RESEARCH ON

SOCIAL INCLUSION OF TRANSGENDER COMMUNITY IN URBAN SERVICES PLANNING IN DNCC AREA

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CONTENTS

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ABBREVIATIONS

DNCC   Dhaka North City Corporation

FICSA   Federation of International Civil Servants Association

UN   United Nations

UNHCR United Nations High Commissioner for Refugees

WBG   World Bank Group

WMO   World Meteorological Organization

SDG   Sustainable Development Goal

NGO   Non-Government Organizations

EXECUTIVE SUMMARY

Bangladesh's transgender community who are known as "Hijra," has been neglected for a long period of time. An estimated 10,000 of Bangladesh's total population belong to the transgender community. Bangladesh Govt. officially recognized transgender as the third sex or third gender on November 11, 2013, and secured the voting rights as the citizen of the country and promised to give provision in health, education, employment, etc. The main objectives of this study are to find out the social inclusion of the transgender community in the urban service delivery providers in the DNCC area and what kind of problems they face to access the urban basic and community services.

This study is followed by a qualitative research approach and qualitative strategies to fulfill the research objectives and to identify the basic service provision of the transgender community. For being worked on the most sensitive community of the country, the data collection approach needed to do snowball sampling to get the information from the transgender community. Views of the expertise from different fields have also been gathered in this study to figure out in detail findings. The expected outcome of the study is to find out the social inclusion of the transgender community in urban service delivery provision and community facilities and to figure out what kind of abuse and harassment they face to access the services and facilities and who do these kinds of anomalies. The long-term goal of this research is to find the all possible solutions of abuse and harassment against the transgender community and promote a gender sensitized social system which will help transgender people to live with respect and dignity and facilitate with all kind of citizenry facilities and services.

This research summarizes very noticeable findings. From the survey, it is found that most of the responded transgender people are illiterate or completed primary level education. Only 2% of them have completed the SSC. Almost 98% of respondents are currently living without their family and all had left their family and home during their early teenage life due to their family members, relatives, and neighbour's verbal and psychological abuse and harassment. Almost all respondents have faced social and psychological abuses to access housing and utility services. They are deprived of better community life and better services. In the case of housing and other basic services, almost all respondents mainly faced psychological, verbal and sexual orientation harassment by the different stakeholders related to those services. But there is some good news also that make us hopeful that their situation is going to be changed. Government, as well as NGOs and Civil Society Organizations, are working restlessly to uphold their rights and entitlement. All we need to do that to support them and to join the movement of their rights. Their social protection and employment opportunity creation mechanism must be rethought. We have to ensure gender sensitized society, educational institutes, health services, working environment. Now it's time to try for mainstreaming their urban civic needs and basic services like our regular society. This will ensure social inclusion and their situation will be improved gradually.

OPERATIONAL DEFINITIONS

TRANSGENDER

According to the United Nations Free & Equal (2019), Transgender people have a gender identity that is different from the sex they were assigned to at birth. Transgender (sometimes shortened to "trans") is an umbrella term used to describe a wide range of identities whose appearance and characteristics are perceived as gender atypical-including transsexual people, cross-dressers (sometimes referred to as "transvestites"), and people who identified as third gender. Tran's women are identified as women but are classified as males when they are born and trans men are identified as men but are classified as females when they are born. Some transgender people seek surgery or take hormones to bring their bodies into alignment with their gender identity and others do not.

According to the Intersex Society of North America (2019), People who identify as transgender or transsexual are usually people who are born with typical male or female anatomies but feel as though they have been born into the "wrong body." For example, a person who identifies as transgender or transsexual may have typical female anatomy but feel like a male and seek to become male by taking hormones or electing to have sex reassignment surgeries. People who are transgendered have an internal experience of gender identity that is different from most people.

COMMUNITY

According to MacQueen K.M. et.al. (2001), A community is a group of people with diverse characteristics who are linked by social ties, share common perspectives, and engage in joint action in geographical locations or settings. The experience of the community differs from one setting to another.

According to Kalpana Goel (2015), Community refers to people living in a place that have face–to-face contact with each other. Defining community requires a broadening of definition that includes both place-based, interest-based and other forms of new and emerging communities, for example, web community, Facebook or other social media community and online groups that traverse physical boundaries and relate with unknown people in diverse locations.

SOCIAL INCLUSION

According to the World Bank Group (2019), Social inclusion is the process of improving the terms on which individuals and groups take part in society-improving the ability, opportunity, and dignity of those disadvantaged on the basis of their identity. In every country, certain groups confront barriers that prevent them from fully participating in their nation's political, economic, and social life. These groups may be excluded not only through legal systems, land and labour markets, but also through attitudes, beliefs, or perceptions. Disadvantage

is often based on social identity, which may be derived from gender, age, location, occupation, race, ethnicity, religion, citizenship status, disability, and sexual orientation and gender identity (SOGI), among other factors. Exclusion can rob individuals of dignity, security, and the opportunity to lead a better life. Social inclusion can bring positive changes to ensure the rights and entitlements of the disadvantaged groups.

