

**Report on**  
**Grievance Redress System (GRS)**  
**For 2020**

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

## Table of Contents

Background .....	3
How to work the System .....	3
Objective .....	5
Methodology .....	5
Results.....	8
Analysis of Messages Received.....	8
Limitation and Recommendation :.....	15
Conclusion : .....	15
Annex .....	16

## List of Figures

Figure 1: Flowchart illustrating procedure of handling SMS in MIS .....	4
Figure 2: Display of database of grievances as SMS received in MIS .....	5
Figure 3: Number of messages received by different month .....	8
Figure 4: Number of messages received by division .....	8
Figure 5: Percentage of messages received at the tertiary level hospital in 2020.....	9
Figure 6: Percentage of messages received at district hospitals in 2020 .....	11
Figure 7: Number of messages received in UHC in 2020 .....	11
Figure 8: Percentage distribution of messages by category wise .....	12
Figure 9: Percentage distribution of messages according to ranking .....	13
Figure10: Percentage distribution of messages according to closure status.....	13

## List of Table

Table 1: District wise annual message category report .....	16
Table 2: District wise monthly distribution .....	21

## **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.

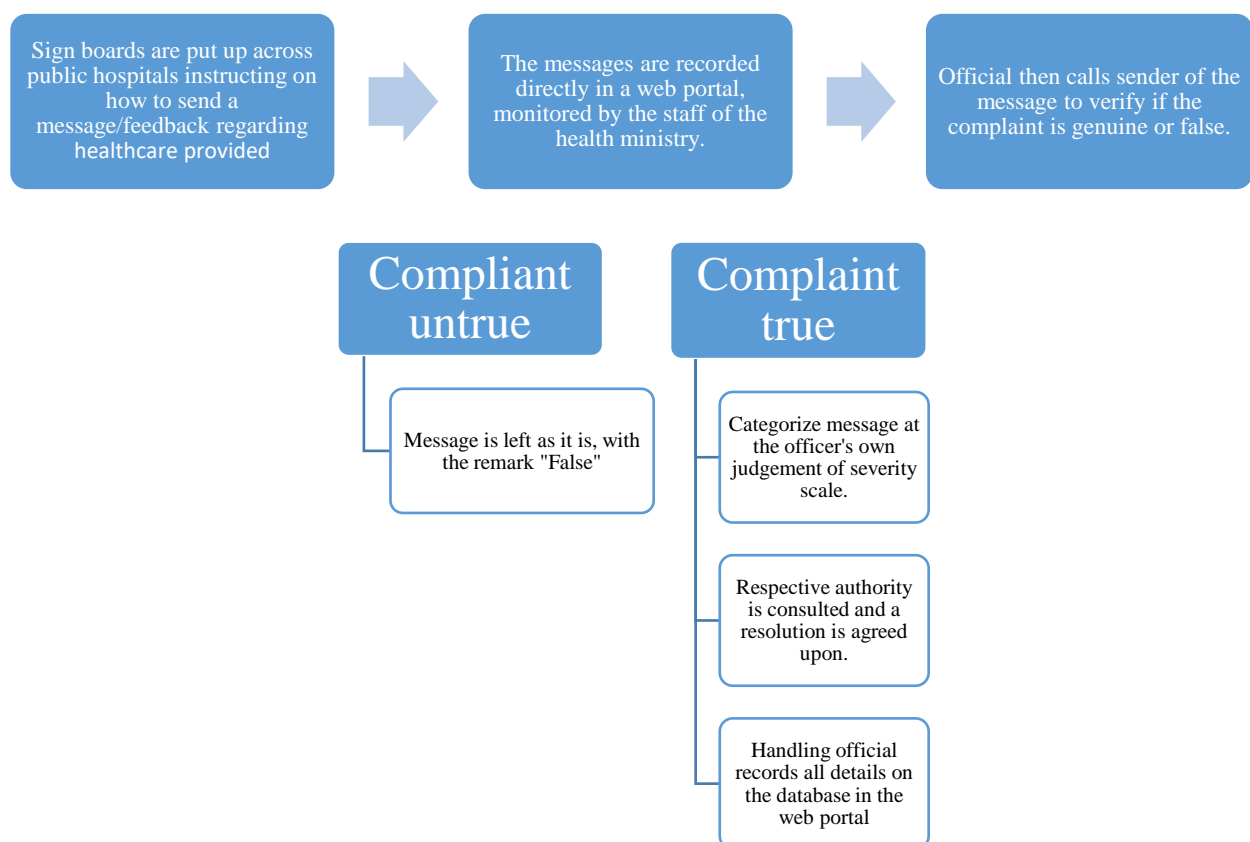
An innovative mechanism has been added to the existing service line of Management Information System (MIS) of Directorate General of Health Services (DGHS) of MOHFW since 2012. A more direct option to make a complaint or giving feedback is the established system of sending SMS (Short Messaging Service) 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<sup>1</sup> 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

---

<sup>1</sup><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<sup>2</sup>. 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.

---

<sup>2</sup><http://app.dghs.gov.bd/complaintbox/?actn=adsrch>

sender	org_name	message	DT
01311987644	Kalai Upazila Health Complex	male and female word nurse not available	2021-03-30 18:27:01
01311987644	Kalai Upazila Health Complex	emergency doctor duty late	2021-03-30 18:26:20
01311987644	Kalai Upazila Health Complex	doctor duty late	2021-03-30 18:25:38
01300801374	Dohar Upazila Health Complex	hospital building very bad, need necessary st	2021-03-29 13:04:10
01314429335	Charghat Upazila Health Complex	skin treatment is available here	2021-03-29 10:59:22
01310084204	Begumganj Upazila Health Complex	notun vobon gulo howyate ai hospitaler poribes	2021-03-29 10:43:24
01303506771	Moulvibazar 250 bed District Sad	hospitaler shamner garden sundor kore ful gas	2021-03-27 13:11:15
01313785501	Sapahar Upazila Health Complex	hospital a bed paoa janina. Diarrhoea rogi maj	2021-03-25 12:58:58
01311987644	Kalai Upazila Health Complex	medicine dr nai	2021-03-25 12:20:58
01311987644	Kalai Upazila Health Complex	male word not cline	2021-03-25 12:17:58
01311987644	Khetlal Upazila Health Complex	gainy dr nai thakle valo hat	2021-03-25 12:05:58
01308137672	Kahaloo Upazila Health Complex	haspatale digital x-ray machin dorkar.	2021-03-25 12:03:58
01311987644	Khetlal Upazila Health Complex	male word not cline	2021-03-25 11:55:58
01311987644	Khetlal Upazila Health Complex	female word cline	2021-03-25 11:54:58
01309628994	Jhenaidah District Hospital	setting arrang not available	2021-03-24 12:38:01
01314975527	Jhenaidah District Hospital	seating arrange not available	2021-03-24 12:37:30
01303859580	Chitalmari Upazila Health Complex	thanks Govt. For corona vaccine	2021-03-23 11:24:59
01313393775	Nilphamari District Hospital	hospital indor & outdoor not clean	2021-03-23 10:45:24
01303904911	National Institute of Neuro Scie	ansars need to be well trained.	2021-03-23 06:01:34
01301666549	Chandanaish Upazila Health Complex	good emergency service	2021-03-22 19:44:05

