



Was the response plan inclusive?

The objective of the citizens' assessment of district level COVID-19 responses was to assess if the action plans were prepared and implemented ensuring inclusion of marginalized community voices and requirements.

Citizens' assessment of district level COVID-19 responses:

Focus on food-cash assistance and health services for the marginalised groups



METHODOLOGY



This exercise was undertaken in:

64 districts with
10 selected
marginalised groups.

Each district

At least **5**
marginalised
groups



10
person
per group

3200
total
participants

The marginalized groups covered :



Dalits, ethnic minorities (indigenous peoples), persons with disabilities, sex workers, transgender, people living with HIV/AIDS, elderly people engaged in begging, urban floating people, river gypsies, and people living in hard-to-reach areas (char, haor, hills, islands).

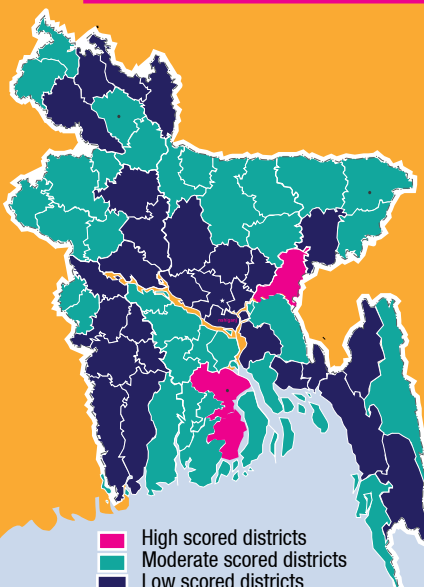
Scoring mechanism:



We have evaluated the **Government health service** and **Food-cash assistance** based on indicators such as inclusiveness, accountability and transparency. Some sub-indicators such as proper targeting, service quality and action taken against complains etc. was considered.

KEY FINDINGS

Food and cash assistance: A gloomy reality for marginalized communities



28 districts got low
scores (20–40% scores)

3 bottom scored districts



Narail (20.00%)
Rangpur (20.42%)
Nilphamari (22.00%)

3 high scored districts



Jhalokathi (66.33%)
Barishal (65.67%)
Brahmanbaria (65.67%)



Almost all divisions got less than 50% scores.

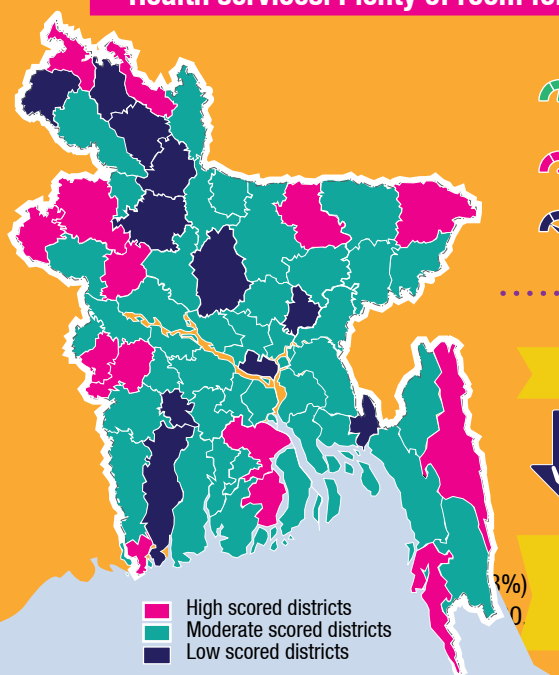
Four divisions got even less than 40% scores, which include **Rangpur** (34.05%), **Khulna** (38.07%), **Dhaka** (39.16%) and **Rajshahi** (39.97%).

Poor accountability mechanism.

Action taken against complaints and institutional feedback system in place got 30–35% scores.

KEY FINDINGS

Health services: Plenty of room for improvement



- Around two-thirds of districts got **moderate scores** (40–60%),
- Only **13 districts** got **high scores** (60–80%),
- 09 districts** got **low scores** (20–40%).



3 high scored districts

- Netrokona** (78.18%)
- Chuadanga** (69.82%)
- Jhenaidah** (65.45%)

3 bottom scored districts



Rangpur, Dhaka and Chattagram divisions got the lowest scores (less than 50%)



Inclusive information on health, institutional complaint mechanism in health centers, equal opportunity in health centers, action taken against complaints and service quality got low scores.



MAJOR RECOMMENDATIONS:



Allocate resources and funding to improve capacity of health sector service providers and develop health human resource.



Introduce district-wise accountability mechanism such as hotline number to address all complaints immediately.



Conduct nation-wide need assessment of the marginalized groups and priorities them during all kinds of emergency response plans.

Citizens' Assessment of District Level COVID-19 Responses:
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