স্মারক নং- স্বাঃ অধিঃ/এমআইএস/২০২০/৩০৪৭                          তারিখ: ১৮/১০/২০২০ ইং

বরাবর

সচিব
স্বাস্থ্য সেবা বিভাগ
স্বাস্থ্য ও পরিবার কল্যাণ মন্ত্রণালয়
বাংলাদেশ সচিবালয়, ঢাকা।

দৃষ্টি আকর্ষণঃ অতিরিক্ত সচিব (পরিকল্পনা)

বিষয়ঃ Disbursement Linked Indicators (DLIs)/Disbursement Linked Results (DLRs) এর DLR 1.3 "An annual GRS performance report for previous CY is published" এর সংশোধিত রিপোর্ট প্রেরণ প্রসঙ্গে।

উপর্যুক্ত বিষয় আলোকে আপনাকে জানানো যাচ্ছে যে, স্বাস্থ্য, জনসংখ্যা ও পুষ্টি সেক্টর উন্নয়ন কর্মসূচী (HPNSP 2017-22) –র আওতাধীন HIS & eHealth অপারেশনাল প্ল্যানের জন্য DLI 1. Citizen feedback system is strengthened এর আওতায় DLR 1.3 "An annual GRS performance report for previous CY is published" নির্ধারিত আছে

এমতাবস্থায় DLR 1.3 এর ২০১৯ অর্থবছরের সংশোধিত রিপোর্ট আপনার অবগতি ও প্রয়োজনীয় ব্যবস্থা গ্রহণের জন্য প্রেরণ করা হলো। উল্লেখ্য DLR 1.3 এর ২০১৯ রিপোর্ট স্বাস্থ্য অধিদপ্তরের ওয়েবপেজে প্রকাশ করা হয়েছে।

ওয়েবপেজে রিপোর্ট লিংকঃ **https://dghs.gov.bd/index.php/bd/publication/annual-report**

সংযুক্তিঃ সংশোধিত রিপোর্ট – ২৪ (চব্বিশ) পৃষ্ঠা

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অনুলিপি সদয় অবগতি ও প্রয়োজনীয় ব্যবস্থা গ্রহণের জন্য প্রেরণ করা হলোঃ
১। মহাপরিচালক, স্বাস্থ্য অধিদপ্তর, মহাখালী, ঢাকা।
        দৃষ্টি আর্কষণঃ সহকারী পরিচালক (সমন্বয়)
২। সচিব মহোদয়ের একান্ত সচিব, স্বাস্থ্য সেবা বিভাগ, স্বাস্থ্য ও পরিবার কল্যাণ মন্ত্রণালয়, বাংলাদেশ সচিবালয়, ঢাকা।
৩। পরিচালক, পরিকল্পনা ও গবেষনা, স্বাস্থ্য অধিদপ্তর, মহাখালী, ঢাকা।

পরিচালক ও লাইন ডাইরেক্টর, এমআইএস
স্বাস্থ্য অধিদপ্তর, মহাখালী, ঢাকা

# Report on

# Grievance Redress System (GRS)

# For 2019

Management Information System
**Directorate General of Health Services**
**Ministry of Health and Family Welfare**

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# Report of GRS

## Background

Patient feedback from their experiences in receiving services is an important tool for improving service quality and human resource management within the health sector. Patients can identify problem areas that management may not be aware of and can offer the managers and policy makers innovative ideas for improvement. Patients have the right to file complaints with organizations when they are unsatisfied with the treatment received, and healthcare organizations should have processes in place for appropriately responding to these in a timely manner. Tracking the trend of patient complaints may call attention to systems or individual performance problems and suggest quality improvement opportunities. Conversely, positive feedback from patients can highlight well-functioning areas where patients are satisfied with their experiences of healthcare.

## How to work the system

Grievance Redress System (GRS) is a platform to receive and act on complaints or grievances reported by service recipient, who are accessing health care.

An innovative mechanism has been added to the existing service line of Management Information System (MIS) of Directorate General of Health Services (DGHS) of MOHFW since 2012. A more direct option to make a complaint or giving feedback is the established system of sending SMS (Short Messaging Service) or mobile phone text (Naylor, 2013). This system is available from the upazila level primary healthcare facility to national level tertiary health facilities. All SMS texts sent by service users go into a publicly-available national web portal[1] containing issues that service users provided feedback on, dates of receipt of feedback and address of the service provider. Anyone can make complaint at any time via text messages which goes to the portal, and is evaluated by designated MIS staff to determine the type, contacted to the appropriate authority to resolve the issue and marked on the web about the solution status.

The MIS database categorized type of complaints as: health infrastructure, health workforce, service utilization, justice and fairness, others, false. The official first has to verify if the complaint is genuine or false. Upon receiving the SMS, the official makes a call to the individual and talks to the complainant to get a broader idea of the complaint, to understand it better. Then the official is to talk with the respective authority or service provider concerned, depending on the nature of the complaint. If the complaint is false, it is left as it is, updating the DGHS Complaint website

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[1] http://app.dghs.gov.bd/complaintbox/?actn=lstmsg

with remark that the complaint was found to be false. However, if the complaint is deemed to be true, the officer handling the messages categorizes it in the extent of severity/risk scale, based on a predetermined categorization of complaints and the officer's own judgment. The respective provider/authority is consulted, and means of resolution of the issue is agreed. At this stage, the handling official records every detail in the website, including whether the complaint has been resolved and what steps have been taken in the comments field. The complaints with other statistical values are publicly available online, therefore, in this system the patients can see their complaint status going online but cannot track progress if the authority does not let them know. The following flowchart summarizes how SMS complaints are received and regulated and inserted in the MIS database:



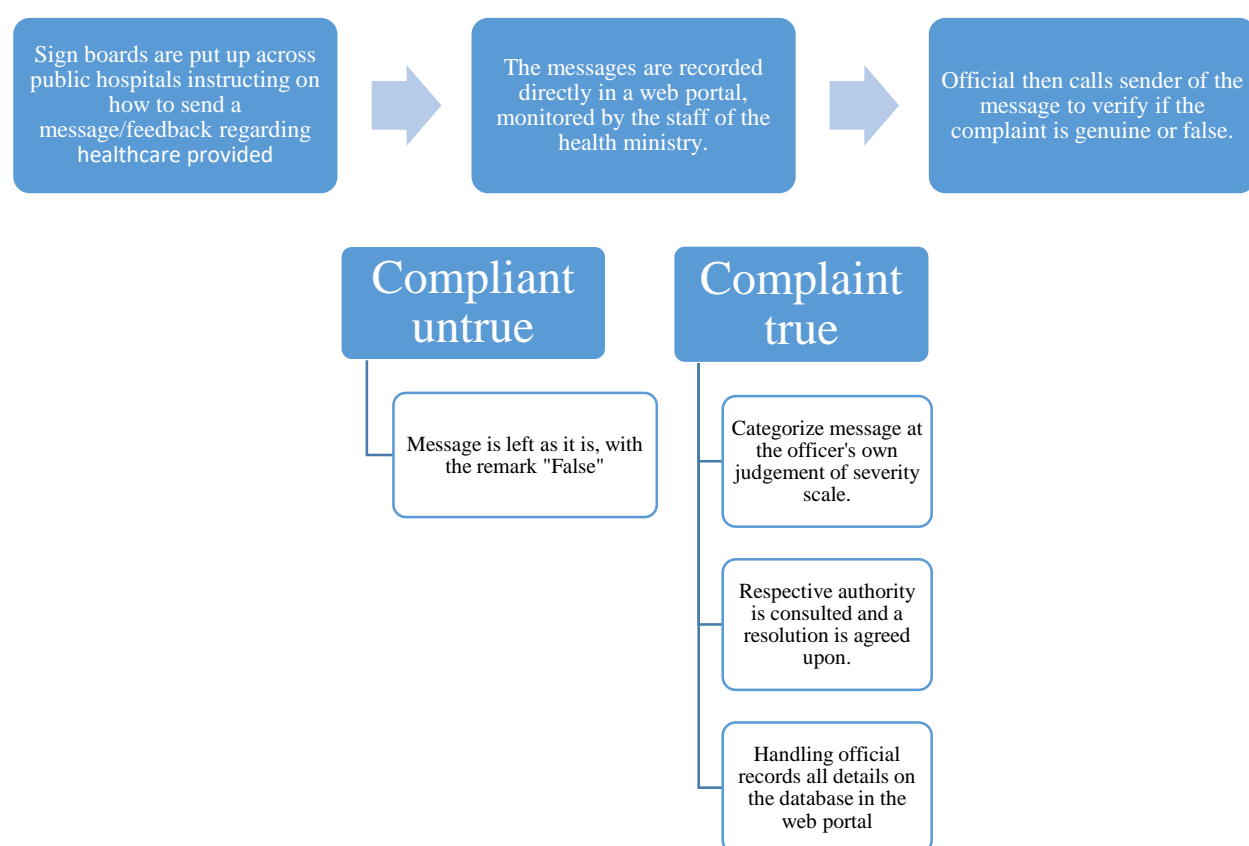**Figure 1: Flowchart illustrating procedure of handling SMS in MIS**

Sign boards instructing patients or consumers on how to send an SMS regarding complaints and recommendations for improving healthcare have been set up in 800 public hospitals.

