

**From:** ALI, Asif [mailto:asifa@who.int]  
**Sent:** Monday, 3 May 2021 4:48 pm  
**To:** Naila Nizam <naila@ctc.org.pk>  
**Cc:** ASLAM, Shaista <aslamsh@who.int>; SEID, Zahra <seidz@who.int>; 'Sarah Farooqui' <sarah@ctc.org.pk>; majid@ctc.org.pk; 'Naveed Haider' <naveedhaider.ctc@gmail.com>  
**Subject:** Re: [EXT] Warning for Non-Compliance

Dear Ms. Naila,

I have validated the reported information with area coordinator. Repeated performance and coordination issues have been reported by her supervisor and follow-up counselling (3 sessions) have been done with her physically, but no improvement is seen at the side of UCPO.

Please proceed as required.

Regards

Dr Asif Ali Zardari

PPEO / WHO / SINDH

[asifa@who.int](mailto:asifa@who.int) / +92 333 7080705

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**From:** Naila Nizam <naila@ctc.org.pk>  
**Sent:** Monday, May 3, 2021 4:03 PM  
**To:** ALI, Asif <[asifa@who.int](mailto:asifa@who.int)>  
**Cc:** ASLAM, Shaista <[aslamsh@who.int](mailto:aslamsh@who.int)>; SEID, Zahra <[seidz@who.int](mailto:seidz@who.int)>; 'Sarah Farooqui' <[sarah@ctc.org.pk](mailto:sarah@ctc.org.pk)>; [majid@ctc.org.pk](mailto:majid@ctc.org.pk) <[majid@ctc.org.pk](mailto:majid@ctc.org.pk)>; 'Naveed Haider' <[naveedhaider.ctc@gmail.com](mailto:naveedhaider.ctc@gmail.com)>  
**Subject:** FW: [EXT] Warning for Non-Compliance

Dear Dr. Asif,

With reference to the below email from the Area Coordinator, It is recommended to issue explanation letter to Ms. Shahnaz on account of Professional Negligence and further action shall be determine after acquiring her stance.

Your kind comments/feedback is requested in this regard.

If you need any further information regarding the same, please let us know.

Regards,

Naila Nizam

Project Manager

CHIP Training & Consulting (Pvt) Ltd.

Plot 1, Street 9, G-8/2, Islamabad, Pakistan.

Tel: [+92-51-111-111-920](tel:+92-51-111-111-920), Cell: [Cell:0345-8566181](tel:+92-345-8566181)

**From:** JAMIL, Wasif [<mailto:shaikhw@who.int>]  
**Sent:** Thursday, 29 April 2021 10:00 pm  
**To:** Naila Nizam <[naila@ctc.org.pk](mailto:naila@ctc.org.pk)>  
**Cc:** ASLAM, Shaista <[aslamsh@who.int](mailto:aslamsh@who.int)>; 'Ayesha Naeem' <[ayesha.naeem@ctc.org.pk](mailto:ayesha.naeem@ctc.org.pk)>; ALI, Asif <[asifa@who.int](mailto:asifa@who.int)>  
**Subject:** Re: [EXT] Warning for Non-Compliance

Dear Ms. Naila,

Thanks for the email. Pertinent to the Non-compliant behavior displayed by Ms. Shahnaz, UCPO of UC7 Banaras, SITE Town, following observations were shared by the first level supervisor starting from the inception of NID March 21.

### **Observations**

**1)** During the pre-campaign phase of the March NID 21, Desk review and Field validation of microplan are 2 crucial activities that requires utmost attentiveness from UC level especially from UCPOs. When the evidence of validation by Ms. Shahnaz was substantiated with ground reality; many lapses were found. As a corrective measure, a short training session was conducted so that necessary corrections can be made. However, the corrective actions taken were few and far between.

**2)** Similarly, the intra-campaign progress of UC7 Banaras colony was consistently found to low. Despite daily identification of low performing area supervisors from DEOC, no significant change was observed in the performance of the UC. The UC staff was twice supported by 1st and 2nd level supervisor during intra-campaign phase to motivate the staff and overcome the shortcomings but the change in performance was not eminent.

**3)** In addition to the above, after the failed LQAS in UC7 Banaras, all the UC level colleagues were invited to the DEOC to understand the reason for the failing lots so that action plan can be devised to improve the campaign quality for future. However, all the UC level staff were found to come up with generic reasoning of failure instead of having the grasp of grass root challenges. During the meeting it was also evident that the coordination among the UC level colleagues needs to be strengthened. Therefore, the DEOC team guided them about the shortcomings and advised them to come up with an action plan.

**4)** On 27-04-21, the first level supervisor received a compliant regarding the non-compliance from Ms. Shahnaz in data sharing which was sought by data team of PEOC. Despite the efforts of TDOSO Mr. Faisal to get in touch and get the task done, the task

was not complete from Ms. Shahnaz, resultantly the timely compliance from SITE town was not achieved.

