

#### FGD 4

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. So, I hope you will all help me a little. Whatever you know, and everyone please speak up, okay? I mean, whatever you know, it's not like no one knows anything, that shouldn't be the case. Whatever you know about this card, and those who have taken the service, I mean if there are any problems related to the service, please tell me, alright?

A: Uh huh. Those who went for treatment, they will say what happened, right?

Q: Yes, yes, exactly those things. Correct. Okay, alright, so let me begin.

A: What will those who didn't go say? (Ha ha ha)

Q: I will ask everyone; there are separate questions for everyone. Okay, what do you know about the SSK card? What does it do? What is this thing actually?

A: When they gave us the card, the healthcare doctors wrote it down, the doctors from the health service wrote it down from the house. Do you have any illness? They said they have given your name, they will give you a card. If they give a card, they will give medicine. They will give all treatment for free. After they said this, people came from that place to take photos, they couldn't take them all here, they took photos at the market and gave the card, saying to go to Kalihati, and if you go to Kalihati, you will get all the facilities. They will admit you, give you food, give you a place to stay, give all medicines for free, that's what they told us. So we went, and, I mean, the way they said it, they said it correctly, but sometimes there are exceptions. As soon as I took the card, somehow I took it to where they admit patients, I showed it, here is the card, I gave the card, when I gave the card to the emergency department, they said go there, I went there, they said give it to the computer. I gave it to the computer, they said write it there, I wrote it. Then they ask, will you take medicine? I say no, I am new, they say no, it won't be possible now. There are some private ones, right? They say you need to get this test done, that test done. After saying this, they say you will have to give money. Again, those who are clever, what do they say? No, why should I give money? I will get admitted with the card. I will not give money. Then they go to another senior doctor, there is Nurul Alam, there is Dr. Saiful, and ask in which room they sit. When they go to the room, they say, "Sir, I want to get admitted." No money was needed for admission. And those who are fraudsters, they increase people's harassment in that way. And many people go for the card and come back empty-handed. They don't admit you even when you need admission, yes, they don't admit you. That's all I have to say. That's all I know, so that's what I said. You for 2 nights, 3 nights .....

Q: Okay, you all tell me, I mean, what do you know about the card? Anyone else? I mean, what is this card? What does it actually do?

A: Actually, this card, if you show that card, they will provide treatment. They took our photos after saying that. So they took the photos, and my aunt-in-law went, she showed the card, they did not provide free treatment, she came back, and for that reason, we did not go. I have a bit of a cold, you see, I have a

problem in my ear, I wanted to go to get my ear checked, but when my aunt-in-law said that she showed the card but they did not admit me. For that reason, I came back. For that reason, I did not go.

Q: I see. What facilities did they say would be available with this?

A: I was also admitted.

Q: Okay, I will listen. I mean, you tell me, when they gave the card, what did they say would be the facilities with it?

A: The facilities they mentioned were, they will give free treatment, they will provide treatment.

Q: I mean, what facilities did they say they would provide?

A: They will provide free treatment.

Q: And then?

A: And, they will give medicine, give facilities for food and lodging.

Q: Okay, did you get these?

A: I got these, but you see, I didn't get them properly.

Q: You did not get them properly?

A: I did not, and then the medicines they gave me, I was there for a week, those medicines did not work at all, then after I came back, it didn't work, I came back, then they gave me another week's worth of medicine. After giving it, I came home and took it, and after that, I became bedridden. After becoming bedridden, what could I do, then again, I showed it to another doctor, got a prescription, got the medicine, and now I am a little bit healthy. I have the prescription with me. If you want to see it, I can show it.

Q: No, no, that's alright. I mean, you are healthy now after taking treatment from another doctor.

A: When I went to get admitted, they came and asked for a blood test. They asked for money for the blood test.

Q: I see, they asked for money even after you took the card.

A: They asked for money, after they saw it, they asked me for money, but then no, I did not do that blood test with money.

Q: Okay, now tell me, this card, when it was given, yes? Before it was given, from beginning to end, I mean, how did you find out that the card would be given?

A: The healthcare workers, they said from our house that they would give a card, then they came to our house, they are the ones who informed us. The women who work at our hospital, they are the ones who informed us.

Q: I see, how did you find out?

