

Nadeem Jan

From: Nadeem Jan <nadeemjan@ctc.org.pk>
Sent: Wednesday, 30 December, 2020 3:49 PM
To: 'Waseem'; 'Faizan'
Cc: 'ayesha.naeem@ctc.org.pk'; 'Naila Nizam'; 'Sarah Farooqui'
Subject: FW: [EXT] FW: Complaints/ grievance of Ms Shakeela Ibrahim UC Deh Bahadar
Attachments: Annexes.rar

Dear Mr. Waseem,

With reference to the following communication it is to inform you that a joint inquiry was conducted on 29 Dec, 2020 by PTPP and CBV Project team members of CTC. The statements of complainant AS - Ms. Shekeela Ibrahim (attached as annex A), subject UCPO Mr. Khalid Waseem (Annex-B), UCDO-Mr. Zahid Ali (Annex-C) and AS - Ms. Hina Kawal (Annex-D) were recorded. UCDO Mr. Zahid Ali was the eye-witness of the incident while AS Ms. Kanwal was helping AS Ms. Shakeela in Microplan preparation when the incident took place.

After completion of the inquiry CTC team conducted meeting with DDPO-Dr. Naveed Khurshid (second line supervisor) and DDOSO-Dr. Muhammad Kamal (first line supervisor) and acquired their feedback regarding the performance and conduct of the UCPO:

- 1- During the inquiry process it was confirmed that the subject issue had been already resolved and settled down at UC level by the senior supervisors
- 2- Ms. Shakeela allegations were found baseless and false,
- 3- UCPO was not involved in any misconduct

Hence, it is recommended to conduct a counseling session with the UC staff members by PTPP and CBV team members of CTC in presence of supervisors.

In case if you need any further assistance regarding the same, Please let us know.

You are requested to share your kind feedback, if any.

Regards,

Nadeem Jan
Project Officer-PTPP CTC

From: ABBAS, Waseem [<mailto:wabbas@who.int>]
Sent: Monday, 28 December, 2020 01:20 PM
To: ayesha.naeem@ctc.org.pk; Naila Nizam; Nadeem Jan
Cc: MOHAMED, Gedi; KAMRAN, Waheed; KHURSHID, Muhammad Naveed; KAMAL, Muhammad; KHAN, Faizan; ULLAH, Asad
Subject: Fwd: [EXT] FW: Complaints/ grievance of Ms Shakeela Ibrahim UC Deh Bahadar

Dear CTC colleagues,

Appended email is for your information and further necessary process.

Regards

Waseem Abbas

Begin forwarded message:

From: "KHURSHID, Muhammad Naveed" <khurshidm@who.int>
Date: 28 December 2020 at 1:15:15 PM GMT+5
To: "ABBAS, Waseem" <wabbas@who.int>
Cc: "MOHAMED, Gedi" <mohamedge@who.int>, "KAMRAN, Waheed" <kamranw@who.int>, "ULLAH, Asad" <ullaha@who.int>, "KHAN, Faizan" <khanfai@who.int>, "KAMAL, Muhammad" <kamalmu@who.int>
Subject: Re: [EXT] FW: Complaints/ grievance of Ms Shakeela Ibrahim UC Deh Bahadar

Dear Waseem

Tomorrow at 10 AM, Dr Kamal will be available for the subject inquiry.

Regards
Dr Naveed khurshid

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From: ABBAS, Waseem <wabbas@who.int>
Sent: Wednesday, December 23, 2020 2:53:06 PM
To: KHURSHID, Muhammad Naveed <khurshidm@who.int>
Cc: MOHAMED, Gedi <mohamedge@who.int>; KAMRAN, Waheed <kamranw@who.int>; ULLAH, Asad <ullaha@who.int>; KHAN, Faizan <khanfai@who.int>
Subject: FW: [EXT] FW: Complaints/ grievance of Ms Shakeela Ibrahim UC Deh Bahadar

Dear Dr. Naveed,

Kindly share your input on the appended case.

Further, as suggested previously, can you propose any convenient time for a meeting with CTC colleagues to discuss the matters related to investigations.

Looking forward

Thank you

Waseem Abbas

----- Original message -----

From: Nadeem Jan <nadeemjan@ctc.org.pk>
Date: 23/12/2020 14:39 (GMT+05:00)
To: "ABBAS, Waseem" <wabbas@who.int>, "KHAN, Faizan" <khanfai@who.int>
Cc: ayesha.naeem@ctc.org.pk
Subject: FW: [EXT] FW: Complaints/ grievance of Ms Shakeela Ibrahim UC Deh Bahadar

Dear Mr. Waseem,

Please the following communication for your kind information.