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

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 8,064 messages, 7,575 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 Utilization** 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

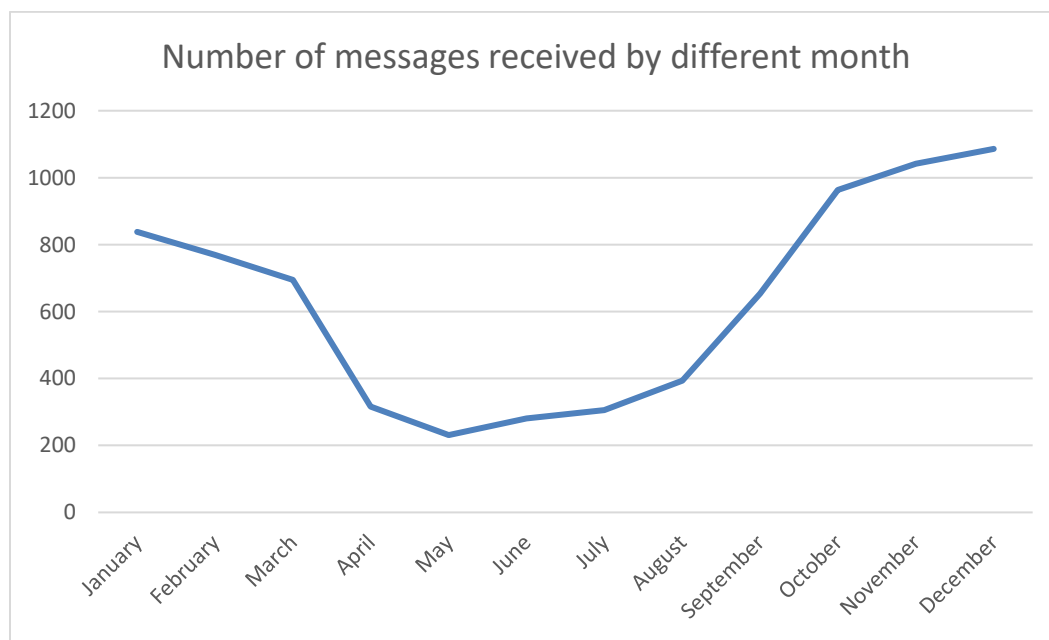
## Results

### Analysis of Received Messages

After extracting data from database, a total of 7,575 valid complaints, compliments and suggestions from the cleaned set of data have been found in 2020.

#### (a) Months wise message distribution

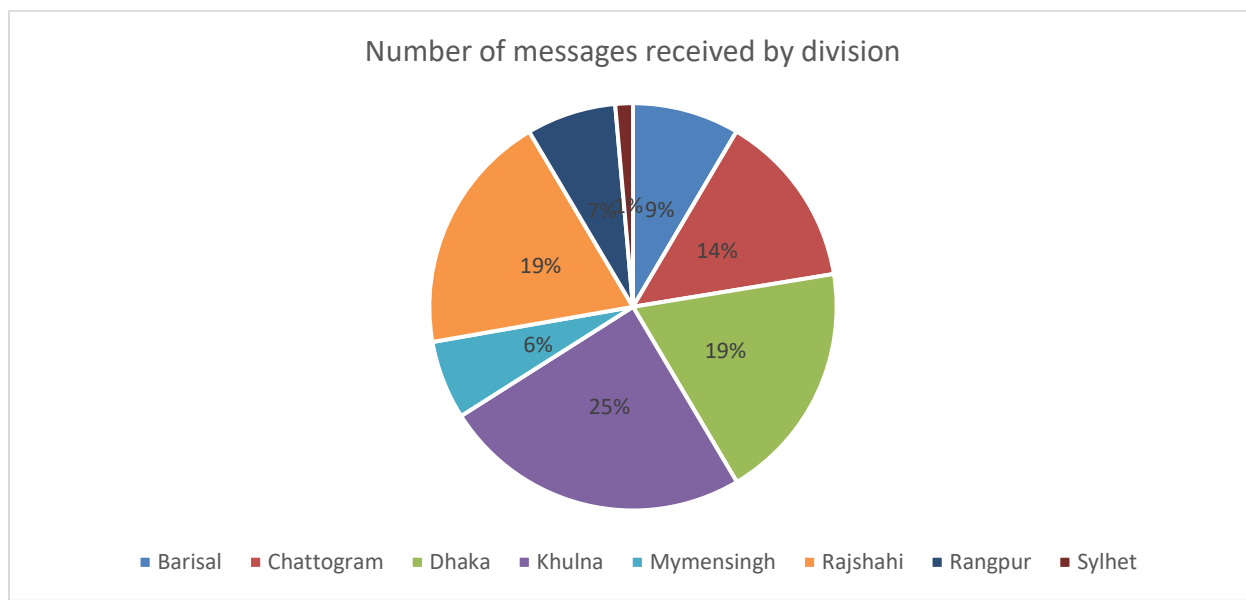
There is no specific pattern which shows a uniform increase or decrease in the number of messages, received as complaints, compliments or suggestions, over the years. 1,086 messages come from the service receiver in December which is the highest and 231 messages come from the service receiver in May which is the lowest.



