



TRANSPARENCY
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Social movement against corruption

Driving Change



Driving Change



Driving Change

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CCC-YES National Coverage



Growth:

2001-2004: 6 pilot groups of CCC

2004-2009: 36 groups of CCC-YES

2009-2014: 45 CCCs, 59 YES groups

Supplementary Groups:

Swajan (Citizens for Transparency), YES-Friends

Total number of the directly engaged: around 6000

Preface

Transparency International Bangladesh (TIB) has been conducting multi-dimensional research, advocacy and public engagement programmes aimed at raising a strong voice against corruption with specific emphasis on demanding transparency and accountability in selected sectors and institutions at the national and local levels.

While at the national level TIB's work has catalyzed a number of important policy, institutional and legal changes, at the local and selected institutional levels TIB has succeeded in mobilizing people who are victims of corruption and governance deficit to stand up and become agents of positive change. In practice this takes the form of service recipients engaging positively and constructively with the service providers and other duty bearers to jointly try to improve the content and quality of services in selected sectors and institutions of public interest. The main instruments in this process are a set of social accountability tools applied on a voluntary basis.

This engagement process is led by the Committees of Concerned Citizens (CCCs) and Youth Engagement and Support (YES) groups and their affiliated forums Swajan (Citizens for Transparency) and YES Friends at the district and upazila levels outside the capital, and YES groups in Dhaka. Their efforts have contributed to higher levels of transparency, accountability and good governance in selected institutions in education, health and local government.

This publication showcases some of the good practices and success stories that have resulted as a result of TIB's work under its *Paribartan* – Driving Change (PDC) project undertaken during April 2009-September 2014. We would like to take this opportunity to thank all members of CCC, YES, Swajan and YES Friends. We also want to put on record our gratitude to all relevant public officials and other duty bearers in selected institutions who have demonstrated the courage and capacity to facilitate the engagement, and indeed actively participated in the process. We are grateful to UK Department for International Development (DFID), the Embassy of Sweden, the Swiss Agency for Development and Cooperation (SDC), the Embassy of Denmark (EOD)/DANIDA for their invaluable support and trust which have made these possible. Above all, I am grateful to the Board of Trustees for their strategic guidance and supervision.

Iftekharuzzaman
Executive Director

Paribartan - Driving Change project and beyond

Transparency International Bangladesh (TIB) is an accredited national chapter of Berlin-based Transparency International, a global civil society organisation leading the fight against corruption. TIB began its activities as a Trust in 1996, and in 1998 the Government of Bangladesh approved its registration as an independent, non-partisan, not-for-profit, non-governmental organisation. After the successful implementation of the first phase of the project entitled the National Integrity Project (NIP phase 1) for the period 2000 – 2003, Making Waves was implemented as the second phase of NIP (January 2003 – March 2009). This was succeeded by a new programme titled *Paribartan* – Driving Change (PDC, April 2009 – September 2014) funded by the UK Department for International Development (DFID), the Embassy of Sweden, the Swiss Agency for Development and Cooperation (SDC) and the Embassy of Denmark (EOD)/DANIDA.

TIB's activities are implemented at two levels - national and local - through processes of civic engagement, research and 7 upazilas advocacy. At the national level its work is designed to bring the issue of corruption into a sharper focus of public discourse and contribute to strengthening the pillars of democracy and the National Integrity System.

At the local level, TIB has established a network of 45 Committees of Concerned Citizens (CCCs) working in 38 districts and covering 7 divisions across Bangladesh. These are described as the local citizens' watchdog forums operating under the strapline 'Volunteerism to Resist Corruption'. CCCs are supported in their work by: Swajan (Citizens for Transparency); young people, through Youth Engagement and Support (YES) Groups - mainly college and university students; and YES friends and young professional groups. There are 59 YES groups in addition to 45 CCC-based such groups including 15 institution-linked groups created in and around the capital, Dhaka. Each CCC comprises up to 21 members while each YES group consists of 35-50 young members. Currently there are approximately 6,000 people involved on volunteer basis who challenge corruption on a daily basis. These 'agents of change' aim all their interventions to improve the content and quality of key public services at the service delivery level, especially in education, health and local government. Typical activities engaged in, and tools used, by CCCs and YES include: citizen report cards; theatre and other cultural tools; citizen charters and complaint boxes; utilising the Right to Information Act (2009) to extract information from public bodies; encouraging senior officers and managers in the education, health and local government sectors to 'face the public' and address low standards of service provision; transparent budgeting which can be monitored and officials made accountable; and holding 'mothers' gathering' and mobile advice and information sessions through satellite desks (or Advice and Information - AI Desks). To

promote transparency and accountability in health, education and local government sectors, and initiative called 'integrity plece' was introduced as a legally non-binding social contract between local level public representatives, officials and service providers with users of public services.

The *Paribartan* – Driving Change project aimed at supporting improved policies and practices in public institutions and increased public demand to reduce corruption.

Under PDC project TIB worked with selected schools, hospitals and local government bodies in CCC areas where the authority made public commitments to continue their work without engaging in bribery. A wider geographical reach to encompass the poorest and most excluded communities resulted in increasing the number of CCCs from 36 to 45, by establishing offices in the Chittagong Hill Tracts and extreme north-west areas which are characterised by vulnerable, marginalised (due to ethnicity or religion) and hard core poor people (including Char dwellers). This allowed TIB to better advocate at national level for reform, by increasing the evidence base on the impact of corruption on the poorest and most excluded.

'*Paribartan*' also delivered on three cross cutting themes, which are: gender sensitivity advocacy and communication and monitoring and evaluation. Women are more vulnerable to corruption because of discrimination, intimidation and injustice due to social, religious, and legal factors, and TIB believes that women empowerment and anti-corruption are mutually complimentary. Likewise, *Paribartan* focused on gender sensitivity, encourage women's participation and work to increase awareness on gender issues. The project also integrated local and national advocacy campaigns to strengthen channels for communicating the voices of citizens at local-to-local level and local-to-national levels by engaging relevant stakeholders. To support this integration various communication tools including policy papers on issue-areas were developed where TIB was advocating for change. Impact analysis of the local level work showed TIB had successfully challenged illegal payments in schools (examination fees, books) and improved teacher attendance; reduced additional ticket fees in hospitals, charges for pathology tests and medicines; and created transparency and fairness in the distribution of VGF and VGD cards and open budgeting in local government.

During the whole PDC project TIB continued its journey as a participatory social movement catalyzing promotion and development of institutions, laws and practices to combat corruption. This compilation of success stories from CCC areas have highlighted evidence that '*Paribartan* – Driving Change' has had a significant impact on improving services at the local level institutions as well as enabling citizens to raise their voices.



Improved services at Bagherhat Sadar Hospital ease sufferings

The premise of Bagherhat Sadar Hospital looks cleaner than before. From the walls at the entrance of the hospital are hanging lists of the prices of medicines and various services, besides a board containing the directions of the rooms where the services are available. An Information and Enquiry Desk has been set up. Inside the compound a garage for vehicles has been built. Doctors, ward boys and nurses are now punctual in their work and their behavior has improved demonstrating transparency and accountability. Ambulances are used regularly and patients are given medicines as prescribed. The rooms and the beds in the hospital have now numbers to easily identify them. Outdoor patients collect their service tickets standing in lines. Other irregularities have come down to a tolerable level.

Today, Bagherhat Sadar Hospital presents a better look, much different than what it was some years ago when locals had endless complaints and resentment about its services. The local residents knew about the irregularities at the hospital, but they had no idea how to fix the problems.

At this stage in 2007 Committee of Concerned Citizens (CCC), an initiative of TIB, started its work in Bagherhat. CCC members held discussions aimed at taking some steps to remove the irregularities and ills that beset the sadar hospital.

In 2010, the CCC - Bagherhat conducted a baseline survey to know the real picture of the health services provided by the hospital. During the Report Card survey information was collected from the service seekers and the service providers such as doctors, nurses and others. In addition to the survey, information was gathered through various meetings, discussions and satellite Advice and Information Desk (AI Desk) about irregularities, negligence, procrastinations and service seekers' sufferings.

The highlights of the survey's outcome: the behavior of doctors, officials and employees and nurses were unsatisfactory; doctors, officials and employees were not punctual in office duty; necessary medicines were not provided by the hospital; the hospital had no directory for public view about the list of the medicines and the services. Besides, vehicles like motor cycles, bicycles, vans and rickshaws kept parked at the entrance of the hospital creating obstacles in the movement of visitors. The hospital's premises, wards, beds and toilets were found to be dirty and unclean. Patients were supplied poor quality food; unnecessary crowd of the representatives of the pharmaceutical companies and indiscipline in the collection of service tickets at the outdoor were common problems.

The CCC - Bagherhat held series of meetings with the authorities of the sadar hospital to discuss ways to end the sufferings of the patients and other service seekers, the irregularities and the lapses in the good governance in the system. Some joint meetings were arranged between the hospital authorities and the service receivers at the initiative of CCC which provided the sufferers an opportunity to frankly speak about the problems they face in the hospital.



The CCC members also published and distributed leaflets and disclosed the results of the Citizens Report Card Survey. The local media highlighted various problems faced by the service seekers and patients in the hospital.

The CCC also set up satellite AI Desk to receive public complaints and their suggestions. YES members discussed about the problems with the Civil Surgeon and Resident Medical Officer of the hospital and gave them suggestions. At the same time CCC and YES members set up directories enlisting the names of the medicines that the hospital was supposed to supply free of cost, various available services and their prices.

The steps taken by CCC and YES have brought positive changes in the environment and services of the hospital. The local citizens are getting better services than before. The local citizens have grown more confident and are getting better inspiration to get united against corruption thanks to the positive role played by the CCC. The changes in the hospital have led the locals to believe in the possibilities of more improvement in the services of the hospital.

Khulna General Hospital improves service quality

In just two years since 2009 members of CCC-Khulna found that Khulna General Hospital had undergone remarkable changes, the outcome of various initiatives taken by them. Established in 1935, the 150-bed was supposed to cater the need of the local people, particularly the women.