The system, which runs on 'health call centre 16263' namely Shasthaya Batayan, is also implemented by DGHS and has been in use since 2016. The frequency of complaints to the call

centre is available publicly on an online web portal[2].This system was developed with the objective to provide health advice, information, complaints and suggestions. The calls are recorded and entered in the list of SMS in Shasthaya Batayan source and are processed by following the prior system.

The difference between the traditional and this new system of suggestions or complaints box is that the suggestions or complaints are seen by the central authority directly, and therefore, corrective measures can be taken with stronger effects.

## Objective

The GRS system aims to have a fast, effective and user-friendly grievance response in the DGHS, MOHFW. This system will help in improving citizen engagement and health service delivery by informing policy level.

Objectives of this report are:

- Understanding pattern of messages
- Understanding distribution of messages
- Identifying the gaps of the GRS system

## Methodology

GRS is a centralized messaging system. All messages gathered in central database. We extract data from the database. Then categories the messages based on GRS guideline and creates all the graphs and charts.

| sender | org_name | message | datetime |
|---|---|---|---|
| +12019841137 | National Institute of Neuro Scien | 7th floor,word no.06.. change the night duty boy....immediately | 01-06-2017 @ 09:01:35pm |
| 01190416595 | Kushtia 250 bed General Hospital | clean ness is so bad and insufficient bed space | 12-10-2013 @ 05:12:43pm |
| 01190643168 | Faridpur Medical College Hospital | if govern  doctor died in every day did we face this type of problem daily? | 26-08-2012 @ 11:28:39am |
| 01190694789 | Ulipur Upazila Health Complex | food system is not well | 22-08-2012 @ 04:59:24pm |
| 01190752888 | Patiya Upazila Health Complex | set not enought | 09-07-2014 @ 07:43:00pm |
| 01191032031 | Dakhin Surma Upazila Health Compl | evry doctor set in the saparets room | 12-12-2011 @ 12:41:31pm |
| 01191170049 | Shaheed Suhrawardy Medical Colleg | there is no x-ray film & toilet not cleaned. | 03-08-2016 @ 05:43:51pm |
| 01191248039 | Gouripur Upazila Health Complex | administration weak. | 11-01-2012 @ 02:04:52pm |
| 01191248100 | National Institute Of Ophthalmolo | the nurse service is not well.Their behave is not much good. | 14-11-2013 @ 11:56:26pm |
| 01191315919 | Chuadanga District Hospital | Tere is no one in ticket covnter for women. | 12-10-2013 @ 09:04:16am |
| 01191344429 | National Institute Of Ophthalmolo | gov.t Hospital kintu tk dile seba pawa jay na dile seba nai. Ei holo gov.t seba. | 20-04-2015 @ 10:21:54am |
| 01191394510 | Feni 250 Bed District Sadar Hospi | They send me room 123 but there was no doctor people are waiting plz do some thing | 31-10-2013 @ 11:00:22am |
| 01191594068 | Boalkhali Upazila Health Complex | unbearable bad smell in patient word. | 06-06-2013 @ 12:24:06pm |
| 01191809666 | Shaheed Suhrawardy Medical Colleg | toilet not clean | 08-01-2012 @ 02:48:12pm |
| 01191832528 | Kurmitola 500 Bed General Hospita | insufficient doctors, nurses,no streachers, bad behavior of the nurses. | 23-07-2016 @ 05:00:25pm |
| 01193313663 | Kushtia 250 bed General Hospital | pregnant/mother sheba is very slow. | 24-10-2013 @ 01:08:06pm |
| 01193421527 | National Institute of Kidney Dise | my mother is a bed ridden patient how i get her admitted | 24-05-2016 @ 04:32:14pm |
| 01195034836 | Feni 250 Bed District Sadar Hospi | matarnity dr absence | 25-05-2014 @ 11:21:17pm |
| 01195152797 | M Abdur Rahim Medical College Hos | antibiotic medicine not available..why??? | 08-02-2012 @ 11:58:01am |
| 01196067965 | Dhamairhat Upazila Health Complex | 50 bad hospital doc only (1) he is RMO  out dor and Emergency cirvis is narss,oadbo | 26-11-2012 @ 10:39:40am |
| 01196105355 | Nilphamari District Hospital | no M B B S doctor in opd | 16-06-2014 @ 05:56:54pm |

**Figure 2: Display of database of grievances as SMS received in MIS**

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[2] http://app.dghs.gov.bd/complaintbox/?actn=adsrch

The data was cleaned to remove all the messages that were irrelevant, or obsolete. For example: messages coming from phone operators; messages not specifying where they want to send that were not pertinent or applicable to the particular matter. Out of 6,593 messages, 6,217 were retrieved and used for this report after thorough review.

The messages were categorized into 8 different groups depending on the nature of the problem. The complaints, compliments and suggestions has been sorted as:
1. Health Infrastructure
2. Health Workforce
3. Service Utilisation
4. Justice and fairness
5. Others
6. False
7. Compliment
8. Suggestion

**Health Infrastructure** if the complaint is regarding any structural component of the health facility such as beds, cabins, rooms, washrooms, etc., it will be marked under this category.

**Health Workforce** if the feedback mentions anything related to any service provider of the health facility, the complaint will be classified into this category. The service providers may include physicians, non-physicians, clinicians, registered nurses, midwives and administration.

**Service Utilisation** any feedback related to the use of existing services in the health facility will go under this category

**Justice and fairness** the feedback that conveys any unjustness or unfairness inside the area of a health facility will be reported under this category.

**Other** Any feedback that does not fit in the categories as mentioned above and sub-categories need to be reported under this category.

**False** Any complaint that is found as false upon investigation by the designated officer of MIS will be categorized as 'False'.

**Compliment** Any feedback that positively indicates respect, salutation, praise, greeting or good wish will be categorized as "Compliment".

**Suggestion** Any feedback from the patients that cannot be categorized as a complaint and express an idea or recommendation or opinion or proposal will be categorized as "Suggestions".

Closure Status can be defined as 5 types:

1. Pending
2. Forwarded
3. Resolved
4. Closed
5. Over-Due

**Pending** Unless feedback is closed, 'Pending' will show against the feedback on the dashboard.

**Forwarded** If the feedback is forwarded and transferred to another department or division of the health ministry, it will be marked as 'Forwarded'.

**Resolved** If the feedback is resolved while investigating, then it will be marked as 'Resolved'.

**Closed** If the feedback is not verifiable or the steps for investigations cannot be followed, it will be marked as 'Closed'.

**Over-Due** If MIS Officer being failed to mark closer of a message in time, the feedback will mark as 'Over Due' at the closure status.

The report was conducted in different steps of GRS (Uptake, process, investigation, solution) following the criteria given below:

1. Number of grievances received: in each month and from each level of health facility
2. Categorizing the messages into different types
3. Ranking of the messages according to severity;
4. Solution status of the complaints: according to severity

## Results

### Analysis of Received Messages

After extracting data from database, a total of 6217 valid complaints, compliments and suggestions from the cleaned set of data have been found in 2019.