**Figure 3: Number of messages received by different months**

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

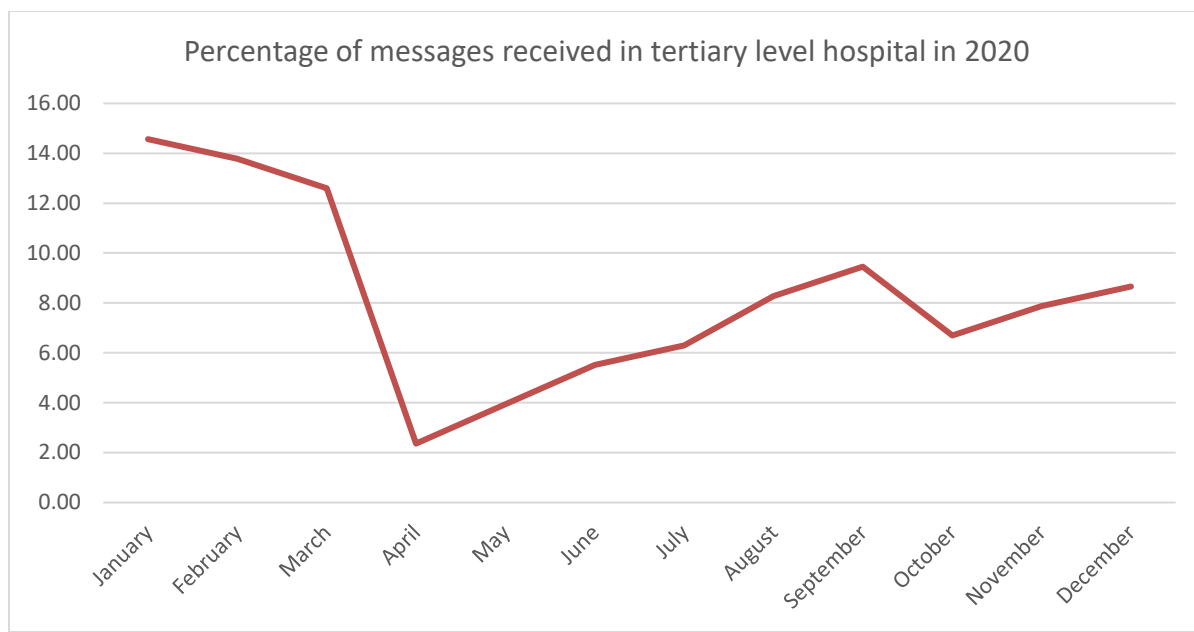
A division wise study of the acquired data shows the number of complaints/compliments/suggestions received in each of the 8 divisions, varying in the division taken into account. From total 7575 messages Khulna division has received the highest number of messages (1857), with a percentage of 24.51%. Being second to Khulna, is Rajshahi division, with 19.25%. Thirdly, Dhaka with 19.06%. Chattogram and Barishal having a percentage of 13.93% and 8.49%, respectively. Rangpur having lower a percentage of 7.12%, along with Mymensingh having 6.24%, whilst Sylhet received the lowest number of complaints, compliments or suggestions (105) of 1.40%.



**Figure 4: Number of messages received by division**

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

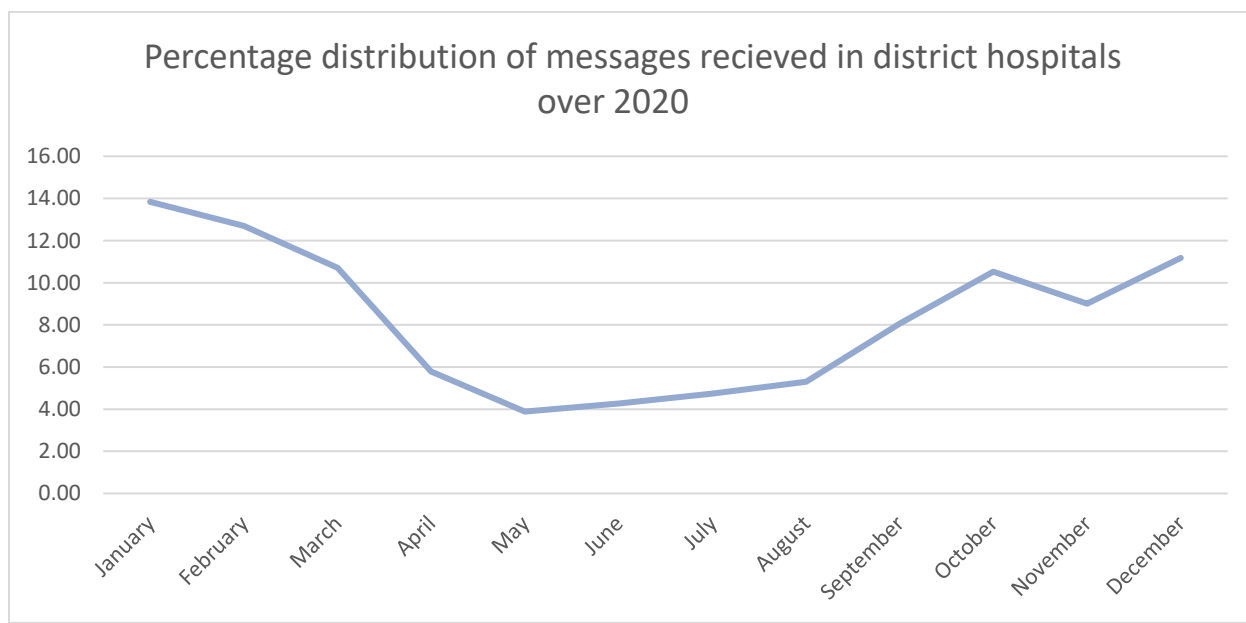
Digging deeper into these messages, we sorted out the number of complaints, compliments and suggestions received by district hospitals; upazila health complexes and other specialized hospitals. Tertiary level received the highest percentage of messages in January and February which is 14.57 and 13.78 received the lowest number of messages in April.



**Figure 5: Percentage of messages received at the tertiary level hospital in 2020**

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

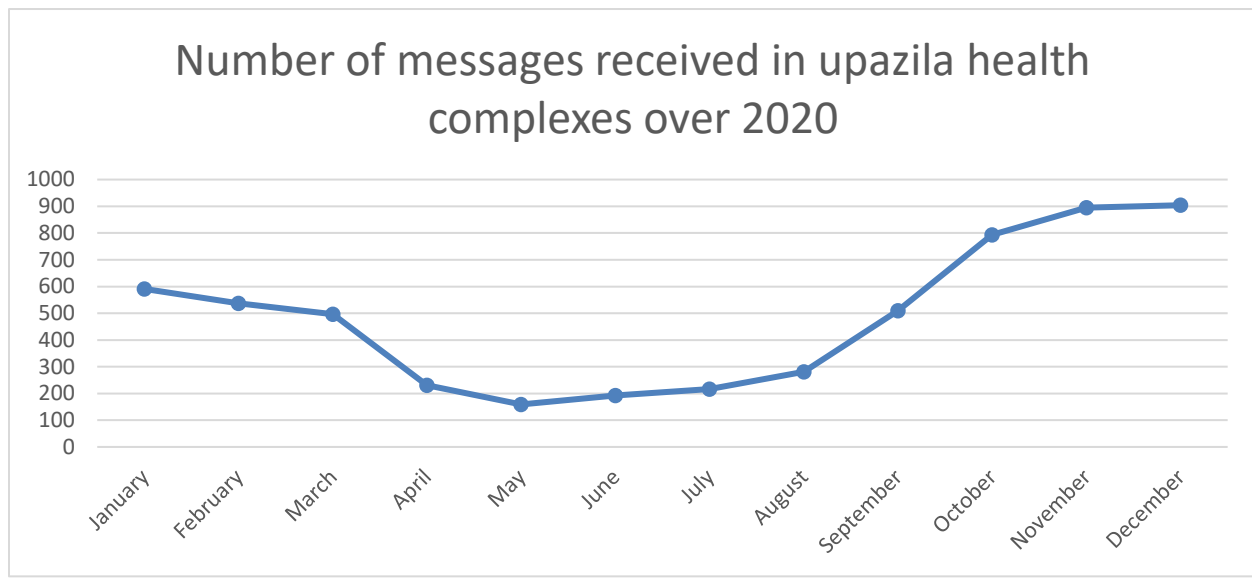
From all messages, we sorted out the number of complaints, compliments and suggestions received by district hospitals; upazila health complexes and other specialized hospitals. District hospitals received the highest number of messages in January which percentage is 13.84% and received the lowest number of messages in May which percentage is 3.89 %.