But the hospital, crippled by bureaucratic complexities, financial irregularities and lack of transparency and accountability, was unable to provide the desired services. The shortcomings caused resentment among patients and prompted the media to publish negative news about the hospital. In 2008, CCC-Khulna launched a programme aiming at improving the quality of the hospital's services and ensure the desired rights of the service seekers.

A baseline survey was carried out in 2009 to measure the actual level of the quality of the services provided by the hospital. During the survey the patients provided many information and pointed out the problems. In next two years CCC formed a sub-committee on health affairs and through it carried out a number of activities with the objectives of increasing the practice of transparency and accountability to bring about a positive change in the hospital services. With assistance from Youth Engagement and Support (YES) group, CCC in September, 2011 launched a Citizens Report Card Survey to measure the overall change in the healthcare services at the hospital. Compared with the 2009 survey the 2011 survey found a marked progress in the quality of services provided by the hospital.

The 2009 survey had found that hospital doctors paid little time to listen to the patients to learn about their problems. Many doctors would advise patients to see them in their private chambers. Much of this situation changed, according to the 2011 survey. The disturbing presence of medical representatives in the doctors' rooms had decreased. The incidences of doctors attendance to the emergency patients on hospital beds had also increased. In 2009 it was found that patients had to pay extra money in addition to the fixed fees to buy tickets, get beds/cabins and to get the bandages and dressings done. The 2011 survey had found that patients did not have to pay any extra money to get these services.

CCC followed up the baseline survey with a number of sustained activities in the hospital. Information boards containing the available services and the fees for the services were set up at the hospital compound for the benefit of the service seekers. Leaflets were distributed to help patients know how to get the services without much trouble, the process of getting the services and their rates. CCC conducted regular Advice and Information Desks from where patients and their relatives were given leaflets. These leaflets were also distributed among the public at different functions held in the areas around the hospital. These steps helped patients to get a better picture of the process of the services and the rates. Through satellite AI-Desks YES members closely observed the services at the hospital, cleanliness and the nature of the presence



of the medical representatives of pharmaceutical companies. The inconsistencies and the irregularities found through the observation were later shared with the hospital authorities in different meetings. The hospital authorities took into consideration the advices of CCC and initiated continuous reforms, including strengthening the monitoring system.

Today, thanks to the Information Boards placed at the entrance of the hospital, the patients are able to get a total picture about it and the services they expect to get there. Besides, the Theatre Group of YES is making the common people aware about the health services by staging drama at grass roots level.

The credit for this improvement in the hospital services despite various limitation goes to the officials and employees of the hospital who were always supportive of TIB's initiatives. According to the local Civil Surgeon, Khulna CCC played the role of their associates through continuous inspection and advices. Besides, a variety of initiatives carried out by CCC to create awareness among the patients have played a significant role in bringing about the positive changes.

Chittagong Medical College Hospital: How patients were helped for not paying extra fee for digital X-Ray

This is the story about how members of YES group helped patients for not paying an extra Tk. 50 for a digital X-Ray.

On April 24 in 2013, a group of YES members went to Chittagong General Hospital to update the information chart at the hospital. The group found that the hospital was charging patients Tk. 250 for each digital X-Ray instead of the reduced rate which was Tk. 200. The official in charge of the X-Ray department told the YES group that he heard about a recent change in the price list of digital X-Ray, but the hospital was charging the patients as per the previous rate as they had received no official order about the change.

Then on July 28 the YES Group, including the Area Manager of TIB revisited the hospital and asked the official in charge of the digital X-Ray department to provide them the list of X-Ray rates. The official in a handwritten sentence wrote on YES group's information chart that "the cost of digital X-Ray is Tk. 250." He expressed his inability to provide such information when the team requested him to show them the official order about the price list.

At this stage, the YES members mentioned him about the Right to Information Act 2009 that mandates government offices to provide information. The official replied that he could not provide it without permission of the authority and advised the team to see the director of the hospital.

The YES delegation then went to meet the director of the hospital. The director's private secretary asked them to contact the chief accountant of the hospital who later on showed them a government order, but it did not say that the rate of digital X-Ray as Tk. 250. When the YES delegation told the chief accountant that the hospital was charging Tk. 250 then he immediately called the X-Ray department-in-charge asking him to provide him the government order or resolution that authorized him to charge the higher rate.

রেডিওলজি ও ইমেজিং বিভাগ, চট্টগ্রাম মেডিকেল কলেজ হাসপাতাল।
রেডিওলজি ও ইমেজিং বিভাগ, চমেক-তে সম্পাদিত বিভিন্ন পরীক্ষা-নিরীক্ষার ফি নিম্নরূপ:

এক্স-রে ফি	
ডিজিটাল এক্স-রে প্রতি ফিল্ম	: ২০০ টাকা
ডিজিটাল এক্স-রে ডোট সাইজ	: ১৫০ টাকা
আল্ট্রাসোনোগ্রাফি ফি	
(A) Whole Abdomen	: 220 Tk
(B) Abdomen (Part)	: 110 Tk
(C) Doppler	: 600/ 1200 Tk
CT Scan Fee	
(A) Brain / Neck	: 2000 Tk
(B) Chest	: 2500 Tk
(C) Whole Abdomen	: 4000 Tk
(D) Abdomen (Part)	: 2000 Tk
MRI Scan Fee	
(A) Brain (Without Contrast)	: 3000 Tk
(B) Brain (With Contrast)	: 4000 Tk
(C) Lumbar/Cervical/ Dorsal Spine (Without Contrast)	: 3000 Tk
(D) Lumbar/Cervical/ Dorsal Spine (With Contrast)	: 4000 Tk

(১) পরীক্ষা-নিরীক্ষার ফি জমা দেওয়ার পর বসিন বুথে দিন। বসিন ছাড়া যে কোন সেন্সেন্স অপসারণ।
(২) বিনা বসিনে টাকা সেন্সেন্স করবেন না।
(৩) ফিল্ম অ্যানালিসিস চার্জ বা আর্জেন্ট ভয়েটে ফিল্ম এর জন্য কোন অতিরিক্ত ফি লাগে না।
যে কোন অভিযোগ কর্তৃপক্ষকে জানান।

Later the Chief Accountant contacted another 5/6 staffs, including the PS of the Director, but none of them could give him the correct information. The Accountant then suggested that the YES team should meet the Director.

The team members did not lose patience and met the Director. Director of the hospital Brig. Gen. Khandaker Shahidul Gani told the delegation that no one has any right to charge even one taka extra unless it is mentioned in a government order. He requested the CCC delegation to allow him some more days before he could provide them the correct information. He assured the delegation that he would inform the area manager about the government order or resolution on the rate either by e-mail or phone within a short time.

Two days later on July 31, TIB Area Manager Jashim Uddin received a phone call from the hospital's Director who said: "Many thanks to you for detection of a major mistake we had made. In fact, the cost of a digital X-Ray is Tk. 200 not Tk. 250. The mistake was possibly caused by printing-related mistake. Now we are charging Tk. 200 as per the government order."

When the Area Manager demanded to know what would happen about the enhanced rate the hospital had charged so far, the Director replied: "The extra 50 takas have been charged for only two and a half months which in total amounted to Tk. 35-40 thousand. We could have arranged to refund the money to patients if we had the patients' addresses." The Area Manager proposed to deposit the money to the Patients' Welfare Fund under the hospital's Social Welfare Department to be used for the welfare of the poor and helpless patients. The Director informed that the entire money had been deposited into the government treasury and it's not possible to get the money back. "You can come and verify the fact," he told the Area Manager.

During follow-up visits to the hospital the YES group found that the hospital was charging Tk. 200 for digital X-Ray instead of Tk. 250.

The YES group constantly monitors the rate. This is how the YES group of CCC-Chittagong City was able to make a change in Chittagong Medical College Hospital.

Madhupur Health Complex wears a new look

In 2007 Madhupur CCC conducted a baseline survey to find out the real picture of Madhupur Upazilla Health Complex. The survey revealed that patients were being deprived of due health services at the hospital at every step. It was difficult to get doctors, medicines, beds, nurses, blood, ambulances and other services. The survey found that doctors were not always available to listen to the problems of patients. In some cases it was found that doctors advised patients to see them at their private chambers. Patients got distracted by the presence of the representatives of pharmaceutical companies when doctors were examining them. Besides, doctors, nurses, medical assistants were not always available at emergency ward and inside wards. In some cases, patients had to pay extra money in addition to fixed rates for tests. Information and Enquiry centre was found inactive, there was no initiative to update the list of medicines and the citizen charter was not found for public view. Besides, it was found to a normal practice to charge additional Tk 10 to Tk 20 from the service seekers for buying tickets, X-rays and tests. According to the report card survey conducted by CCC, 18 per cent of the patients at the outdoor of the complex had to pay an average of Tk 40 each.

In 2009, CCC launched a campaign to improve the services of the Health Complex. YES group started staging street dramas to make

people aware about the government health services, rights of the patients and responsibilities of the authority. By setting up satellite AI-Desks, the YES members also provided necessary information to patients. They opened boxes to receive complaints and suggestions from the service seekers. At the initiative of CCC, opinion sharing meetings were held between service receivers and the hospital authority. They took the service providers to Jessore Chougacha

Upazila Health Complex to show them how active participation of the people can contribute towards improving health services. Integrity Pledge were signed among the Madhupur Upazila Health authorities as the first party, the service receiving citizens as the second party and Health Service Observation Committee and Madhupur CCC as the third party. Through this Madhupur Upazila Health Complex set a unique example of ensuring transparency and accountability of the service providers.