A: We found out in this way, they came to the house, after coming to the house they said it, they came to the house, took photos and left. They left the card in our hands and said that if you fall ill, they will provide treatment. Then they wrote down the names of three or four people and said that all the people whose names I have given can get admitted, they will get any treatment at the government hospital, then they said this to the women, if there is a need for any C-section operation for you, we will do that too. They said they will treat the poor people. They say it, but they don't do it. Those whose, I mean, financial condition is a bit bad. They took photos of all of them. Saying they would give free treatment, they came and said that with this card, you will get any treatment. For instance, my sister-in-law went twice, they did not admit her. Later, I took her and got her admitted.

Q: Okay, that, alright. I see, so they came to the house and wrote down the names. So, tell me, how did they write your names? How did they find you?

A: They asked at the house, they came to the house and then took it. I mean, they came to our area and saw who has the ability to get treatment, who is eligible, they saw that, they went from house to house, roamed around, and wrote down the names. They took photos.

Q: I see, who wrote down these names?

A: I don't remember the name of the person who wrote it down.

Q: Were they from your village?

A: No, a person came from Kalihati, younger than him. From this area. Younger than him. Fair-skinned.

Q: Okay, alright, I am asking a question now, which is, suppose you fall ill, at the very beginning, where do you think of going?

A: We think of going to the emergency department in Kalihati.

Q: I see, and?

A: But when we go, we are deprived, they don't admit us at the beginning, they ask for money, what's the use of going if they won't take us, they don't give any importance, they don't want to give importance, we would go, but if we go, they don't give any importance. They told us that if we go with the card, they will give us a receipt, they will enter it in the computer, everything, but what they said is not what happens. For instance, this card, let me say something, we all have gotten the card, haven't we? Now, this man has gone a few times, I don't know what to do or where to go. They say this treatment is not available, their words and actions have no consistency, they are the poorest in our area.

Q: Okay, alright, those of you who have taken the service, yes? You have taken the service before. Okay, you tell me, what happened from the very beginning to the end? I mean, you went to the hospital with the card, then?

A: I had gone to the hospital with the card.

Q: Then?

A: I had gone to Kalihati hospital, then they gave me medicine \_\_\_\_\_

Q: They didn't admit you?

A: They did not admit me. I wasn't that sick. Whatever illness I had, I told them, I mean, I want to get a check-up, I was feeling a bit slightly unwell.

A: I had taken my husband, he was also sick, still they did not admit him, they just gave me 2 Histacin pills.

Q: Okay, now you tell me, the day you went with the card, I mean, what happened? You were there for 7 days, right? How did they do things, tell me? From the very beginning.

A: After just 2 days, they say go away, you have become well. They wanted to discharge me after three days.

Q: No, that's alright, you tell me from the very beginning.

A: From the beginning, you see, I went, and after going, you see, I went to one room, I don't know the place, so I had to search for it, after going there, they told me to go to another doctor.

Q: Then?

A: After that, I went, after going to him, then from there they say a blood test needs to be done. They sent me for a blood test, I went there, there they say again that money has to be given.

Q: Okay, then?

A: Then money has to be given. I came back from there and said that they are asking for money. They are asking for money, so they ask which doctor is asking for money. Then again, a female doctor, I told her that I need to do a blood test, so go to that female doctor. Over there, that same man who was checking with the computer, he looked and said to go to that room. I went to that room, the woman's room, I went, and after going, then she said, so that woman took the blood again. After taking it, I had the blood test done. She said you should go upstairs then. I went upstairs, and after going upstairs, I got a bed there. I sat there, they admitted me.

Q: They admitted you?

A: Yes, after doing so.

Q: They admitted you right away?

A: Yes, I stayed there.

Q: Then?

A: Then I stayed, I stayed for 7 days. On the third day, they told me to leave. Go away. Go away. I said, I should go? I came to get better, I haven't gotten better. So how can I go? So I thought, let me see, since I've come, let me stay for 2 more days. Then I stayed for 6 days like that. The medicine they gave me for

6 days, that medicine did not work for me at all. Moreover, you see, I was becoming weaker and weaker. Then after 6 days, it became 7 days, on the 7th day I came back. That day they gave me those pills.

Q: For how many days did they give?

A: They gave pills for 7 days. I came home and took them for 7 days.

Q: Then?

A: After taking them, it got a bit worse, and after it got worse, then again from that doctor, if it gets worse, there's no way to stay. Arrangements have to be made, I made other arrangements, at the bus stand hospital, I went to the doctor and then brought medicine. After bringing the medicine and taking it, I am a bit healthy now.