**Figure 6: Percentage of messages received at district hospitals in 2020**

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

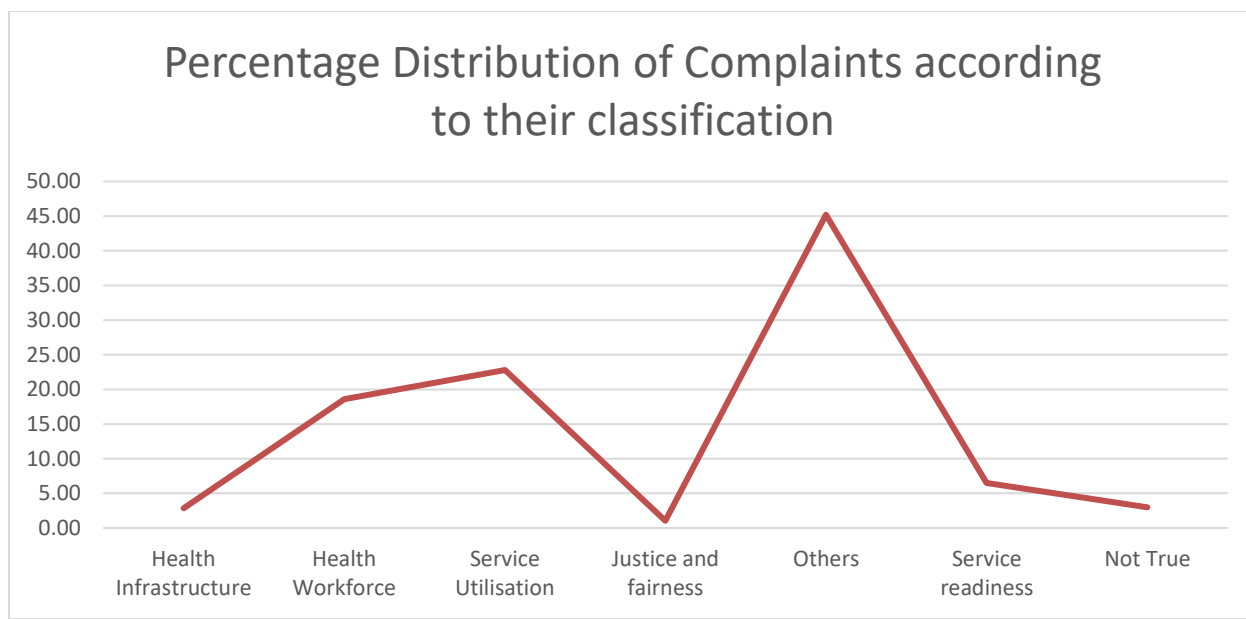
From all messages, we sorted out the number of complaints, compliments and suggestions received by district hospitals; upazila health complexes and other specialized hospitals. Upazila health complex received the highest number of messages in December 904 and received the lowest number of messages in May 159



**Figure 7: Number of messages received in UHC in 2020**

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**

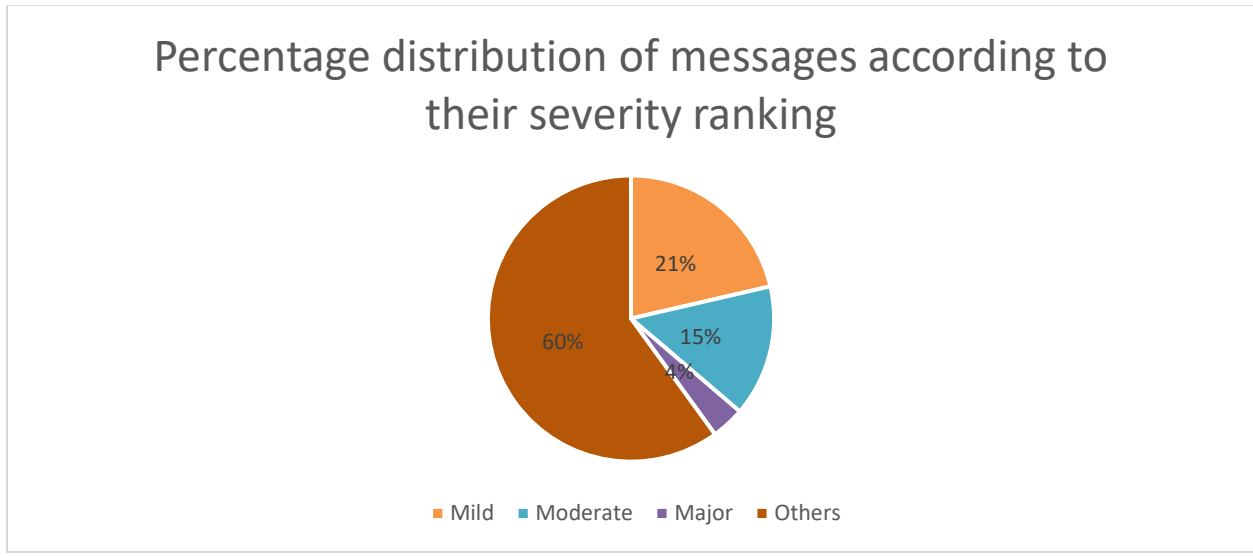


**Figure 8: Percentage distribution of messages by category wise**

The number of the total valid complaint is 7575 and the false complaint is 225. From 7575 messages the type of complaint that was reported as Service utilisation which percentage is 22.81%, Percentage of health workforce is 18.61%, Health Infrastructure percentage is 2.85%, Justice and fairness percentage is 1.04%, Service readiness percentage is 6.51%, and 45.20% Complaints are marked as others category. 2.97% 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 7575 valid complaints majority of the complaints have been identified as being other which percentage is 59.99%. Moderate complaints received were 14.86%. Percentage of major complaints was 3.76%. Percentage of mild complaints 21.39%.