By 2014 the Upazila Health Complex has worn a new look. The hospital has turned into an exemplary institution in providing health services. Doctors and nurses now available both at emergency and indoor departments. There is now a fixed time set for the visit of the representatives of pharmaceutical companies, the lists of medicines are updated regularly, the (Information and Enquiry) desk works well and the citizen charter has been placed at a place convenient for the





public view. The visiting patients now are able to immediately know what types of services they will get at the hospital. Irregularities have eased leading to overall improvement in the quality of services. The authorities of upazila health complex and YES group jointly set up a blood donation club where free-of-cost blood is provided to the poor patients. Never before this hospital saw doctors perform free deliveries. Today, the hospital performs 20 to 25 cesarean deliveries a day at free of cost.

Abdul Halim, a freedom fighter, came to this hospital a few days ago. He said, "Madhupur hospital was a dirty place before. Patients were deprived at every step. Every one now receives good treatment at the hospital, which was unthinkable five years ago." Recently-retired Upazila Health and Family Planning Officer Dr. Md. Nurul Huda said "When I first came to the hospital I saw doctors taking money after treating a patient right at this place. That has now changed completely. Madhupur hospital has turned an ideal place of services through coordinated efforts of CCC, Yes group and the hospital authorities who have taken various initiatives with cooperation from TIB.

Sunamganj Sadar Hospital: Towards positive changes

What Porimal Pal heard about Sunamganj Sadar Hospital had not been encouraging. The poor man from Lalarchar had been told that treatment at the hospital was expensive. Poor patients did not get any treatment at all. Since Porimal could not afford treatment in a private clinic he had no other option but to take admission into the sadar hospital. After three days of treatment Porimal was surprised to find that all the negative things he heard about the hospital had been wrong. He found that the healthcare provided by the hospital had not been as bad as he was told. Rather he got comparatively good medical treatment at an affordable cost. Says Porimal Pal: "I've been in the hospital for three days. Doctors have seen me regularly. I just have paid Tk. 10 to get the admission. I have not paid any money to get the bandage done."

Sunamganj Sadar Hospital had 50 beds when it was established in 1983. In 2006 the hospital added 200 more beds to meet the growing demand of patients. However, currently 100 beds are functioning. The hospital serves over 100,000 people in a year. This hospital is considered the only resort for the poor marginal working class people to get medical and healthcare services. Despite limitations the hospital is catering to the needs of the common people and thus it has turned into a symbol of hope especially for the poor. True, there was a time when doctors were not always available, nurses neglected their duty and supply of free medicines was fraught with irregularities. The hospital was not as clean as it was expected. The common people too were unaware about the services they deserved from the hospital allowing the authorities to neglect their responsibilities. There was a huge gap between people's aspirations to get services and what they actually received.

The problems that afflicted the hospital included: the authorities' lack of sincerity and sympathy toward the patients, misappropriation of medicines by the staff, supply of low quality food to the patients, menacing agents and weak management. By 2006 the quality of services at the hospital started declining. It was at this time CCC-Sunamganj intervened with the objective of helping the authorities to improve the standard of services through transparency and accountability. The Sunamganj CCC carried out various programmes such as advocacy meetings, publication of hospital report card, views exchange meetings between the authorities and the local elite to ensure hospital's accountability, motivation campaign against corruption, anti-graft campaign dramas and operation of satellite Advice and Information Desks.

The quality of the hospital services started improving because of continuous efforts of CCC and the implementation of its various recommendations. The hospital has now installed boards for public view the up-to-date lists of medicines available there and the price of each medicine. Patients can explain their problems to doctors, the presence of doctors and their care about the patients are more visible. The menace by the agents of private clinics has eased. Patients can get cabin, bed and dressing materials without paying extra money.

A comparison between the CCC's 2009 baseline survey and 2011 Citizens Report Card Survey showed marked improvement in the services. The malpractice of charging extra money for giving tickets has declined from 97 per cent to only 3.94 per cent. The rate of paying extra money for blood tests has come down from 21.7 per cent to 1.82 per cent.



Dr. A T M Rakib Chowdhury, Civil Surgeon of Sunamganj, has appreciated the initiative of CCC. He says: "We can't always provide quality services despite our good intentions. There is rush of patients but we are short of manpower." He has urged CCC and its YES Group to continue their good work. He is hopeful about further improvement in the condition and services of the hospital through united efforts of all.

Kushtia General Hospital: The best hospital in Khulna division

Kushtia General Hospital has earned the distinction of being the 'Best Hospital in Khulna Division' and the second best at national level. The honour was given in the category of district sadar hospital by judging the quality services it provides to the patients and service seekers. The 250-bed hospital boasts of having an information board on public view, patient-friendly environment, cleanliness and regular coordination meetings. At a local press conference Dr. Azizun Nahar, Assistant Director of the hospital, praised the role of CCC in this achievement. She said CCC has provided all out cooperation to the hospital in improving the standard of its services that has brought the laurel.

CCC- Kushtia was formed at the inspiration of TIB. CCC has been helping the authorities at Khulna Sadar hospital since 2009 in its efforts at providing quality services to the patients. During a number of meetings with CCC the Assistant Director of the hospital openly exchanged views on the problems and prospects of the hospital. She has taken initiative to solve the problems which can be tackled locally. She started the job of bringing about a change in the overall condition of the hospital with cooperation from CCC, all levels of officials and employees as well as the patients. The Assistant Director motivated all doctors to report to

their duty on schedule. Within days the hospital started witnessing visible change, thanks to the activities of CCC and sincere efforts of the authorities.

In the past, agents of different private clinics used to roam through the corridors of the hospital. No longer are they seen at the hospital.



The representatives of the pharmaceutical companies now maintain a time schedule to meet the doctors (after 1 p.m). Patients no longer have to bring their own beddings as these now supplied by the hospital authorities. The Assistant Director, president of CCC, Kushtia and the members of the health affairs sub-committee of CCC regularly monitor the quality of food supplied to the patients. Drums painted yellow, red and black have been placed along the corridors to be used as dustbins as part of effort to keep the hospital clean and bacteria-free. It is ensured that these

drums are properly used. The hospital supplies medicines the patients need.

The authorities have set up information boards in cooperation with CCC to let patients and visitors know about the services provided by



কুষ্টিয়া জেনারেল হাসপাতাল

সেবা গ্রহীতাদের জ্ঞাতার্থে

সম্মানিত জনসাধারণের জ্ঞাতার্থে জানানো যাচ্ছে যে, হাসপাতালের সেবাগ্রহীতাদের ভাল সেবার স্বার্থে নিম্নের নিয়মগুলো মেনে চলা প্রয়োজন:-

১. এই হাসপাতাল আপনার আমার সকলের সম্পদ।	১১. সকালে ও রাতে ডাক্তারের রাত্তি এ সময় রোগীর কাছে আগত আত্মীয়-স্বজন রোগীরে অবস্থান করবেন না।
২. হাসপাতালের গेट বন্ধ রাখার ব্যাপারে সহযোগিতা করা।	১২. অন্যায় রোগীদের সহনশীলতার সঙ্গে দেখবেন।
৩. গेटের দায়েরানদের সাথে ভাল ব্যবহার ও সহযোগিতা করা।	১৩. বাইরে থেকে খাবার দিলে সকাল বেলা ৮.০০ টার আগে এবং বিকাল বেলা ৬.০০ টার আগে দিয়ে চলে যাবেন।
৪. হাসপাতালের ওয়ার্ডের জানালা ও ঝীল দিয়ে যে কোন ময়লা ও কাগজ বাহিরে ফেলবেন না।	১৪. যেখানে সেখানে ময়লা আবর্জনা ও গুথ ফেলবেন না।
৫. হাসপাতালের বিভিন্ন অংশায় কাপো, শাল ও হুদু ড্রামের দিকে খোঁচাল করুন।	১৫. বাধকম ব্যবহারের পর বেশি করে পানি ব্যবহার করবেন।
<ul style="list-style-type: none"> • কাপো ড্রামে কাগজ, কলার খোলা ইত্যাদি জাতীয় ময়লা ফেলুন। • শাল ড্রামে ধারাদো জাতীয় জিনিস ফেলুন। • হুদু ড্রামে ভাত ও পানি জাতীয় জিনিস ফেলুন। 	১৬. রোগীদের কাছে আগত দর্শনার্থী গ্রীষ্মকালে বিকাল ৪.০০ টা থেকে ৬.০০ টা এবং শীতকালে বিকাল ৬.০০ টা থেকে ৫.০০ টা পর্যন্ত দেখা করতে পারবেন।
৬. ইমার্জেন্সিতে নির্দিষ্ট ফি দিয়ে ভর্তি হবেন ও রোগী সম্পর্কে সঠিক তথ্য দেবেন।	১৭. হাসপাতালের কর্মকর্তা-কর্মচারীদের সাথে বহুসূত্রে আচরণ করবেন।
৭. হসিগ ছাড়া কোন পরীক্ষার জন্য টাকা দেবেন না।	১৮. কোন সরাসরি হলে গোলযোগ না করে হাসপাতাল কর্তৃপক্ষের সাথে যোগাযোগ করুন।
৮. নিজেদের বিছানা ভিতরে নেবেন না।	১৯. হাসপাতালের নিয়ম কানুন মেনে চলুন তাহলে রোগী ভাড়াভাটি সুস্থ হয়ে উঠবে।
৯. হাসপাতালে আপনার ব্যবহারের জন্য পাটি, বাঁশ, কাঁথা আনবেন না।	২০. হাসপাতালের সেবার মান বৃদ্ধির জন্য সরকার সনা তৎপর, এ ব্যাপারে কর্তৃপক্ষকে সহযোগিতা করুন।
১০. রোগীর পাশে বেশি লোক থাকবেন না।	

প্রচারক: সচেতন নাগরিক কমিটি (সনাক), কুষ্টিয়া

the hospital. Besides, CCC distributes leaflets on its own to make patients and their attendants aware of the types of services available at the hospital. Boards containing information about rates of different medical tests done in the hospital have been on public display at the sites of the tests. This has helped service seekers to know about the correct rates of the tests and closed any scope of charging extra money. Patients too have now greater awareness about cleanliness than before. They are happy to get proper services.