According to the United Nations (2016), Social inclusion is defined as the process of improving the terms of participation in society for people who are disadvantaged based on age, sex, disability, race, ethnicity, origin, religion, or economic or other status, through enhanced opportunities, access to resources, voice and respect for rights. Thus, social inclusion is both a process and a goal. Promoting social inclusion requires tackling social exclusion by removing barriers to people's participation in society, as well as by taking active inclusionary steps to facilitate such participation. Social inclusion is thus a more deliberate process of encompassing and welcoming all persons and embracing greater equality and tolerance. It should be noted that fostering social inclusion may or may not increase the capacity of people to live together in harmony.

ABUSE

According to UNHCR (2004), Abuse is a relative concept that needs to be understood in relation to personal values, cultural and community standards as well as international standards. The term abuse is generally used to describe an act of commission that is outside of accepted cultural norms. It can include:

- Physical abuse, the deliberate use of force on a body which may result in injury, e.g. hitting, burning, shaking, choking, etc.;

- Sexual abuse should be understood not only as violent sexual assault but also other sexual activities, including inappropriate touching, where they are not fully comprehended, is unable to give informed consent, or for which the person is not developmentally prepared.

- Emotional abuse, persistent attacks on someone's sense of self, e.g. constant belittling, taunting or humiliation, isolation, and intimidation.

According to UNFPA (2018), Abuse refers to all forms of inappropriate conduct of a sexual nature committed by any person against recipients of assistance and other members of local communities. Prohibited conduct includes, but is not limited to:

- Sexual activity with children (persons under the age of 18) regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child is no defense;

- Exchange of money, employment, goods or services for sex or sexual favours. This includes any exchange of assistance due to recipients of assistance;

- Sexual activity with prostitutes, whether or not prostitution is legal in the host country; and

- Use of a child or adult to procure sex for others.

HARASSMENT

According to UNFPA (2018), Harassment is any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another person. Harassment may take the form of words, gestures, actions or omissions which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which creates an intimidating, hostile or offensive work environment. It includes harassment based on any grounds, such as race, religion, colour, creed, ethnic origin, physical attributes, gender or sexual orientation.

According to FICSA (2018), The expression "harassment" encompasses any act, conduct, statement or request which is unwelcome to a protected person(s) and could, in all the circumstances, reasonably be regarded as harassing behavior of a discriminatory, offensive, humiliating, intimidating or violent nature or an intrusion of privacy.

URBAN SERVICE

According to WMO (2017), Urban Services refer to services provided in the context of city management (by city authority and other city agencies) including transportation, housing, water supply, sanitation, waste management, utility services, education, health, etc. services. These services may be provided directly by city authority in partnership with the different stakeholders or partners in public and private agencies.

According to The Urban Institute (2014), The Classification of Functions of Government (COFOG) used by the IMF, OECD, UN, and others do not specifically recognize certain services as being municipal services or urban services as separate from other public sector functions or services. However, services commonly considered to be urban public services include but are not necessarily limited to solid waste management (solid waste collection, processing, and disposal, including landfills); construction and/or maintenance of roads, streets and drains; street lighting; urban water supply (piped and non-piped); urban sanitation (sewerage and non-sewer waste water management); fire protection; constructing and operating of markets and/or slaughterhouses; provision of public parks, community centres and recreation facilities; provision of urban public transportation; and traffic management etc.

INTRODUCTION

Transgender is a broad term that is used to refer to people who have gender identities that is different from the sex assigned to them at birth. According to WHO (2017), "Transgender are the people whose gender identity and expression does not conform to the norms and expectations traditionally associated with their sex at birth. It includes individuals who have received gender reassignment surgery, individuals who have received gender-related medical interventions other than surgery and individuals who identify as having no gender, multiple genders or alternative genders."

Transgender people are subject to various social injustices, especially in cases of employment, housing, education, health service and so on. Transgenders all over the world face discrimination, abuse and harassment at various degrees, including Bangladesh. They face abuse and harassment in their own family, society, as well as from authorities such as the various levels of stakeholders. Being neglected by the society, transgender women form a separate community of their own where they live together.

The goal of this research is to explore the nature and variants of abuse and harassment faced by transgender women when they try to avail urban service delivery. This research has been conducted in various places of Dhaka North City Corporation.

ORGANISATION OF THE RESEARCH

Chapter 1: Background

This chapter contains the basic information regarding the country's geography, demography, socio-economic situation, literacy situation, political and administrative position, and government policy regarding transgender issues.

Chapter 2: Problem Statement, Justification, Objectives, Methodology and Literature Review

This chapter highlights a problem statement, justification of the research, research questions, objectives, methodology details, ethical consideration of the study and literature review.

Chapter 3: Data Analysis and Findings

This chapter covers the data analysis which was collected from the respondents and findings of the analysis according to the research strategies.

Chapter 4: Discussion

This chapter presents the key findings of the study, and the scope and limitations of the study.

Chapter 5: Recommendations and Conclusion

This chapter lays out recommendation for various level and presents a conclusion.