In the light of above consecutive events, two counselling sessions has been done by first and second level supervisor. However, no improvement has been observed in the assigned task by the first level supervisor.

### **Recommendation**

Considering the current state of the PEI and no improvement seen after couple of sessions, the undersigned recommends initiation of organizational disciplinary action as per SOPs.

If any further information is required, feel free to get in touch.

Best Regards,

*Dr. Wasif Jamil Shaikh*  
*MBBS, MPH (UK)*  
*Area Coordinator, West*  
*WHO Sindh*

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**From:** Naila Nizam <[naila@ctc.org.pk](mailto:naila@ctc.org.pk)>  
**Sent:** Thursday, 29 April 2021, 11:41 am  
**To:** JAMIL, Wasif  
**Cc:** ASLAM, Shaista; 'Ayesha Naeem'; ALI, Asif  
**Subject:** RE: [EXT] Warning for Non-Compliance

Dear Dr. Wasif,

Could you please share the details of the complaint, so we can take disciplinary action against UCPO Shahnaz as per SOPs.

If you need any further information regarding the same, please let us know.

Regards,  
Naila Nizam  
Project Manager  
CHIP Training & Consulting (Pvt) Ltd.  
Plot 1, Street 9, G-8/2, Islamabad, Pakistan.  
Tel: [+92-51-111-111-920](tel:+92-51-111-111-920), Cell: [Cell:0345-8566181](tel:+92-345-8566181)

**From:** ALI, Asif [<mailto:asifa@who.int>]  
**Sent:** Thursday, 29 April 2021 10:12 am  
**To:** Naila Nizam <[naila@ctc.org.pk](mailto:naila@ctc.org.pk)>  
**Cc:** ASLAM, Shaista <[aslamsh@who.int](mailto:aslamsh@who.int)>; JAMIL, Wasif <[shaikhw@who.int](mailto:shaikhw@who.int)>  
**Subject:** Fw: [EXT] Warning for Non-Compliance

**Dear Ms. Naila,**

Please see below email DEOC West to UCPO Shahnaz.

This is for your information and further perusal. I have copied the same to Dr Wasif Jamil AC West. If you need any further information, you can consult with Dr Wasif directly.

Regards

**Dr Asif Ali Zardari**

PPEO / WHO / SINDH

[asifa@who.int](mailto:asifa@who.int) / +92 333 7080705

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**From:** JAMIL, Wasif <[shaikhw@who.int](mailto:shaikhw@who.int)>  
**Sent:** Wednesday, April 28, 2021 12:24 PM  
**To:** ALI, Asif <[asifa@who.int](mailto:asifa@who.int)>  
**Subject:** Fw: [EXT] Warning for Non-Compliance

Dear Sir,

As discussed, please find the trailing email for your kind review and perusal.

Best Regards,  
Dr Wasif Jamil Shaikh  
DDPO- West

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**From:** DEOC WEST <[pcrdcwest@gmail.com](mailto:pcrdcwest@gmail.com)>  
**Sent:** Tuesday, April 27, 2021 3:29 PM  
**To:** shehnaz khan <[skhantvi97@gmail.com](mailto:skhantvi97@gmail.com)>  
**Cc:** JAMIL, Wasif <[shaikhw@who.int](mailto:shaikhw@who.int)>; MANDOKHAIL, Nadia Khan <[mandokhailn@who.int](mailto:mandokhailn@who.int)>; Faisal Nadeem Baldia <[faisalnadeem.bhi@gmail.com](mailto:faisalnadeem.bhi@gmail.com)>; [imran.ali@ctc.org.pk](mailto:imran.ali@ctc.org.pk) <[imran.ali@ctc.org.pk](mailto:imran.ali@ctc.org.pk)>; [naveedhaider.ctc@gmail.com](mailto:naveedhaider.ctc@gmail.com) <[naveedhaider.ctc@gmail.com](mailto:naveedhaider.ctc@gmail.com)>; SOOMRO, Muhammad Raza <[soomrom@who.int](mailto:soomrom@who.int)>  
**Subject:** [EXT] Warning for Non-Compliance

Dear UCPO-Shehnaz,

The DEOC has received multiple Complaints from your supervisor TDOSO Sardar Faisal about your Non Compliance and lack of leadership as expected from a UC Lead. The lack of Coordination among the UC

level staff has impacted the overall performance of Your UC 7 Banaras Colony, Site Town. Two Counselling sessions have been done At DEOC despite that you were unable to deliver.

You should perform according to the assigned TORs and take lead and Coordinate with your fellow UC Level and to create an environment where everyone works in harmony and give the desired results.

You are advised to pay heed to this Warning. Further Complaints about you Regarding this matter would Compel us to take serious action.

**DEOC WEST**

Karachi Sindh

021-99333180

[pcrdcwest@gmail.com](mailto:pcrdcwest@gmail.com)