**(a) Months wise message distribution**

There is no specific pattern which shows a uniform increase or decrease in the number of messages, received as complaints, compliments or suggestions, over the years. 744 massages come from the service receiver in December which is the highest and 349 massages come from the service receiver in May which is the lowest.
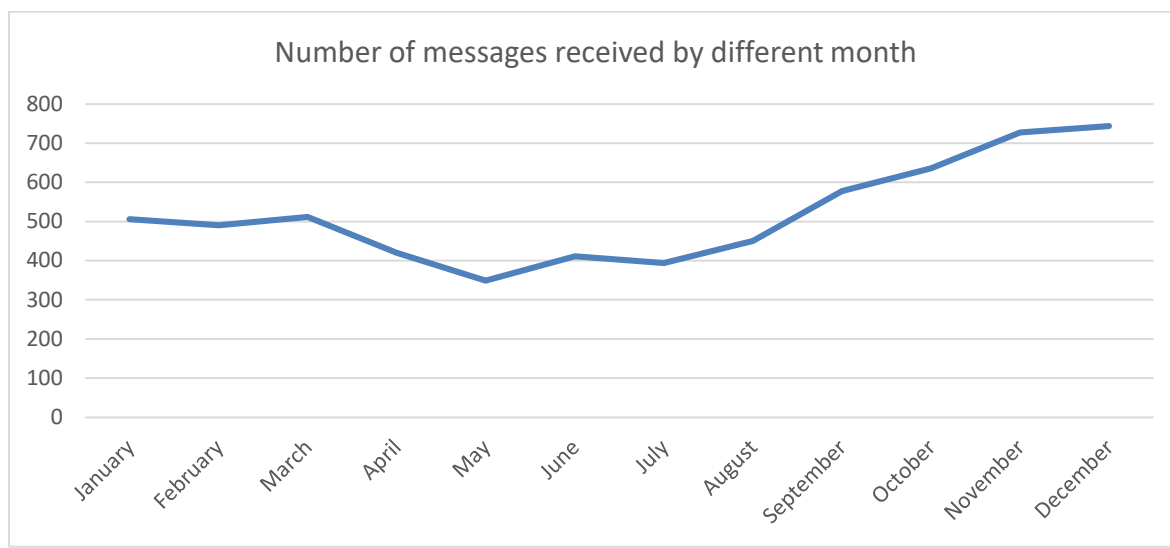
**Figure 3:** **Number of messages received by different months**

**(b) Division wise message distribution:**

A division wise study of the acquired data shows the number of complaints/compliments/suggestions received in each of the 8 divisions, varying in the division taken into account. From 6217 messages Dhaka division has received the highest number of messages (1676), with a percentage of 26.9%. Being second to Dhaka, is Khulna division, with 22.9%. Thirdly, Rajshahi with 16.6%. Chattogram and Rangpur having a percentage of 10.5% and 8.2%, respectively. Barisal having lower a percentage of 7.8%, along with Mymensingh having 3.75%, whilst Sylhet received the lowest number of complaints, compliments or suggestions (200) of 3.2%.
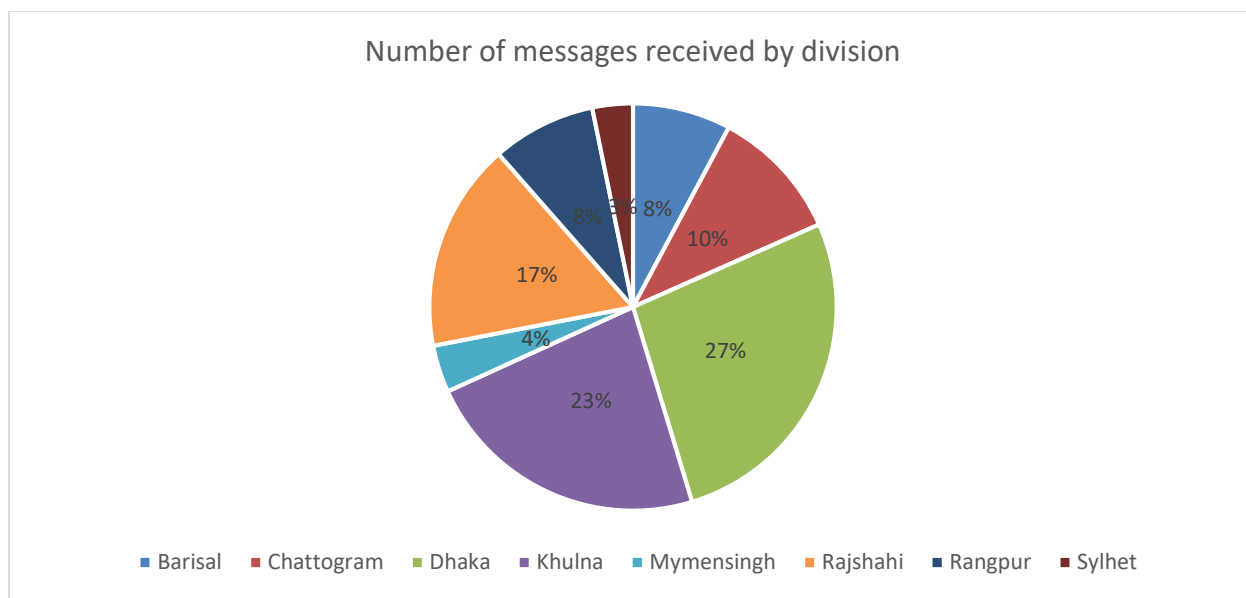
**Figure 4: Number of messages received by division**

(c) **Tertiary Hospital wise message distribution**

Digging deeper into these messages, we sorted out the number of complaints, compliments and suggestions received by district hospitals; upazila health complexes and other specialzed hospitals. District hospitals received the highest percentage of messages in November which is 11.78, and received the lowest number of messages in May.
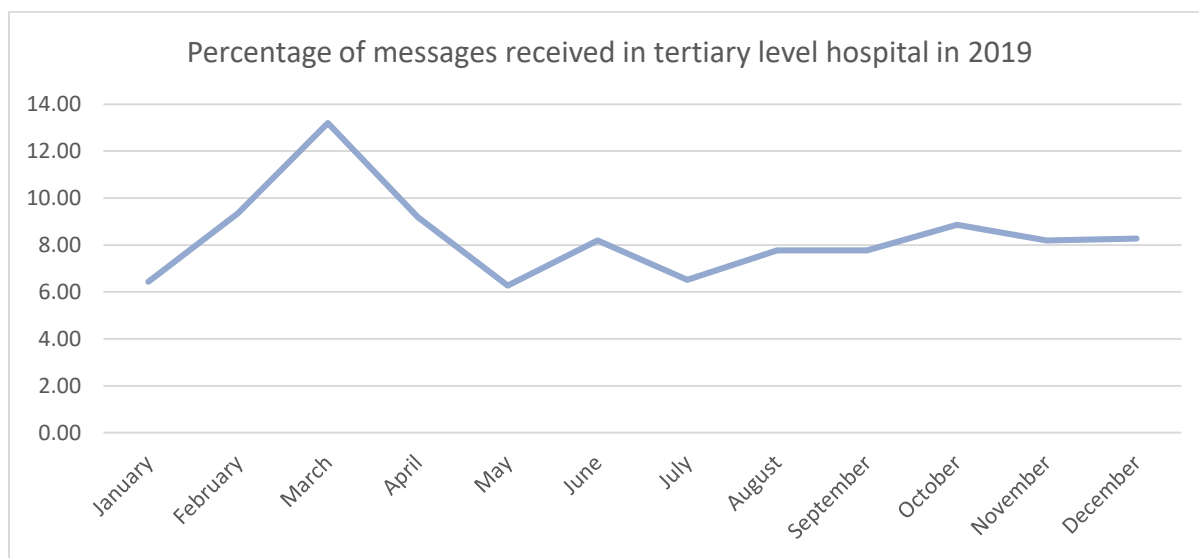


**Figure 5: Percentage of messages received at the tertiary level hospital in 2019**

**(d) District Hospital wise message distribution**

From all messages, we sorted out the number of complaints, compliments and suggestions received by district hospitals; upazila health complexes and other specialzed hospitals. Tertiary level hospital received the highest number of messages in March which percentage is 13.20%, and received the lowest number of messages in May which percentage is 6.27%.
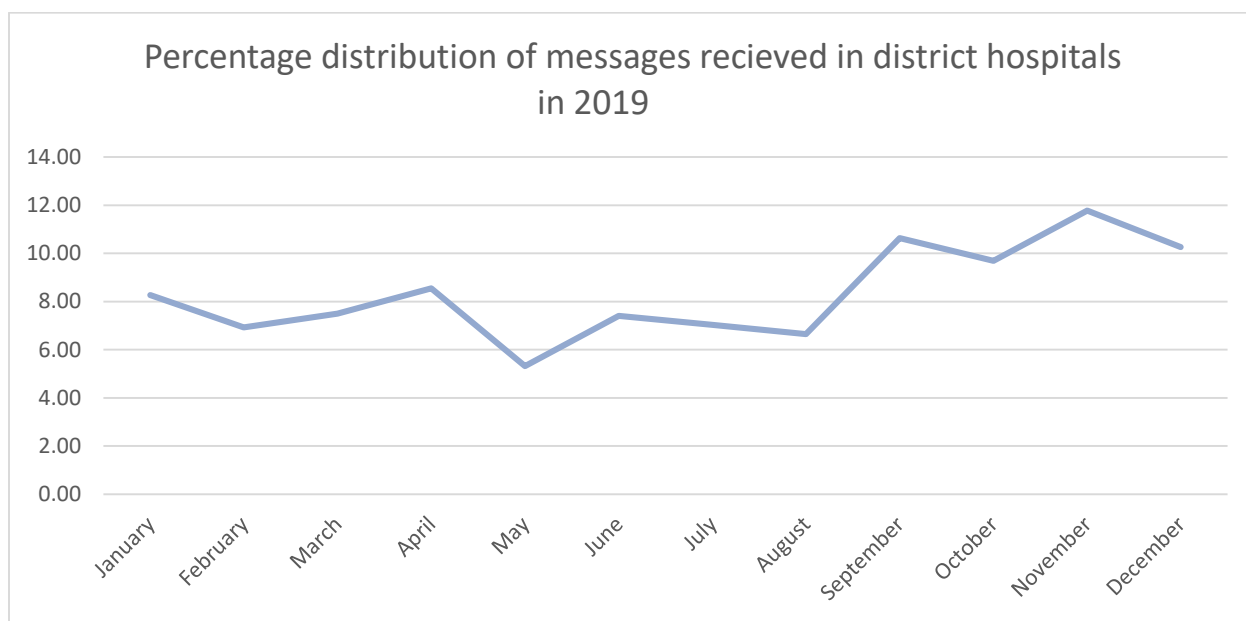


