

FGD 3

Questioner: Respondent:

Q: As-salamu alaykum.

A: Wa alaykumu s-salam.

Q: My name is _____. I have come from ICDDR,B. ICDDR,B is, you have heard the name of the Cholera Hospital in Mohakhali, Dhaka. I have come from there. So, I have actually come from there to you. So I will talk to you all for a while about this SSK card, the Shasthyo Surokhsha Karmasuchi (Health Protection Program), about what services are available with this card, how you received it, and then what its facilities are; I have come mainly to talk with you about these things.

Q: Okay, so you have received this SSK card, right? So who among you knows about this card? What exactly is this card?

A: SSK means Shasthyo Surokhsha Karmasuchi. This is a system of treatment, good treatment, arranged by the government for the poor people of the area.

Q: Anything else?

A: Those who went, they were chased away.

Q: What do you know about it?

A: I know, I had gone with the card, and after going with the card, I mean, they tossed the card aside dismissively. And they said, "Go take it to the person who gave you the card. He will give you medicine."

Q: You had gone to Kalihati hospital?

A: Yes, to Kalihati hospital. They spoke in that manner. Then they said many things. After they said that, out of my own sadness, I thought I should just throw this card away. I mean, many kinds of words, I mean, I saw that many things were also written there. I showed it to them, but still, nothing worked. Then I came back.

Q: Okay, when they gave the card to you or to you all, what did they tell you? What kind of facilities does it have...

A: When they gave it, they said the facilities mean, if there is any illness in the family, they, uh, if you show this card, they will take care of you. They will give medicine, meaning no money will be needed. Nothing will be needed. I mean, they spoke good words at that time.

Q: They said for any illness...

A: Yes, for any illness.

Q: ...they didn't specify which illnesses or anything like that...

A: No, no, they didn't specify that.

Q: Okay, I see. Uh, what do you know, please tell me.

A: I went to this Kalihati hospital. Then I saw a doctor, and after seeing him, he referred me to another place, telling me to go elsewhere. I said, "Two of us have come by paying van fare, and you are telling me to go to another place? Isn't your treatment free of cost, free of charge? Then why are you telling me this now?" Then, out of anger, I got medicine from that other place and came back.

Q: You mean after you showed the card, they did not provide any service or medical care?

A: No, they did not provide any service.

Q: They didn't give any medicine either?

A: No, no, they gave me nothing. I'm telling you, I came back in anger, because the two of us came having paid money for free treatment, and they gave me nothing. After that, I never went there again. I only went that one time.

Q: Okay, what did they tell you before giving the card? When they were writing down your name?

A: I wasn't at home at that time. They gave it to my mother-in-law.

Q: Did they not say anything else, Chachi (Auntie)?

A: No. He said, what's the use of this (he said, an elderly person.....) ... When they were writing down his name, I was there at that place. At that place, they said that you will be given treatment for fifty diseases. Subsequently, if something else happens, for its cost, they might give perhaps fifty percent of the money for it. They will give it this way, they gave a paper about fifty diseases. They gave it into his hands like that. (I didn't see it, though) It was written, but for the fifty diseases, maybe he didn't get it for two or four of them.

Q: Okay, what did they tell you before giving the card?

A: They gave me the card, and I suffered from a fever for many days. For that, I went to Kalihati. Then, after showing the card, I had a blood test done. They took the money alright, but said no visit fee would be needed.

Q: They took money? They took money even after showing the card?

A: They took money. Yes, they took money. Then I thought to myself, what was the point of getting this card?

Q: That was after getting the card?

A: Yes, after getting it.

Q: When they were going to give you the cards, when they were writing down your names, what did they say?

A: At that time, they gave the card and said, for any treatment, you will get facilities at the hospital, that's what they said.

Q: They didn't say anything else? What other facilities? Just treatment? They didn't mention any other facilities?

A: No, they didn't really say anything else.

Q: I see.

A: So, treatment, they only spoke of treatment.

Q: Okay, this SSK card that was given, how did you know that this card would be given, that your names would be written down?

A: Well, you see, a woman came from Kalihati and wrote down the names... no, no, she came house to house... no, no, they didn't come house to house... a boy came. A boy of your age came. He came and wrote down the names and all. Then they came to take photos. Then the card came again... in our village, there are many poor people, they didn't go there. This is for the poor, right, but in our Ranihati village, there were many poor people who did not get this card.

Q: Okay, so they didn't inform you in any way before giving the card? Or did they just come and take names?

