

## Citizens can also held the Duty Bearer more accountable

Atharogashia Family Welfare Center (FWC) is situated at 50 km away from Barguna district and 25 km from Amtali Upazila with an approximate population of 22,500. Only FWC are available in this area and community people have insufficient information about the services of FWC. Most of the time FWC was found close and SACMO used to at Amtali Upazila. As a result, people; especially pregnant women, children and oldest persons had to suffer a lot. Union Parishad also did not played any role to activate the FWC. Besides, community people have lack of knowledge regarding the rights claiming process. Under Sensitizing The Pro-Poor Service Promotion Securing Rights and Governance (SPSRG) project implemented by Nazrul Smriti Sangsad-NSS, supported by NGO Forum for Public Health & Manusher Jonno Foundation (MJF) started implementing their activity at field level. Since October 2014 project has taken initiative to develop awareness into the community people by conducting different types of promotional and mobilization activities. Besides, Project has facilitated Social accountability tools (i.e Citizen's score card, public hearing, suggestion box, citizen's charter) that the citizens to be more aware for the rights in order to their development. By utilizing the process of



Courtyard Meeting



Citizen's Charter



Interface Meeting

community score card, people identified some important indicators from the qualitative and quantitative standards through the discussions with the beneficiaries on health service of FWC. For each indicator the support group (evaluator) has given a score of satisfaction or dissatisfaction along with the reason and explanations. Similarly, the service providers also have given score on the basis of their own performance with explanations.

Then an interface meeting was organized combining all the service related information and the scores from both parties were presented and analyzed. Mr. Harun Ur Rashid, Chairman Atharogashia Union chaired in that meeting and in addition, SACMO, FWA, FWV, FPI, AHI and UP Members were present. Service providers have shared their limitations and committed to overcome the problem and therefore service provider and Citizen both parties have reached a common consensus based on the gap need to prepare an action plan. The concerned authority of FWC has committed to take steps for

getting approval of the higher authority of Upazila Health.

At present, on average 60 - 75 patients come to this FWC daily. In accordance with their attitude of service providers are more positive as well community people also understand about the limitations. Service providers are motivated to take initiative to start delivery of pregnant mother. SACMO is staying now in FWC Quarter regularly. To observe the changes of the FWC, Nur Banu Begum, leader of the primary group said that “ We used to believe that Govt. support from the service delivery institutions is a form of kindness to poor like us but now we know that it’s our rights and we have the right to claim the proper service and also contribute to held the service providers more accountable.”