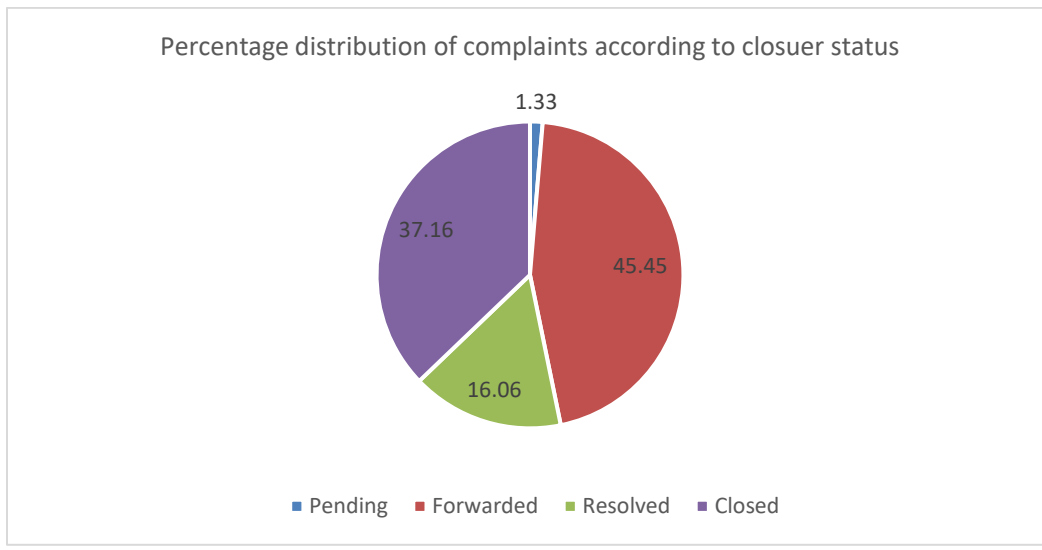


**Figure 9: Percentage distribution of complaints according to ranking**

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 to Closure Status**

Closure status of the complaints made as: Pending, Forwarded, Resolved and Closed complaints. From 6400 valid complaints majority of the complaints have been identified as being forwarded which percentage is 45.45%. 16.06% Complaints marked as Resolved. Percentage of Pending complaints was 1.33%. Number of closed complaints was 37.16%



**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 2020. 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 its designated team are not responsible for complete resolution of the patient feedback as it is out of 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 2020.

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

**= 2867+225+1107+2329+1047**

**= 7575 (Number of total valid messages)**

**Total Valid Complaints = 2867**

District	Complain s							Suggestions						Complement s						Rank			Closure Status				
	Health Infras tructur e	Health Work force	Servic e Utili sation	Servic e Readi ness	Justic e and fair ness	Other s	Fals e	Health Infras tructur e	Healt h Work force	Servic e Utili sation	Servic e Readi ness	Justic e and fair ness	Other s	Health Infras tructur e	Healt h Work force	Servic e Utili sation	Servic e Readi ness	Justic e and fair ness	Other s	Min or	Mode rate	Majo r	Pend ing	For ward	Reso l ved	Close d	Over Due
Bagerhat	3	9	14	3	0	14	4	2	16	4	1	0	22	1	0	16	4	0	26	28	15	3	1	30	14	0	20
Bandarban	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	0	0	0
Barguna	1	9	6	5	0	3	3	1	17	2	0	0	7	0	0	2	1	0	5	5	13	6	1	21	2	0	13
Barishal	1	12	15	4	5	23	7	0	11	0	0	0	5	0	3	23	3	0	22	31	25	3	2	43	15	0	22
Bhola	1	13	3	2	1	4	1	1	0	0	0	0	1	0	1	3	4	0	4	8	16	1	0	23	0	2	14
Bogura	11	76	62	16	2	67	18	4	30	8	1	0	51	2	10	43	7	1	75	111	106	19	6	153	81	6	42
Brahmanbar ia	1	9	5	0	0	10	0	2	8	0	0	0	4	0	0	1	0	0	8	8	13	3	0	21	4	0	8
Chandpur	0	7	12	0	0	6	0	0	0	0	0	0	0	0	0	1	0	0	0	16	5	4	0	22	3	0	2
Chapai																											
Nawabganj	0	7	22	1	1	8	2	2	11	1	0	0	6	0	1	19	6	0	13	32	7	1	2	15	21	0	8
Chattogram	2	23	24	9	5	27	4	2	6	6	0	0	7	0	1	21	3	0	9	43	31	17	4	73	12	4	31
Chuadanga	0	16	11	1	0	5	1	0	11	0	0	0	7	0	0	13	2	0	22	20	11	2	0	21	12	0	19
Cox's Bazar	0	7	5	8	0	5	1	0	3	1	1	0	2	1	2	7	2	0	0	8	12	5	0	21	4	1	6
Cumilla	0	3	10	1	1	7	3	2	3	5	1	0	3	0	2	31	6	1	43	15	5	1	0	20	3	0	50
Dhaka	10	114	63	24	18	88	8	6	19	14	0	0	31	6	4	46	5	1	110	179	119	21	8	194	104	12	101
Dinajpur	3	14	6	2	0	13	2	0	15	1	0	0	4	0	0	11	0	0	12	22	14	4	2	17	21	0	10
Faridpur	7	7	10	4	1	7	1	1	15	3	0	0	1	0	2	10	0	0	5	24	10	3	1	27	8	1	9
Feni	2	23	22	5	0	25	0	0	0	0	0	0	1	0	0	0	0	0	0	33	32	12	0	58	16	2	12
Gaibandha	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	0	2	0	0	0

Gazipur	3	27	7	2	2	15	6	4	5	3	1	0	23	0	2	26	11	0	29	24	25	5	3	40	14	1	24
Gopalganj	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	2
Habiganj	0	4	2	1	0	1	0	0	5	1	0	0	0	0	0	0	0	0	0	2	6	0	0	7	1	0	7
Jamalpur	0	4	14	9	2	7	1	1	7	0	1	0	3	0	1	10	10	0	8	19	15	1	0	25	7	5	21
Jashore	4	25	7	1	0	5	5	2	84	3	0	0	18	1	2	121	23	1	153	15	24	5	2	32	10	0	31
Jhalokathi	3	25	30	4	1	11	9	2	0	0	1	0	1	0	0	0	0	0	4	31	38	8	2	53	17	5	16
Jhenaidah	10	17	33	2	0	54	30	6	44	3	0	0	30	0	2	27	9	0	70	91	31	5	4	92	30	2	35
Joypurhat	0	27	8	3	0	5	13	0	8	1	0	0	1	1	5	21	5	0	18	22	23	3	3	34	9	3	26
Khagrachari	2	2	6	0	0	19	6	2	2	2	0	0	7	1	3	20	5	0	54	24	6	0	1	21	10	1	29
Khulna	1	3	9	5	1	3	7	0	0	1	0	0	0	0	1	5	4	0	7	16	8	1	4	14	10	0	19
Kishoreganj	1	4	7	1	0	6	1	0	6	1	1	0	4	0	2	4	2	2	12	15	5	0	0	11	9	0	10
Kurigram	3	21	10	2	1	15	1	0	1	0	0	0	1	0	3	5	0	0	8	34	14	2	0	36	14	2	16
Kushtia	0	2	1	1	1	6	4	1	10	3	0	0	13	0	0	1	0	0	2	9	4	0	2	6	5	0	6
Lakshmipur	4	21	24	19	0	18	3	0	1	1	0	3	1	0	0	6	1	0	8	35	40	8	2	59	24	2	32
Lalmonirhat	1	5	1	0	0	2	0	0	2	1	1	0	1	1	4	6	5	1	3	3	2	4	0	8	1	0	1
Madaripur	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	1	0	0	2	2	0	1

