

INVESTIGATION REPORT

1st Nov 2022

Investigation report on UCPO Anila's fake clusters submission, abuse of authority, threatening and verbally abusing subordinate staff.

Complaint reported by:

- Areas Supervisor Faiza Answer
- Team 11, CHW Maryam Shahzad

Summary of complaints:

1. Submission of fake cluster data by UCPO Anila during SNIDs Oct 2022.
2. Abuse of authority by UCPO Anila by making AS Faiza Answer do various pre-campaign and campaign data submissions on her behalf.
3. Using foul language with the team members and threatening them of getting them terminated.

Investigated by:

- Immunization Officer – Dr Mansoor Ali Memon
- Area Coordinator – Dr Khalid Khurram
- ERU Coordinator – Riaz Ahmed Jakhrani

Dates of investigation:

- 26th Oct – 1st Nov 2022

Investigation process and evidence collected:

1. Fake clusters validation in field:

2 clusters (Day-1 and Day-3) were extracted from program database. Both clusters were validated in the field by the Immunization Officer in presence of UCPO Anila and team 11 members.

Key findings:

1. The household members failed to recognize UCPO Anila in front of immunization Officer, Area Supervisor and Team 11. This verifies that she did not take the clusters in the field.
2. The cluster data also mismatched and showed multiple discrepancies between the cluster submitted and the information at household level. This also verifies that the clusters weren't taken in the field by the UCPO. (Attachment – 1)

3. Area mentioned in cluster of Day 1 is Dhani Bux, however all the household numbers belonged to Diamond Society area. When Dr Mansoor asked UCPO to accompany him for validation of clusters, she was reluctant and came after 2 hours of appointed time. She had first made a phone call to a colleague to verify if households existed on the ground, but the colleague did not comply. (Attachment – 2). Moreover, when she was taken to the field, UCPO was having a hard time finding the houses herself. She was constantly on the phone with someone taking directions to the area where houses were.
4. The cluster data was taken by UCPO Anila on phone from the Team Leader. Call log of Team 11 showed a call from UCPO Anila on 26th October at 2:12 PM, talk time 7 minutes. (Attachments – 3 & 10)

Details of data discrepancies:

- House number 135: child is still NA; however, Anila reported the child as covered.
- House number 141: child is still NA; however, Anila has reported the child as covered.
- House number 144: there are 4 children in the house, 2 were NA which were covered later, and 2 were Refusals which are still refusals, but cluster data shows three children and NA was shown as covered.
- House number 149: child was NA, covered at a later occasion but Anila's cluster reported child as covered.
- House number 151: both children were NA and were covered at a later occasion but were reported as covered.

All the above-mentioned discrepancies can be seen in the cluster excel sheet attached with the comments of Immunization Officer. (Attachment – 1)

They can be verified from the CBV register as well. (Attachment – 4)

Chalking done by the team at the household also proves the mismatch of information submitted by UCPO Anila (Attachment – 5)

2. Validation of abuse of authority:

It was reported by the Area Supervisor Faiza Anwer that UCPO Anila used to make her submit various data on her behalf. So much so that 2 months back, Anila installed her email address in Area Supervisor's mobile so that all the data links could be directly accessed and updated by the AS on her behalf.

Other Area Supervisors were told by Anila to submit their data copies to Area Supervisor Faiza, so that she can update the online form.

Submission of data resulted in delay in reaching the team support center for which the Area Supervisor was also cautioned by UCMO Dr Waqar.

Key findings:

1. During the investigation, UCPO Anila herself admitted in front of ERU Coordinator and Area Coordinator that she had asked Area Supervisor to submit data on her behalf.
2. UCMO Dr Waqar Ahmed witnessed Area Supervisor entering online 2A data on Anila's account during Campaign Day 2.
3. Screenshots of Area Supervisors mobile phone can also be seen where UCPO Anila's Gmail account can be seen added in her email accounts. (Attachment – 6)
4. Area Supervisor submitted a written statement that she was being forced to submit the data by UCPO Anila. (Attachment – 7 & 10)

3. Validation of use of foul language and threatening the staff

UCPO Anila used foul language on several occasions with the Area Supervisors and teams. She also threatened that they would get terminated if they did not comply with what she was asking them to do.

Key findings:

1. During the investigation with the Area Supervisor and Teams by the Area Coordinator, it was reported by both that Anila used offensive language while talking to them on several occasions.
2. Both team 11 and AS also submitted a written statement to the ERU and Area Coordinator. (Attachment – 8)
3. 8 other Area Supervisors also submitted a written statement to complaining of the same. (Attachment – 9)

List of evidence attached:

Attachment 1: Excel sheet showing UCPO Anila's cluster discrepancies and comments from households noted by Immunization Officer.

Attachment 2: WhatsApp Audio 2022-10-29 at 7.45.01 PM

Attachment 3: Team Leader Maryam's phone call record

Attachment 4: CBV Registration Book - Team 11

Attachment 5: Validation pictures 27th Oct at Cotton Society

Attachment 6: Screenshots of Anila's Email in Area Supervisors mobile

Attachment 7: AS Faiza's statement on data submission and misbehavior with her

Attachment 8: Statement by AS and team 11 on being forced to provide data for clusters

Attachment 9: Area Supervisor's statement against Anila & Faheem misbehaving

Attachment 10: CHW 11 Maryam and AS statement on providing cluster information from registration book

Conclusion:

It is very much clear from the above-mentioned facts of investigation and the attached evidence, that UCPO Anila has committed all three offences (Fake cluster data submission, Abuse of authority and misbehaving and pressurizing junior staff).

Such practices are detrimental to the program, and it is imperative that appropriate actions be taken to ensure program protocols and objectives are not compromised.