BACKGROUND

1.1 GEOGRAPHY OF BANGLADESH

Bangladesh has covered an area of 147,570 sq. km and has extended from 20'34N to 26'38N latitude and from 88'01E to 92'41E longitude (BBS, 2017). Bangladesh is surrounded by West Bengal, Assam, Meghalaya and Tripura border in the west, north, and east respectively and Myanmar forms the southern part of the eastern frontier (BBS, 2017). Bangladesh has about 9000 sq. km of territorial sea area in the southern part of the country (BBS, 2017). Bangladesh is a riverine country (total 310 rivers including tributaries) and the principal rivers are the Padma, the Meghna, the Jamuna, the Brahmaputra, the Teesta, the Surma, and the Karnaphuli (BBS, 2017).

1.2 DEMOGRAPHY OF BANGLADESH

According to the World Population Review, Bangladesh has an estimated 2019 population of 163.05 million, up from the 2013 estimate of 156.5 million. This turns Bangladesh into the 8th most populous country in the world. According to the World Population Review (2019), the sex ratio (males to females) is 1.02. No estimation of the third gender was found in the last government population census which was held in 2011. In terms of religions, among the total population, 89.1% are Muslims, 10% are Hindus, and the rest of 0.9% are others (Buddhist, Christian and so on) (World Population Review, 2019).

1.3 SOCIAL SITUATION

Bangladesh shows remarkable progress in reducing poverty, supported by sustained economic growth. Bangladesh has attained notable improvements in poverty alleviation during the last few years. Because of the current operation of different government and non-government development programmes, the rate of poverty has declined 15.7% points within a decade which was 24.3% in 2016 (Ministry of Finance, GoB, 2018). In the 7th Five Year Plan (2016-2020), it has been targeted to reduce the poverty rate at 18.6% by 2020 (Ministry of Finance, GoB, 2018). The government has fixed up the target to reduce the poverty rate at 9.7%and malnutrition rate less than 10% by 2030 (Ministry of Finance, GoB, 2018). The current rate of active population among total is 67.6% in Bangladesh, and the government has allocated around 24% of the annual budget to the human resource development (HRD) related sectors (Ministry of Finance, GoB, 2018).

1.4 POLITICAL AND ADMINISTRATIVE STRUCTURE

Bangladesh is divided into eight Divisions and 64 Districts. With the purpose of supporting of the local government, the country is divided into 492 Upazila (sub-districts), 327 Municipalities, 11 City Corporations and 4565 Union Councils (or rural councils) (BBS, 2017). Politics of Bangladesh has followed a framework of a parliamentary representative democratic republic, where the

Prime Minister of Bangladesh is the head of the government, and of a multi-party system. Executive power is exercised by the government. Legislative power has been entrusted to both the government and Parliament. The current Parliament holds 350 seats, including 50 seats reserved for women separately.

In July 2018, the government assigned a transgender person as the first transgender official in Bangladesh's state-run human rights watchdog in the National Human Rights Commission. However, the biggest announcement came in January 2019 when it was announced that transgender candidates could apply for a seat in Bangladesh's National Parliament from the 50 reserved seats which are for women (The Telegraph, 2019). For the first time in Bangladesh, a transgender named Sadia Akter Pinky had been elected vice-chairman of the Kotchandpur Upazila Parishad in Jhenaidah on 14 October 2019. She competed for the female vice-chairman's post and she currently works as a convenor of Kotchandpur Upazila's Jubo Mohila League wing.

1.5 ECONOMIC SITUATION

Bangladesh has a dependency on the agriculture sector which has long contributed to seasonal unemployment among rural farmers The economy of Bangladesh is an evolving market economy. According to the Bangladesh Bank, the Gross Domestic Product (GDP) in Bangladesh expanded 7.11% in 2016 from the previous year and GDP Growth Rate in Bangladesh averaged 5.69% from 1994 until 2016, reaching an all-time high of 7.11% in 2016 and a record low of 4.08% in 1994. Principle industries of Bangladesh are—readymade garments, textiles, chemical fertilisers, pharmaceuticals, tea processing, paper & newsprints, cement, sugar, leather goods (BBS, 2017). The economy growth rate is 7.86% in FY2017-18 which was 7.28% in FY2016-17 (Ministry of Finance, GoB, 2018). As per the final estimate of BBS (2017), the GDP growth stood at 7.86% in FY2017-18 and the production based estimate of GDP incorporates three broad sectors which are agriculture, industry, and service. The number of the economically active population above 15 years of age is 6.35 crores and among them, the male is 4.35 crores and the female is 2.00 crores (BBS, 2017).

1.6 LITERACY SITUATION

The educational system in Bangladesh has three levels—primary, secondary, and higher education. Among the total population, almost 71% (73% Male and 68.9% Female) of people are literate (BBS, 2017).

1.7 GOVERNMENT POLICY ON THIRD GENDER COMMUNITY

Bangladesh legalised transgender people as the third sex people in the country and recognised them as the citizens of another sexuality. No hate crime law is present in Bangladesh to report crimes committed by a person who has the similar sexual orientation or gender identity to the victim; and there are no anti-discriminatory laws to save sexual minorities or laws that recognise the diverse gender identity.

