations by CHW Ms. Naila:

1. Mr. Mujeeb ur Rehman had used offensive language directed at Ms. Naila's mother over the past two months, causing her severe distress and affecting her mental well-being.
2. The offensive language was used multiple times, including twice within two days during a recent book-updating activity.
3. Ms. Naila felt humiliated and demoralized by Mr. Mujeeb's repeated abusive behavior.
4. Ms. Naila requested that Mr. Mujeeb be reassigned to another area due to his behavior.

Allegations by CHW Ms. Nazmeena:

5. Mr. Mujeeb responded harshly to minor issues, often using derogatory terms involving family members.
6. During a recent book-updating activity, Mr. Mujeeb verbally abused Ms. Naila after she missed his call and returned it, using an insult directed at her mother.
7. When Ms. Naila and Ms. Nazmeena objected to the abusive language, Mr. Mujeeb dismissed their concerns, claiming that his strong field connections would prevent any action against him.
8. Mr. Mujeeb's behavior had created a toxic work environment, making both staff members feel intimidated and powerless.
9. Ms. Nazmeena requested that Mr. Mujeeb be counseled or reassigned to another area to address his behavior and improve the work environment.

2. Investigation Process

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

- **Annex A:** Complaint by CHW's Ms. Naila
- **Annex B:** Complaint by CHW Ms. Nazmeena
- **Annex C:** Defense of the allegations by AS Mr. Mujeeb ur Rehman
- **Annex D:** Statement of CHW Ms. Naida Noor
- **Annex E:** Statement of UCOO Mr. Niamat
- **Annex F:** Statement of TDOSO Mr. Shahid Raza

3. Key findings:

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

Statement from AS Mr. Mujeeb Ur Rehman Dated 25-Oct-2024

Mr. Mujeeb ur Rehman, Area Supervisor (Code 2137), was assigned to work in UC Kuchlak-C. Area Supervisor Mr. Mujeeb reported an incident that took place during the SNID September 2024 MC updation activity in his area. According to his account, a team led by CHW Ms. Naila (Code Q0543) was operating in the area, specifically inside a residence where children from the family resided. Area Supervisor Mr. Mujeeb mentioned he was unable to gather accurate information from them.

Area Supervisor Mr. Mujeeb explained that he had gone to the house himself to obtain the necessary information from the family. Upon returning to collect the data, he asked the team about the household details, and they informed him that they had forgotten to provide the information. Consequently, Area Supervisor Mr. Mujeeb directed them to return to the house, which was a short two-minute walk from the kit station. When the team returned, CHW Ms. Naila was reportedly speaking loudly and expressing it wasn't as much of a problem as how much AS Mr. Mujeeb was barking. However, Area Supervisor Mr. Mujeeb admitted that he responded inappropriately by using offensive language. He made a remark, saying, "Your mother barks," an act for which he expressed deep shame.

In conclusion, Area Supervisor Mr. Mujeeb conveyed an apology to CTC for his conduct. He expressed regret for using such offensive language and acknowledged the hurt it caused to all parties involved. Area Supervisor Mr. Mujeeb assured that such an incident would not recur in the future and committed to ensuring no similar complaints would arise.

Statement from CHW Ms. Nadia Noor Dated 25-10-2024

Ms. Nadia Noor (CHW Q0542) from UC Kuchlak-C an eyewitness on account of the incident involving Area Supervisor, Mr. Mujeeb ur Rehman, and CHW Ms. Naila. According to CHW Ms. Nadia Noor, she was present on the day the argument took place between Area Supervisor Mr. Mujeeb and CHW Ms. Naila.

CHW Ms. Nadia Noor reported that, during the exchange, CHW Ms. Naila initially insulted Area Supervisor Mr. Mujeeb by saying, "You bark like a dog." In response, Mr. Mujeeb replied with, "Your mother must be a dog."

CHW Ms. Nadia Noor clarified that no other specific abusive language mentioned in previous complaints was used during this exchange. This statement represents the full extent of what she witnessed between Area Supervisor Mr. Mujeeb and CHW Ms. Naila during the argument.

Statement from UCOO Mr. Naimat.

U COO Mr. Naimat, in which he provides a sworn account regarding AS Mr. Mujeeb Ur Rehman, who has worked with them as an Area Supervisor in UC Kuchlak for about six years. During this period, UCOO Mr. Naimat mentions that he has never heard any negative remarks, reports of misconduct, inaccurate data, or offensive language associated with Mr. Mujeeb Ur Rehman.

However, Mr. Naimat states that on one occasion, Mr. Mujeeb Ur Rehman mistakenly used a harsh tone with his team. He later apologized and provided a written assurance that he would not repeat such behavior. Since that incident, Mr. Naimat has observed a positive change in his attitude, noting improved conduct and respect toward his team. Mr. Naimat expresses full confidence that Mr. Mujeeb Ur Rehman will not repeat this mistake and respectfully requests that he be forgiven for this isolated incident.

Statement from TDOSO Mr. Shahid Raza.

TDOSO Mr. Shahid Raza about AS Mr. Mujeeb Ur Rehman. In his statement, Mr. Shahid explains that Mr. Mujeeb Ur Rehman, in a moment of frustration, scolded his team. Mr. Mujeeb Ur Rehman feels genuinely regretful about this and has admitted his mistake, saying that he acted this way due to work-related stress and lost control of his temper. He has sincerely apologized and expressed his remorse.

Mr. Shahid Raza mentions that he has known Mr. Mujeeb Ur Rehman in this program for a long time and has never received any complaints about him until now. Therefore, he respectfully requests that Mr. Mujeeb Ur Rehman be forgiven for this incident.

4. Conclusion

Based on the complaint from Ms. Naila (CHW Q0543) and statements from Ms. Nadia Noor (CHW Q0542) and Mr. Mujeeb ur Rehman (Area Supervisor), the following points are concluded:

1. **Abusive Behavior:** Mr. Mujeeb used inappropriate language towards Ms. Naila, insulting her mother after she initially insulted him. While Ms. Nadia Noor confirmed the exchange of insults, she clarified that the specific term “kuti” (dog) was used in her presence.
2. **Apology:** Mr. Mujeeb has acknowledged his inappropriate behavior and apologized for the offensive remark, expressing regret and ensuring it will not happen again.
3. **Impact on Work Environment:** The incident caused distress, particularly for Ms. Naila, and negatively impacted team morale, creating a tense work environment.

In conclusion, while both parties exchanged inappropriate language, Mr. Mujeeb's response was particularly unprofessional, highlighting the need for stronger measures to maintain a respectful work environment.

5. Recommendations:

It is recommended that Mr. Mujeeb ur Rehman be **reassigned** to another area to restore a healthy work environment, and that he undergoes **counseling session** to improve his professional conduct specially towards female staff. **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/C. Consider staff transfers if feasible.**

Disciplinary action should be considered based on CTC policies, including a warning issued to both Mr. Mujeeb ur Rehman and Ms. Naila for using inappropriate language in the workplace. This action is aligned with the **as per the Polio Third Party Personnel Service Rules (PTPPSR), Annex: 7/B/ Disciplinary Issues - Yellow Line Areas/ Sub-Clause: 11, which prohibits the use of foul language, shouting, and derogatory remarks.**