**Figure 6: Percentage of messages received at district hospitals in 2019**

**(e) Upazila health Complexes wise message distribution**

From all messages, we sorted out the number of complaints, compliments and suggestions received by district hospitals; upazila health complexes and other specialzed hospitals. Upazila health complex received the highest number of messages in December, and received the lowest number of messages in April.
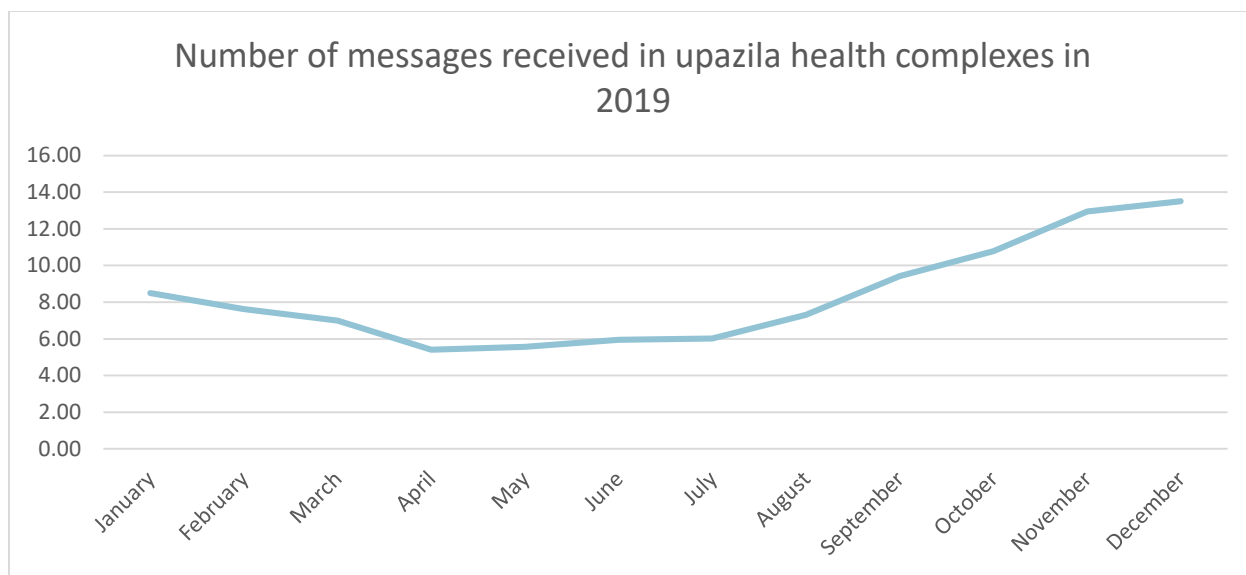
Figure 7: Number of messages received in UHC in 2019

The three charts above, representing the numbers of complaints received at the Tertiary level, District level and the Upazila level hospitals.

**(f) Complaints category wise message distribution**
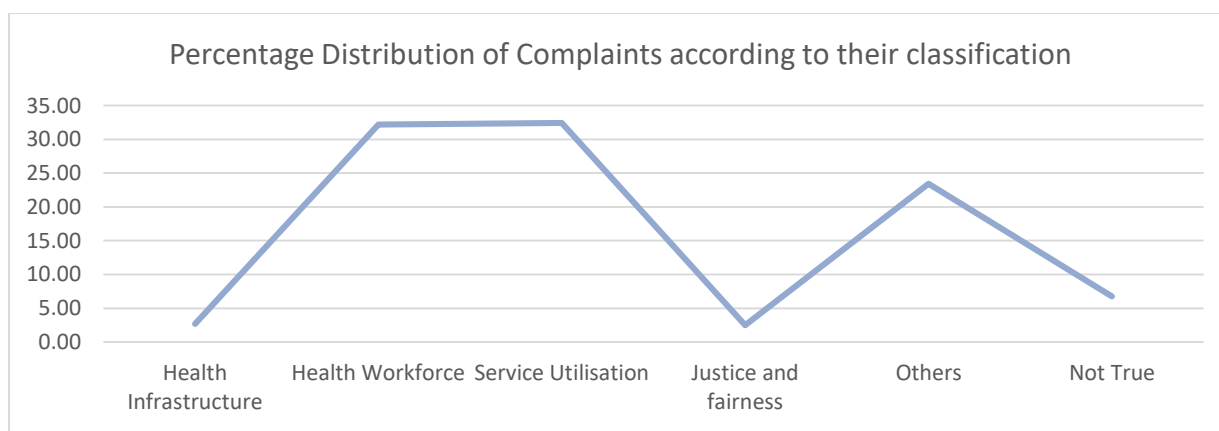


**Figure 8: Percentage distribution of messages by category wise**

The number of the total valid complaint is 3132 and the false complaint is 227. From 3359 messages the type of complaint that was reported as Service utilisation which percentage is 32.45%, Percentage of health workforce is 32.21%, Health Infrastructure percentage is 2.68%, Justice and fairness percentage is 2.47%, 23.43% Complaints are marked as others category. 6.76% of Complaints are marked as not true. That means the complainer sends the message against any service provider or facility and after investigating the message is known as false.

**(g) Complaints distribution according ranking**

Further exploration of the data, led to ranking of the complaints made as: mild, moderate, major and others complaints. From 3132 valid complaints majority of the complaints have been identified as being mild- which percentage is 59.04%. Moderate complaints received were 36.13%. Percentage of major complaints was 1.71%. Percentage of other complaints ssswas 1.71%.



Percentage distribution of messages according to their severity ranking

59%

34%

2% 2%

■ Mild  ■ Moderate  ■ Major  ■ Others
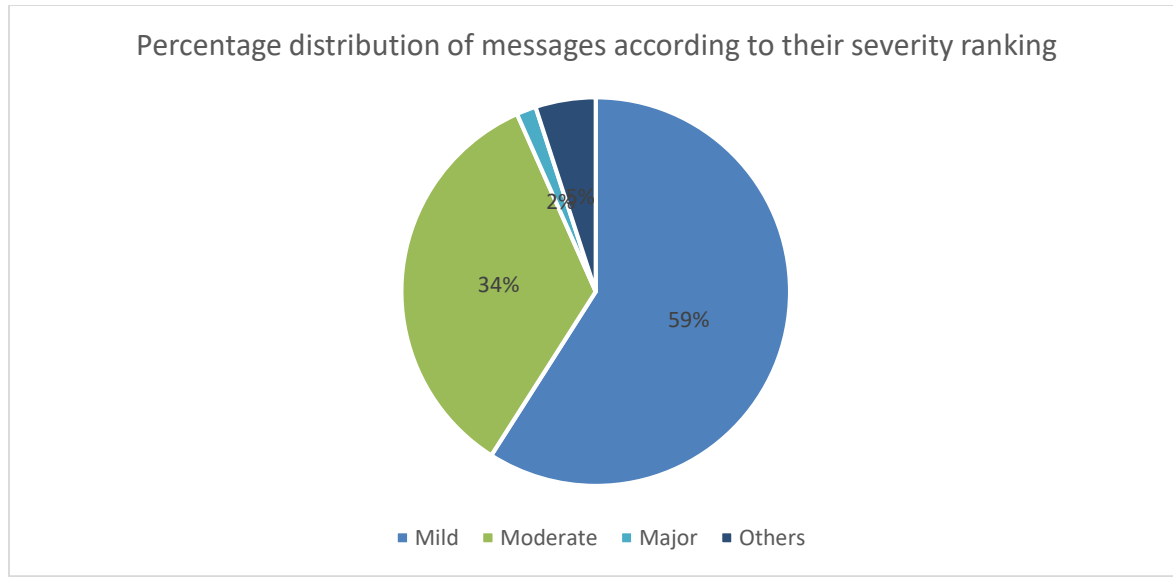
**Figure 9: Percentage distribution of complaints according to ranking**

In depth analysis of the types of complaints reveal how they are ranked and if they have been solved or need to be solved.