Even though Kushtia Sadar Hospital has 250 beds, its occupancy rate ranges from 170 per cent to 180 per cent. That forces the authorities to provide services to 400 to 450 patients with the manpower meant to take care of 250. It's really a hard job to do. Despite the limitations the authorities at the hospital are doing their best to live up to the expectations of the patients. Every day the Assistant Director supervises the work of all officials and employees. The hospital authorities recognize CCC as an organization that supports and complements their efforts at improving the services. The hospital authorities hope that patients will get better services in the coming days provided this trend of cooperation continues.

How Taraganj Charu Government Primary School earned the distinction of the best school of the upazila

In 2009 Taraganj Charu Government Primary School in Sherpur district was in a sorry state. Results of primary scholarship examinations were poor; teachers were not punctual in attendance and mothers avoided attending Mothers Gathering called by the authorities to discuss progress of their children. The school had no information board and there was shortage of chairs and benches for students to sit. Sanitary toilets were non-existent. The school authorities would collect tolls from students on various pretexts. Guardians were not aware about their own responsibilities.

Against this background CCC, Nalitabari started working in this institution. Thanks to various initiatives taken by CCC the school began to see changes for the better. The school started going gradually ahead under the leadership of Laily Begum, the head teacher of the school, with cooperation from teachers, School Management Committee (SMC) and Upazila Education office.

CCC set up information board to make getting information about the institution easy for the citizens. Mothers were motivated to participate at Mothers' Gathering in greater numbers. Programmes were taken to create better awareness among them about their role in improving the learning abilities of their children. SMC members too geared up their participation in the affairs of the school. At the initiative of CCC meetings were held among the School Management Committee, teachers and local people. They all held frank discussions on how to improve the overall condition of the institution. This helped created an environment of accountability. Regular meetings with education authorities, preparation and distribution of information charts, conduct of satellite AI-Desks, holding various competitions and receptions to talented students created a positive atmosphere.

Teachers and SMC members now present their reports regularly to education authorities. All accounts are properly entered into school registrars. A voluntary committee has formed a "School Watch Group" to help SMC members. Regular meetings of SMC, punctuality of teachers in attendance and teaching, regular attendance of students, a reduction in the rate of drop-outs, greater initiative of guardians to know the progress in learning by their children have all made a positive impact on improving the quality of education.

On behalf of the upazila administration the Upazila Chairman donated 15 pairs of benches and another 10 pairs of benches have come from a ward councilor. This has been result of the views exchange meetings between mothers and the school authorities organized by CCC. The president of the SMC made a monthly donation of Tk. 1,000 that helped appointment of a para teacher and payment of his salary from 2011 to 2013. The government appointed a teacher for the children's section of the school in 2013. Besides, the school authorities gave a pair of tabla and harmonium. The primary school has set an example of being a unique institution thanks to initiatives of the SMC, awareness of



the guardians, the practice of accountability and responsibility by teachers. It earned the distinction of becoming the best school of the upazila in 2013 by the evaluation of Upazila Primary School Directorate.

The initiative of CCC has built an effective bridge between Upazila Primary Education Committee and the local citizens. Teachers are maintaining punctuality in attendance and serious in teaching. They are taking special care of the students who have lagged behind in classes, trying to bring the drop-outs back to school, making regular home visits to students besides keeping regular contacts with school office.

The number of students in the school has increased to 401 in 2013, up from 157 in 2009. The rate of attendance has increased from 70 per cent to 83 per cent during this period. In 2009 the drop-out rate was recorded at 5.7 per cent, which has now come down 4 per cent. There are now more inspections by the education officer. The rate of information received by guardians has increased from 52 per cent to 81.7 per cent. The free flow of information has ensured transparency and accountability.

The school will remain as a bright example of how initiatives from teachers, SMC, guardians and local citizens can transform an institution.

Jhagrabil Government Primary School spreads light of education in the hills

Tucked away in a remote area in Rangamati hill district, Jhagrabil Government Primary School has carved a niche in spreading education among the children of mostly tribal and poor people. The school is located at Ward No. 5 under Sadar Municipality of Rangamati district. Road access to the area is difficult. Even though the school stands within the municipal area, the school at the beginning was a C grade institution. Guardians had little interest in the schooling of their children and had little headache about the quality of education in the school.

Things started changing for the school when members of CCC-Rangamati, a citizen group inspired by TIB selected the institution to conduct their activity. That was on November 22 in 2010.

CCC launched its programme with a baseline survey conducted to know the condition of the school. The survey revealed a number of problems affecting the school. The survey found out that the school suffered shortage of teachers, scarcity of drinking water, lack of awareness among the guardians, a decline in the attendance by student during rainy season when roads went under water and no arrangement of annual sports.

The CCC members then presented the outcome of the survey to the local education authorities and held meetings with them to discuss the findings. Besides, CCC members held discussions with the education authorities and the District Council on what could be done for development of the school. The advocacy led to positive changes in the condition of the school.

The District Council sanctioned funds to install a deep tube well for supply of safe drinking water to the school. Two new teachers were appointed to raise the number of teachers to four. In 2010 the school was on Grade C category. Process started to elevate its status to Grade A. No additional fees are charged by the school authorities. A board containing information about examination fees was set up. Education officers make regular visits to the school for inspection.

The standard of education at Jhagrabil Government Primary School has improved. The success is attributed to the cooperation among CCC, local education authorities and the school authorities.

The majority of the students of the school are from Tanchanga tribe. So there has long been a demand for a Tanchonga-speaking teacher. One of the two newly-recruited teacher speaks the language, a move that has created an atmosphere congenial to the learning of the Tanchonga-speaking students. Efforts are under way by the school authorities to introduce "mid-day meal" for the students that is expected to boost students' attendance and their attention to learning. It is expected the school authorities will be able to solve its problems and limitations through cooperation of all concerned.



Sharifpur Primary School shows the way in quality education

The school is in a poor shape. It is afflicted with shortage of class rooms, benches and a host of other problems. This has affected the students' learning. This is the story of Sharifpur Government Primary School in Jamalpur district. In 2008 the school recorded a 83.5 per cent rate of attendance with 220 students getting scholarships. The percentage of successful students at the final examination was 87 per cent. Since then the school started going down. In 2008 no one got stipends from this school and each year an average of 5 per cent students started dropping out. The results of primary school certificate final exams had not been satisfactory. Teachers had not been punctual in reporting to duty. There was hardly any reliable source of drinking water and toilet facilities were poor.

The school suffered other problems too. There was no progress in building development infrastructures, students had to pay extra fees on various occasions, guardians were less interested in the affairs of the school and the members of the School Managing Committee would usually skip the meetings.

The school has overcome much of the problems and witnessed overall improvement because of intervention by CCC-Jamalpur, a citizen group formed at the initiative of TIB. The standard of education has improved a lot. The activities of SMC have increased, guardians take greater interest in the running of the school and teachers show better accountability. Teachers, students and guardians are now connected with each other like a bridge. SMC members hold regular meetings, teachers are serious about taking classes, students are too punctual in attending class and 100 per cent student attendance and guardians are in touch with the authorities to see students learn their lessons. All are acting with a sense of responsibility.

There is still imbalance in the student-teacher ratio-more students than teachers. An educated person of the area has volunteered to teach in the school thus easing the gap.

CCC and YES group members have taken some positive steps in the development of the school and improving quality of learning. These include installation of information boards, Mothers Gathering, School Management Committee, meetings with teachers and the local people, making the local people involved with the school's affairs, regular contacts and meetings with the education authorities, preparation of information charts and their distribution among the relevant people, operation of satellite AI-Desks to spread information about the services in school and reception to the talented students.

বিদ্যালয় সম্পর্কিত তথ্য	
প্রতিষ্ঠাকাল	১৯১০
জমির পরিমাণ	২৩ শতাব্দ
কুল ভবনের সংখ্যা	২টি
শ্রেণী কক্ষের সংখ্যা	৮টি
টয়লেট	৩টি
পানির উৎস	চিউবওয়েল আছে
খেলার মাঠ	খুব মোট

ক্যাচমেন্ট এলাকাসমূহ:	
কিসমত শরিফপুর	মির্জাপুর
মোজা শরিফপুর	হাজরনগর

সেতার নাম	বিস্তারিত
চরিত্র বসু	চরিত্র বসু মেম টিচ বসু
পঙ্কজ দি	১ম ও ২য় শ্রেণী - ১০০০ ৩য়, ৪র্থ ও ৫য় শ্রেণী - ১০০০
নবীন পঙ্কজ দি	৬ম থেকে ৮ম শ্রেণী - ১০০০
সম্পদ	৯ম থেকে ১০ম শ্রেণী - ১০০০
রবীন্দ্র দি	১০ম
বী সর্গদেব	প্রতি বছর ১০০০০ টাকা করে শিক্ষার্থীদের জন্য



These initiatives have led to an increase in the practice of dutifulness, accountability and transparency among teachers and SMC members. The pass percentage has increased along with declining rate of drop-outs. The percentage of attendance by students has increased to 85 from 83.5, the number of students getting government scholarships has increased to 512. Four students have received talent pool stipends. The school has recorded a cent percent pass rate in the final examinations. The rate of drop-out also declined to only one among 710 students. Safe drinking water and sanitary toilets are now available in the school. Mothers visit the school regularly, attend meetings with teachers to discuss the state of learning by their children. The head teacher and the members of the SMC are now regular in presenting written reports to the education authorities about steps to improve the quality of learning, development of infrastructure and management of the school.

A voluntary body called, "School Watch Group" has been formed at the initiative of CCC. Teachers are punctual and serious in their tasks and they use more education materials and teaching aides, take special care of students lagging behind, proper listing of students deserving government stipends, bringing the drop-outs back to school and regular home visits to students. Impressed with the progress the upazila education authorities have expressed gratitude to CCC and requested the organization to spread their activity to other schools. The authorities have promised to provide cooperation to CCC in such programmes.

Sharifpur Government Primary School has set a bright example of successful initiative by teachers, SMC members, guardians and local citizens.

