**Inquiry Report**

**On**

**Complaint of Harassment against UCPO Mr. Adeel, UC 4 Baldia Town, Karachi**

**Inquiry Report**

**by:**

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

**Submitted to:**

**WHO Provincial Office - Sindh**

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# **Introduction:**

A complaint was forwarded to CTC by WHO PO on 02 April, 2021, to investigate the allegations levelled by CHW Ms. Irum Kamran, UC-04 Nai Abadi, Baldia Town, Karachi (Hereinafter referred to as Complainant) against UCPO Mr. Adeel Shaukat, UC-04 Nai Abadi, Balia Town, Karachi (Hereinafter referred to as Subject) and UCOO Mr. Rehan. The complainant had lodged her complaint to the Deputy Commissioner Kemari, Karachi and an inquiry into the matter was also carried out by DEOC. However, CTC team has investigated the case as per SOPs.

Given below are the details of the complaint lodged by the complainant:

1. Complainant was receiving wrong calls who tells her that UCOO Mr. Rehan has given her number to them. The wrong callers knows all the details of the activities and whereabouts of the complainant. ( The part of complaint doesn’t fall under CTC Domain)
2. UCOO Mr. Rehan passess derogatory remarks against her infront of Area Supervisor. ( The part of complaint doesn’t fall under CTC Domain)
3. The Subject had harassed her by showing her pictures to the Area Suervisor. He said that the complainant is famous on an app called BIGO. When the Complainant asked the Subject about the source of the pictures, he told her that he acquired those from facebook.
4. The Complainant tried to check the cell phone of the Subject but he refused. He threatened her of severe consequences infront of other staff members.
5. The Subject and UCOO are having affairs with Area Supervisors and whoever tries to raise voice against them, they threaten and harass them.

Complaint letter is attached herewith as annex – 1.

# **Methodology:**

The following methodology was adopted to investigate the matter:

* 1. On April 15th, CTC team conducted meeting with Mr. Adeel and acquired his written statement regarding Case.
  2. On April 20th, CTC team also acquired the feedback and comments of concerned AC Dr. Umar regarding the case and general conduct of the Subject.
  3. The track record of the Subject was also checked.

# **Key Findings:**

Given below are the findings of the investigation team:

* 1. The Subject informed CTC team that he received the picture of the complainant from community. He was asked to share the picture of the Complainant which he had shown to her area supervisor but according to him, he had deleted that picture. The Subject was asked that whether the pictures were objectionable, in response of which he stated that those were not objectionable but selfies taken by the Complainant. According to the Subject his only intention of showing picture to AS of the CHW was to make the staff aware that their such activities may have negative impact on programmatic interventions. Moreover, he denied all the levied allegations against him. According to him, he had no affair with any AS Ms. Misbah neither he is giving her pick and drop on regular basis. He did so only once when there was some transport issue and she requested him to drop her home (statement attached as annex 2).
  2. The Complainant was also questioned. However, she in support of her allegations couldn’t provide any concrete evidence against the Subject except word of mouth. According to her those were actually her selfies which she saved in her mobile phone but she lost that phone around 5 months back.
  3. AS Ms. Misbah, AS Ms. Nazia and CHW Ms. Yasmeen were also questioned, however they too couldn’t provide any evidence.
  4. The concerned Area Coordinator Dr. Umar was been asked by the investigation team to share her feedback regarding the scenario. In response he stated that an inquiry into the matter was already conducted by DEOC and it was found that Subject’s attitude towards workers is harsh. The severity of the allegations in the complaint could not however be established (attached as annex 3).
  5. During the investigation, it was found that the subject have attitudinal issues and the field staff complained mostly about the use of inappropriate words by the Subject .
  6. The subject had picture of the complainant, which he failed to deal in a professional way. His intentions may not be bad, however, it was misinterpreted by the Complainant.

# **Conclusion:**

On the basis of facts and findings, the harassment factor of the complaint couldn’t be established. There was no solid evidence against the Subject which could proof the allegation levied against him. It has been observed that the field staff is more annoyed by the use of inappropriate words by the Subject. Moreover, it also couldn’t be proved that the Subject is having any affair with the field staff. It seemed more like lobbying and grouping against the Subject. Furthermore, during the whole investigation process it has been revealed that interaction of all staff at UC and Team Support Center TSC level is causal and friendly with each other with out gender discrimination.

# **Recommendations:**

Given below are the recommendations of the investigation team:

* Issuance of warning on account of use of inappropriate language is recommended to the Subject UCPO Mr. Adeel and he shall be transferred to UC 7 Shershah Keamari. He shall be asked to adhere to social norms and values. Moreover, his conduct shall closely be monitored by Area Coordinator for 3 months. In case, if any of such complaint is received again, the matter shall be dealt as per policy.
* A refresher session of SOPs shall be conducted with all UCPOs of Sindh in order to make them understand work place ethics and harassment related matters.