Q: I see. You were admitted, now you tell me what happened from the beginning.

A: I have been admitted 2-3 times, not once.

Q: 2-3 times! Okay, what happened when you were admitted the next time?

A: The next time I was admitted, there was a problem with the computer, I was admitted once, they said, you can't be admitted, then I gave the ID number with the card to that woman at the computer, then she did something, in the emergency department, that room, you see, the people who are there, the female sir doctors, not them, their sycophants, they are very bad. When I got admitted, they asked, what happened to you? Where are the people? People aren't needed. I have shortness of breath, it subsides when I take medicine, it increases when I don't. Now today I went to the market, I didn't take the gas (inhaler) now, you see, they give a duplicate one, then I came home and got better. Now I am talking, I have become well. I feel better when I take the gas medicine. So I said to them, you told me I don't have an illness, but I have the germ, shortness of breath, can that be seen? And are we so ignorant that we will die getting treatment with money? The card they have given, in my opinion, for those who have gone, I haven't gone. There is no treatment. No treatment is given. The way they said it, simply put, they do not treat us. In one word.

Q: Okay, tell me, what services did they say would be provided with this?

A: They told us, if there is a matter of C-section for women, they will do a C-section. If anything happens to me, they will do an operation. If there is any eye problem, they will do it. They didn't tell me anything about eyes. Any operation, blood test, urine test, X-ray, ECG, then sputum test, they will do all these.

Q: How many diseases did they say they would treat?

A: For me, the one time I went, they did a few tests. I was told to go with the whole family. They didn't say these things. They just said they would give treatment. They said they would give all treatments. They also told us that all treatments would be given.

Q: They didn't specify how many diseases they would cover?

A: They will provide treatment for all diseases. No, they didn't specify, they said whenever you have a problem, if you go there, they will provide free treatment, no money will be needed, that's the bottom line.

Q: Only treatment, they didn't say anything else? They didn't say they would give medicine or anything like that?

A: Yes, they said. They said they will give medicine, of course.

Q: Then what else did they say they would do?

A: If many tests and examinations are needed, they will do them. They will do tests and examinations for free, if medicine is needed, they will provide medicine.

A: No, they did test me, they did four tests on me, if you don't need to be admitted, then they will admit you from there.

Q: Okay, and what if, for instance, the treatment for a patient is not available in this hospital, what would they do in that case, did they say?

A: They said if the doctor is not there, they will bring a doctor, go to Tangail, other, I mean, if there is no money, they will send to Tangail Sadar, or if not in Tangail, then the doctors themselves will arrange to send to Dhaka.

Q: Then, this sending, who will bear the cost, did they say?

A: They will give it. Those will be given from the government.

Q: They said that, right?

A: Yes, yes, they said it. They said that...

Q: If it's not available in Kalihati?

A: Yes, yes, yes. I said, I said that if it's not possible in Kalihati, it will be in Tangail, if not in Tangail, they will take to Dhaka, so who will pay for the travel expenses, they said the government will give those to you, it will be given from the hospital.

Q: I see, they said that?

A: Yes, yes, yes.

Q: Okay, has anyone of you gone with the card, and they said you must be admitted or you will not get treatment, did they say anything like that?

A: I actually haven't gone. They did not say that, they did not say that. What they said was, don't come again, take the medicine and go, things like that, it won't work without admission, for instance, my aunt-in-law went, they did not admit her, they did not admit her, did not give treatment, so she came and said there is a little problem in the ear, and after hearing my story, they did not go, why would we lie?

Q: No, no, that's alright.

A: I will be in front, when they catch me, right now, for what they have done, I know them.

Q: Okay, I will listen to these things now. Okay, tell me, those of you who went to the hospital, the people who provide service or who sit with the card, with the computer, what is their behavior like?

A: Their behavior is good, they don't scold or do anything like that, they don't use abusive language. And then there are the doctors, the doctors who are there are very polite. The rascals are the sycophants, like the orderlies, they told me after admitting me, they didn't get angry, they admitted me through the computer, but all the medicine has to be bought and brought, there is no medicine in the hospital, so the one they sent is that sycophant, I mean, how, they gave me medicine from Square company, he will go and bring medicine from another company. But he will bring that same medicine, but there is a difference in quality, right? This one needs to be given fifty taka, that one needs to be given five taka. He will bring the 5-taka one. He won't bring the fifty-taka one. So how will my illness be cured?