**(h) Complaints distribution according Closure Status**

Closure status of the complaints made as: Pending, Forwarded, Resolved and Closed complaints. From 3132 valid complaints majority of the complaints have been identified as being forwarded which percentage is 73.02%. 19.09% Complaints marked as Resolved. Percentage of Pending complaints was 7.89%. Number of closed complaints was 0.
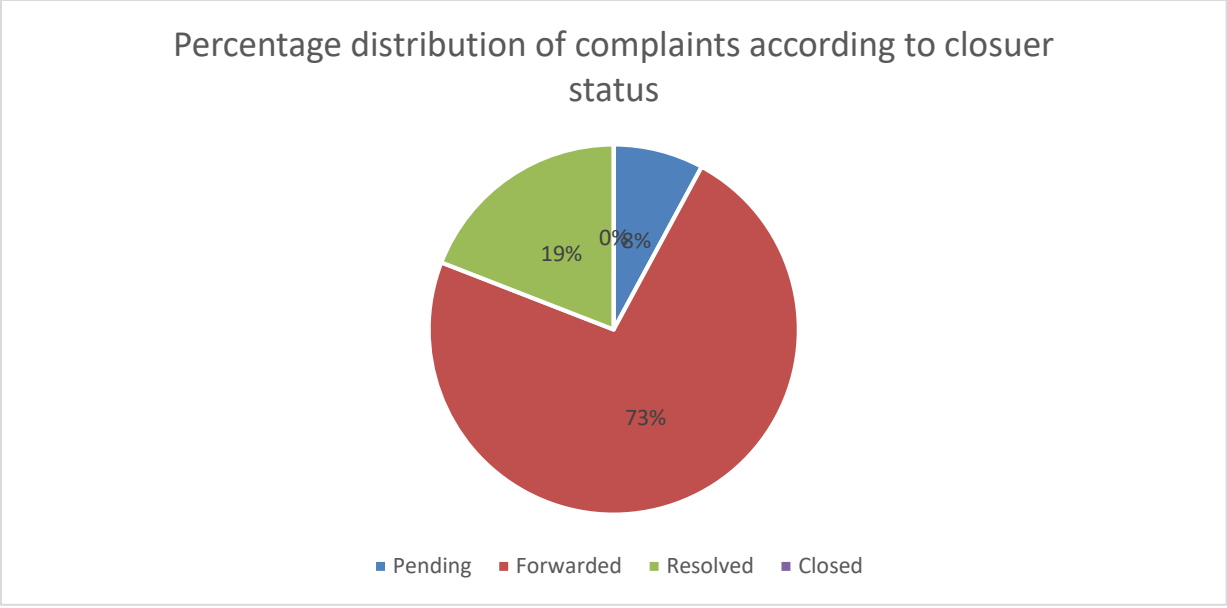
**Figure 10: Percentage distribution of complaints according to closure status**

## Limitation and Recommendation:

A well-functioning GRS system can provide opportunities for quality healthcare. Through this yearly report we could get a proper scenario of this system in 2019. It focuses on the SMS based feedback system implemented by DGHS and will deal with feedback obtained from the service users of the public health facilities under DGHS only. The MIS unit of DGHS is responsible for recording, reporting and forwarding the feedback received from the service users by SMS. The MIS unit and it's designated team are not responsible for complete resolution of the patient feedback as it is out their jurisdiction. Some of messages marked as Over-Due for lack of human resources in MIS. The MIS unit and its designated team were not be responsible for complete resolution of the patient feedback as it is out of MIS jurisdiction. MIS will ensure connectivity between demand and supply side of the health system in the public health facilities. This will facilitate next level management for patient grievance redress and planning for potential future integration with other departments of the Ministry of Health and Family Welfare.

## Conclusion:

Proper application of this system will generate a regular structured and systematic report that may help in planning the development of health services delivery in different facilities at the level of upazila, district and division. This system will also make a ground for broader grievance redress mechanism in the country for its citizens.

# Annex: Table referred to this Report

## Table 1: District wise annual message category report

This table provided a district-wise number of messages by category and subcategory. In detail, every district gets how many complaints, suggestions, and compliments get in 2019.

| District | Complaints | | | | | | Suggestions | | | | | Compliments | | | | | Rank | | | | Closure Status | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | FALSE | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | Minor | Moderate | Major | Others | Pending | Forwarded | Resolved | Closed | Over-Due |
| Bagerhat | 7 | 26 | 14 | 2 | 12 | 4 | 1 | 12 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 1 | 32 | 25 | 0 | 4 | 3 | 38 | 16 | 0 | 6 |
| Bandarban | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Barguna | 2 | 16 | 9 | 0 | 8 | 1 | 0 | 4 | 3 | 0 | 4 | 1 | 0 | 3 | 0 | 3 | 18 | 15 | 1 | 1 | 6 | 23 | 5 | 0 | 18 |
| Barishal | 2 | 31 | 22 | 4 | 24 | 7 | 1 | 6 | 0 | 0 | 7 | 0 | 1 | 15 | 0 | 8 | 48 | 27 | 1 | 7 | 4 | 65 | 7 | 0 | 20 |
| Bhola | 1 | 12 | 10 | 4 | 17 | 13 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 5 | 17 | 11 | 3 | 3 | 0 | 27 | 11 | 0 | 18 |
| Bogura | 4 | 51 | 69 | 3 | 37 | 1 | 2 | 26 | 2 | 0 | 10 | 0 | 4 | 21 | 0 | 15 | 107 | 60 | 2 | 1 | 1 | 135 | 23 | 0 | 64 |
| Brahmanbaria | 0 | 6 | 6 | 1 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 3 | 7 | 3 | 1 | 3 | 1 | 7 | 4 | 0 | 2 |
| Chandpur | 2 | 7 | 14 | 0 | 13 | 0 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 2 | 26 | 12 | 1 | 0 | 7 | 33 | 4 | 0 | 1 |
| Chapai Nawabganj | 0 | 8 | 7 | 0 | 2 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 3 | 0 | 3 | 1 | 6 | 7 | 0 | 16 |
| Chattogram | 0 | 16 | 34 | 2 | 7 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 36 | 25 | 1 | 0 | 5 | 43 | 11 | 0 | 28 |
| Chuadanga | 0 | 27 | 11 | 0 | 9 | 0 | 0 | 13 | 0 | 0 | 1 | 0 | 1 | 17 | 0 | 24 | 21 | 24 | 0 | 3 | 6 | 40 | 6 | 0 | 22 |
| Cox's Bazar | 0 | 5 | 5 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 2 | 0 | 2 | 6 | 6 | 0 | 1 | 6 | 18 | 10 | 0 | 4 |