Mirhati Government Primary School is elevated to grade-A

The students at Mirhati Government Primary School no longer sweat even in extreme heat. Ceiling fans roll overhead in all the 10 class rooms providing comfort to the students. It was a different story two years ago when the school had neither electricity nor ceiling fans. Students used to sweat on hot summer days.

The proposal for fitting ceiling fans in the class rooms was placed at a Mothers' Gathering in the school. At one meeting a mother pointed out to the Head Teacher, the Chairman of the School Management Committee and Chairman of the Union Parishad that the students suffer a lot for lack of ceiling fans in the class rooms. The mothers' rally was organized in March 2012 by Brahmanbaria CCC. Addressing the meeting as the chief guest the UP Chairman announced to donate 10 electric fans. He kept his commitment. Electricity and ceiling fans arrived at the school amidst cheers of students and teachers.

Until 2010 the school never recorded a 100 per cent pass rate in Primary School Certificate examinations. In 2009 the pass percentage in PSC final exam was 90 per cent. But the school achieved cent per cent pass rates for three consecutive years in 2010, 2011 and 2012. Three students got GPA-5.

The primary school was established in 1971 at Mirhati village under Suhilpur union of Sadar upazila in Brahmanbaria district. Located about 10 kilometers away from Brahmanbaria town the school has now 10 teachers - all of them women. The students mostly belong to the poor and ultra-poor families. Most of the guardians of the school children are illiterate. Before CCC started its programmes involving the school, it ran only one shift. Guardians of the students of the B-Grade school, especially the mothers had lack of awareness about the school and its teaching quality. The members of the School Managing Committee were not active. Still, the school authorities had a practice of collecting extra fees from students in violation of rules. There was no initiative to encourage the irregular students to attend classes regularly. The class rooms suffered shortage of benches. The percentage of student attendance was 76 per cent and total percentage of pass was only 68 per cent.

In 2009, at the suggestion of local education authorities CCC Brahmanbaria started work in the school. It was began with a baseline survey on the school. The findings of the survey were placed and discussed with the education authorities, members of SMC, teachers, guardians and local elite. These were also discussed at mothers' rally where Mothers' Gathering their views and opinions about the school and its condition. At the same time the mothers got more involved and interested in the education of their children. The average rate of student's attendance increased to 90 per cent. Through regular meetings members of SMC, teachers, guardians and local elite got involved in the activities aimed at improving the standard of learning in the school. The school is now regarded for its success.



It has transformed from Grade-B to Grade-A and it runs two shifts. Teachers are more punctual, guardians care more about their children, while SMC president and other members are regular in taking part in different programmes of the school.

During the 2009 baseline survey the school had 689 students. It has now increased to 800. The school has officially appointed a peon and caretaker. Regarded as a school with high standard the education authorities have asked CCC to expand its activities to other schools in the upazila too instead of limiting them to only one institution. The credit for the improvement in Mirhati Government Primary School is shared by teachers, guardians and SMC members. Locals believe that sincere efforts by all concerned can bring positive changes.

Elected representatives and citizens join forces in spreading education

Boulai Government Primary School is now an institution with a difference. The school, located at Boulai village under Sadar Upazila in Kishoreganj district, recorded 100 per cent pass rate in Primary School Certificate examinations since 2009. In 2011 three students passed with GPA-5 and the number increased to four in 2012. Students of this school have earned stipends too. In 2010, three students were credited with stipends; while one in 2011 and two in 2012. The institution has been upgraded to Grade-A from Grade-B. Judged by the standard of the education and overall performance, this school is now ranked just after Kishoreganj Ideal School, which is a prime educational institution in Kishoreganj town.

However, when CCC-Kishoreganj started its activity for the development of the school, it was found to be in a poor shape. The school had no electricity, no tube-well to provide safe drinking water, no sanitary toilet and no boundary wall to separate the campus from noisy road. The rate of student enrolment was low; there was shortage of class rooms, benches and the building lacked enough space. Irregularities were found in the food-for-education programme and collecting of various fees. Teachers were not punctual in attendance. The members of School Management Committee (SMC) and the guardians would not hold regular meetings.

In order to find the real condition of the school CCC conducted a baseline survey in 2009. On the basis of the findings and recommendations from the survey, CCC members carried out different programmes in association with the relevant people in the area. Among the programmes were meetings with SMC members, views exchange meetings with the teachers, local elite, public representatives, guardians, Mothers and Parents Gathering, discussions with education authorities, organizing sports and other learning-related competitions and awarding prizes. Besides, information boards on the services provided by the school, complaint and suggestion boxes were set up along with distribution of leaflets related to the school.

These steps have yielded positive results. The school has earned reputation because of good results in exams and various education-related activities of CCC. This reputation has helped to attract an increasing number of students to the school.

Guardians are now more involved in improving the condition of the school and its teaching capacity, drop-out of students has stopped, teachers make regular visits to students' homes and SMC members and teachers are more sincere in delivering their responsibilities. The head teacher coaches the students free of charge before the PSC final exam. Mothers Gatherings are held on a regular basis where mothers freely discuss the problems of the school and their children and give suggestions to solve them. SMC holds regular meetings.

CCC and SMC have involved local social workers in solving the problems of the school. Thanks to this initiative, a local social worker contributed to the making of a school gate and grills along with the verandah. The former Chairman of Boulai Union Parishad arranged for 15

fans for the school. Besides, Head Teacher Nadira Begum Beauty donated another two fans. At the initiative of local education authorities, Public Health Engineering Department built three sanitary toilets in the school and LGED repaired two old tube wells.

The school now boasts having an information board, complaints and suggestion box that have raised awareness among guardians and local people. Leaflets have been distributed to let people know about different services provided by the school. Things are being done as per rules because of regular inspections of the school by education authorities, SMC members and local elite. Today, malpractices in receiving fees for admission, examinations, books and other education materials and distribution of stipends have become things of the past. Every one related to the school now understands that the school has witnessed positive changes. The school is overwhelmed with the rush of admission seekers. Public participation in improving the quality of education and creation of a happy atmosphere for learning has contributed in making Boulai Government Primary School an ideal institution.



Jhenaidah Municipality sets a unique example of accountability

The programme, 'Jhenaidah Municipal Council: Face the Public' held this year was the first of its kind in Jhenidah. Mayor Saidul Karim Mintu organized the programme with a twin purpose: to listen to the citizens about their problems and to explain to them his plan. The town dwellers got excited about the programme. One of the country's oldest, Jhenidah Municipality was established in 1958 on an area covering 15 square miles with the objective of improving the urban facilities and services to the town dwellers.

Since long there had existed many problems in the provision of municipal services. The citizens had been the victims of irregularities, negligence and bureaucratic delays in getting services. According to information gathered from the citizens, the municipal authorities maintained no time table in providing citizenship certificates; on many occasions extra fees used to be charged without giving any receipt and there was no public library. Problems also existed in the supply of water, management of sewerage and wastes. No effective steps were taken in waste management, solving the problem of water logging, construction and repair of roads and drains. Among the other problems faced by the citizens were shortage of hat-bazaars and adequate street lights. As there was no charter on the services available in the municipal council the service receivers had no way to know about the services and their cost. There was no citizen participation in ensuring transparency and accountability of the municipal council in providing services to the citizens.

A change occurred in 2009. That year the CCC - Jhenaidah, launched a programme that sought to conduct advocacy and involve the citizens with the activities of the municipal council. CCC initiated views exchange programmes between the citizens and municipal authorities. YES members carried out a Report Card survey and on-field observation of the standard of services. The public complaints thus collected were found to be true.

Against this backdrop CCC decided to launch a programme aimed at improving the municipal services. Under this programme CCC and YES members regularly monitored the activities of the municipal authorities and kept the mayor updated with the information. They also set up Information Charts, conducted satellite AI Desk and distributed information papers among citizens. CCC took initiative in involving the mass media in publishing reports about sufferings of the service seekers. YES members would make spot inspection soon after they got any complaint and inspired the authorities to take action.





CCC took initiative to bring the authorities and elected representatives to sit with the citizens to frankly exchange views about the problems and seek solutions. At this meeting the mayor announced: "Transparency and accountability will be ensured in all activities of Jhenidah municipality to make it pro-people and citizen-friendly. No irregularity and corruption will be tolerated." The mayor also pledged to deal with the abuse of drug and turn the municipality into an ideal, modern, clean and traffic-free town.

The promises have worked. Municipal authorities have set up information boards about its services around the municipal area. With the assistance from CCC and YES members the authority also installed boxes for citizens to drop their complaints and suggestions.

A timeline has been fixed for providing citizenship certificates with a certain fee. The steps also have seen improvement in

roads and communication system, installation of street lights, a butcher house and sewerage. This has resulted in a trend of positive changes in the activities of the municipality.

Illegal transactions have declined. Citizens are now getting citizenship certificates within a set time by paying fixed fees. They no longer are paying extra money. A modern Hat, a new municipal community center and three sculptures have been set up in the municipality. Work is under way for a children's park. Citizens have found improvements in waste management, development of roads and other services. Citizens now report less harassment in approval of the design of houses and fixation of holding taxes. Jhenidah Municipality has earned the distinction of a model for citizen-friendly institution through practice of transparency and accountability thanks to the efforts of CCC - Jhenaidah.

CCC-Chakaria helps Koiyarbeel villagers to end water logging

The CCC-Chakaria worked not only for improving the condition of school, hospital or municipality, but when needed CCC also stood by the people affected by natural disasters. CCC has set such an example by freeing from water logging the people of three villages at Koiyarbeel under Chakaria upazila in Cox's Bazar district.

On June 27, 2012 Cox's Bazar was battered by severe floods. Like other unions, Koiyarbeel union under Chakaria upazila was also hard hit by the floods. Almost all homes of the union went under floodwaters. As rain stopped in a couple of days floodwaters receded from all parts of the upazila except Choto Veola, Varannarchar and Hamidullah Sikdar Para of Koiyarbeel. This was caused mainly because of some unnecessary apprehension of some people of the villages. They wrongly feared that their land will be affected if water is allowed to flow through tiny canals. So they blocked the passage of floodwaters with earth and logs of banana plants. As a result floodwaters got stagnated in the villages marooning several thousand villagers. All including women, children and old people were subjected to sufferings as their movement was restricted. Besides, water-borne diseases such as diarrhea broke out in the villages.