Q: I see. The employees who are in the hospital, yes?

A: If they don't give the medicine for my illness, I won't get better. They gave medicine from another company, so how will I get better? That's why I didn't get better. The fraud is right there. And you say I was healthy and I became sick.

A: This inhaler they give me, one costs 180 taka. Even if I use it all day, nothing happens. And this one costs 230 taka. I bought Salphet, yes, two puffs and the shortness of breath is completely gone. So instead of giving this one, they won't give it to me at all, I will get results with that one, they give me 3 inhalers. As many times as I have gone, they have given 3. He spoke the truth, as many times as he has gone, they have given 3, no, 2, one doesn't work at all, I have thrown that one away, it costs 180 taka, is just giving it enough? Will the illness be cured?

Q: I see, at the time of admission, was their behavior good?

A: They behave well. Why should I lie? If you take me now and I have to speak in front of them, if I can't say it, then why did I tell you?

Q: Did they listen to your problem properly at the time of admission? Did they listen?

A: They listen, what happened, what did not. The women who are there, you know? She is a very good person. No, there, not the elderly one, the one who checks on the computer asks, what happened to you?

Q: Did they listen to you? Did they listen to your problem?

A: The problem is, there is a doctor, a senior doctor, he asked questions, I answered, yes, I spoke, he listened. Now what he understood, I didn't understand.

Q: Did they listen to your problem by giving you adequate time? Or were they in a hurry?

A: No, they were not in a hurry. They listened slowly. The senior doctor of that hospital was Nur Alam. Sir Nur Alam, Sir Nur Alam asked what happened, what did not. They behave well, then there is Dr. Saiful, he behaves well, we know there are 24 doctors there. I know the 24 doctors who are there, their professional courtesy is such that if I am standing, they will come and look at my file, they won't ask me much. They will see what happened from the file, and change the medicine. And they will ask a few things, like how are you feeling? Have you gotten better? I was there for a few days, after 2-3 days they say that your condition has improved. You can go now. Go home and continue your treatment. Yes, they

say this, this is what they say. I went on this date, they gave me 10 injections, okay, if they give 10 injections, will the shortness of breath remain?

A: They only gave me pills, no injection, no saline, nothing was given to me.

Q: I see, is the hospital clean and tidy?

A: Yes, it is. They clean it twice. They do that.

Q: What do you think, Kaka (Uncle)? What do you think?

A: Yes, it is clean.

Q: Okay, the doctors or nurses who provide service, how are they?

A: They don't create any problem. They, no.

Q: Are they skilled or unskilled?

A: They are skilled.

Q: Good doctors?

A: Yes, they are good. But those sycophants, they are bad, the nurses who are there are working, feeding on time, and asking what happened and when, they are looking at the file. Looking at it, they see I need this medicine, they are buying it and administering it on time. This is good now.

Q: Okay. Generally, those who provide service, are they very good?

A: They are good. Those sycophants are bad. Do you know which sycophant is the worst? Do you know which sycophant is the worst? The man in the emergency department, he goes once, comes once, the one who is there now is bad. The boy who does the blood test is even worse. Those who bring medicine and provide service are good, but you see, the medicines they give, those medicines don't work. Then with that medicine, it doesn't work, they provide service properly, but you see, the medicine doesn't work. I have been admitted 3 times. All the prescriptions and papers are in perfect order. The person I would complain to, if he does something, the one I would catch, that's where I'm getting stuck.

Q: Okay, alright. I see, you went to get service with the card, right? So did you have to wait for a long time?

A: No. It takes time to write everything down. It will take time, they enter it in the computer, sometimes there is no network, it doesn't come, that takes a little time, yes, there was a delay of at least 3-4 hours, we accepted that. And the delay is not an issue for us. Our issue is, we will give the card, they will admit us, they will treat us well, that's it. A photo is there, an ID card is needed.

Q: Okay, alright, many of you were sick.

A: Oh, and another thing, some people from abroad came to that hospital. Now people from abroad have come, they ask, do they serve you, do they not ask for money? They didn't ask me for money, why should



I lie, I said yes, they provide good service. Just for this one thing, I said a lot of things to you, I came from home to say a few words, and I won't say any more. Then I said a lot.