| District | Complaints | | | | | | Suggestions | | | | | Compliments | | | | | Rank | | | | Closure Status | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | FALSE | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | Minor | Moderate | Major | Others | Pending | Forwarded | Resolved | Closed | Over-Due |
| Cumilla | 0 | 16 | 19 | 3 | 11 | 3 | 1 | 5 | 2 | 0 | 6 | 0 | 0 | 29 | 0 | 27 | 31 | 18 | 0 | 3 | 1 | 37 | 9 | 0 | 11 |
| Dhaka | 16 | 125 | 151 | 18 | 127 | 16 | 2 | 19 | 20 | 0 | 41 | 8 | 7 | 81 | 0 | 115 | 302 | 132 | 10 | 18 | 19 | 301 | 95 | 0 | 211 |
| Dinajpur | 3 | 16 | 26 | 3 | 13 | 8 | 0 | 3 | 0 | 0 | 7 | 0 | 0 | 2 | 0 | 0 | 37 | 16 | 1 | 8 | 1 | 41 | 13 | 0 | 7 |
| Faridpur | 0 | 5 | 7 | 0 | 6 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 12 | 3 | 0 | 3 | 3 | 8 | 6 | 0 | 2 |
| Feni | 0 | 20 | 21 | 2 | 25 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 46 | 25 | 0 | 0 | 1 | 56 | 11 | 0 | 3 |
| Gaibandha | 0 | 5 | 3 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 6 | 4 | 0 | 1 | 8 | 7 | 2 | 0 | 0 |
| Gazipur | 7 | 54 | 31 | 4 | 22 | 9 | 0 | 9 | 4 | 0 | 8 | 0 | 6 | 33 | 0 | 6 | 59 | 49 | 1 | 9 | 2 | 86 | 21 | 0 | 32 |
| Gopalganj | 0 | 6 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 2 | 2 | 7 | 3 | 2 | 0 | 1 |
| Habiganj | 0 | 21 | 5 | 0 | 6 | 2 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 19 | 0 | 2 | 1 | 28 | 1 | 0 | 5 |
| Jamalpur | 0 | 4 | 14 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 18 | 4 | 1 | 0 | 8 | 21 | 2 | 0 | 13 |
| Jashore | 9 | 39 | 46 | 0 | 30 | 9 | 0 | 39 | 5 | 0 | 3 | 2 | 4 | 91 | 0 | 81 | 66 | 48 | 1 | 3 | 2 | 106 | 4 | 0 | 79 |
| Jhalokati | 1 | 4 | 4 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 8 | 2 | 0 | 4 | 0 | 6 | 4 | 0 | 8 |
| Jhenaidah | 5 | 72 | 31 | 1 | 65 | 14 | 2 | 18 | 2 | 0 | 6 | 0 | 1 | 16 | 0 | 35 | 101 | 59 | 2 | 3 | 2 | 131 | 29 | 0 | 81 |
| Joypurhat | 0 | 34 | 35 | 0 | 19 | 14 | 0 | 4 | 1 | 0 | 3 | 0 | 0 | 22 | 0 | 5 | 43 | 31 | 1 | 1 | 4 | 67 | 7 | 0 | 37 |
| Khagrachhari | 1 | 11 | 12 | 0 | 16 | 1 | 0 | 4 | 1 | 0 | 4 | 1 | 1 | 3 | 0 | 12 | 28 | 10 | 0 | 1 | 9 | 26 | 14 | 0 | 4 |
| Khulna | 0 | 12 | 18 | 1 | 13 | 3 | 0 | 2 | 1 | 0 | 0 | 0 | 2 | 8 | 0 | 8 | 24 | 16 | 0 | 3 | 6 | 29 | 6 | 0 | 5 |

| District | Complaints | | | | | | Suggestions | | | | | Compliments | | | | | Rank | | | | Closure Status | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | FALSE | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | Minor | Moderate | Major | Others | Pending | Forwarded | Resolved | Closed | Over-Due |
| Kishorganj | 0 | 13 | 6 | 0 | 14 | 2 | 1 | 4 | 1 | 0 | 5 | 1 | 1 | 6 | 0 | 11 | 17 | 11 | 2 | 2 | 5 | 21 | 4 | 0 | 16 |
| Kurigram | 0 | 8 | 10 | 0 | 2 | 3 | 0 | 2 | 1 | 0 | 1 | 0 | 2 | 4 | 0 | 3 | 13 | 8 | 1 | 3 | 6 | 16 | 4 | 0 | 9 |
| Kushtia | 0 | 6 | 9 | 0 | 7 | 1 | 0 | 6 | 2 | 0 | 2 | 0 | 0 | 1 | 0 | 7 | 13 | 8 | 0 | 1 | 1 | 14 | 4 | 0 | 4 |
| Lakshmipur | 1 | 8 | 16 | 0 | 20 | 4 | 0 | 5 | 1 | 0 | 0 | 0 | 0 | 11 | 0 | 4 | 29 | 17 | 0 | 2 | 3 | 32 | 7 | 0 | 12 |
| Lalmonirhat | 0 | 2 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 1 | 12 | 3 | 0 | 0 |
| Madaripur | 0 | 4 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 1 | 2 | 12 | 0 | 1 |
| Magura | 0 | 3 | 5 | 0 | 6 | 2 | 1 | 13 | 1 | 0 | 3 | 0 | 0 | 14 | 0 | 14 | 9 | 4 | 0 | 2 | 6 | 11 | 1 | 0 | 9 |
| Manikganj | 0 | 5 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 3 | 3 | 4 | 0 | 1 | 9 | 5 | 2 | 0 | 0 |
| Maulvibazar | 0 | 17 | 26 | 0 | 3 | 5 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 35 | 5 | 1 | 5 | 7 | 24 | 20 | 0 | 7 |
| Meherpur | 0 | 1 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 8 | 2 | 1 | 0 | 0 |
| Munshiganj | 0 | 12 | 6 | 0 | 4 | 2 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 4 | 0 | 5 | 16 | 4 | 0 | 2 | 3 | 9 | 9 | 0 | 5 |
| Mymensingh | 0 | 17 | 15 | 0 | 7 | 4 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 44 | 0 | 44 | 24 | 13 | 0 | 4 | 1 | 25 | 8 | 0 | 17 |
| Naogaon | 4 | 14 | 8 | 1 | 7 | 5 | 0 | 26 | 5 | 0 | 5 | 0 | 3 | 9 | 0 | 2 | 20 | 7 | 1 | 1 | 2 | 21 | 6 | 0 | 14 |
| Narail | 1 | 13 | 8 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 6 | 10 | 1 | 2 | 8 | 16 | 3 | 0 | 3 |
| Narayanganj | 0 | 3 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 1 | 0 | 0 | 9 | 7 | 3 | 0 | 2 |
| Narsingdi | 4 | 60 | 20 | 3 | 32 | 3 | 0 | 7 | 6 | 0 | 6 | 0 | 0 | 15 | 0 | 8 | 57 | 55 | 3 | 1 | 8 | 94 | 13 | 0 | 27 |
| Natore | 1 | 8 | 11 | 0 | 7 | 1 | 0 | 4 | 3 | 0 | 3 | 0 | 1 | 10 | 0 | 5 | 20 | 6 | 0 | 1 | 10 | 20 | 6 | 0 | 5 |

| District | Complaints | | | | | | Suggestions | | | | | Compliments | | | | | Rank | | | | Closure Status | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | FALSE | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | Minor | Moderate | Major | Others | Pending | Forwarded | Resolved | Closed | Over-Due |
| Netrakona | 2 | 8 | 7 | 0 | 5 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 14 | 8 | 0 | 2 | 1 | 16 | 3 | 0 | 3 |
| Nilphamari | 4 | 50 | 39 | 1 | 42 | 12 | 0 | 5 | 7 | 0 | 5 | 0 | 1 | 7 | 0 | 10 | 59 | 64 | 2 | 4 | 7 | 95 | 21 | 0 | 17 |
| Noakhali | 2 | 8 | 33 | 2 | 19 | 3 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 2 | 0 | 6 | 42 | 20 | 0 | 3 | 5 | 47 | 11 | 0 | 9 |
| Pabna | 0 | 9 | 21 | 2 | 7 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 6 | 0 | 1 | 26 | 12 | 0 | 3 | 3 | 26 | 7 | 0 | 10 |
| Panchagarh | 0 | 7 | 12 | 0 | 8 | 0 | 0 | 6 | 0 | 0 | 2 | 0 | 1 | 17 | 0 | 16 | 14 | 12 | 0 | 1 | 4 | 24 | 10 | 0 | 28 |
| Patuakhali | 0 | 15 | 10 | 0 | 5 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 4 | 14 | 12 | 0 | 4 | 1 | 26 | 9 | 0 | 12 |
| Pirojpur | 1 | 11 | 8 | 0 | 5 | 0 | 0 | 7 | 0 | 0 | 2 | 0 | 8 | 32 | 0 | 17 | 13 | 14 | 1 | 0 | 1 | 19 | 4 | 0 | 15 |
| Rajbari | 1 | 10 | 1 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 5 | 6 | 1 | 3 | 0 | 12 | 3 | 0 | 4 |
| Rajshahi | 3 | 34 | 94 | 19 | 38 | 10 | 0 | 4 | 1 | 0 | 6 | 0 | 1 | 2 | 0 | 0 | 125 | 53 | 6 | 2 | 3 | 142 | 34 | 0 | 39 |
| Rangamati | 0 | 0 | 3 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 1 | 2 | 1 | 0 | 2 | 1 | 2 | 1 | 0 | 1 |
| Rangpur | 0 | 14 | 13 | 3 | 3 | 2 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 2 | 0 | 2 | 17 | 12 | 1 | 3 | 1 | 18 | 11 | 0 | 6 |
| Satkhira | 3 | 18 | 24 | 0 | 15 | 4 | 0 | 17 | 1 | 0 | 8 | 3 | 2 | 49 | 0 | 25 | 33 | 27 | 0 | 4 | 1 | 47 | 7 | 0 | 28 |
| Shariatpur | 0 | 4 | 5 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 3 | 0 | 2 | 0 | 5 | 4 | 0 | 1 |
| Sherpur | 0 | 1 | 4 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 5 | 2 | 0 | 0 | 0 | 6 | 10 | 0 | 3 |
| Sirajganj | 2 | 9 | 17 | 0 | 2 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 3 | 23 | 1 | 0 | 2 | 12 | 19 | 6 | 0 | 10 |
| Sunamganj | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 9 | 6 | 0 | 1 |
| Sylhet | 0 | 19 | 16 | 1 | 9 | 5 | 0 | 19 | 0 | 0 | 3 | 0 | 0 | 6 | 0 | 2 | 26 | 15 | 2 | 1 | 1 | 28 | 9 | 0 | 15 |