PROBLEM STATEMENT, JUSTIFICATION, OBJECTIVES, METHODOLOGY AND LITERATURE REVIEW

2.1 PROBLEM STATEMENT

Transgender community is a part of our society that always remains segregated from the mainstream social system. In Bangladesh, transgender community people called or known as "Hijra". This specific community has led a different life which makes them separated from the general people in the society. They have no family life, and that makes them more vulnerable to achieve the basic rights and services to have a normal life. For a long time, this community struggled due to the lack of social recognition or identity. They cannot carry out the sign as male or female being left off without any identity. But, the situation is changing. People are being more aware of their recognition than before. In 2013, transgender people or Hijras were acknowledged as third gender by the Government of Bangladesh. But the recognition is not yet satisfactory in terms of action. There are around 9,285 transgender people living in Bangladesh (Ministry of Social Welfare, 2019).

On January 26, 2014, the Cabinet of Bangladesh announced the recognition of a third gender category in its gazette with a single sentence: "The Government of Bangladesh has recognised the Hijra community of Bangladesh as a Hijra sex" (Ministry of Social Welfare, Bangladesh Gazette, No. sokom/work-1sha/Hijra-15/2013-40). This circular signified an important step towards ensuring a range of human rights for Bangladesh's

Hijra—people who are assigned as "male" at birth, identified as female later in life and prefer to be recognised as Hijra or a transgender (Sharmin, 2013). This was supposed to give them their rights back and experiences which could meet their expectations. But even after the legal recognition, they could not find their way back to normal life. At every step, they are being deprived of human rights. It has become increasingly important to involve the group, who are the victims of discrimination, in the development of the country ensuring their education, rehabilitation, and social security. They are also deprived of the urban services delivery in the community (Ministry of Social Welfare, 2019).

Not only deprivation, they also get abused and harassed in every step of life. Sustainable Development Goal (SDG) 16 talks about promoting peaceful and inclusive societies for sustainable development, providing access to justice for all and building effective, accountable and inclusive institutions at all levels. But in our country, still a large community is deprived of all kinds of rights along with justice (UNDP, 2016).

This research will focus on the rights of the transgender populations in terms of availing the urban services like schooling, health care services, legal services, utility services of the transgender community, and their provision in urban services delivery planning.

2.2 JUSTIFICATION OF THE STUDY

This study will represent the quality of urban service delivery towards the transgender community. For this study, urban service delivery divided into 3 broad categories like- housing and utilities, civic amenities and community services. It will find out the actual scenario of urban services planning provision for the transgender community. It will figure out the type of abusive behavior and harassment faced by the transgender community in their daily life during availing any kind of services like- housing and amenities, community services, civic facilities, health service and education. It will reveal the actual situation faced by the transgender community to avail of the urban services delivery in the DNCC area.

2.3 RESEARCH QUESTIONS

The research questions of the study are:

I. What is the status of the transgender community in urban society?

II. How the transgender community avails the urban services delivery?

III. What kind of abusive behavior the transgender community faces during their attempt in availing urban service delivery?

IV. What kind of harassment the transgender community faces while availing urban service delivery?

2.4 OBJECTIVES OF THE STUDY

The strategic goal of this research is to find out the type and nature of abuse and harassment faced by the transgender community to get urban services delivery and to establish an inclusive urban service

delivery planning for the transgender community aligned with the SDG Goal 05 on Gender Equality.

The following objectives will be emphasized on to obtain the strategic goal of this research. Those are—

I. To explore the existing urban services delivery pattern and urban services planning—

II. specific provision for the transgender community in the DNCC area;

III. To assess what kind of abusive behavior and harassment faced by the transgender community for accessing urban services, and

IV. To propose recommendations to the government, non-government organisations (NGOs) and policymakers for improvement of the urban service delivery for the transgender community.

2.5 EXPECTED OUTCOME OF THE STUDY

Expected outcomes of this research are—

a. This research will find out the urban service delivery pattern (if there is any) for the transgender community;

b. Present service access details about the transgender community;

c. It will also give a clear image of the abuse and harassment faced by the transgender community;

d. It will help find out the actual reason why the transgender community is not within the mainstream with other communities; and

e. This research will bring out a factual scenario whether transgender community is socially excluded or not.

2.6 METHODOLOGY

2.6.1 Literature Review

This study basically focused on the access to urban services and social inclusion of the transgender community in urban services planning. Some related literature like- research articles, research reports, news articles, books, journal articles need to be reviewed or studied for a clear understanding about the research topic and formulation of further research work.

2.6.2 Research Approach and Strategy

This study followed the qualitative research approach. And the research strategy followed the approaches including the qualitative research strategy like—case studies, questionnaire survey, key informant interview (KII), in-depth interview (IDI), and focus group discussions (FGDs) in line with the research objectives.

2.6.3 Targeted Area

According to the title of the research, the broader study area is the DNCC situated in Dhaka, Bangladesh. According to the records of the Department of Social Welfare office of Dhaka district, a major gathering of the transgender community was found at the slums of the Mirpur area in DNCC. Mirpur is also a large area; that's why, by using the snowball sampling method, respondents had collected data from the different parts of this area like Mirpur-6, Mirpur-7, Shiyalbari, Rupnagar, Mirpur-13, Mirpur-14 and Mazar Road.