Regards,

Nadeem Jan

Project Officer-PTPP CTC

From: ABBAS, Waseem [<mailto:wabbas@who.int>]
Sent: Monday, 23 November, 2020 06:15 PM
To: Shahid Ali
Cc: MOHAMED, Gedi; MAZVIDZA, Simbarashe; KHAN, Faizan; 'Naila'; 'Nadeem Jan'
Subject: RE: [EXT] FW: Complaints/ grievance of Ms Shakeela Ibrahim UC Deh Bahadar

Thankyou Shahid. Kindly share report for management review.

Regards

Waseem Abbas

----- Original message -----

From: Shahid Ali <shahidali@ctc.org.pk>
Date: 23/11/2020 17:20 (GMT+05:00)
To: "ABBAS, Waseem" <wabbas@who.int>

Cc: "MOHAMED, Gedi" <mohamedge@who.int>, "MAZVIDZA, Simbarashe" <mazvidzas@who.int>, "KHAN, Faizan" <khanfai@who.int>, 'Naila' <naila@ctc.org.pk>, 'Nadeem Jan' <nadeemjan@ctc.org.pk>

Subject: [EXT] FW: Complaints/ grievance of Ms Shakeela Ibrahim UC Deh Bahadar

Dear Waseem,

With reference to below email a complaint is received from one of Area supervisor against UCPO-Deh bahadur for his unprofessional and rude behavior towards her which has led to her hospitalization and severe mental torture.

An inquiry into the matter is suggested conducted jointly by WHO and CBV focal person of CTC in presence of the concerned field supervisors.

In case of any query regarding the same please let us know.

Thanks & Regards,

Shahid Ali

Regional Coordinator KP & KPTD-PTPP

Chip Training & Consulting (Pvt) Ltd.

From: Zahid Ali [<mailto:zahidali300@gmail.com>]

Sent: Wednesday, November 18, 2020 5:17 PM

To: Staff Management <da.pesh@ctc.org.pk>

Subject: Complaints/ grievance of Ms Shakeela Ibrahim UC Deh Bahadar

Dear Sir

Greetings

I would like share with you that last day an incident occurred at our UC, where our UCPO Mr. Khalid Waseem and AIC Ms. Shakeela Ibraheem abruptly started reasoning with one another, when I heard

shouting of Khalid Waseem and Ms. Shakeela Ibrahim I enter to room and asked the reason of the issue, but both colleagues were in aggressive mood and shouted on one another, then I request to Ms Shakeela Ibrahim AIC for keeping calm, and set near to her for inquiring the issue, where she informed me that I asked from Ms. Hina Kanwal about something in micro plan, and Mr Khalid Waseem told to Ms. Hina Kanwal that do not support Shakela Ibrahim in Micro Planning, as she will prepared this Micro plan by her self.

Our UCPO Mr. Khalid Waseem was too much in an aggressive mood and used harsh words to the Area Supervisor and insulted her in front of all teams, which she minds and become depressed on this insulting attitude of Mr Khalid Waseem. Later she went out from room for drinking water, but same moment her foot slipped near water cooler and filled on ground where she received injury in her head, I asked to FMT of BHU for checking of B.P and request to provide first aid, she comes along with M.O and checked B.P of Shakela Ibrahim which was 160/100, they administered medical treatment like injection and give tablets to control her B.P, she also advised rest for a while.

After some time, her situation was not recovered and B.P was continuously high as previous. Where I called rescue 1122 for provision of Ambulance services and referred her to near City hospital for further emergency treatment, Doctors checked her and diagnosed medical treatment of painkillers & infusions to low down her B.P and suggested more investigation like ECG and CT Scan (Brain window). We stay there at hospital till 02:00 PM along with two more AICs for medical checkup of Ms. Shakeela Ibraheem, but her situation was continuously worse, and she repeatedly complaints of body pain and headache, then we also informed her husband that Ms Shakeela B.P is very high and we are here at City hospital for treatment. I stayed in the city hospital along with two AICs and ALSM till 02: 30 PM.

Our AIC Ms. Shakeela Ibrahim submitted a written complaint to UCDO today against Mr. Khalid Waseem and complained about his harsh attitude. Therefore, I am forwarding her grievance / written statement for your kind consideration and further investigation.

Kind Regards

ZAHID ALI

UCDO Deh Bahadar

0345.8566124



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