

Shahid Ali/Regional Coordinator-KP

From: Naila Nizam <naila@ctc.org.pk>
Sent: Monday, August 16, 2021 10:22 AM
To: 'awais@ctc.org.pk'
Subject: FW: Issues related to UC Officers Shahibagh
Attachments: UCDO Mahwish.pdf; UC Shahi Bagh inquiry report (Jan 2021).pdf

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>
Sent: Monday, July 26, 2021 12:33 PM
To: KHURSHID, Muhammad Naveed <khurshidm@who.int>
Cc: Bibi Zenib <zenib.ctc@gmail.com>; IQBAL, Ahsan <iqbalah@who.int>; Dr. Asad Gmail <ddpowho@gmail.com>; ULLAH, Asad <ullaha@who.int>; AHMAD, Laeeq <ahmadl@who.int>; SALVATORI, Edda <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 Lack 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> 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>

Sent: Friday, July 23, 2021 10:56 PM

To: KHURSHID, Muhammad Naveed <khurshidm@who.int>

Cc: IQBAL, Ahsan <iqbalah@who.int>; Dr. Asad Gmail <ddpowho@gmail.com>; ULLAH, Asad <ullaha@who.int>; AHMAD, Laeeq <ahmadl@who.int>; SALVATORI, Edda <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> wrote:

Dear Zainab

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

Regards

Dr Naveed Khurshid

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From: KHURSHID, Muhammad Naveed <khurshidm@who.int>

Sent: Friday, July 23, 2021 9:05:53 PM

To: IQBAL, Ahsan <iqbalah@who.int>; Dr. Asad Gmail <ddpowho@gmail.com>; ULLAH, Asad <ullaha@who.int>; AHMAD, Laeeq <ahmadl@who.int>

Cc: Zenib TDO <zenib.ctc@gmail.com>; SALVATORI, Edda <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

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From: IQBAL, Ahsan <iqbalah@who.int>

Sent: Friday, July 23, 2021 2:20:19 PM

To: Dr. Asad Gmail <ddpowho@gmail.com>; ULLAH, Asad <ullaha@who.int>; KHURSHID, Muhammad Naveed <khurshidm@who.int>; AHMAD, Laeeq <ahmadl@who.int>

Cc: Zenib TDO <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. UCDO 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 (UCDO, 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
2. Change of TTM of UC Shahibagh on account of poor quality monitoring

3. 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

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Regards,

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