2.6.4 Sampling Details

Transgender community people are a minority in our society. On the other hand, it is hard to find the practitioners and other professionals who directly or indirectly work for the transgender community. For this study, the targeted sample population are—Transgender Community, City Corporation Authority, Police Authority and Experts in relevant fields (gender and urban planning).

2.6.5 Sampling Method

For this study, the snowball sampling method will be followed to select the sample population for data-collection. It will be easy to find out the targeted sample population. Purposive sampling would follow to take interviews of experts and authorities.

2.6.6 Sample Size

Sixty Questionnaire Survey, three case studies, eight KIIs, six IDIs, two FGDs were conducted. Details about the sample size are given below—

- Questionnaire Survey: A total of 60 individual transgender people were being surveyed for this purpose. The age group of them is between 16 years and 60+ years, and all are trans women and the majority of them are engaged in the same occupation as money collection. The majority of the respondents are living in the slums and are illiterate.

- Case Studies: Three case studies took place during data-collection. Three case studies represented three different incidents.

- KIIs: Eight KIIs were conducted for this study. We interviewed the Chief Social Welfare and Slum Development Officer, Chief Town Planner, President and Member Secretary of the Standing Committee of Town Planning Development Committee, President of the Standing Committee of Social Welfare and Community Centre, and two sub-inspectors (SI) of police of Welfare and Force divisions of DMP.

- IDI: Six in-depth interviews were conducted for this study. Interviews of the three people who are engaged in NGOs and worked for the welfare of the transgender community and three interviews from the experts of related fields, including two academicians and a national level urban service policymaker.

- FGD: Two FGDs were conducted for this study. FGDs conducted in the transgender community. The participants were from the transgender community of different areas, different age groups but all have the same occupational group (money collection). FGDs were arranged to know the detail about their daily life experience in their society, workplace, personal life; and to figure out the main issues which they faced on a daily basis; their demands for a better living; and to figure out the problem of abuses and harassment of different areas within DNCC.

2.6.7 Data Collection Details

The current study obtained data from both primary and secondary sources. Primary data for the study were collected from interviews (KII, IDI), questionnaire and FGDs, and case studies. Secondary data have been collected from books, journals and various research reports commissioned by international donor agencies and other organisations.

2.6.8 Data Analysis and Findings

After completion of the data-collection, collected data have been analysed and presented in a thematic way which helps to find out the answer to the research questions and meet the objectives. Some numerical data needed to be analysed by using data analysis software Microsoft Excel. Draft has been produced based on the findings of the data-analysis.

2.6.9 Ethical Considerations

Ethical issues are very important in every research. This research will strictly maintain ethical issues based on the following principles:

a. Respect for persons: Every respondent to be treated as autonomous as they can express their opinions properly.

b. Beneficence: No harm to be done to the respondents. To ensure the maximize possible benefits and minimize possible harms to the respondents.

c. Justice: This principle deals with the concept of fairness in research work.

d. Privacy: Maintain the privacy of the respondents very carefully.

These issues will be given the highest importance in our study.

Besides, the study will pay attention to the following areas:

I. Institutional clearance

II. Maintaining logging and diaries

III. Specification of operational activities

IV. Reporting to supervisor and institution.

2.7 LITERATURE REVIEW

Many kinds of research have been enormously carried out in this area of study all around the globe underlining the unique character of "transgender" identity and their struggle towards achieving equality, freedom of speech and expression rotating around their socio-economic life with situation to numerous measurement of exclusion (Delliswararao and Hangsing, 2018).

Different scholars have tried to define and explain the nature of the problem in their own field. In addition, it also provides us a deep understanding of who they are and how they wish to identify themselves, giving a clear outset about the difference between trans-man and trans-woman (Nanda, 1990). Thus, there is no doubt that discrimination can be seen largely in all the areas which are found in all existing literature and media signifying the problems and struggle faced by them. Similarly, many researchers have confirmed and recommended that social exclusion of the Hijras led to reducing their identity, confidence, a sense of personal and social responsibility. Therefore, it is needed to educate all groups of people in terms of their attitude towards the Hijras for a better society and for supplementary development in the country (Reddy, 2005).

2.7.1 Transgender and Bangladeshi Context

'Gender' and 'Sex' are not the same concept but these two concepts often get mixed up due to generalisation. Gender refers to the roles and responsibilities created by families, societies, and cultures. Basically, it prefers the common behavior of masculinity and femininity. The roles can vary from place to place, society to society, community to community. But sex is something that is universal and determined by birth through the biological organs (UNHCHR, 2011). Gender is merely a mental construction rather than a biological orientation. As gender varies from person to person, there is another gender called 'transgender' along with males and females.

A transgender person is the one who carries out an internal sense regarding his/her gender identity which is different from their sex assigned at their birth. Transgender boys were born as females at birth but get identified as boys; transgender girls were born as male but get identified as girls. "Gender identity is often established in young toddlerhood" (American Psychological Association, 2015).

