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).

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.

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.

**Was the response plan inclusive?**

**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.

**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

**KEY FINDINGS**

**Food and cash assistance: A gloomy reality for marginalized communities**

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).

**Low**
- **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%)

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