A: No, no, they came and asked whose names were on the list. They came like that... they had come with the list from above. (I don't know where the list came from, but...) A boy of his age came then and wrote down the names and all. (...many of the poor did not get this card.)

Q: I see.

A: I can say that. And I can point them out and show that this poor person did not get it. This person is extremely poor, their card never even came. They came all of a sudden, they didn't... his name was written down, but the card did not come. And we, I mean we are poor but we didn't get it either, and there are other poor people like that who didn't get it. They, you see, came with a list... they don't even know when the people for this card came, which houses they went to... they came and called out their names... which houses the people came to... they selected and said... they made the list, but they didn't come to the houses to make the list... they didn't do it for everyone.

Q: Okay, so what is your opinion? Did the people who were supposed to get the card receive it?

A: No, they did not. Maybe one or two were left out. And those who were there, the ones they gave cards to, they got them. Yes, we got it, in our household, only he did not get it.

Q: I see.

A: Only those who got it, got it, but mostly the poor did not get it... if they had come house to house to make the list, then many people in this village would have gotten the card... what's the use of getting the card, they don't give treatment, nothing, they don't even give medicine to a single person... what's the use

of taking the card and keeping it at home... there is a procedure for getting treatment, you don't even know how to take it, then, okay... that other card is coming... I have told them.

Q: Okay, did they just give you the card without writing down your names and details before? Before giving the card?

A: No, after giving the card, no one came. They gave the card and did not come again. Before giving it, a boy came first, wrote down the names and all, then a woman came and took photos. Then they sent the card again.

Q: Okay, the boy who came and took the names, did he go to your house on his own, or did someone take him there?

A: No, he came alone. He came with a list, with a notebook and pen, and called out the names, and we identified them... no, no, he took the names on a previous date, then came... with the photo... photo, photo... yes, photo... the photo came later, after it was taken.

Q: Okay, after that, did they deliver the card themselves or send it with someone?

A: No, the card, it had come to my nephew at the market, he gave it to us... he brought our cards from the market. They did not come house to house to give it.

Q: Okay, alright. So far, we have heard about the card, now let's hear a little bit outside of the card. Suppose if someone... everyone has a card, so if someone falls ill, who do you go to first? Or where do you go?

A: To the health complex, I mean, we go there to Kalihati. We go to the hospital in that case.

Q: Where do you all usually go when you get sick, I mean...

A: We go to Kalihati.

Q: You go to Kalihati?

A: From here, Kalihati is close... uh... the people of this area... then they go to Ghatail, wherever is convenient. Yes, wherever is convenient for them... no, we have been going to Kalihati from the beginning. We don't really go to Tangail, we go to Kalihati first. Not everyone can afford it, so mainly if needed, we go to Kalihati, then we go to Tangail. Yes, now, apart from Kalihati, really, where can the poor go? To the clinic...

Q: Does everyone go to Kalihati? Or here, this...

A: No, everyone goes, buys medicine and brings it, yes... we also buy medicine from the doctor's pharmacy. We buy and bring medicine, they don't give it. Everyone says we went for medicine, but they don't give it. If you go, you just have to sit there. Yes, they don't give it... they don't want to give it...

Q: Okay, you went to get service once. Please tell us what happened to you from beginning to end.

A: As I said, I went with the card. I showed the card, and after seeing it, they asked, "Where did you bring this card from?" I said, "What do you mean, where did I bring it from? You gave it, it was given from some program." I didn't bring it alone, many people have brought it. Uh, they said, "Go get medicine from the person who gave you the card." I said, "Now, from whom should I get medicine?" They said many things like that. After they said that, I started to feel a bit bad, thinking, "Damn it, why did I even come?" This card has no value here. So we..... the card that we got, we thought many things would happen because of it, but the card has no value at all... they gave it no value.

Q: When they gave the card...

A: I, on the other hand, received treatment twice. I got treatment because I have people there.

Q: Okay, when they gave the card, didn't they explain how to use it?

A: No, they didn't say that.

Q: I mean, they didn't say anything, like where to go?

A: No, no, they didn't say that.

Q: So, I mean, do you all agree that they didn't tell you anything?

A: Yes, yes... no, I, I, I have a different opinion, I will express a different opinion because Nani (Grandma) knows, right? They came with the card and explained all the facilities to those whose names were on the list there, didn't Nani tell you? They explained it very clearly, perhaps for those who were not present, those... they said they will treat any disease... they did not say any disease, it is specified in writing about fifty diseases, that for these diseases... I didn't take the paper and read it or anything. They didn't say that here, when they were giving it, they didn't say that. No, what they said was... perhaps you did not get the card from the ones who made the list, that's why you don't know the full facilities. Someone else gave it to you, that's why he did not explain the matter to you fully, that's the main reason.

