FYI Please.

**From:** SALVATORI, Edda
**Sent:** Tuesday, 7 September 2021 9:15 AM
**To:** KHAN, Faizan <khanfai@who.int>
**Cc:** ABBAS, Waseem <wabbas@who.int>; AURANGZEB KHAN, Mazhar <zebma@who.int>; KAMRAN, Waheed <kamranw@who.int>; MOHAMED, Gedi <mohamedge@who.int>; KHURSHID, Muhammad Naveed <khurshidm@who.int>
**Subject:** RE: [EXT] FW: Issues related to UC Officers Shahibagh

Approved

Kind regards

Edda

**From:** KHAN, Faizan <khanfai@who.int>
**Sent:** Tuesday, September 7, 2021 9:02 AM
**To:** SALVATORI, Edda <salvatorie@who.int>
**Cc:** ABBAS, Waseem <wabbas@who.int>; AURANGZEB KHAN, Mazhar <zebma@who.int>; KAMRAN, Waheed <kamranw@who.int>; MOHAMED, Gedi <mohamedge@who.int>; KHURSHID, Muhammad Naveed <khurshidm@who.int>
**Subject:** FW: [EXT] FW: Issues related to UC Officers Shahibagh

Dear Ms Edda

CTC conducted  inquiry against UCPO Mr. Ibrahim (Shahi-Bagh) on account of unprofessional attitude.  CTC has recommended Final warning on account of unprofessional attitude and misuse of authority and non-extension of contract beyond 30th September 2021.

Previous inquiry report and warning letter issued to him is also attached herewith.

Your kind approval is requested to proceed.

Regards

Faizan Khan

**From:** KHURSHID, Muhammad Naveed
**Sent:** Friday, 3 September 2021 11:05 PM
**To:** ABBAS, Waseem <wabbas@who.int>
**Cc:** SALVATORI, Edda <salvatorie@who.int>; MOHAMED, Gedi <mohamedge@who.int>; KAMRAN, Waheed <kamranw@who.int>; KHAN, Faizan <khanfai@who.int>
**Subject:** Re: [EXT] FW: Issues related to UC Officers Shahibagh

Dear Waseem

Agreed with the recommendations. I will request that new hiring is done quickly as well

Regards

Dr Naveed Khurshid

Get [Outlook for Android](https://aka.ms/AAb9ysg)

**From:** ABBAS, Waseem <wabbas@who.int>
**Sent:** Tuesday, August 31, 2021 10:00:00 AM
**To:** KHURSHID, Muhammad Naveed <khurshidm@who.int>
**Cc:** SALVATORI, Edda <salvatorie@who.int>; MOHAMED, Gedi <mohamedge@who.int>; KAMRAN, Waheed <kamranw@who.int>; KHAN, Faizan <khanfai@who.int>
**Subject:** FW: [EXT] FW: Issues related to UC Officers Shahibagh

Dear Dr. Naveed Khursheed,

Kindly find attached report of Shah Bagh investigation completed by CTC. Your valuable feedback is required.

Thank you

Waseem Abbas

**From:** Naila Nizam <naila@ctc.org.pk>
**Sent:** Monday, 30 August 2021 5:37 PM
**To:** ABBAS, Waseem <wabbas@who.int>
**Cc:** AURANGZEB KHAN, Mazhar <zebma@who.int>; KHAN, Faizan <khanfai@who.int>; majid@ctc.org.pk; awais@ctc.org.pk
**Subject:** RE: [EXT] FW: Issues related to UC Officers Shahibagh

Dear Mr. Waseem,

Please find the attached Investigation report on the complaint received against UCPO Mr. Ibrahim shahi- Bagh unprofessional attitude for your perusal.