Q: Alright, then let's hear a little more, that many were sick but did not go to get service, why didn't you go? You were saying you did not go.

A: This person, this person was about to die. I wanted to take him by paying his vehicle fare, but he doesn't want to go because of that. That same person wanders around and gets no attention. Someone said he took a land record to Kalihati, you understand. There is a man in the village named Barek, he takes money, then he says, "May God strike you down with lightning." That same man wanders around and gets no attention. Then that officer says he took two and a half lakh taka and came back.

A: They don't get any attention, what will I do by going? I didn't go, they don't get any attention even after giving money, he is a big shot.

A: I have asthma, I have a tumor, I am about to die this time, you don't understand, he is absolutely poor, there is no one as poor as him in this entire area, listen uncle, if God gives me an illness now, he won't take me, I will die when my time is up. Whatever children I have, they will get me treated, they won't abandon me. I will do it even if I have to sell my house, but he doesn't even have a house, I gave him two taka, he can't manage, why don't they treat him? Why doesn't he go? He just sits at home and is about to die, so why doesn't he want to go again? Because of this behavior, hearing this, people don't want to go.

Q: I see... I see...

A: I had my daughter admitted for a C-section, we went, listen, she went with my daughter. That person went.

Q: Okay, then?

A: They do nothing. I came back the next day at noon, they send me here and there, make me stand in line for saline, but they don't do the C-section, if they hadn't done the C-section then, my daughter would have died.

Q: And has this happened to anyone else that you were sick but did not go to get service? Was there anyone else?

A: Those who go say there is no service, they don't give medicine, that's why we didn't go.

Q: I see...

A: If we are sick, we buy medicine from the market from a doctor. We don't go there.

Q: I see...

A: They gave so much medicine and it didn't work, whereas three hundred taka worth of medicine from the bus stand doctor worked.

A: Instead of giving the medicine the doctor prescribes, they give duplicate pharmacy medicine.

A: Yes, yes...

A: It's not one company, there are thousands of companies. This uncle of ours who is a doctor, they go to him and say, "Sir," first they go and put a bunch of medicines on the table. They say, "Sir, oh sir, please promote this for me." The duplicate company representatives go and flatter him. The doctors in the office, you know?

Q: Hmm...

A: The company people go and flatter him like that and give medicine, you understand. Alright, so he promotes it. He promotes it. Is there any medicine from Square company that is not good? If they give medicine from another pharmacy instead of that, will it be good? I was about to die after taking the hospital's medicine, I have illness in my body, I haven't recovered.

Q: I see...

A: I went twice, they don't admit me. I went another time for admission. They don't want to admit me, they say, "You are a healthy person, why have you come?"

Q: Okay, alright... so now for you all...

A: They go and don't get care, why would they go? I was urged to go again, I didn't go, I said I will not go to die.

Q: Alright, now the thing is that about this, there are many aspects, what do you think? What can be done so that people will get better service?

A: No... you know what we think? We trust people. We trust you, and trusting you, we took this card, thinking we will get many facilities. The government will treat us, a foreign government will treat us. We took the card with good hopes. After taking it with good hopes, we see it's nothing. Like they said, what drama was I watching, he tells his wife to mix it, now he says you told me to mix it, then he says again, what happened, what happened, now I see it's excrement mixed with satttu flour. We went for something good, and now we see it's excrement mixed with satttu flour.

Q: I see...

A: It's true...

Q: Yes... I mean, this is...

A: That's it, you see, I have pain on one side, I haven't gone.

Q: Why haven't you gone?

A: I don't go. They don't admit you, they will say you are healthy. They don't admit for a single illness.

Q: Okay, do you have any suggestions regarding the SSK card? About the card? I mean, what can be done to get better service with it?

A: We...

Q: What do you want, tell me.

A: We want good service.....

A: If you can make some arrangement so that poor people get some good treatment. So that when they go to the hospital with the card, they don't have to return.

A: The hospital is good, the doctors are good, the treatment is good, but for the medicine I go for, they give medicine from another company.

A: If the doctors say you should go with the card, then why wouldn't they go?

Q: Alright...

A: What do the doctors do? This happens because they don't check, right? Now if the doctors say don't go with the card, then we won't go.

A: Do you know what else they do?

Q: Tell me.