Q: What happened in your case? What do you think? Were you told?

A: No, no, they didn't say anything like that.

Q: The list, at the time of making the name list, they didn't say anything, and at the time of taking photos, they didn't say anything either?

A: They never said anything. When taking the photo, they just came and said, "Stand still, we're taking a photo." That card, they have written down your names, they gave the card based on those names.

Q: Okay, okay, and they didn't say anything else, like where to take this, what service they will provide?

A: They just said to take it to the hospital, that's it.

Q: Okay, alright. So, do you know if any medicine is given with this card? Or is only service provided? Is it only for treatment or what is done? What else is done? I mean, they did mention treatment...

A: If I knew, I would have had it done, brother, because I don't know, I can't do anything.

Q: I see.

A: You all should inform us, and then they... if we knew, we would have said it ourselves, we could have bought it with money, I spent thirteen thousand taka on this fever.

Q: What benefits can be had with the card...

A: We don't know about those. If we take it and show... they say it will be fine when you go home. They just give two gastric pills, that's all... that's what they do. They don't even look at you... two people show it for forty taka... yes, they don't even look... they just try to make a living, a five-taka gastric pill... these things do come from the government, but they don't give them. Right, the name is written down, but you can't argue.

Q: Alright, and the other thing is that many of you said you don't know its, I mean, the benefits, one person said he knows, and the rest... now, what do you think can be done so that you can learn more about this? About the benefits of this card or its usage?

A: My, what I say is, I think if this is done again and the villagers are informed about the facilities, they can become aware, and if the poor who are there are informed, I think they will find a means for treatment. So, I think it's better to inform them again, anew. Yes, that's right, inform them anew. Anew... because no one knows. If they knew, many of them... when people came then, we all would have listened. And, those who will make the name list, they should come and explain it clearly. They should inform everyone in a meeting about the diseases, then make them memorize that we will provide treatment for these diseases, we will provide these services. I think it would be better if they said it this way.

Q: That means you couldn't find out through any medium...

A: No, this, where he saw it, it was arranged through another person. They just left the card there, and nothing else... that's why they are getting their rightful treatment there. I said as much as I understood.

Q: Any other... from you all?

A: No, there is no other... there has been no improvement even after giving the card.

Q: Okay, now you said that many who are poor or who were supposed to get the card, not everyone got it, someone from over there said. So what do you think, how will the poor people get it? What can be done so that more poor people or those who were supposed to get it, there is a specific criterion, right? What measure, if taken, would make it easier for them to get it?

A: Basically, someone from above should come and find a poor person in the village and say, "Show me the houses of the poor," and then go to them and tell them... no, that's not possible, simply put, if a meeting is called... a meeting... by coordinating... the poor people will be called to that meeting... one person will come from each house.

Q: Who will conduct that meeting? Who would be best to do it?

A: This person is here, Masud. Yes, Masud uncle is here, Liton uncle is here, it would be good if it's held at this house.

Q: Okay. So you said that you don't know properly, so how should you be informed so that you will know? You mentioned how poor people would be identified, but how, after being informed, will you...

A: By holding a new meeting again and if they make new rules and regulations...

Q: A meeting will happen, but other ways... suppose you are not in the meeting, in that case, how will you know, or another person might not be there.

A: Ways... you all would know better. We don't understand so much.

Q: No, I don't live here, you live here.

A: They will inform before the meeting time whether everyone can come, yes, Masud bhai will inform. That a meeting is being called on such-and-such a day, you all please be at home. That's it, other than that, there is no other idea. By other means, we only understand this because otherwise, poor people from home won't all leave, someone from their family will be at home, going to the houses is better. One person from the family will be there. After that, I... about the house...

Q: Okay, has it happened to anyone here that, like him, he went but did not get service. Has it happened that you have a card but still did not go to get service? Is there any reason someone intentionally did not go?

A: No, no one intentionally avoids going, everyone has gone. Everyone goes, but they don't give it. Everyone has gone, but as I said, they don't get treatment. Because they don't get treatment, they don't go a second time. They don't give treatment, and if you go, they act hostile... snapping at you... I will go, spending forty taka, and they put a five-taka pill in my hand and say that's it, there's no more... yes, they don't give it. Yes, they don't give more than that. Yes, that time I went.