TIB officials and members of Chakaria CCC went to the villages to distribute relief among the flood-affected people. During the relief distribution some marooned people of these villages drew the attention of the relief team to their plight. Led by CCC member Principal M. Shahab Uddin Chowdhury, TIB officials immediately went to the villages to see for themselves the condition of the affected people. They took some pictures

of the water-bound villagers and prepared reports and sent those to national and all local newspapers for publication. The reports were prominently published in *Prothom Alo*, *Kaler Kantha*, *Azadi* and other national and local newspapers from July 5 to July 8.

Advised by TIB officials and CCC members local villagers submitted a memorandum on their sufferings to the Upazila Nirbahi Officer (UNO) on July 5. CCC also directly contacted the UNO to request him to solve the

problem the soonest. The response was positive and encouraging. July 9 the Assistant Commissioner (Land), accompanied by CCC-TIB teams inspected the villages and directed to dig canals through the state-owned land to release the stagnated water. According to his directives CCC took initiative to hold meetings with UP members and local elites. On July 10 a decision was taken to dig the canal. In implementation of the decision some affected people gathered at a pre-selected place to volunteer for the work. But they faced resistance from some people



who illegally occupied the Khas land or government land. The resistance collapsed after CCC member Principal M. Shahab Uddin Chowdhury,, TIB official, local ward member and UP Chairman held successful meetings with the illegal occupants. After two rounds of negotiations work on digging the canal started on the basis of a consensus. Finally, several thousand people of the three villages got rid of the water logging after being marooned for 14 days.

Happy with the result UP Chairman Sharif Uddin said, "the assistance I received from CCC and TIB in this work will remain as an exemplary instance. The people of Koiyarbeel are grateful to them".



Faridpur Municipality has turned into a model for good services

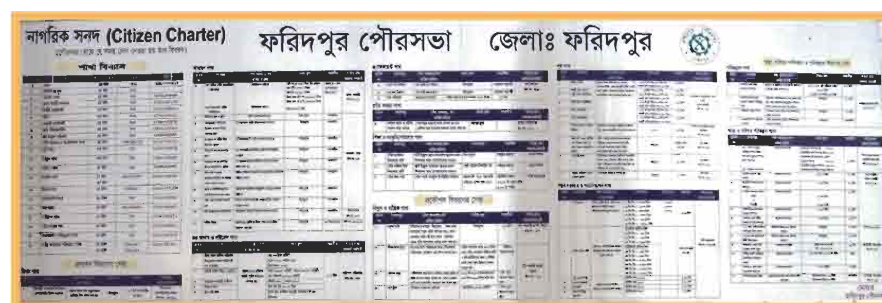
For public view in the premises of Faridpur Municipality hangs a large-size Citizen Charter. Citizens Charters have also been installed along Municipality's roads and their intersections. The charters display information about the services available at the Porashava. The charters help the citizens to easily learn about the services and the guidelines to receive the services. The citizens now know about the process of getting citizenship certificate, birth registration certificate, the inheritance certificate, trade license, relief and allowances and the fees to be paid for each service. Under the Right to Information Act, 2009 the designated officer at the pourasha regularly provides information on necessary subjects to the citizens. On June 29, 2013 Faridpur Municipality earned the distinction of becoming the country's first Municipality to introduce providing information to the citizens through mobile phones opening a new window in supply information to the people. The residents of the Municipality now get the information they need sitting at home at shortest possible time. The Municipality has opened an e-information center along with setting up an information center. A citizen can get necessary information within minutes by just calling the helpline installed at the Municipality.

CCC, Faridpur has been working with Faridpur Municipality since 2006 to improve the standard of public services by reducing corruption and ensuring transparency and accountability. Since 2007

CCC has been carrying out report card survey on Municipality services, baseline survey, views exchange programs with the authorities, pre-budget review and face-to-face with the people programs.

There was time when the residents of the Municipality were in the dark about the services due to them, mutual accountability, their own

responsibility and the officials and employees of the Municipality. There was no institutional system to know what services are available and where, who a citizen will approach for necessary services and what are the charges to be paid. Many suffered harassment instead of



getting the services. Roads, drains and other infrastructure were in poor condition. With the passage of time things have improved a lot in the Municipality. The conditions of drains, culverts, roads and streets are now better than before. The implementation of the Second Urban Governance Infrastructure and Improvement project has also contributed to the development.

In the past there was virtually no system for the residents to know anything about the budget of the Municipality. Now the citizens are getting directly involved in the making of the budget. Under the new system the Municipality authorities first hold meetings with women community-based organization to exchange views to identify the



problems of the Mahallahs and then review the problems with the Ward-level committees. Through the discussions the comparatively pressing problems are selected for inclusion in the budget. The poura authorities follow up the decisions with higher town-level committee. CCC is playing an important role in this regard. For the past two years CCC has been working to identify the problems of different areas of the Municipality and advising the authorities to include these in the budget. YES members of CCC hold meetings with the residents of different Mallahas of all the nine Wards to gather the problems they face. On the basis of the findings CCC then prepare a list of recommendations to place before the Municipality authorities for inclusion in the poura budget. The poura authorities review the recommendations received from all the committees, including CCC before preparing the final budget and announce it before the public.

The Mayor and Councilors come to the Municipality building every day, listen to the problems of the residents with sincerity and try to find the solutions. In 2012 the poura authorities succeeded in collecting 92 per cent of the taxes, up from 50 per cent only several years ago. The authorities have introduced digitalized system of tax collection and a system of tax rebate. The residents are now able to get any information about the income and expenses of the Municipality any time they want. In all, Faridpur Municipality has transformed itself into an imitable service providing institution.

Mayor Sheikh Mahatab Ali Methu appreciates the cooperation received from CCC. He says, "CCC has been extending cooperation to us for improvement in the services of Faridpur Municipality. Because of CCC's monitoring and activity we have been more active and attentive in the activities of the Municipality. This has helped in overall improvement in the poura services.

Faridpur Municipality is now recognized as a model Municipality thanks to the sincere efforts of the Municipality authorities and advices and cooperation from CCC, Faridpur.

Ward meeting: People's participation in development of local government projects

At last Keora Union Parishad held its ward meeting on June 9 in 2013. The meeting was presided over by Jahanara Begum, the elected member from the reserved seat for women.

The meeting took some important decisions. Among the decisions taken after detail discussions and review were the adoption of nine projects and listing of the beneficiaries under the social safety network. Common people from the ward took part in the meeting and expressed their views on the projects. Speaking about his feelings after attending the ward meeting Mohammad Salahuddin, Assistant Teacher of Taruli Government Primary School said, "The process is very good. If this process continues we the ordinary people will be able to give our opinion to make the union parishad accountable."

The Local Government (Union Parishad) Act has mandated holding of at least two ward meetings in a year to ensure participation of people in the affairs of the local government. However, Keora Union Parishad in Jhalakati district made little efforts to fulfill the legal requirement. That's why until 2013 it was not possible to hold the legally mandated ward meetings. But the law requires participation of the local people in the process of taking decisions on the development of the local area is essential for making local government institution transparent, accountable and effective. CCC-Jhalakati, pressed the Union Parishad to hold the ward meeting to make the local government institution people friendly. The Union Parishad finally responded positively and asked for CCC's cooperation. The outcome had been the holding of the ward committee meeting in cooperation with CCC members and Keora Union Parishad.

Chairman of Keora Union Parishad Md. Mohin Uddin Talukder welcomed the initiative. He said, "In the past efforts had been made to hold such meetings to adopt development projects and identification of the beneficiaries of social safety network. But our efforts failed. But this time we had been able to hold a model ward meeting in cooperation of TIB and CCC. This has ensure people's participation in taking decisions aimed at development of the ward and welfare of its people. I hope this process of involving local people in the development and affairs of the ward will continue".

Through the ward meeting it was possible to involve the citizens who are supposed to get the benefits of development. This set an example of transparency and accountability. Local citizens and other reletant people believe this process will be strengthened with support from TIB and CCC-Jhalakati.



Kurigram Municipality conducts financial transactions through banks

To the residents of Kurigram Municipality, June 28 is a day to remember. It was on this day in 2011 the Municipality Mayor Mohammad Nur Islam Nur attended 'Face the Public' meeting. The meeting provided the citizens with an opportunity to speak openly about their problems and opinions. During the meeting the mayor was told that Municipality authorities receive fees for various certificates in cash, but do not provide any receipt for the money. Many complained that extra money was received in cash on top of fixed rates for providing different services. The mayor considered the complaints with all seriousness. He promised that he would arrange for all the financial transactions to be done through bank accounts as soon as possible.

CCC, Kurigram had a role in this regard. CCC has been working in Kurigram since 2005. Its activities are aimed at creating a corruption-free and citizen-friendly Municipality by establishing transparency, accountability and people's involvement. The programmes carried out by CCC had helped raise the level of accountability and standard of services of the Municipality. The citizens are now able to know about the overall activities of the Municipality, including its expenses. They are able to place their complaints and views easily to the Municipality authorities.

On November 23 in 2011 CCC held a opinion stating meeting with the Municipality authorities. The meeting discussed the complaints raised by the citizens at the face the Public meeting with the mayor. The Municipality acted quickly and opened accounts with the Janata Bank Kurigram branch to collect the fixed fees for certificates and other services instead of receiving the money in cash. The system of attaching all bank receipts along with application was also introduced. Still, a few dishonest employees continued with the old system of taking the fees in cash.

