**Failed eLQAS Investigation Report UC-69 DGBT Lahore for NID-4 December, 2021**

**Introduction**

UC-69 is an urban union council of DGBT TOWN of district Lahore with congested areas having boundaries with UC-67,68 & 70 of DGBT with same Town and UC-84 of Samnabad Town.UC total population of 90790 having target children of 11550.UC is having mostly congested population along with middle class population having 02 UCMOs, 06 AICs and 32 Mobile teams.

**Objectives**

* To investigate failed eLQAS lot with following breakup

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Vaccination Coverage (based on Finger Marks)** | | | **Total missed** | | **Reasons Missed** | | | | | | |
| **# of Children checked (0-59)** | **# of Children Vaccinated (0-59)** | **% of Children Vaccinated (0-59)** | **# of FM Missed** | **% of FM Missed** | **Not Available** | **Refusal** | **Born after polio team visit** | **Vaccinated but not FM** | **Child was sleeping** | **Team Visited by Missed Child** | **Team did not visited house** |
| 60 | 55 | 92 | 05 | 19.67 | 1 | 0 | 0 | 02 | 0 | 0 | 02 |

* To bring to light the main reason/s & formulate actionable recommendations to avoid similar event in the future.

**Background of Failed PCM Union Council**

* Total No of children found missed during PCM is (3/60) which is 5 % children found missed.
* Child was away: 0
* Refusals: 0
* Team missed child : 0
* Team missed house: 0
* Vaccinated but not FM.03( 5.0%)

**NEAP indicators**

**HUMAN RESOURCE:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| UC | UCMOs | AICs | Mobile teams | Fixed team | Transit teams/Roaming |
| UC-69 | 02 | 06 | 32 | 01 | 01 |

**MOBILE TEAM COMPOSITIONS AS PER NEAP:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| UC | | At Least One Government employee | At Least One Female member | | At Least One Local Member | >18 Year |
| UC-69 | |  |  | |  | 100% |
| **Teams Composition (G=Govt. Accountable, F=Female, L= Local)** | | | | | | |
| Team # | Team Leader | | | Team Member | | |
| 0 | GOVT, F, | | | PPW, L, | | |
| No New Team Required in UC-69. | | | | | | |

**UPEC:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| UC | UPEC conducted in time | Minutes of meeting submitted to DPCR | UCMOs of all the UC attended the meeting | UC secretary attended the meeting | Security focal person attended the meeting | Security Plans of UC were verified in the meeting |
| UC-69 | Yes | Yes | Yes | No | No | N/A |

**Validation of Micro Plans:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| UC | MP Desk Reviewed by UC Staff | MP Field validated by UC Staff | MP Desk Reviewed by District Staff | MP Field validated by District Staff |
| UC-69 | Yes | Yes | Yes | Yes |

**Supervisors & Team Training:**

|  |  |  |
| --- | --- | --- |
| UC | Supervisors UCMOs & AICs | Teams Training |
| UC-69 | 08/08 (100%) | 32(Teams)/32(Teams) |

**Information about supervisor**

* 02 UCMOs(Nutrition suprervisor & Sanitary Petrol) and 06 Area in Charges were available for micro planning and pre-campaign.

**Pre-campaign trainings of Supervisors & Teams**

Team training was conducted on 07-12-2021 by UCMOs & AICs and supervised by zafar Iqbal TCO DGBT and UCCSO & UCPO held at Govt. PS School Manzoor Park Bund Road Lahore which was later redone at DHMT as per stall methodology. This session was led by UCMOs who briefed about 67 people.Newly comer workers(PPW) were unable to answer questions such as definition of Zero dose, name of vaccine used (bOPV) etc.

* Poor knowledge of new volunteers based teams regarding basic questions.

**Quality of Supervision**

* AICs were relaxed with their teams usually thinking that it is a routine work as they are doing this activity from a long time. so they were unable to provide quality visits to assigned teams twice on daily basis.
* The tally sheets suggest that the UCMOs and AICs were visiting the teams regularly during campaign however, they were not adequately doing the supportive supervision and were not able to address the lock houses and NA recording issues during their supervisory visits.