We don't know, we went... if you go to that place and show the card, they say, "Go to the one who gave it." They didn't say, "There is no treatment for your disease." They didn't even say anything after seeing my card... after writing whatever needed to be written, that card should be taken.

Q: What did they say? You said there is no treatment for your diseases, right?

A: Everyone says that.

Q: What disease did you go for?

A: I had this kidney problem, I went and they said there is no treatment for this disease. It's not written in that place, they were right. If you don't survive, you don't. My child had a fever, I took him and they said... there is treatment for fever... this and that, they take two hundred taka for a blood test. It's correct, the doctor said so... my brother works there, I told him, then he returned it.

Q: Then did he return the money?

A: Yes, he returned it. So you benefited. Yes... just because they got it doesn't mean everyone will get it everywhere. If we knew which diseases are treated, then we could argue, "You told us we would get treatment for these diseases, why won't you give it?" It's not marked like that... and we don't have a card, my mother passed away after Eid, on the night of Eid al-Fitr she fell ill, we went for treatment, we said

we were poor, and just by looking, people can understand the demeanor of the poor. After that, we basically received good treatment.

Q: Okay, so they treated you without a card then?

A: They gave good treatment without a card. They took us for free, and besides that, saline and whatever was needed, they gave oral rehydration solution. We would have had to buy saline, you see, but we didn't have the ability to buy it, we couldn't give it. They gave oral rehydration solution every hour, they gave good treatment. All medicines were given for free.

Q: Exactly.

A: Without a card. Did you go to the Sadar? Upazila Health Complex? Yes... huh?

Q: To Kalihati hospital?

A: Yes, to Kalihati hospital.

Q: I see.

A: Even without this card, good service is available. Hmm...

Q: Generally, what do you think, do they provide better service if you go without the card?

A: Even without the card, I had an illness, I had a fever.... They do give it without a card, I had shown it... I hadn't shown the card, and still, they treated me very well.

Q: So does that mean you get better service if you go without the card?

A: I went without the card, and still, I received good service. ... They give better service without the card...

Q: So the problem is only when you take the card?

A: Yes, when we take the card, like I said, there is a lot of hassle... even if you take the card, you still have to pay money, so what's the use. Influential people come, and out of fear, they give them service. I mean, if you have influential people as acquaintances, you get more service. If you don't know people, nothing gets done. Yes, yes, they are the ones who get it, and those who have no connections, they just go and sit there like beggars, no one even checks on them. Really... the hospital is like that... what happens if you don't give money? Nothing happens if you don't give money... yes, you've spoken the truth. Really, if you don't give money, there's nothing. You've spoken the truth... about them... alright.

Q: No, no, I am here to listen to the problems. Please speak about the problems.

A: They have come a couple of times to hear about the problems.

Q: Hmm, hmm, we have come to hear about your experiences, I mean, does anyone else have any opinions or experiences about this?

A: Our request to you is that we get treatment. Yes, you have given the card, we should get the benefits of the card. Yes, you have given the card, we should get its value, that's the point. Yes, if there is any issue, we should get some... this is my point. And my point is that the government has taken a good initiative, has launched a good program, and through this, every poor and ordinary person should get their rightful service.

Q: That's the main reason this was done. You all had a good point.

Do you have anything else to ask us?

A: Tell us, whatever there is to know. No, no, no...

Q: Or do you have anything to inform us or say, or any talk or suggestion about this card?

A: About the card, if you could tell us what types of treatment you will provide.

Q: No one has told you this anywhere, right?

A: No, no, they have not said.

Q: Through any medium, perhaps by calling everyone together or by going house to house?

A: No, no, they did not hold a meeting. You are the first to come today.

Q: Or any miking? Any miking done?

A: No, no. Through miking, they asked us to go with the card once on a certain date. So I went on that date, I mean there. Can one go without connections...

Q: That was after getting the card?

A: Yes.

Q: On the day it was supposed to start?

A: Yes, but the prior notification, the one for the poor through miking, that was not done. Basically, it was not done for the poor. What do the poor really know?

Q: This is the biggest problem...

A: That is the biggest problem that...

Q: Alright then, thank you all. I have heard everyone's words, so you said there's really nothing else from anyone. So I hope that with this... perhaps there are some gaps here, you don't know the matter properly, so the conversation was about the rules for providing service when you go with it. Alright, no one else has anything to say to us. Do you have anything to ask us about this card?

A: By "to ask," I mean, please explain it to us... tell us about this card... where did they give it, when this card is taken, I hope the service will be good.