At a views exchange meeting with the Paura Authorities on May 6, 2013 CCC, Kurigram raised the issue of cash transactions with all seriousness. The mayor immediately ordered to stop the practice. Now all the financial transactions of the Municipality are done through bank accounts. The practice of charging illegal extra fees for services has stopped. The sufferings and harassment of the residents of Kurigram Municipality have ended thanks to the initiative of CCC.



RTI saves Barguna man from paying bribe

In 2013, Md. Habibur Rahman, a resident of Barguna to the south of Bangladesh, went to the local Sub-Registry Office to collect two copies of the deeds of his land. He met employees of the office to enquire about the procedures of getting the copies. An employee demanded that he pays Tk. 800 for each copy of the deeds. That meant Rahman would have to pay Tk. 1600 for the two deeds plus another Tk. 100 in fees for searching the documents. Rahman was asked to pay a total of Tk. 1700.

Upset by the demand to pay such a big amount Md. Habibur Rahman wanted to know he would be paid any receipt for the documents. The employee, waving his hand replied: "What do you mean by receipts? There is no receipt for this kind of transaction."

Habibur Rahman found himself in trouble. To seek advice he approached Abu Hasan Bellal, a member of the CCC-Barguna's YES group. Bellal realized that the employee at the Sub-Registry's Office was trying to take the money illegally from Md. Habibur Rahman. Bellal advised him to submit a Right to Information (RTI) application to the Sub-Registry's Office to get certified copies of his land deeds. He also helped Habibur in submitting the application.

It worked. The authorities at Sub-Registry's Office sent to Md. Habibur Rahman a written advice to apply in a written form to provide him with the copies of the deed documents. As per the advice Habibur applied for the copies on August. 19 by paying an amount of Tk. 131 as the official-fixed rate. Seven days later he got the copies. Thus he achieved two goals: he got the copies by paying only the government-fixed rates and at the same time the successful application of RTI thwarted the corruption bid by the employee at Sub-Registry's Office.

In Barguna, YES members have opened Advice and Information Desks, a move that has gained quick popularity. YES group is related to CCC as part of its anti-corruption programmes. Local citizens often come to YES members for correct information and seek advice on how to get rid of corruption and harassment. In line with this anti-corruption campaign Habibur Rahman got in touch with the YES members and benefitted from their advice and guidelines. He could get the certified copies of his land documents at the government-fixed rate.





Kanai got driving license without paying bribe

At his hometown Thakurgaon Kanai was told how difficult it was to get a driving license. But the difficulties he faced while trying to get the license were beyond his imagination. Kanai Chandra Shil, the young man from Ranishankail Upazila in Thakurgaon district, came to Dinajpur city for study. In Dinajpur he completed all the formalities and applied for a driving license with Bangladesh Road Transport Authority. For nearly a year and a half he moved from one desk to another at the BRTA office but did not get the license despite meeting all the requirements as per rule.

This was the time when CCC-Dinajpur and the district administration jointly organized an Information Fair from September 28-29 in 2012 in Dinajpur. CCC organized the fair to make people aware of the Right to Information Act-2009 and proper implementation of RTI aimed at establishing peoples informative empowerment.

At the two-day fair visitors got to know the services offered by government organizations for the benefit of the citizens. Officials from government utility services organizations answered to many queries from the citizens as part of their accountability to them. On the first day of

the fair Kanai seized the opportunity to publicly pour out his resentment about the harassment he had faced in his effort to get a driving license. The Deputy Director of BRTA was present at the fair at that time. He immediately promised that Kanai's photo would be taken within a week and he would be given the license within the specified time. Later, Kanai visited CCC, Dinajpur office to tell that his photo had been taken according to the official's promise and he would soon be given the original copy of the license.

Still, Kanai could not fully rely on the BRTA's assurance. Finally, on March 9, 2013 Kanai got a SMS on her mobile phone asking him to collect his driving license. A satisfied Kanai collected the license from BRTA Dinajpur office by the specified date, March 13. He did not have to pay any bribe money or extra fees.

In his reaction Kanai said, "I've been lobbying for the license for the last two years without any success. I got the solution because of the fair that held officials accountable. I believe others will too get benefits through such programmes. The youth must come forward."



Hidden for three years, corruption is finally exposed

Shahdat Ali Ahmed, a retired government official living in Rangpur, is known as a peace-loving gentleman. Hardly could he anticipate the trouble he faced from a corrupt official at the land office. The official, Mobarak Hossain, abused his power to make some unfair changes in the some documents of land owned by Shahdat Ali Ahmed. The intention was to misappropriate the land.

Seeking redress Shahdat Ali took his complaint to the Director General of Land Record and Survey. The DG responded with an order to form a committee to look into the complaint. The committee investigated the issue and submitted its report clearly states that...."after analysis it has been found that objection officer Md. Mobarak Hossain and appeal officer Habibur Rahman failed to review the complainant's papers as per law and thus have done injustice to Shahdat Ali and deprived of fair justice."

However, this probe report had been kept hidden through a conspiracy for three years. In fact an influential quarter was trying to misappropriate Shahdat Ali's land by hiding the probe report in connivance with Rangpur Settlement office.

Shahdat Ali had been trying to collect a copy of the probe report since May 19, 2009, but with no luck. After facing harassment for two years and many failed attempts he finally, on April 7, 2011, arrived at the Advice and Information Desk set up at the office of Rangpur CCC. The designated information officer of CCC patiently listened to his problem. Then he advised Shahdat Ali to file an application under the Right to Information Act-2009 with Zonal Settlement Officer at Bogra seeking a copy of the probe report. Shahdat Ali followed his advice, but he did not get the copy even after the expiry of the fixed date. This prompted him to file an appeal to the higher authority. Still, there was no positive response.

At this stage Shahdat Ali filed a complaint with the Information Commission in Dhaka with assistance from CCC, Rangpur. After hearing the case the commission asked the relevant authorities to supply a copy of the probe report to Shahdat Ali.

At last on September. 3, 2012 Shahdat Ali received a copy of the probe report sent to him by post in accordance with the directive of the Information Commission. This revealed the conspiracy of the corrupt officials. A proper application of RTI saved Shahdat Ali from an imminent loss. This thwarted an attempt by dishonest and corrupt officials to hide their corruption. This has set a bright example of how successful implementation of RTI has can benefit the aggrieved individuals.



CCC stops a child marriage in Gazipur

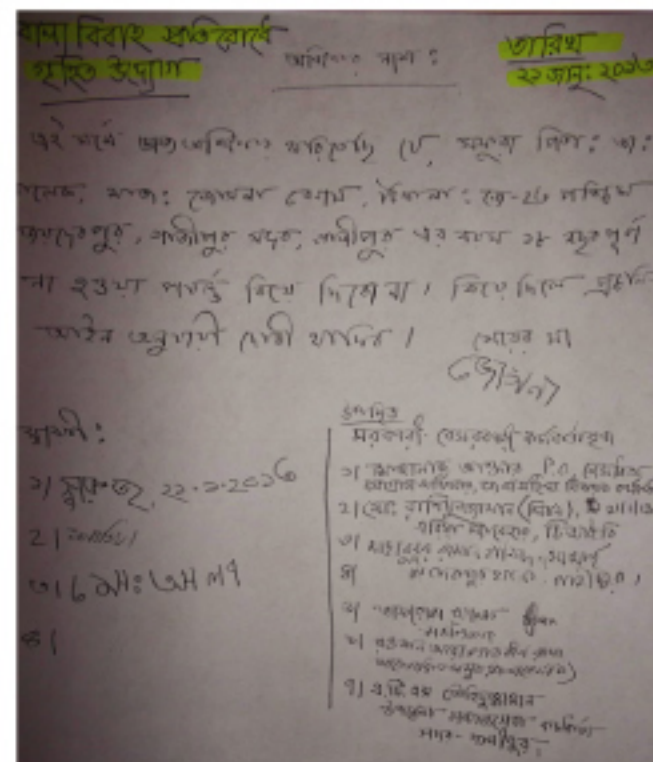
At 13 Asma (not her real name) was about to get married with a man more than double her age. The girl, who lost her father in her childhood, was saved from the illegal early marriage at the intervention of CCC-Gazipur.

Asma was placed under the charge of her uncle at her Paschim Joydevpur village in Sadar Upazila of Gazipur, after her father's death in her childhood. When she reached at 13, her uncle arranged marriage for her with Sirajul Islam, the 27-year-old son of Md. Abdur Rahim, a resident of Laxmipur Road in the same upazila.

As the preparation of the wedding was almost complete, a neighbour of Asma brought the illegal move to the notice of Jimi Parvin, a member of Gazipur CCC. Jimmy rushed to the District Women Affairs Officer at Gazipur with an urgent appeal to stop the early marriage and save Asma.

The Programme Officer of District Women Affairs Directorate, Shahana Parvin, took the issue seriously and immediately informed police at Joydevpur thana for action. She along with police went to Asma's house. She explained to the families of the would-be bride and groom as well as the elders of the village that marrying off a under-18 girl is illegal under the law of Bangladesh and this marriage must be stopped. The families could realize that they were about to break the law and decided to call off the wedding. At one stage an amended birth certificate issued by Gazipur Municipality stating that Asma's age was 16 years 5 months on December 3, 2012 proved to be incorrect. The certificate showed older than her real age.

An affidavit was prepared at the initiative of CCC, police and Women Affairs officer in which Asma's guardians signed a pledge that she will not be married off until she reached 18, the legal age for a girl's marriage in Bangladesh. The Sub-Inspector of Joydevpur police station and witness to the affidavit Mahbubur Rahman Hamid agreed to keep constant watch to prevent Asma's marriage secretly. This is how the marriage of a teenage girl was stopped saving her life from a disastrous situation.



Chandpur sets an example in campaign against drugs and eve teasing

Like in many other parts of the country, drug addiction was on the rise among the youths of Chandpur town too. So were the incidences of eve teasing, a menacing social problem. The use of Chandpur town as a route of drug smuggling has contributed to the spread of drug addiction in this area. Drug addiction leads to other social problems like eve teasing. It has been a common phenomenon for the wayward and misguided young men to tease and stalk young girls outside different educational institutions. The local people were looking to get rid of this terrible situation. But they did not know how. They were unable to put up any united resistance against the menace.