**Status of meetings at UC & Tehsil level:**

* Teams were briefed at UC level in the morning as recommended by NEAP
* Evening meeting conducted for data and discussion at UCas per available documentary evidence
* Daily Evening Meeting held at Town Level at DDHO office with feedback at DC level meeting as well.

**Accountability frame work assessment**

* No accountability of any team member or supervisor done in recent past.even a team leader give the Tally sheet to his PPW to deliver this to his AIC and has not give any importance to meet himself to AIC.
* Majority of teams are from daily waged polio workers along with some teams comprising of dengue staff whereas newly recruited teams were identified by AICs/UCMOs and registered volunteers. This issue was discussed during Readiness DPEC meeting as well regarding newly huge number of volunteer staff.

**Summary of findings**

1) Micro plan issues:

Micro plan was up-dated for current campaign (Desk review as well as field validation is done by UC staff)

1. HR & Training Issues:

HR allocation of mobile teams was done but as of newly recruited staff as volunteers remained a challenge.

2) Supervision Issues

UCMOs as well as AICs are aware about the team's area of work & localities of their UC.

The tally sheets suggest that the UCMOs and AICs were visiting the teams regularly during campaign however, they were not doing the supportive supervision and were not able to address critical issues during their supervisory visits. Majority of AICs has no 2nd Visit to his Team.

4) NA, Refusal & Lock Houses Data Recording:

There were gaps in mostly mobile teams recording and convering N,As.Also some mistakes are observed in tally sheets front and back which result N.As and Lock Houses issues.

1. Data Transfer

Data recording from front to back of Tally sheet is sub optimal.

Data transfer from tally sheets to 2 A & specially 2 A to 2 B is having no discrepancies.

Data from 2B to IDIMS is accurate.

1. Vaccine management

The vaccine management and documentation was appropriate as per bOPV protocols. The tally sheet and 2A/2B vaccine utilization was matching.

**Accountability Actions Taken By DHA**

1. UCMOs & Area In charges have been called for explanation and sweep activity was conducted on 21th Dec, 2021 under the direct supervision of DDHO, district monitors,W.H.O & Comnet Staff.
2. Following was the results of post sweep activities
   1. Locked Housed covered : 07
   2. NA recorded covered : 52
   3. New born if any covered: 02
   4. Guest children covered: 0
   5. Missed Children covered: 04
   6. Vaccinated but not F.M: 36
   7. Newly Migrant:13

**Recommendations**

* HR allocation/identification and registration must be done in advance for all UCs in coordination with line departments so that UC team has adequate time for training & pre-campaign activities.
* UCMOs & AICs must themselves facilitate the team training as per agenda shared by EOC. Team training must be completed as per shared countdown and training plan of the DPCR.
* UCMOs & AICs should be hired in consultation with all stakeholders and as per SOPs.
* Pre-campaign phase is found to be only signatory with no other activity done except mosque announcements as per feedback of UC Supervisors. UPEC meetings and Social Mobilization need particular focus.
* The supervision of UCMOs and AICs needs improvement. The teams should be rectified on the spot which is only possible if there is effective supervision of UCMOs and AICs.
* The training of teams must also focus on the tally sheet recording on the front and back needs focus because if the locked houses and missed children are not being recorded at the back, the team then might not revisit those houses and there are chances of missing eligible children. Practical demonstration and role play must be done during next team training as per Stall methodology.
* The UCMOs and AICs should do a quick tally sheet analysis at the evening meeting during campaign to check if the front and back of tally sheet is properly filled as per guidelines & whether the totals are correct.
* During This NID,marker Quality is not good for F.M & This issue was discussed with DDOH almost every day in Town Evening meeting & also during Teams Day work.
* One an unexpected incident is held during this Camp.AIC of Part D had create a huge conclusion with TCO Zafar Iqbal & gave him thread while he was checking his one mb team# 18.
* **This UC Comnet partner staff has no involvement in polio Activities like prepairing MP,Maps etc.even their SMs do not do any Cluster during Campaign.They give importance to their Mother/Father Sessions etc.During Campaign, their SMs just do Mosque Announcements.When any observation take place like elqas failure,they came on back foot while when an appreciation take place, they claim all medals.**

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