Gender nonconformity is a broader term that describes any person whose behavior or gender expression fails to conform to generally expected gender expressions. Gender non-conforming people can include transgender people but can also describe anyone who fails to conform to another's gender expectations. Sexual orientation, it bears underscoring, is distinct from gender identity (American Psychological Association, 2015). Sexual orientation is denoting a person's choice of romance or sexual attachment with other gender or genders. According to National Education Association (2016), a transgender person faced the hormonal or mental transition and during this transition, his/her physical and sexual orientation remains the same as her/his birth sex.

"Transgender" denotes that a person whose sense of sexual identity and gender do not match their birth sex (Kandola, 2018). Bangladesh's transgender community has been ignored for a long time after the liberation war. There has been no actual estimation of total number of transgender people among the total population and transgender people were out of umbrella in national population censuses till 2011. Transgender is declared as the third sex in Bangladesh by the government on November 11, 2013, and the transgender people are recognised with the right to participate in the national election to perform their civil duty, and the government promises to give better provision in terms of basic right services.

Their "thirdness" indicates the social exclusion that transgender people still face, and their ability to transcend the traditional binary limitations of gender. Transgender people represent the sometimes-surprising cultural accommodations made by otherwise traditional societies (Anam, 2015). If this all sounds very progressive, thirdness must also be seen in the light of what it restricts, as well as what it permits. But, in Bangladesh, a Hijra refuses to comfortably fit into this framework only, because she is not just defined by her Hijra status, but by all the cultural, social, political and economic frameworks where she has to live (Anam, 2015).

In Bangladesh "Hijra" community remains socially excluded, living on the fringes of society, and they face extreme discrimination in health, housing, education, employment, immigration, law, and any bureaucracy. Even they are not included in the city planning approach, and the authority has no specific provision for urban services delivery to this specific group of people. In the era of the SDGs, the main objective is the inclusion of all communities leaving no one behind in terms of development. Then how is development possible leaving the transgender community behind?

2.7.2 Social Inclusion of the Transgender Community

Sen (2000) has pointed out that social inclusion comprises market arrangements by enhancing opportunities and capabilities through an interactive process. The World Bank (2013), has defined social inclusion as a procedure of refining the relationships for individuals and groups to take part in society. Silver (2015) has defined, "Social inclusion may refer to a process encouraging social interaction between people with different socially relevant attributes or an impersonal institutional mechanism of opening up access to participation in all spheres of social life."

In order to overcome the human rights barriers that transgender people face, certain measures are essential, given the states are obliged to provide a minimum standard of living under international law to all human beings. Paying attention to these is the key to effectively addressing the systemic marginalisation that transgender people experience. Such action can have immense benefit, including the full participation of those people in human development processes. The change to improve the life of the transgender people must initiate with the most important step; that is acknowledging their gender identity (Divan et al., 2016).

Human rights and social inclusion have an interdependent relation mostly from an economic point of view. A society is developed and well-sensitised when everyone has the equal choice to use their abilities and contribute to social, political and economic activities (Sen, 1999; Badgett et al., 2017; Divan et al., 2016).

2.7.3 Specific Duties to Ensure Gender Equality

Specific duties are processes which listed that, local government authorities have to follow to identify the actions they have to implement to deliver the required outcomes, paving way for less discrimination and greater gender equality. Doing so would also help public authorities to ensure that the way they provide goods, facilities and services does not discriminate against transgender people, and promotes equality between men and women including transgender men and transgender women (Equality and Human Rights Commission, 2010).

2.7.4 Basic Service Provision for the Transgender Community

Delivering essential services efficiently and properly to meet the individual household needs is not easy in Bangladesh. The minimum package of utility services is not fruitful for poverty deduction as well as improvement of their welfare. There are three board categories of services that are social, infrastructure and regulatory services. Basically, social services are all about education and health services, infrastructure services include facilities regarding gas, electricity, water, transport and so on. And regulatory services deal with the issues which are controlled by regulatory issues (World Bank, 2002).

General practice is that, transgender people living in Dhaka are generally found in slums or any other low-income community households. Slum or other low-income community housing options are usually deprived of urban basic services or facilities. And in case of the transgender community, this situation is worse. Local government or other NGOs pay attention to the urban poor, but here we are talking about a more socially excluded and vulnerable group. So, they require more attention which is always absent. Even in most cases, city authority avoids liabilities to them in such a way that, authority claims their duty is only to provide services for the urban poor and there is no provision to take extra care. Even authority generally blames the city people and social system for lack of basic services. That's why they are becoming more vulnerable day by day. To change the scenario, we have to prioritise two basic options:

I. Change in perception; and

II. Special service delivery mechanism design by the city authority.

Change in perception is a very long and continuous process over which we basically have no control. But designing service delivery for the transgender community is easier and more effective.