CCC-Chandpur and its YES (Youth Engagement and Support) members came to the local people's aid. CCC and YES members mobilized the local citizens to build a movement against drug addiction and stalking of young girls. District administration, police, Municipality authorities, mass media, social and cultural organizations and civil society members joined hands in support of the social movement.

Chandpur CCC and YES members played the role of the main coordinators of the campaign. They prepared the programmes like distribution of slogans against eve teasing and drug addiction, posters, leaflets, festoons, banners and invitation letters among the people. Because of sincere efforts and hard work of CCC and YES members, the campaign rallies, human chains and discussion meetings were held successfully. People from all walks of life spontaneously took part in the programmes. Organized by Chandpur Model Thana and Chandpur Municipality and coordinated by CCC and YES group, the programmes against drug addiction and eve teasing were participated by community police, Chandpur Press Club, Rover Scout, Prothom Alo Bondhushava, Jugantor Sajan Samabesh, Samakal Suridh Samabesh, Kaler Kantha Shuvo Sangha and all social and cultural organizations of Chandpur.

The campaign against drug addiction and eve teasing continued for 15 consecutive days creating much public awareness. Even after the programmes were over, some local people continued with the campaign. They themselves organized rallies and human chain protests to create awareness among the people. The government administration took the campaign seriously and extended all support to the cause and cooperation to the organizers. Those found guilty of drug addiction and eve teasing were arrested and awarded various jail terms. The campaign and the penalties alerted the drug abusers and the stalkers. As a result Chandpur has started witnessing a declining trend of eve teasing and drug addiction.



Persuading municipal authorities to provide gender-sensitive services

While delivering services to the local community, Jhenaidah Municipal authorities overlooked the need of women clients, nor women were brave enough to raise their voices against powerful authorities. Thanks to intervention of CCC-Jhenidah, the authorities realised the importance of ensuring gender-friendly services. By participating in the Face-the-Public programme of CCC, local women succeeded in persuading the authorities to take initiatives to reduce cases of eve-teasing in the area. Other positive measures by the authorities included setting up of ladies restroom, and separate ticket counter in bust terminal. A separate passenger waiting shade is also being constructed.



Local women expressed their satisfaction and thanked CCC for facilitating in translating their demands into realities.

Promoting leadership among elected women representatives

Women representatives of Charbaria Union under Barisal City Corporation were unaware about their roles and responsibilities and merely have been playing the role as dictated by their male counterpart. They were confined in dealing with resolving family disputes only and didn't have any idea if they could contribute to discussions about budget and development planning.

Thanks to CCC-Barisal's relentless efforts to promote women leadership, the local women representatives are now more aware about their roles and responsibilities. In addition to their active participation in various stages of UP operations, some women also got elected to various standing committees of the UP, such as women, children and family welfare and culture and sports. The empowered women representatives are not only playing leading role in their respective committees, but also making significant contribution in ensuring transparency and accountability in the distribution of various safety net programmes of the government, such as VGF and VGD. Women representatives are also getting cordial support from their male colleagues.

Local women representatives expressed gratitude to CCC Barisal for raising their leadership profile in the community.





Resisting online sexual harassment in educational institutions

After refusing a friend's love affair proposal, Konika's (not real name) life turned hellish when her desperate friend resorted to unethical practices: making derogatory phone calls and spreading her phone number by opening a fake Facebook account. In early twenties, Konika was being sexually harassed and she barely had no clue where to turn for help.

Things suddenly changed when she attended a workshop on challenging online sexual harassment, organised by YES group of East West University. Armed with newly-found knowledge and with the help of YES group, Konika lodged a formal complaint of sexual



harassment with the university authority. After investigation, her allegations were found to be true and the perpetrator, student of another private university, was duly warned by the respective authority. He apologised and promised not to harass her anymore, thanks to an initiative of YES group of EWU.

Delightful Konika later said: "YES-EWU gave me the courage to fight back. I was totally in the dark but they showed me the light and walked with me. Now I know how to fight and win."

TIB's national level successes till September 2014

Since 1996, TIB has achieved significant successes in terms of influencing the Government to undertake various anti-corruption reforms in the country. Below we highlight some examples of successful evidence-based research and advocacy initiatives.

1. TIB has played the lead catalyst role in the enactment of the Anti-Corruption Act, 2004 and setting up of the Anti-Corruption Commission (ACC). Since 2009, it has been relentlessly campaigning for effective implementation of the Act and ensuring the independence of the ACC. Along with ACC, TIB has implemented a country wide anti-corruption campaign 'Jago Manush - Wake up people' in 2007-08.
2. TIB's study on the Election Commission in 2006 had proposed 29 recommendations of which 19 have been implemented.
3. TIB has successfully advocated for the inclusion of anti-corruption texts in the curriculum of secondary and higher secondary students in 2007.
4. Reforms were spearheaded in the Bangladesh Passport and Immigration Office, Public Service Commission and Bangladesh Road Transport Authority (BRTA) following publication of TIB's research findings on these institutions in 2006, 2007 and 2009 respectively.
5. Following recommendations of the 2007 Parliament Watch studies, all the Parliamentary Standing Committees were formed during the first session of the 9th Parliament. Digital time keeping was also introduced and a private Member's Bill was sent to the Standing Committee on the Code of Conduct for parliament members.
6. Along with other civil society organisation (CSO) partners, TIB played a pivotal role in the enactment of the Right to Information Act, 2009.
7. TIB played an instrumental role in the enactment of the Whistleblower's Protection Act, 2011.
8. TIB's policy advocacy efforts in 2010 resulted in the setting up of a 5-member Judicial Committee to probe into allegations of corruption in the justice sector; for the first time examples of good practice were set when some senior judges submitted their wealth statement of senior judges and a complaint box was placed at the office of the Registrar of the Supreme Court.
9. Since 2010, TIB has been generating evidence on governance lapses in climate change adaptation finance. Through project tracking, TIB unearthed real stories of mal-adaptations such as construction of BCCTF funded cyclone resilient housing without surrounding walls and sanitation facilities. It also revealed that ecological damages were ignored in the construction of embankments with BCCTF funds. Amidst strong criticism, BCCTF allocated additional funds to its housing scheme to redress construction anomalies and made it mandatory to do EIA prior to submission of WRM related projects.

10. TIB's collaboration with the Ministry of Public Administration in 2011 led to the development and successful implementation of a participatory second generation Citizens' Charter in selected public service delivery institutions.
11. TIB's was included as a CSO member in an official Public-Private Stakeholders' Committee on procurement by the Planning Ministry in 2011.
12. TIB's sustained advocacy campaigns led to the accession to the United Nation's Convention against Corruption (UNCAC) by Bangladesh's in 2007. TIB also collaborated with the Bangladesh Government in the implementation and review of UNCAC.
13. The Ministry of Law, Justice and Parliamentary Affairs in 2011 extended collaborative support to TIB in producing an independent civil society review report on the status of UNCAC implementation in Bangladesh. Bangladesh's accession to the UNCAC as a state party was an outcome of continued advocacy of TIB since 2004.
14. TIB released a research study in 2012 on the office of the Controller General of Accounts (CGA). Following recommendations of the study, the long vacant permanent position of CGA was filled by the Government.
15. Following publication of a diagnostic study in 2013, TIB was assigned the responsibility to provide technical assistance to LGED, funded by ADB to: a) identify governance and fiduciary risks, and b) develop a road map to ensure good governance of LGED.
16. The Government has implemented many of TIB's recommendations on improving governance in the readymade garments industry flagged in two successive reports in 2013.
17. Following recommendations of a diagnostic study on 'Automation of Export-Import in Chittagong Port and Custom House: Governances Challenges and Way Forward' in July 2014 and a sharing meeting with officials of National Board of Revenue (NBR), the NBR took initiatives to free the Custom House from the middlemen known as 'Faltu' or 'Badi Alam' and ensure its efficiency.
18. TIB was included as one of the CSO observers during the opening of the bidding on Padma Bridge.
19. Pursuant to a Government request, TIB along with other leading NGOs and networks assisted in drafting a law to improve NGO governance. TIB has also been coordinating with a number of leading NGOs and networks to draft a CSO implementation plan of the national integrity strategy.
20. TIB collaborated with the Government initiatives on the National Integrity Strategy, e-procurement, Union Information Centre and Second Generation Citizens' Charter.
21. TIB's collaboration with the Post and Telecommunication Ministry resulted in the issuance of South Asia's first anti-corruption commemorative stamp in 2010 and public SMS campaign on International Anti-Corruption Day reaching 100 millions subscribers in 2013.
22. In addition, TIB also successfully sensitized government, experts, and CSOs as well as several relevant international agencies for effective governance in climate finance mechanism. Through partnership with think tanks and CSOs, it raised significant demand for good governance in climate change adaptation financing. TIB also formed a Climate Finance Governance Network (CFGN) for carrying out evidence-based advocacy.

Anti-corruption Oath

Inspired by and a commitment to uphold the spirit of
the glorious War of Liberation

I hereby solemnly pledge that I shall have the highest
regard for the independence, sovereignty, culture and values
of my beloved motherland.

I shall try my utmost to discharge my responsibilities and
duties towards my country.

I abhor corruption.

I am determined to refrain from all kinds corruption.

I shall refrain from adopting any dishonest means in all
aspects of academic and professional life and shall discharge
my responsibilities with integrity and accountability.

I shall be respectful to law and human rights.

I shall strive to resist discrimination and exploitation
against people.

I shall always try to actively participate in all initiatives
aimed at mobilizing anti-corruption social movements in
Bangladesh.

I hereby willingly and sincerely take this pledge.



**Embassy of
Denmark**



EMBASSY OF SWEDEN



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

**Swiss Agency for Development
and Cooperation SDC**



**TRANSPARENCY
INTERNATIONAL
BANGLADESH**

Social movement against corruption

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