District	Complaints							Suggestions						Complements						Rank			Closure Status					
	Health Infrastructure	Health Work force	Service Utilization	Service Readiness	Justice and fairness	Others	Fals e	Health Infras tructure	Health Work force	Service Utili sation	Service Readiness	Justice and fair ness	Other s	Health Infras tructure	Health Work force	Service Utili sation	Servic e Readiness	Justice and fair ness	Other s	Minor	Mode rate	Majo r	Pending	Forwar ded	Resol ved	Closed	Over Due	
Magura	0	3	1	9	0	1	1	0	5	0	0	0	0	0	1	7	5	0	6	2	11	1	0	13	1	0	9	
Manikganj	0	3	5	5	0	0	2	0	1	1	0	0	0	0	0	5	1	0	1	4	7	1	0	7	6	0	3	
Maulvibazar	0	10	13	10	2	4	0	0	0	0	0	0	0	0	3	2	2	0	8	14	19	5	0	33	6	0	4	
Meherpur	0	8	12	1	2	5	0	0	2	0	0	0	1	0	1	11	1	0	29	18	9	1	0	15	12	1	6	
Munshiganj	0	6	4	1	2	1	1	0	3	1	0	0	0	0	0	0	0	0	0	6	3	3	0	8	5	1	6	
Mymensingh	1	8	20	3	1	12	3	0	5	2	0	0	9	1	6	32	6	0	89	28	12	4	0	27	16	1	53	
Naogaon	2	8	37	7	0	25	7	8	9	14	2	0	46	0	4	25	21	1	19	51	26	6	1	54	28	1	29	
Narail	2	17	20	2	0	13	7	2	4	3	1	0	4	0	2	4	7	0	1	28	20	4	0	41	13	1	9	
Narayanganj	1	6	8	0	1	7	0	0	11	3	1	0	9	0	0	14	2	0	9	15	3	3	0	11	10	1	12	
Narsingdi	2	27	10	3	1	18	4	0	4	1	0	0	3	0	0	7	0	0	5	24	30	8	4	48	8	2	14	
Natore	2	10	5	0	0	13	4	0	4	2	0	0	16	3	1	12	5	1	13	19	9	3	1	22	7	2	17	
Netrakona	5	7	5	9	2	6	1	3	0	1	1	0	5	0	0	0	0	0	0	7	23	3	1	28	2	3	16	
Nilphamari	8	35	27	8	0	26	7	0	8	2	0	0	5	0	3	8	3	0	5	55	42	7	2	70	28	6	29	
Noakhali	3	4	20	4	0	29	5	1	0	5	1	0	3	0	2	11	3	0	28	42	13	1	1	48	13	0	22	
Pabna	1	4	14	3	1	6	1	0	1	0	0	0	2	0	1	2	0	0	2	26	4	0	0	19	11	0	6	
Panchagarh	0	3	1	0	0	1	1	0	4	0	0	0	1	0	0	9	0	0	5	2	1	2	0	5	0	0	7	
Patuakhali	4	6	16	11	3	8	3	0	2	0	0	0	0	0	0	2	0	0	5	17	24	1	0	32	13	5	12	

Pirojpur	2	5	5	2	0	12	0	2	19	1	0	0	4	3	5	46	10	0	45	15	9	2	0	17	7	2	19
Rajbari	0	4	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2	0	0	5	0	0	4
Rajshahi	7	17	17	9	2	18	6	3	16	6	3	0	12	0	0	5	3	0	5	45	21	5	0	50	20	2	22
Rangamati	1	5	6	1	0	6	1	0	1	0	0	0	1	0	1	1	0	0	0	12	6	1	0	13	6	0	9
Rangpur	2	6	7	4	1	12	4	0	1	0	0	0	1	0	0	3	1	0	11	14	13	4	0	19	13	3	7
Satkhira	5	19	29	8	0	31	5	0	19	2	0	0	17	1	20	74	23	0	113	46	39	9	3	66	26	0	24
Shariatpur	0	3	7	0	0	3	0	0	0	1	0	0	0	0	0	0	0	0	1	10	2	1	0	4	9	0	1
Sherpur	0	2	9	8	0	13	2	0	2	0	0	0	0	0	0	5	1	0	8	16	12	3	0	25	7	0	12
Sirajganj	2	13	17	2	1	21	5	0	5	2	0	0	5	0	5	8	1	0	21	38	10	6	1	32	22	2	7
Sunamganj	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0
Sylhet	0	2	4	1	0	5	0	0	4	0	0	0	0	0	0	1	0	0	2	9	2	1	0	4	7	0	7
Tangail	6	16	28	10	4	16	12	2	17	2	2	2	3	0	1	8	3	0	4	48	25	11	8	58	20	5	34
Thakurgaon	2	5	9	1	0	9	1	0	9	1	0	0	5	0	4	3	0	0	2	23	2	2	0	16	10	1	4
<b>Total</b>	<b>132</b>	<b>802</b>	<b>809</b>	<b>257</b>	<b>65</b>	<b>802</b>	<b>225</b>	<b>62</b>	<b>497</b>	<b>115</b>	<b>20</b>	<b>5</b>	<b>408</b>	<b>22</b>	<b>111</b>	<b>804</b>	<b>216</b>	<b>9</b>	<b>1167</b>	<b>1567</b>	<b>1076</b>	<b>245</b>	<b>72</b>	<b>1994</b>	<b>810</b>	<b>88</b>	<b>1047</b>

**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 2020. Shows Complaints, Suggestions and Compliments separately.

district	Complaints											
	January	February	March	April	May	June	July	August	September	October	November	December
Bagerhat	6	2	1	2	6	2	1	3	4	10	3	7
Bandarban	0	2	0	0	0	0	0	0	0	0	0	0
Barguna	3	2	2	0	1	0	0	1	0	3	10	5
Barishal	8	7	9	6	3	4	4	5	5	6	2	8
Bhola	4	2	2	0	0	1	0	0	2	4	1	9
Bogura	31	31	20	12	7	10	12	15	24	41	15	34
Brahmanbaria	4	2	1	0	0	2	0	1	2	4	1	8
Chandpur	12	6	2	0	0	0	0	0	0	1	0	4
Chapai Nawabganj	9	13	5	1	1	1	1	1	2	5	0	2
Chattogram	9	10	5	1	1	3	0	7	4	17	14	23
Chuadanga	2	10	3	0	2	1	0	2	0	11	2	1
Cox's Bazar	1	0	0	0	0	0	1	2	4	0	1	17
Cumilla	5	5	1	1	3	0	1	1	4	1	0	3
Dhaka	58	36	19	3	20	13	21	19	31	30	29	46
Dinajpur	2	3	2	4	5	5	2	1	3	6	1	6
Faridpur	0	1	4	1	0	2	6	5	2	6	8	2
Feni	12	5	1	0	0	0	0	1	11	20	5	22