| District | Complaints | | | | | | Suggestions | | | | | Compliments | | | | | Rank | | | | Closure Status | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | FALSE | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | Health Infrastructure | Health Workforce | Service Utilisation | Justice and fairness | Others | Minor | Moderate | Major | Others | Pending | Forwarded | Resolved | Closed | Over-Due |
| Tangail | 0 | 11 | 4 | 0 | 8 | 8 | 1 | 2 | 1 | 0 | 3 | 0 | 0 | 5 | 0 | 0 | 10 | 6 | 0 | 1 | 4 | 14 | 3 | 0 | 3 |
| Thakurgaon | 1 | 10 | 4 | 0 | 3 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 6 | 0 | 1 | 0 | 13 | 3 | 0 | 4 |
| Total | 90 | 1082 | 1090 | 83 | 787 | 227 | 12 | 313 | 76 | 0 | 179 | 17 | 50 | 623 | 0 | 550 | 1849 | 1075 | 51 | 157 | 247 | 2287 | 598 | 0 | 1038 |

Total Messages = Valid Complaint + False Complaint + Suggestions + Compliments + Overdue

= 3132+227+580+1240+1038

= 6217 (Number of total valid messages)

Total Valid Complaints = 3132

## Table 2: District wise monthly distribution

This table provided a district-wise number of messages by month. In detail, every district gets how many complaints, suggestions, and compliments get in every month of 2019. Shows Complaints, Suggestions and Compliments separately.

| District | Complaints | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Bagerhat | 0 | 1 | 2 | 1 | 5 | 6 | 7 | 9 | 8 | 11 | 8 | 3 |

| District | Complaints | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Bandarban | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Barguna | 0 | 1 | 1 | 6 | 4 | 1 | 2 | 4 | 4 | 3 | 6 | 3 |
| Barishal | 2 | 6 | 9 | 3 | 10 | 11 | 4 | 11 | 7 | 9 | 7 | 4 |
| Bhola | 9 | 8 | 10 | 7 | 4 | 3 | 0 | 3 | 0 | 1 | 0 | 1 |
| Bogura | 5 | 11 | 25 | 15 | 6 | 12 | 7 | 10 | 13 | 26 | 26 | 8 |
| Brahmanbaria | 1 | 3 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 1 | 3 | 0 |
| Chandpur | 4 | 6 | 2 | 2 | 2 | 1 | 0 | 1 | 7 | 6 | 1 | 5 |
| Chapai Nawabganj | 0 | 0 | 0 | 0 | 1 | 5 | 2 | 1 | 0 | 1 | 4 | 3 |
| Chattogram | 6 | 5 | 10 | 2 | 0 | 1 | 3 | 3 | 4 | 8 | 6 | 12 |
| Chuadanga | 5 | 2 | 6 | 3 | 1 | 5 | 4 | 3 | 2 | 10 | 6 | 0 |
| Cox's Bazar | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 1 | 3 | 3 | 0 | 1 |
| Cumilla | 0 | 2 | 8 | 1 | 1 | 1 | 4 | 5 | 13 | 4 | 7 | 4 |
| Dhaka | 13 | 48 | 66 | 35 | 22 | 27 | 30 | 38 | 64 | 39 | 38 | 18 |
| Dinajpur | 1 | 1 | 1 | 4 | 2 | 3 | 3 | 3 | 15 | 8 | 16 | 4 |
| Faridpur | 0 | 0 | 0 | 2 | 3 | 5 | 1 | 2 | 0 | 3 | 2 | 0 |
| Feni | 4 | 2 | 3 | 2 | 2 | 4 | 1 | 3 | 11 | 11 | 9 | 17 |
| Gaibandha | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 3 | 1 | 3 | 2 |
| Gazipur | 8 | 6 | 11 | 6 | 5 | 7 | 10 | 11 | 15 | 17 | 18 | 4 |

| District | Complaints | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Gopalganj | 1 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 1 | 0 |
| Habiganj | 0 | 4 | 2 | 2 | 4 | 1 | 5 | 3 | 5 | 3 | 1 | 2 |
| Jamalpur | 1 | 1 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 7 | 4 | 6 |
| Jashore | 10 | 10 | 19 | 12 | 12 | 12 | 11 | 10 | 12 | 8 | 6 | 2 |
| Jhalokati | 2 | 2 | 1 | 2 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 2 |
| Jhenaidah | 8 | 15 | 19 | 15 | 11 | 17 | 14 | 19 | 17 | 18 | 16 | 6 |
| Joypurhat | 5 | 5 | 4 | 11 | 7 | 7 | 10 | 1 | 12 | 9 | 9 | 10 |
| Khagrachhari | 0 | 0 | 2 | 3 | 1 | 1 | 1 | 2 | 4 | 7 | 3 | 16 |
| Khulna | 0 | 1 | 1 | 1 | 0 | 4 | 9 | 9 | 9 | 2 | 2 | 6 |
| Kishorganj | 1 | 2 | 2 | 2 | 4 | 0 | 4 | 3 | 6 | 1 | 7 | 1 |
| Kurigram | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 7 | 8 | 1 | 3 | 1 |
| Kushtia | 1 | 1 | 5 | 1 | 0 | 2 | 3 | 3 | 2 | 3 | 1 | 0 |
| Lakshmipur | 6 | 11 | 6 | 2 | 3 | 5 | 2 | 0 | 5 | 0 | 2 | 3 |
| Lalmonirhat | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 1 | 0 | 2 | 0 |
| Madaripur | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 |
| Magura | 0 | 2 | 5 | 3 | 0 | 1 | 0 | 2 | 0 | 1 | 0 | 0 |
| Manikganj | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 2 |
| Maulvibazar | 1 | 1 | 10 | 5 | 3 | 2 | 3 | 5 | 4 | 0 | 3 | 9 |

| District | Complaints | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Meherpur | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 |
| Munshiganj | 0 | 0 | 2 | 2 | 0 | 2 | 1 | 1 | 5 | 2 | 6 | 1 |
| Mymensingh | 2 | 4 | 7 | 1 | 0 | 3 | 5 | 1 | 5 | 6 | 3 | 2 |
| Naogaon | 1 | 5 | 4 | 4 | 2 | 2 | 5 | 1 | 2 | 0 | 6 | 2 |
| Narail | 1 | 5 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 4 | 11 | 0 |
| Narayanganj | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 4 | 2 | 1 |
| Narsingdi | 20 | 8 | 10 | 7 | 10 | 9 | 8 | 12 | 11 | 9 | 3 | 6 |
| Natore | 2 | 1 | 3 | 0 | 0 | 1 | 2 | 1 | 0 | 1 | 7 | 9 |
| Netrakona | 1 | 0 | 0 | 1 | 1 | 0 | 3 | 1 | 2 | 4 | 4 | 5 |
| Nilphamari | 12 | 13 | 14 | 10 | 12 | 11 | 7 | 7 | 13 | 11 | 16 | 10 |
| Noakhali | 3 | 5 | 4 | 4 | 0 | 7 | 3 | 5 | 3 | 8 | 11 | 12 |
| Pabna | 3 | 0 | 2 | 2 | 1 | 4 | 4 | 2 | 8 | 3 | 6 | 0 |
| Panchagarh | 0 | 5 | 4 | 0 | 0 | 1 | 2 | 3 | 2 | 6 | 2 | 3 |
| Patuakhali | 1 | 0 | 6 | 2 | 4 | 2 | 0 | 1 | 2 | 4 | 7 | 1 |
| Pirojpur | 3 | 3 | 2 | 0 | 1 | 1 | 3 | 2 | 2 | 0 | 6 | 2 |
| Rajbari | 5 | 0 | 2 | 0 | 0 | 2 | 4 | 0 | 0 | 1 | 1 | 0 |
| Rajshahi | 15 | 23 | 30 | 18 | 13 | 10 | 11 | 20 | 12 | 9 | 19 | 10 |
| Rangamati | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 1 | 0 |