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, Cell:0345-8566181

**From:** ABBAS, Waseem [mailto:wabbas@who.int]
**Sent:** Monday, 16 August 2021 10:19 pm
**To:** Naila Nizam <naila@ctc.org.pk>
**Cc:** AURANGZEB KHAN, Mazhar <zebma@who.int>; KHAN, Faizan <khanfai@who.int>
**Subject:** Fwd: [EXT] FW: Issues related to UC Officers Shahibagh

Dear Naila,

Kindly proceed and share report once investigation is completed.

Thank you

Waseem Abbss

 **From:** "MOHAMED, Gedi" <mohamedge@who.int>
**Date:** August 16, 2021 at 10:17:46 PM GMT+5
**To:** "ABBAS, Waseem" <wabbas@who.int>
**Cc:** "KAMRAN, Waheed" <kamranw@who.int>, "AURANGZEB KHAN, Mazhar" <zebma@who.int>, "KHURSHID, Muhammad Naveed" <khurshidm@who.int>, "KHAN, Faizan" <khanfai@who.int>
**Subject:** **Re: [EXT] FW: Issues related to UC Officers Shahibagh**

﻿

That is fine

Get [Outlook for iOS](https://aka.ms/o0ukef)

**From:** ABBAS, Waseem <wabbas@who.int>
**Sent:** Monday, August 16, 2021 10:07:13 PM
**To:** MOHAMED, Gedi <mohamedge@who.int>
**Cc:** KAMRAN, Waheed <kamranw@who.int>; AURANGZEB KHAN, Mazhar <zebma@who.int>; KHURSHID, Muhammad Naveed <khurshidm@who.int>; KHAN, Faizan <khanfai@who.int>
**Subject:** Re: [EXT] FW: Issues related to UC Officers Shahibagh

Dear Sir,

In February 2021, Mr. Ibrahim, UCPO UC Shahi Bagh was given written warning on account of non professional attitude towards his fellow colleagues. The same person, Ms Mehwish, UCDO has launched another complaint of similar nature now accusing UCPO’s non professional attitude.

 Since the complainant is UNICEF managed 3rd party contractor, there CTC has requested for approval to carry out a joint investigation.

Your Approval is requested

Thank you

Waseem Abbas

On Aug 16, 2021, at 9:26 PM, KHURSHID, Muhammad Naveed <khurshidm@who.int> wrote:

﻿

Dear Waseem

Thank you for sharing the email. I agree to the proposed joint investigation by both vendors

Regards

Dr Naveed Khurshid

Get [Outlook for Android](https://aka.ms/AAb9ysg)

**From:** ABBAS, Waseem <wabbas@who.int>
**Sent:** Monday, 16 August 2021, 21:21
**To:** KHURSHID, Muhammad Naveed
**Cc:** MOHAMED, Gedi; KAMRAN, Waheed; AURANGZEB KHAN, Mazhar; KHAN, Faizan
**Subject:** Fwd: [EXT] FW: Issues related to UC Officers Shahibagh

﻿Dear Dr Naveed,

Kindly share your feedback as per appended email and report attached.

Thank you

Waseem Abbas

**From:** Naila Nizam <naila@ctc.org.pk>
**Date:** August 16, 2021 at 1:25:22 PM GMT+5
**To:** "ABBAS, Waseem" <wabbas@who.int>
**Cc:** "KHAN, Faizan" <khanfai@who.int>, "MOHAMED, Gedi" <mohamedge@who.int>, "AURANGZEB KHAN, Mazhar" <zebma@who.int>, majid@ctc.org.pk, awais@ctc.org.pk
**Subject:** **[EXT] FW: Issues related to UC Officers Shahibagh**

﻿Dear Mr. Waseem,

It is to bring in your kind notice UCPO Ms. Mehwish had earlier lodged a complaint against UCPO Mr. Ibrahim regarding his unprofessional attitude with field staff especially with the complainant ( UCDO) and having a family business. An investigation was conducted and based on the findings, he was recommended for a warning letter on account of unprofessional Attitude. (Investigation report attached for reference). It is pertinent to mention that UCDO Ms. Mehwish was given a warning letter for reporting false allegations against UCPO.