A: The doctor will come at 10, will come at 10 in the morning, will lock up around 12, then the doctor will come. Okay, then the doctor will say, you have been here for three or four days, your illness has subsided, you have become well, you should take medicine and get treated at home. Take the medicine at home. Then I say, "Sir, since it has subsided, I will go home." So he discharged me at 10 o'clock, since he discharged me at 10, it will be night by the time I reach home. What did those rascals do, they didn't bring my medicine, they didn't bring my prescribed medicine, it will be one or two in the afternoon, they still won't come. They ask, don't you have to eat? I went after eating, I ate. By the time they come, it will be after the Asr prayer time in the afternoon. I asked, why have you come now? They say, we couldn't find the medicine, we ate, we have to eat, saying this, they will delay, and we will come back, and after we come back, they will sell the medicine. Not a bad trick. But those who are clever, they won't come back, they will come with the medicine.

Q: Okay, alright, thank you all, I have heard everything you had to say. Do you have any other complaints or anything else to say?

A: If you ask for complaints, I will say it like this.

Q: Yes, I heard you... or anything else?

A: Now our point is one, forget the complaints. They have given us the card, alright, they have given the card, we want to get service and treatment somehow, to get well, that's it.

A: You two people have come, and then those of us who are sitting here are all patients or sick, my only point is that those who go, may their service be good and may it be well.

Q: Okay... another thing is that, do you think that everyone knows about this card properly, what do you think?

A: Yes, they know... many know, many don't. As far as I know... I know that the Japanese government, the JICA government, they will treat us. And the hospital doctors and all, they will look after all the salaries.

Q: I see...

A: So now my point is, a foreign government is treating us, giving you salaries, doing everything, so why are you being deceitful with us? My point is this, please see to it that they don't do this deceitful practice. You should also see that we give you money, we give everything, so why are you being deceitful with the patients?

Q: Okay, alright...

A: Can I say something?

Q: Yes, please do.

A: The few medicines I am taking.

Q: Hmm.

A: Will the hospital give that? I mean, the medicine I am taking to stay healthy.

Q: No, no, what you take from outside, they will not give you...

A: They don't have to give it from outside, the doctor I will see, didn't the doctor say I have a fever? The doctor saw me and said, what kind of fever is this. He wrote the medicine after checking and testing. So let them give the real one.

Q: Okay, alright, we will report all of this. Okay, alright, you said many people don't know about the card. So what can be done so that you can know, tell me? What measures can be taken so that you...

A: They will be able to know in one way, that if a person goes there, gets good treatment, gets admitted, gets good medicine. Then another person will say, won't they, that so-and-so went, they provide good treatment, give good medicine, it will spread by word of mouth. Now, for instance, we haven't gone. My uncle went, then my grandmother went. Now if they had received good treatment, then when we would ask... "How was your treatment?" If they said, "No, the treatment was good," if they said, "No, the treatment was good," then if we have a problem, we can go. But they say, they don't give us good treatment, they don't give good medicine, so how can we go? I said something before this...

Q: Yes, please say.

A: That is, now, for instance, just as I have an illness inside my body, you don't know about it. Do you know?

Q: No.

A: They will say, if you go, they will say, "But you are healthy. What treatment can we give you?"

Q: I mean, they say this without even doing a test?

A: Yes... they will say it without a test, they say it before the test... "You are healthy," and they send him away. So we go by vehicle, even that costs 50 taka.

Q: Yes, yes.

A: Just by saying this... we are poor people, rich people smoke two cigarettes and blow away fifty taka, we can't smoke two cigarettes and blow away 50 taka.

Q: I see.

A: We have to work to earn 50 taka.

Q: Okay, alright.

A: That's why I don't go, they won't admit me. I had gone...

Q: Another thing is that, do you think the people who were supposed to get the card got it?

A: They got it... they got it.

Q: Everyone got it?

A: Yes, those who were meant to get it, got it, for instance, in a family of three people, they gave one card.

Q: I see...

A: The poor got it, the rich people did not get the card. For example, now we need it, those who need it got it, the poor people got the card. If people came from your family, would they get treatment?

Q: Alright, I have everything...

A: If it is written for four people, they will give it to four people... there is a problem with the eyes.

Q: Alright, you will get service. No problem. Thank you everyone, I have heard from all of you. So I hope, I mean, the problems you have mentioned, the government or the policymakers will solve these problems quickly.