Transgender people will routinely access a range of local government services. For much of the time, transgender people will access these services without the service provider's knowledge of their gender reassignment status. There are, however, some concerns over service providers' behavior towards the transgender that may affect them adversely which public authorities need to be aware of. Public authorities need to assess the impact that their policies and practices have on transgender people in relation to all their goods, services and facilities provided. Local government goods, facilities, and service situations which can have an impact on transgender people include (Equality and Human Rights Commission, 2010):

• Facilities and services are single-sex, especially those which require people to share changing facilities;

• Service provision where a transgender person may disclose their transgender status as a factor in a personal/community safety issue or where being transgender makes them vulnerable;

• Housing services;

• Services that may hold personal information regarding a trans person's previous name and gender, for example, housing, benefits, library records or council tax records.

2.7.5 Strategic Priorities for the Transgender Community

The transgender peoples' rights must be prioritised by specific strategic options to ameliorate the suffering in multiple dimensions of life. These are

as follows (Punjab Social Protection Authority in India, 2018):

• Equity: To protect transgender persons against destitution by ensuring a minimum standard of living and access to basic services;

• Resilience: To ensure transgender persons against the negative consequences of shocks and risks along the lifecycle, such as the health shocks;

• Opportunity: To promote human capital accumulation and access to productive assets and income-generating activities alongside the other two genders;

• Gender Equality: To raise awareness in order to empower transgenders and provide them opportunities to exercise gender equality; and

• Social Inclusion: To mainstream transgender persons, who are typically excluded from public services and programmes, through enforcement of rights, providing means of livelihood and inculcating mutual respect among all genders.
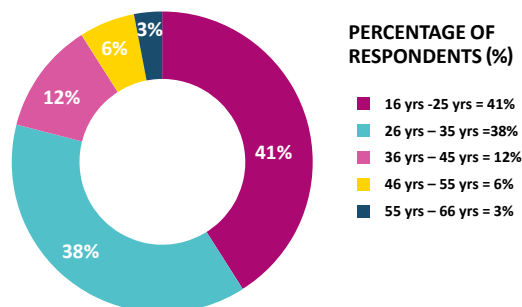
CHAPTER 3
DATA ANALYSIS AND FINDINGS

3.1 QUESTIONNAIRE SURVEY AND FGD FINDINGS

3.1.1 Demographic Details

- **Age:** Figure 4.1 shows that among the total respondents, the majority belongs to the age groups of 16-25 years and 26-35 years range. The rest are from the other age groups.

- **Occupation:** All respondents are engaged to collect money from public transportation, local shops, markets, households, etc.

- **Educational Qualifications:** Figure 4.2 shows that the majority of the respondents have completed up to the primary level, and 22% of respondents never attended any school and are illiterate.

- **Family Details:** Almost 98% of respondents are living without their family, and all had left their family and home during their early teenage life. The majority left their family due to their family members, relatives, and neighbours' verbal and psychological abuse and sexual orientation harassment.

Figure 3.1: Age of the Respondents

PERCENTAGE OF RESPONDENTS (%)

- 16 yrs -25 yrs = 41%
- 26 yrs – 35 yrs =38%
- 36 yrs – 45 yrs = 12%
- 46 yrs – 55 yrs = 6%
- 55 yrs – 66 yrs = 3%

3.1.2 Service Availing Condition and Problems

- **Access to Service:** Transgender community has access to get every urban service delivery provision as a normal citizen of the country and they get service delivery within the community. But they faced various problems like abuse and harassment when they go to avail the services.

- **Abuse and Harassments Faced by Transgender People:** According to the response of the transgender community, they have to face various kinds of abuse and harassment in their daily life. The occurrences of abuse and harassment take place when they have to go to the other people for different services like housing, utilities, health, education, community services, and civic services.

Figure 3.2: Educational Qualifications
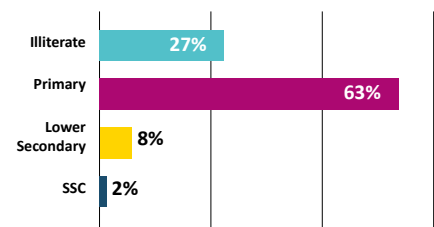
Source: Questionnaire Survey, 2019

- **Abuse:** Abuse has different types and natures. According to the response of the respondents, the abusive behavior has been categorised into four major categories. Tables 3.1A, 3.1B show this in detail. Those are-

  ↘ Physical Abuse
  ↘ Sexual Abuse
  ↘ Psychological Abuse
  ↘ Financial AbuseTables

Table 3.1A Physical and Sexual Abuse Faced by the Transgender Community

Services (Urban and Community)	Physical Abuse												Sexual Abuse											
	Who did this? — Frequency of Occurrences and No. of Victims												Who did this? — Frequency of Occurrences and No. of Victims											
	H.O.			N.			C.P.			S.P.			H.O.			N.			C.P.			S.P.		
	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M
Housing and Utilities	-	-	-	-	-	13 out of 60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Community	-	-	-	-	-	-	-	-	6 out of 60	-	-	12 out of 60	-	-	-	-	-	-	-	-	13 out of 60	-	14 out of 60	8 out of 60
Others (Civic, Health, Education)	-	-	-	-	-	-	-	-	60 out of 60	8 out of 60	12 out of 60	11 out of 60	-	-	-	-	-	-	-	-	10 out of 60	-	-	28 out of 60