Recently, the following two complaints have been received against UCPO Mr. Ibrahim:

1) UCPO reported that UCDO Ms. Mehwish took a fake cluster, which was verified by the concerned TDO and was not found to be fake. (Email attached for reference).
2)UCDO Ms. Mehwish shared her grievances against UCPO Mr. Ibrahim's attitude and being personal with her. ( UCDO Ms. Mehwish complaint is attached )

As the complainant is CBV staff, therefore a joint meeting is recommended in order to record the stance of CBV as well as PTPP staff. Feedback and approval of WHO PO 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%2051%20111%20111%20920>, Cell: Cell:0345-8566181

From: KHURSHID, Muhammad Naveed [mailto:khurshidm@who.int]
Sent: Wednesday, 11 August 2021 8:45 pm
To: 'Naila Nizam' <naila@ctc.org.pk>; Bushra Saeed <bushra.saeed@people.com.pk>
Cc: Tufail Ahmed <tuahmed@unicef.org>; ABBAS, Waseem <wabbas@who.int>; IQBAL, Ahsan <iqbalah@who.int>
Subject: Issues related to UC Officers Shahibagh

Dear Naila and Bushra

I am forwarding the attached documents and emails for follow up at your ends as per SOPs. I am copying Dr Ahsan to attach initial complaints. One inquiry was also conducted earlier by Ayesha in January 2021, which is also attached for information

Regards
Dr Naveed Khurshid

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
From: Faisal Khan <faisal.khe@gmail.com<mailto:faisal.khe@gmail.com>>
Sent: Monday, July 26, 2021 12:33 PM
To: KHURSHID, Muhammad Naveed <khurshidm@who.int<mailto:khurshidm@who.int>>
Cc: Bibi Zenib <zenib.ctc@gmail.com<mailto:zenib.ctc@gmail.com>>; IQBAL, Ahsan <iqbalah@who.int<mailto:iqbalah@who.int>>; Dr. Asad Gmail <ddpowho@gmail.com<mailto:ddpowho@gmail.com>>; ULLAH, Asad <ullaha@who.int<mailto:ullaha@who.int>>; AHMAD, Laeeq <ahmadl@who.int<mailto:ahmadl@who.int>>; SALVATORI, Edda <salvatorie@who.int<mailto:salvatorie@who.int>>
Subject: Re: [EXT] Re: UC Shahibagh Inquiry

Dear Sir,

Reference to the below email and the detailed inquiry report, I agreed with the inquiry findings. As per my and Mr. Sohail (C4D UNICEF) visit to UC shahi Bagh and meet with all UC staff below mentioned points was observed,

1.      She has some attitude issues as she is not supportive to UC staff.

2.      She used unprofessional and unethical words for comms team as reported by TCO.

3.      She is not supported in communication activities even sometimes she didn’t give complete data of missed children. A Lake of coordination with the communication team was observed.

4.      Some time she blaming the UCO and ALSM regarding their work and pointing to UCO that she is moving with male ALSM in field.

The above-mentioned attitude of UCDO affect the work environment in UC shahi bagh.
Thanks

Regards

Faisal

District Communication Officer
District Emergency Operation Center (DEOC)
District Peshawar
Contact:   0300-5882835

On Sat, Jul 24, 2021 at 9:17 PM KHURSHID, Muhammad Naveed <khurshidm@who.int<mailto:khurshidm@who.int>> wrote:
Dear Faisal

I need your comments as in the attached emails you are also mentioned. Please go through them and share your feedback

