

**Semi-structured interview**  
**Bangladesh Public Administration Training Centre**  
Savar, Dhaka

**The Role of Focal point for implementing GRS in Bangladesh: A study**

1. To explore how focal point is contributing for implementing GRS in Bangladesh through ensuring satisfactory and suffering free public service delivery; and
2. To find out appropriate role of focal point through evaluating the present role for implementation of GRS

***For Focal Point and Appellate Authority***

**1.0 Demographic Information of the Respondents**

**1.1 Please identify your rank/position in the service (please encircle):**

- (1) Additional Secretary & equivalent      (2) Joint Secretary & equivalent  
(3) Deputy Secretary & equivalent      (4) Sr. Asst. Secretary & equivalent  
(5) Asst. Secretary & equivalent

**1.2 Please identify your gender (please encircle):**

- (1) Male      (2) Female

**1.3 Please identify your length of service (please encircle):**

- (1) Up to 5 Years      (2) 5-10 Years      (3) 11-15 Years  
(4) 16-20 Years      (5) 21-25 Years      (6) 26 Years & above

**1.4 Please identify your length of Service as Focal Point of GRS in the Ministry/Division/  
District:**

- (1) 0-1 Years      (2) 1-2 Years      (3) 2-3 Years  
(4) 3-4 Years      (5) 4-5 Years      (6) other (If, please specify):

2.0 Would you please share your idea about the Philosophy of Introducing GRS in the Public Administration in Bangladesh?

3.0 Please tell us your opinion about the importance of GRS for ensuring Accountability, Transparency and developing pro-activeness among the officials and strengthening Good Governance

4.0 What do you think about the role of GRS for providing quality services within minimum possible time without any harassment?

5.0 Could you please share how many ways citizens can submit application regarding their dissatisfaction and complainant categories Under the GRS system.

6.0 Please share your idea about the GRS Software and complain procedure.

7.0 Would you please tell us the procedure of appointing of Focal Point and Appellate Authority?

8.0 Please share your idea about the role and scope of Focal Point and Appellate authority under GRS.

9.0 Please mention some challenges of Focal Point and Appellate authority as per your understanding.

10. As per your opinion, what could be the probable appropriate role and scope of Focal Point and Appellate Authority?