Gaibandha	0	0	0	0	1	0	0	0	0	0	0	1
Gazipur	4	4	3	4	2	0	3	8	11	9	7	7
Gopalganj	1	0	0	0	0	0	0	0	0	0	0	0
Habiganj	0	0	1	0	0	0	0	1	1	3	1	1
Jamalpur	5	3	1	0	0	0	1	0	5	5	0	17
Jashore	6	3	2	4	9	4	6	4	0	3	2	4
Jhalokathi	13	5	3	2	1	1	5	7	12	15	6	13
Jhenaidah	10	15	12	10	16	10	15	12	11	14	7	14
Joypurhat	7	8	11	2	0	0	0	3	5	12	4	4
Khagrachari	13	6	8	0	0	0	1	1	4	1	1	0

District	Complaints											
	January	February	March	April	May	June	July	August	September	October	November	December
Khulna	5	2	0	1	0	1	0	0	4	5	7	4
Kishoreganj	3	2	1	0	1	2	4	0	2	4	1	0
Kurigram	2	7	6	1	0	0	2	0	6	14	8	7
Kushtia	3	5	0	0	1	0	1	0	4	0	0	1
Lakshmipur	5	6	1	0	1	1	0	5	2	21	13	34
Lalmonirhat	2	0	0	0	0	0	0	0	0	1	4	2
Madaripur	0	3	0	0	0	0	0	0	0	0	1	0
Magura	1	0	0	0	0	0	0	0	1	2	9	2
Manikganj	3	1	3	0	0	0	1	0	0	0	2	5
Maulvibazar	3	3	2	0	0	0	2	0	6	3	2	18
Meherpur	9	6	3	2	2	1	1	0	1	1	1	1
Munshiganj	3	2	0	0	0	2	1	0	1	1	2	3
Mymensingh	8	4	3	5	4	0	1	3	4	7	1	8
Naogaon	6	10	14	1	0	1	2	0	14	13	11	14
Narail	7	6	3	0	0	0	0	8	10	10	8	9
Narayanganj	3	3	2	1	0	0	1	0	6	1	3	3
Narsingdi	10	15	10	0	1	1	3	1	0	7	8	9
Natore	9	9	4	0	0	3	0	0	2	2	1	4

Netrakona	2	3	1	0	1	2	2	0	0	0	6	18
Nilphamari	13	10	3	3	4	4	4	4	20	20	9	17
Noakhali	14	4	11	2	0	0	1	8	6	6	2	11
Pabna	2	2	4	0	4	3	3	0	2	6	0	4
Panchagarh	0	3	0	0	0	0	1	0	0	0	0	2
Patuakhali	4	3	4	0	1	2	2	2	2	10	11	10
Pirojpur	2	11	2	0	1	1	0	0	1	2	4	2
Rajbari	3	0	0	0	0	0	0	1	0	1	0	0
Rajshahi	9	11	6	0	2	6	4	5	5	10	5	13

District	Complaints											
	January	February	March	April	May	June	July	August	September	October	November	December
Rangamati	6	1	2	0	0	0	0	4	1	3	0	3
Rangpur	3	0	1	2	1	0	0	1	5	8	4	11
Satkhira	6	7	8	8	2	14	6	8	9	9	4	16
Shariatpur	1	0	2	1	1	1	2	3	0	1	1	0
Sherpur	1	1	4	0	0	1	0	0	4	4	7	12
Sirajganj	8	5	3	4	2	5	4	4	6	8	4	8
Sunamganj	0	0	0	0	0	1	0	0	0	0	0	0
Sylhet	1	0	2	0	0	2	0	1	4	0	1	1
Tangail	4	1	1	0	1	2	4	7	11	21	17	23
Thakurgaon	5	3	1	0	0	2	3	3	5	0	1	4
<b>Total</b>	<b>391</b>	<b>330</b>	<b>225</b>	<b>84</b>	<b>108</b>	<b>117</b>	<b>135</b>	<b>168</b>	<b>291</b>	<b>428</b>	<b>278</b>	<b>537</b>
District	Suggestions											
	January	February	March	April	May	June	July	August	September	October	November	December
Bagerhat	1	3	8	3	0	1	0	4	12	4	4	5
Barguna	1	0	0	1	0	0	0	6	4	4	2	9
Barishal	0	0	2	0	1	2	2	1	4	2	2	0
Bhola	0	0	0	0	0	0	0	0	0	1	1	0

Bogura	13	11	14	7	5	4	3	2	14	11	4	6
Brahmanbaria	0	0	0	0	0	0	0	2	3	7	2	0
Chapai Nawabganj	3	7	8	1	0	0	0	1	0	0	0	0
Chattogram	0	7	1	0	0	2	0	0	1	1	3	6
Chuadanga	3	0	4	3	1	0	0	0	0	3	2	2
Cox's Bazar	0	0	0	0	0	0	0	0	0	0	1	6
Cumilla	2	3	1	0	0	0	0	1	0	3	1	3
Dhaka	3	4	3	2	2	3	4	10	12	10	7	10
Dinajpur	1	4	3	5	0	0	2	1	2	0	0	2
Faridpur	0	0	2	0	0	0	0	2	1	4	4	7

District	Suggestions											
	January	February	March	April	May	June	July	August	September	October	November	December
Feni	0	0	0	0	0	0	0	0	0	1	0	0
Gaibandha	0	0	0	0	1	0	0	0	0	0	0	0
Gazipur	5	4	2	4	1	0	1	4	4	0	2	9
Habiganj	0	0	0	0	0	0	0	0	1	4	1	0
Jamalpur	1	2	0	0	0	0	0	0	0	0	4	5
Jashore	9	10	13	5	6	10	10	10	7	9	9	9
Jhalokathi	0	0	0	0	0	1	0	0	0	0	1	2
Jhenaidah	5	0	3	4	6	11	10	11	10	8	6	9
Joypurhat	1	0	0	0	0	0	0	1	0	0	5	3
Khagrachari	1	2	1	0	0	0	0	0	4	0	2	3
Khulna	0	0	0	0	0	0	0	1	0	0	0	0
Kishoreganj	0	0	3	3	1	0	0	1	0	1	2	1
Kurigram	1	1	0	0	0	0	0	0	0	0	0	0
Kushtia	6	1	3	5	0	2	0	1	3	2	4	0
Lakshmipur	0	0	1	0	0	0	0	0	0	0	2	3
Lalmonirhat	0	0	0	0	0	0	0	0	0	2	1	2
Madaripur	1	0	0	0	0	0	0	0	0	0	0	0
Magura	0	1	0	0	0	0	0	0	0	1	1	2