Regards
Dr Naveed Khurshid

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
From: Bibi Zenib <zenib.ctc@gmail.com<mailto:zenib.ctc@gmail.com>>
Sent: Friday, July 23, 2021 10:56 PM
To: KHURSHID, Muhammad Naveed <khurshidm@who.int<mailto:khurshidm@who.int>>
Cc: IQBAL, Ahsan <iqbalah@who.int<mailto:iqbalah@who.int>>; Dr. Asad Gmail <ddpowho@gmail.com<mailto:ddpowho@gmail.com>>; ULLAH, Asad <ullaha@who.int<mailto:ullaha@who.int>>; AHMAD, Laeeq <ahmadl@who.int<mailto:ahmadl@who.int>>; SALVATORI, Edda <salvatorie@who.int<mailto:salvatorie@who.int>>
Subject: [EXT] Re: UC Shahibagh Inquiry

Dear Sir,

Please find attached emails for your reference.

Thanks.

On Fri, Jul 23, 2021 at 9:31 PM KHURSHID, Muhammad Naveed <khurshidm@who.int<mailto:khurshidm@who.int>> wrote:
Dear Zainab

Can you attach complaint of UCPO and UCDO which resulted into formulation of inquiry committee

Regards
Dr Naveed Khurshid

Get Outlook for Android<<https://aka.ms/AAb9ysg>>
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
From: KHURSHID, Muhammad Naveed <khurshidm@who.int<mailto:khurshidm@who.int>>
Sent: Friday, July 23, 2021 9:05:53 PM
To: IQBAL, Ahsan <iqbalah@who.int<mailto:iqbalah@who.int>>; Dr. Asad Gmail <ddpowho@gmail.com<mailto:ddpowho@gmail.com>>; ULLAH, Asad <ullaha@who.int<mailto:ullaha@who.int>>; AHMAD, Laeeq <ahmadl@who.int<mailto:ahmadl@who.int>>
Cc: Zenib TDO <zenib.ctc@gmail.com<mailto:zenib.ctc@gmail.com>>; SALVATORI, Edda <salvatorie@who.int<mailto:salvatorie@who.int>>
Subject: Re: UC Shahibagh Inquiry

Dear Ahsan

Thanks alot.

Concerned UCDO has contacted me and i would like to meet her in presence of the TDO to provide her an opportunity to communicate her grievances if any.

Regards
Dr Naveed

Get Outlook for Android<<https://aka.ms/AAb9ysg>>
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
From: IQBAL, Ahsan <iqbalah@who.int<mailto:iqbalah@who.int>>
Sent: Friday, July 23, 2021 2:20:19 PM
To: Dr. Asad Gmail <ddpowho@gmail.com<mailto:ddpowho@gmail.com>>; ULLAH, Asad <ullaha@who.int<mailto:ullaha@who.int>>; KHURSHID, Muhammad Naveed <khurshidm@who.int<mailto:khurshidm@who.int>>; AHMAD, Laeeq <ahmadl@who.int<mailto:ahmadl@who.int>>
Cc: Zenib TDO <zenib.ctc@gmail.com<mailto:zenib.ctc@gmail.com>>
Subject: UC Shahibagh Inquiry

Dear Dr. Asad / Dr. Naveed,

Inquiry with the following details was conducted in UC Shahibagh

Background:

The following major complaints were put by UCPO:

 \*   Ms. Mehwish UCDO is involved in grouping among staff, discouraging participation of operations staff in refusals related activities
 \*   Ms. Mehwish UCDO doesn’t take data from Area Supervisors timely and keeps them on job till late hours during campaign days
 \*   Ms. Mehwish UCDO does not identify issues during the intra-campaign monitoring and instead gives report of everything is fine
 \*   Ms. Mehwish UCDO does not bother to check the 2nd visit codes by teams and area supervisors
 \*   Ms. Mehwish UCDO reported ALSM to external monitors for poor behavior and attitude while did not inform the UC lead about this matter.
 \*   The Microplan quality was not upto the mark and the data was not verified from field showing lack of interest on part of Ms. Mehwish UCDO

An explanation was issued to Ms. Mehwish by TDO on the matter of poor quality microplan. The following are the main points from her response:

 \*   She was engaged in refresher training on 12th to 13th July
 \*   UCPO forced her to prepare UC summary sheet alone
 \*   She identified and corrected a lot of mistakes and corrected them, however AS were busy in refresher trainings so she did not disturb them
 \*   UCPO did not properly guide TTM, who performed field validation without having MPs prepared
 \*   UCPO shows his authority as male gender
 \*   She is psychologically harassed by UCPO
 \*   UCPO is personal with her

Findings of the inquiry:

To inquiry into the remaining complaints of UCPO and allegations put forward by UCDO an inquiry was conducted on 17/07/2021 by Dr. Ahsan Iqbal (DDOSO) and Ms. Zenib (TDO). The following are the findings of the inquiry:

 \*   UCDO Ms. Mehwish does not participate in communications activities in both the pre-campaign phase and intra-campaign phase. In the last 2 campaigns, she has visited only 1 refusal house. The ICM cluster analysis shows, she has reported ZERO children as refusals in all of her clusters in the last 3 campaigns, indicating that UCDO is not visiting refusal houses at all.
UCCO was asked about participation of area supervisors in communications related activities. She informed the inquiry that she has been asked by UCDO Ms. Mehwish not to communicate directly with Area Supervisors and CHWs (operations team) about any activity. Similarly, when Area Supervisors were asked about their participation in communications activities, they informed that only UCDO Mehwish communicates to them and since arrival of ALSMs, they have not participated much in communications activities.
 \*   During the inquiry, UCDO Ms. Mehwish acknowledged that she has kept some staff members (females) on job till after 9:00 PM in the previous campaign, but this was because there were data errors and needed their presence.
 \*   The ICM clusters of Ms. Mehwish UCDO were analyzed. She has reported ZERO NT, ZERO TVBMC, ZERO VBNFM since she has joined UC Faqirabad. Furthermore, she has vaccinated ZERO children in the last 3 campaigns in her ICM clusters. Average time take per cluster for the last campaign was 25 minutes.
 \*   No evidence was found on the matter of UCDO not asking / ensuring Area Supervisors about 2nd visit codes of CHWs
 \*   No evidence of foul play was found with regards to the matter of UCDO reporting ALSM to external monitors and not informing UCPO
 \*   The reason mentioned by UCDO on the matter of issues related to microplan were found justified as the staff was engaged in refresher trainings and tasks could not be completed on time.
 \*   The UCPO did conduct a meeting with DDOSO about poor performance of TTM after the conclusion of campaign, stating that TTM is not assisting in identification of issues. The matter of poor-quality validation by TTM was also discussed with DDOSO
 \*   On the allegation of UCPO involved in Gender discrimination, Psychological Harassment, and Being personal, no submissible evidence could be provided to the inquiry by the UCDO. Neither did the inquiry find any witness to this allegation among other staff of the UC (UCCO, ALSM, AS)

Recommendations:

 1.  Counselling, Final warning and probation to UCDO Ms. Mehwish on the following accounts

 \*   Harming the one-team approach in her UC
 \*   Lack of coordination with communications team
 \*   Poor quality monitoring

 1.  Change of TTM of UC Shahibagh on account of poor quality monitoring
 2.  The allegations on UCPO of Gender Discrimination, Psychological Harassment and Being Personal made by UCDO to be investigated further by the vendor, to provide another opportunity to the UCDO to give submissible evidence. Appropriate disciplinary action to be taken against UCPO if these allegations are proven.
Furthermore, considering the fact the UCDO Ms. Mehwish was given warning previously on account of false allegations, if the current allegations are again found to be false / improper, her contract should be closed.

For your kind review and approval please.

Regards,
Dr. Ahsan Iqbal
District Delivery, Operations and Supervision Officer,
HRMP Focal Person,
Immunization Officer - WHO,
Peshawar

--
Regards,

Bibi Zenib
Town Operations Officer
City - Peshawar
0300-0502523
0316-6391315