| District | Complaints | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Rangpur | 4 | 2 | 2 | 2 | 0 | 2 | 2 | 2 | 4 | 7 | 5 | 1 |
| Satkhira | 0 | 0 | 0 | 2 | 0 | 0 | 3 | 12 | 14 | 13 | 15 | 2 |
| Shariatpur | 2 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 3 | 0 | 0 | 0 |
| Sherpur | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 3 | 1 | 1 |
| Sirajganj | 0 | 1 | 0 | 0 | 1 | 1 | 2 | 4 | 1 | 8 | 9 | 3 |
| Sunamganj | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sylhet | 3 | 3 | 2 | 4 | 1 | 2 | 1 | 5 | 5 | 4 | 2 | 3 |
| Tangail | 1 | 7 | 3 | 2 | 0 | 1 | 2 | 3 | 5 | 1 | 0 | 0 |
| Thakurgaon | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 3 | 1 | 1 | 7 | 3 |
| **Total** | **175** | **248** | **332** | **214** | **164** | **213** | **216** | **266** | **359** | **338** | **375** | **232** |

| District | Suggestions | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Bagerhat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 9 |
| Bandarban | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Barguna | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 2 | 3 | 3 | 0 |
| Barishal | 0 | 0 | 2 | 1 | 0 | 4 | 0 | 1 | 2 | 1 | 1 | 2 |

| District | Suggestions | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Bhola | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bogura | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 4 | 9 | 4 | 5 |
| Brahmanbaria | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Chandpur | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Chapai Nawabganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Chattogram | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 |
| Chuadanga | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 4 | 7 | 1 |
| Cox's Bazar | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Cumilla | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 2 | 1 | 3 | 5 | 0 |
| Dhaka | 2 | 5 | 4 | 4 | 3 | 2 | 8 | 9 | 9 | 7 | 16 | 5 |
| Dinajpur | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 4 | 1 |
| Faridpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Feni | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Gaibandha | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gazipur | 1 | 3 | 0 | 3 | 1 | 2 | 0 | 2 | 7 | 3 | 5 | 3 |
| Gopalganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Habiganj | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 1 | 2 | 0 | 1 | 0 |

| District | Suggestions | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Jamalpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Jashore | 4 | 4 | 4 | 5 | 3 | 9 | 11 | 8 | 2 | 8 | 3 | 3 |
| Jhalokati | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Jhenaidah | 1 | 3 | 2 | 1 | 2 | 0 | 2 | 3 | 4 | 3 | 7 | 0 |
| Joypurhat | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 3 | 0 |
| Khagrachhari | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 0 |
| Khulna | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 |
| Kishorganj | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 1 | 2 | 1 | 3 | 0 |
| Kurigram | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 |
| Kushtia | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 4 | 4 |
| Lakshmipur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 3 | 0 |
| Lalmonirhat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Madaripur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Magura | 0 | 1 | 0 | 3 | 1 | 0 | 2 | 4 | 1 | 6 | 0 | 0 |
| Manikganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Maulvibazar | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Meherpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Munshiganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 |

| District | Suggestions | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Mymensingh | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| Naogaon | 0 | 2 | 1 | 0 | 0 | 0 | 7 | 1 | 6 | 6 | 2 | 4 |
| Narail | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Narayanganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Narsingdi | 1 | 6 | 2 | 2 | 0 | 0 | 0 | 2 | 5 | 4 | 5 | 1 |
| Natore | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 0 |
| Netrakona | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Nilphamari | 0 | 1 | 3 | 5 | 0 | 0 | 4 | 1 | 2 | 5 | 2 | 0 |
| Noakhali | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |
| Pabna | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Panchagarh | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 3 | 1 | 2 | 0 |
| Patuakhali | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pirojpur | 0 | 1 | 1 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 1 |
| Rajbari | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Rajshahi | 1 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 5 | 0 |
| Rangamati | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| Rangpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 |
| Satkhira | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 1 | 5 | 6 | 3 | 1 |

| District | Suggestions | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Shariatpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sherpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Sirajganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sunamganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sylhet | 0 | 0 | 0 | 0 | 2 | 3 | 2 | 0 | 2 | 2 | 5 | 1 |
| Tangail | 0 | 0 | 1 | 0 | 0 | 1 | 3 | 0 | 0 | 1 | 1 | 0 |
| Thakurgaon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| **Total** | **12** | **27** | **31** | **31** | **21** | **27** | **51** | **48** | **68** | **96** | **119** | **49** |

| District | Compliments | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Bagerhat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 1 |
| Bandarban | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Barguna | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 2 | 1 | 0 | 1 | 0 |
| Barishal | 3 | 2 | 3 | 0 | 2 | 0 | 2 | 3 | 2 | 4 | 1 | 2 |
| Bhola | 0 | 2 | 1 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| District | Compliments | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Bogura | 0 | 1 | 2 | 2 | 2 | 2 | 2 | 5 | 2 | 6 | 9 | 7 |
| Brahmanbaria | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 1 |
| Chandpur | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Chapai Nawabganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Chattogram | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Chuadanga | 3 | 5 | 4 | 5 | 0 | 0 | 7 | 0 | 4 | 3 | 8 | 3 |
| Cox's Bazar | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Cumilla | 3 | 4 | 3 | 0 | 0 | 5 | 4 | 5 | 8 | 11 | 7 | 6 |
| Dhaka | 8 | 16 | 19 | 11 | 11 | 13 | 14 | 27 | 15 | 19 | 38 | 20 |
| Dinajpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Faridpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Feni | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gaibandha | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gazipur | 3 | 5 | 5 | 8 | 5 | 10 | 1 | 4 | 5 | 2 | 3 | 3 |
| Gopalganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Habiganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Jamalpur | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 |

| District | Compliments | | | | | | | | | | | |
|----------|-------------|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Jashore | 10 | 6 | 11 | 13 | 20 | 18 | 13 | 17 | 22 | 16 | 22 | 10 |
| Jhalokati | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Jhenaidah | 5 | 3 | 1 | 4 | 3 | 5 | 5 | 6 | 6 | 6 | 7 | 1 |
| Joypurhat | 1 | 4 | 3 | 2 | 1 | 1 | 2 | 4 | 1 | 2 | 2 | 4 |
| Khagrachhari | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 13 |
| Khulna | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 2 | 6 | 2 | 2 | 1 |
| Kishorganj | 1 | 4 | 3 | 1 | 0 | 2 | 0 | 1 | 2 | 3 | 1 | 1 |
| Kurigram | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 6 | 1 |
| Kushtia | 0 | 0 | 1 | 1 | 0 | 1 | 2 | 1 | 0 | 1 | 0 | 1 |
| Lakshmipur | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 5 | 3 | 3 |
| Lalmonirhat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Madaripur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Magura | 2 | 8 | 6 | 5 | 2 | 2 | 1 | 0 | 0 | 0 | 1 | 1 |
| Manikganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 |
| Maulvibazar | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| Meherpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Munshiganj | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | 1 | 1 |
| Mymensingh | 6 | 10 | 8 | 9 | 7 | 5 | 8 | 7 | 7 | 8 | 3 | 3 |

| District | Compliments | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Naogaon | 0 | 0 | 1 | 0 | 0 | 6 | 2 | 0 | 0 | 0 | 2 | 3 |
| Narail | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Narayanganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Narsingdi | 0 | 0 | 1 | 3 | 4 | 1 | 1 | 3 | 3 | 0 | 0 | 7 |
| Natore | 0 | 6 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 3 |
| Netrakona | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Nilphamari | 1 | 4 | 1 | 0 | 1 | 1 | 3 | 0 | 1 | 1 | 2 | 3 |
| Noakhali | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 7 |
| Pabna | 0 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 |
| Panchagarh | 1 | 5 | 2 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 1 | 1 |
| Patuakhali | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 4 | 2 | 3 | 0 |
| Pirojpur | 9 | 6 | 5 | 5 | 4 | 7 | 1 | 0 | 6 | 5 | 4 | 3 |
| Rajbari | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Rajshahi | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Rangamati | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 |
| Rangpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 0 |
| Satkhira | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 18 | 26 | 17 | 7 |
| Shariatpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| District | Compliments | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | January | February | March | April | May | June | July | August | September | October | November | December |
| Sherpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sirajganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 3 | 1 |
| Sunamganj | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sylhet | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 2 | 0 | 0 | 1 | 1 |
| Tangail | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 |
| Thakurgaon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total** | **60** | **100** | **88** | **75** | **78** | **88** | **79** | **104** | **127** | **145** | **167** | **129** |