

Investigation Final Report
On
Unprofessional or Casual Behavior towards peers/colleagues
By
AS in UC Qadariabad Quetta-Baluchistan
Inquiry Report by:
CHIP Training & Consulting Pvt. Ltd.
Submitted to:
WHO-PO.

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1. Background:

This report is based on a complaint received from CHW Ms. Ayesha, a member of AS Ms. Kainat's team from UC Qadri Abad. According to Ayesha's account, AS Ms. Kainat shared her personal phone number with her brother a few days ago. After obtaining her contact information, AS Ms. Kainat's brother allegedly started harassing her. When CHW Ms. Ayesha blocked his number, he reportedly shared her contact details with an unknown individual, who then also began harassing her.

CHW Ms. Ayesha further reported that during fieldwork, she and her coworker were followed by individuals in a vehicle. Additionally, it was noted that AS Ms. Kainat's brother frequently appeared in the field, which caused CHW Ms. Ayesha significant distress. She mentioned that this ongoing situation created issues for her at home as well.

CHW Ms. Ayesha recalled that during a previous campaign, she had reported inappropriate behavior by AS Ms. Kainat's brother to the UC staff. Despite raising the matter, no corrective action was taken, and the issue remained unresolved. CHW Ms. Ayesha claimed that she also tried to discuss the matter with AS Kainat directly but received no response.

1.1 Allegations

Sharing Personal Contact Information: AS Ms. Kainat is accused of sharing the personal phone number of her team member, CHW Ms. Ayesha, with her brother without consent. This act led to harassment from her brother and, subsequently, from an unknown individual, causing emotional distress and compromising CHW Ms. Ayesha's safety.

Despite being informed of her brother's inappropriate behavior during the previous campaign, AS Ms. Kainat failed to take action to address the issue. Her lack of response has allowed the harassment to continue unabated.

Neglect of Duty as a Supervisor: AS Ms. Kainat did not respond when confronted about the matter, demonstrating negligence and a lack of accountability in her supervisory role. Her inaction has perpetuated a hostile and unsafe work environment for her team.

The ongoing harassment by AS Ms. Kainat's brother, along with her indifference to the complaints, has caused problems at home for CHW Ms. Ayesha and created a sense of insecurity among team members.

2. Investigation Process

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

- **Annex A:** Complaint by CHW Ayesha
- **Annex B:** Defense of the allegations by AS Ms. Kainat.
- **Annex C:** Statement of CHW Naheed
- **Annex D:** Statement of CHW Parisa

- **Annex E: Evidence Ms. Kainat**

3. Key findings:

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

Response to complaint AS Ms. Kainat

AS Ms. Kainat reported that the issue began on 08-Nov-2024, when she was attending a meeting at the DEOC. CHW Ms. Ayesha, a CHW under her supervision, called her about collecting MC books. Since AS Ms. Kainat could not personally deliver the books due to her meeting, she arranged for her brother to deliver them. After some delays, CHW Ms. Ayesha received the books.

A few days later, the UCOO, Mr. Ibrar, informed AS Ms. Kainat about alleged inappropriate behavior by her brother. Upon learning about this, AS Ms. Kainat immediately addressed the issue with her father, who took strict action against her brother. She also contacted CHW Ms. Ayesha to apologize and later submitted a written apology and a guarantee letter, assuring that her brother would not bother CHW Ms. Ayesha again. Despite these efforts, CHW Ms. Ayesha rejected the apology and continued to allege that her brother had given her number to another man, although no proof was provided.

AS Ms. Kainat stated that CHW Ms. Ayesha showed her a picture of a man she claimed was connected to her brother, but her brother denied knowing the person. CHW Ms. Ayesha further alleged that a black car was being used to harass her near her house, but Ms. Kainat denied having any involvement and clarified that such claims were baseless.

Statement from CHW Naheed.

CHW Ms. Naheed, a CHW in the Buraq Scheme area, provided information regarding the incident involving CHW Ms. Ayesha and her Area Supervisor, Ms. Kainat. She confirmed that AS Ms. Kainat gave CHW Ms. Ayesha's phone number to her brother and asked him to deliver MC books. After delivering the books, AS Ms. Kainat's brother allegedly messaged CHW Ms. Ayesha about five minutes later and was later seen roaming around the Buraq Scheme area.

According to CHW Ms. Naheed, when CHW Ms. Ayesha reported the incident to Mr. Taj (TDOSO), AS Ms. Kainat was reprimanded, and her family became aware of the situation. Subsequently, AS Ms. Kainat's family members disciplined her brother, and since then, he has not been seen in the Buraq Scheme area.

Despite this, CHW Ms. Naheed expressed concerns that CHW Ms. Ayesha continues to receive harassing phone calls and messages from AS Ms. Kainat's brother. She requested that AS Ms. Kainat be reassigned to another location and that a new Area Supervisor be appointed.

Additionally, CHW Ms. Naheed mentioned that during the Big Catch-Up activity, a car followed them and circled around them for an extended period. This vehicle reportedly began following them in the Buraq Scheme area and continued until they reached Hussain Town, causing significant discomfort and concern among the team members.

Statement from CHW Parisa.

CHW Ms. Parisa, working under AS Ms. Kainat (Code 2299), reported several issues regarding AS Ms. Kainat's behavior and her brother's harassment during the last campaign. According to CHW Ms. Parisa, AS Ms. Kainat gave CHW Ms. Ayesha's phone number to her brother, who later showed up on a motorcycle, whistling and causing disturbances, which disrupted their work.

CHW Ms. Parisa also highlighted unprofessional behavior directed toward her by AS Ms. Kainat. She mentioned that AS Ms. Kainat had issued her a show-cause notice on account of missed children. Despite responding to the notice, AS Ms. Kainat allegedly failed to forward it, leading to an unjust warning being issued against CHW Ms. Parisa.

Additionally, CHW Ms. Parisa claimed that AS Ms. Kainat misbehaved with her and submitted fake data to the supervisor, falsely attributing it to her. She further alleged that during the current campaign, AS Ms. Kainat's brother continued to cause disturbances and was accompanied by some of AS Ms. Kainat's friends. According to her, the brother's behavior toward CHW Ms. Ayesha created significant distress for the team.

CHW Ms. Parisa also noted that constant noise from AS Ms. Kainat's phone call tone disrupted their work environment. She requested appropriate action to resolve these issues, as they were negatively affecting the team's ability to perform their duties effectively.

4. Conclusion

Based on the investigation, the following conclusions are drawn:

AS Ms. Kainat violated professional boundaries by sharing Ms. Ayesha's personal phone number without consent, directly contributing to the initial harassment incident. Despite taking some remedial measures, Ms. Kainat failed to ensure the safety and well-being of her team members, which reflects negligence in her supervisory duties. Continued harassment and disturbances, whether directly or indirectly related to AS Ms. Kainat's actions, have created a hostile work environment, impacting the team's ability to perform effectively.

5. Recommendations:

Based on the findings of the investigation, the following actions are to be implemented immediately to address the concerns raised and ensure a safe working environment for all staff:

Reassign AS Ms. Kainat to a different UC to mitigate further conflict and ensure a safe working environment for Ms. Ayesha and the team. **As per the (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.

Issue a warning to AS Ms. Kainat for breaching confidentiality and failing to address the harassment concerns effectively **As per the (PTPPSR) Annex-7 B: Disciplinary Action in case of Performance/ Capacity Issues - Amber line Areas/**

- Unprofessional or Casual Behavior towards peers/colleagues.
- Poor supportive supervision.