

People's Participation

Accuracy & Accountability

Excluded People's Rights



COAST Foundation has been implementing a project named “Citizens’ Engagement in Public Institutions (CEPI) Project” from January 2019 which is technically supported by Manusher Jonno Foundation (MJF) and financially supported by FCDO. The project runs its activities in Bhola Sadar, Daulatkhan and Lalmohan Upazila under Bhola District. Its goal is to uphold the poor, marginalized and socially excluded people obtaining rights and access to materials, resources and services from the responsive local government institutions (LGIs).

### Citizens' Forum calls for creation of lists for the real poor on a priority for the proper implementation of social security programs at the local level

Bhola, 22 December 2021: Speakers at the Citizens' Dialogue on Improving the Quality of Social Security Services at the Deputy Commissioner's Conference Room at 3.00 pm on the



Deputy Commissioner, giving decisions towards the social security services simplification. Photo: Razib Gosh- PO

initiative of District Citizens Forum Bhola to present the overall picture and recommendations of social security services at the local level. He called for emphasis on making a list of the real poor. Due to the predominance of personal preferences and dislikes in the formation of the committee, the selection process of the beneficiaries of the social security program is being biased and as a result the eligible families are being excluded from the services due to them.

Mr. Md. Tawfiq-E-Lahi Chowdhury, Deputy Commissioner, Bhola was present as the Chief Guest at the dialogue organized by the District Citizens Forum in collaboration with COAST Foundation and Manusher Jonno Foundation.



Citizen forums presented recommendations to create lists of real poor on a priority basis. Photo: Razib Gosh- PO

Mr. Rajib Ahmed, DDLG, Mr. Kazi Golam Kabir, AD-DSS, Mr. Chameli Begum, UWAO were present as special guests. Mr. Mamun-ur-Rashid, Vice-President of District Citizens' Forum presided over the dialogue, which was attended by civil society representatives, journalists, political figures and others. Md. Moniruzzaman, Monitoring Officer, COAST, CEPI project presented main article on M. A. Hasan's moderation.

Speaking as the special guest, the Deputy Director of Local Government said that uploading the list of beneficiaries of government services on the websites of local government institutions would play a helpful role in getting the views and recommendations of the people. Therefore, local government organizations will take initiative to complete the list of beneficiaries through ward meetings and open selection process and the list of priority beneficiaries will be uploaded and updated regularly on the website.

In his keynote address, Mr. Md. Tawfiq-E-Lahi Chowdhury, Deputy Commissioner, said, Urgent. The initiative of the Citizens Forum to raise awareness among the people is really commendable, such an initiative will play a helpful role in implementing the objectives of the government.

### To monitor governance capacity and performance assessment (GCPA) as a participatory way

Six persons; two LGIs members, two citizen group members, a project staff and a civil society representative have been



GCPA scoring proper checking documents of LGIs by the assessment committee. Photo: Md. Shohag Hossan- PF

formed with consultation to LGIs during coordination meeting. Oriented six persons could visit respective LGIs services. They could consult with secretary, chairmen, mayor and saw register and other documents.

Improving the performance of LGIs comprehensively it will help to strengthen the capacity of LGI's services. The respective committee will always help them and give suggestions in this regard. By following up recommendation the LGI will be more capable & strengthen to provide all the services to people. As a result, LGI's performance will be high and make more score to capacitate about LGIs performance assessment process and find way forward.

### Workshop on social accountability tools (SA Tools) implementation learning sharing to enhance capacity of citizen forum leaders to accountable LGIs

Ensuring the good governance and rights of the poor, deprive and excluded people are main objective of the CEPI project through strengthening local government and local



Program Focal Person, moderating a session in workshop on SA tools implementation. Photo: Monitoring Officer

level public service delivery institutions. In this regard, the CEPI project has organized a training course on **Social Accountability Tools** for the citizen support group of different Unions under Bhola district.

The participants shared their valuable recommendations from their field practicum experience. After receiving workshop, participants are clearly conceptualized on the



Monitoring Officer, taking a session on learning sharing of participants in field experience. Photo: Kamrul Alam- PF

important tools and techniques and increased their knowledge so that now they are capable enough how to strengthening the relationship between public institutions and community as well their role to do so effectively. As a result, it is hoped that they will raise the social problem and findings get from the field visit and take a step to solve it through interface meeting with the service providers.

### Orientation on government policy and guidelines for implementation of public service activities

Be aware of the management of government services programs at the local level [agricultural services, safe water

supply, social security programs and facilitation of service processes]. At the local level, you will get ideas about various government service programs implementation methods, government policies, etc. You will be able to know



Assistant Engineer- DPHE, to deliver his speech to simplify the services at local level. Photo: Md. Salim Mia- PO

better about the responsibilities and role of the service provider organization in the government service activities at the local level.

The public service system is a special part of social services. Social security provides the latest support to save the lives of poor families or neglected people in the society. Government services, on the other hand, provide a wide range of benefits to protect the quality of life. Education and health, drinking water, sanitation management, education, agriculture, communication and all other services are part of the government service.

### Project Activities: Target & Perform in December 2021

Sl.	Activities	Target	Perform
1	UP web portal update	14	14
2	Ward & union forum formation	30	28
3	UDCC meeting of LGIs	06	04
4	Ward level awareness session	39	36
5	Social audit on drinking water, widow and VGD services	26	26
6	Upazila & district dialogue on safety net and agriculture	03	03
7	Workshop on service process simplification & SA tools Impl.	05	05
8	GCPA Scoring of LGIs	22	22
9	Union citizen forum meeting	14	12
10	LGI's dialogue on drinking water	14	14

The project all staff coordinated providing necessary information to publish it.

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