Manikganj	1	0	0	0	0	0	0	0	0	1	0	0
Meherpur	1	1	0	0	0	0	0	1	0	0	0	0
Munshiganj	2	1	1	0	0	0	0	0	0	0	0	0
Mymensingh	3	0	1	1	1	0	0	1	1	2	2	4
Naogaon	10	11	11	3	0	1	0	4	12	9	12	6
Narail	0	1	0	0	0	0	0	1	4	2	1	5
Narayanganj	0	2	1	0	0	0	2	2	6	6	1	4
Narsingdi	2	1	2	0	0	0	0	0	0	1	2	0
Natore	10	3	4	3	2	0	0	0	0	0	0	0

District	Suggestions											
	January	February	March	April	May	June	July	August	September	October	November	December
Netrakona	1	0	0	0	0	0	0	0	1	0	4	4
Nilphamari	2	0	0	0	0	0	0	3	0	5	1	4
Noakhali	1	0	1	0	0	1	0	0	0	0	1	6
Pabna	0	0	1	0	0	0	1	0	0	0	0	1
Panchagarh	4	0	0	0	0	0	0	0	1	0	0	0
Patuakhali	0	0	1	0	0	0	0	0	0	0	0	1
Pirojpur	5	3	4	0	1	1	2	3	1	2	2	2
Rajshahi	3	0	3	0	1	5	2	3	3	2	10	8
Rangamati	0	1	0	0	0	0	0	1	0	0	0	0
Rangpur	1	0	0	0	0	0	0	0	0	0	0	1
Satkhira	3	5	2	1	3	1	0	5	8	5	4	1
Shariatpur	0	0	0	0	0	0	1	0	0	0	0	0
Sherpur	0	0	0	0	0	0	0	0	1	1	0	0
Sirajganj	1	1	1	0	1	0	0	1	2	2	1	2
Sylhet	4	0	0	0	0	0	0	0	0	0	0	0
Tangail	0	0	1	0	0	0	0	0	2	4	8	13
Thakurgaon	3	1	3	0	0	0	0	1	2	3	1	1
<b>Total</b>	<b>114</b>	<b>91</b>	<b>109</b>	<b>51</b>	<b>33</b>	<b>45</b>	<b>40</b>	<b>85</b>	<b>126</b>	<b>123</b>	<b>123</b>	<b>167</b>

District	Compliments											
	January	February	March	April	May	June	July	August	September	October	November	December
Bagerhat	2	4	3	5	1	2	3	3	4	3	12	5
Barguna	1	1	0	0	0	0	0	0	1	2	3	0
Barishal	2	0	1	7	4	3	4	3	4	4	4	15
Bhola	0	2	0	0	0	0	0	0	0	2	4	4
Bogura	12	11	11	9	6	3	4	0	28	23	14	17
Brahmanbaria	2	1	0	0	0	0	0	0	1	0	4	1
Chandpur	1	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
Chapai Nawabganj	2	8	6	4	2	0	0	0	6	1	2	8
Chattogram	0	1	1	0	0	0	0	1	2	4	13	12
Chuadanga	7	7	6	3	1	1	1	0	0	4	5	2
Cox's Bazar	1	0	0	0	0	0	0	0	0	0	6	5
Cumilla	13	7	7	7	0	0	1	10	6	5	9	18
Dhaka	14	13	11	5	4	18	19	27	20	11	9	21
Dinajpur	2	4	2	2	1	0	2	0	3	5	2	0
Faridpur	0	0	2	0	0	1	1	1	5	1	2	4
Gazipur	6	2	8	3	0	0	5	3	9	12	10	10
Jamalpur	0	3	2	1	1	0	1	0	3	0	7	11
Jashore	21	20	25	25	16	23	22	27	28	27	35	32
Jhalokathi	0	1	0	0	1	0	0	0	2	0	0	0
Jhenaidah	10	9	11	10	5	14	5	4	7	5	12	16
Joypurhat	7	4	2	3	5	2	4	0	2	5	10	6
Khagrachari	11	15	7	4	2	6	2	5	8	3	10	10
Khulna	0	2	1	0	0	0	0	0	3	3	2	6
Kishoreganj	0	0	1	0	3	0	2	2	5	0	3	6
Kurigram	6	3	1	4	0	0	0	0	2	0	0	0

Kushtia	0	0	0	0	0	0	0	0	0	1	1	1
Lakshmipur	0	3	0	2	0	0	0	0	4	3	3	0
Lalmonirhat	0	0	0	0	0	0	0	0	1	5	7	7
Magura	0	2	0	0	0	0	0	0	1	0	7	9
Manikganj	0	1	0	0	0	0	0	0	0	0	4	2
Maulvibazar	3	2	3	3	0	0	0	0	0	0	1	3
Meherpur	3	4	3	3	1	4	7	2	4	4	5	2
Mymensingh	9	11	11	5	7	10	10	11	14	9	18	19
Naogaon	1	0	1	3	1	4	0	6	1	7	18	28

District	Compliments											
	January	February	March	April	May	June	July	August	September	October	November	December
Narail	1	1	0	0	0	0	0	0	1	0	2	9
Narayanganj	0	1	3	0	0	0	2	0	3	3	7	6
Narsingdi	1	2	4	0	0	0	0	0	0	0	1	4
Natore	1	3	1	0	0	0	0	0	6	10	9	5
Nilphamari	3	1	0	0	0	0	0	2	4	1	3	5
Noakhali	4	2	2	3	6	4	4	0	2	1	9	7
Pabna	0	1	1	1	0	0	0	0	0	0	2	0
Panchagarh	4	4	4	0	0	0	0	0	0	0	0	2
Patuakhali	3	0	2	0	0	0	0	2	0	0	0	0
Pirojpur	4	9	13	9	6	8	7	8	9	9	14	13
Rajshahi	1	0	0	0	0	1	1	1	1	0	3	5
Rangamati	0	1	0	0	0	0	0	0	0	0	0	1
Rangpur	3	1	3	0	0	0	0	0	4	1	2	1
Satkhira	22	19	21	11	14	10	12	16	16	23	40	27
Shariatpur	0	0	0	0	0	0	0	0	1	0	0	0
Sherpur	0	2	2	0	0	0	0	0	2	1	3	4
Sirajganj	2	4	2	0	0	0	5	3	8	5	3	3
Sylhet	1	2	0	0	0	0	0	0	0	0	0	0

Tangail	0	0	0	0	0	0	0	0	0	4	5	7
Thakurgaon	0	0	0	0	0	0	0	1	3	2	0	3
<b>Total</b>	<b>186</b>	<b>194</b>	<b>184</b>	<b>132</b>	<b>87</b>	<b>114</b>	<b>124</b>	<b>138</b>	<b>234</b>	<b>209</b>	<b>345</b>	<b>382</b>