Table 3.1B Financial and Psychological Abuse Faced by the Transgender Community

Services (Urban and Community)	Physical Abuse — Who did this? — Frequency of Occurrences and No. of Victims												Sexual Abuse — Who did this? — Frequency of Occurrences and No. of Victims											
	H.O.			N.			C.P.			S.P.			H.O.			N.			C.P.			S.P.		
	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M
Housing and Utilities	-	-	60 Out of 60	-	-	-	-	-	-	-	-	-	-	-	20 Out of 60	-	22 out of 60	6 out of 60	-	-	-	-	-	-
Community	-	-	-	-	-	-	-	-	-	12 out of 60	18 Out of 60	14 out of 60	-	-	-	-	-	-	40 Out of 60	-	12 out of 60	-	8 out of 60	-
Others (Civic, Health, Education)	-	-	-	-	-	-	-	-	5 out of 60	-	10 Out of 60	7 out of 60	-	-	-	-	-	-	-	7 out of 60	12 out of 60	-	18 out of 60	32 out of 60

N.B.: In table 3.1A and 3.1B—
Total Respondents: 60

H.O. = House Owner;
N. = Neighbour;
C.P. = Community People;
S.P. = Service Provider

D= daily;
W= Weekly;
M= Monthly

3.1A and 3.1B represent how many respondents faced different kinds of abusive behavior when they tried to avail the urban and community services and who abused them and the frequency of the abusive occurrences.

Figure 3.3 shows that the abusive behavior scenario of the transgender community to get housing and utilities services. All respondents have faced financial abuse while accessing housing and utilities services. Because they have to pay more than others, but get poor services in return. Among all respondents, 80% have

Figure 3.3: Abusive Behavior to get Housing and Utilities Facilities
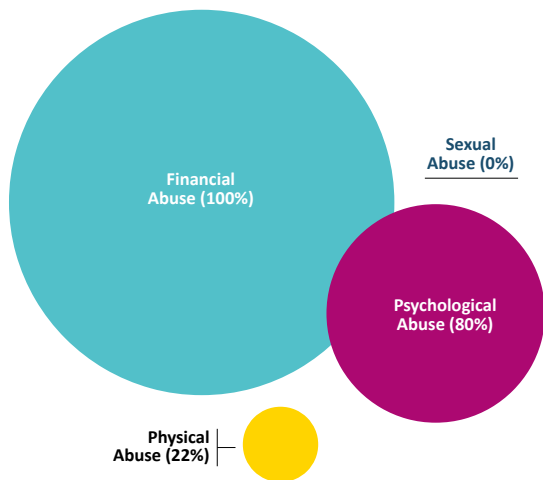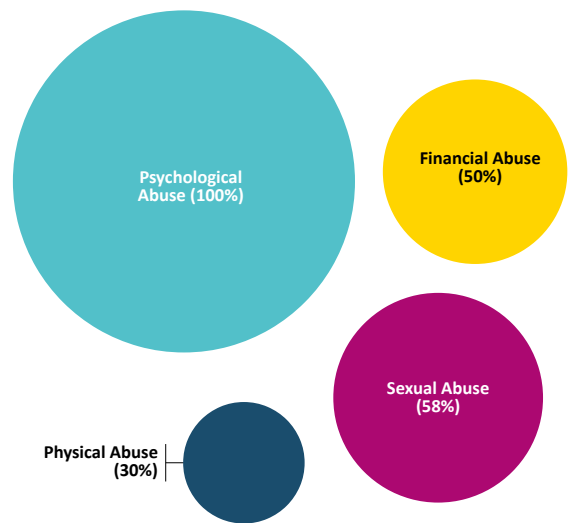

Source: Questionnaire Survey, 2019

been psychologically abused by the owner and neighbours of the house. About 22% of the total respondents are the victims of physical abuse by the neighbours.

The overlapping area in figure 3.3 denoted that, a single person is the victim of the two or more abusive behaviors to get the housing and utility services.

Figure 3.4 shows the abusive behavior scenario that the transgender community faces when they try to access community services. All respondents

have faced psychological abuse while accessing community services. They can't purchase a better product, can't move freely within the community, can't pay a visit to the religious institutions. Among all respondents, 58% have been sexually abused by service providers like shop owners and community people. About 50% of the total respondents are

Figure 3.4: Abusive Behavior while Accessing Community Services and Facilities

Source: Questionnaire Survey, 2019

the victim of financial abuse because they have to pay more to purchase any products sometimes; and 30% of the total respondents have been physically abused.

The overlapping area in figure 3.4 denoted that, a single person is the victim of the two or more or all abusive behaviors while accessing the community services.

Figure 3.5 shows the abusive behavior scenario that the transgender community faces when they try to access other services like civic, health and education. All respondents faced psychological abuse while accessing other services. They can't get proper health service, can't continue their school life, can't raise voice for their civic services. Among all respondents, 63% are sexually abused

CASE STORY 1
AN EIGHT–YEAR TRANSGENDER CHILD RAPED BY A FAMILY FRIEND

Runa (pseudonym) is 24 year-old transwoman who belonged to a well-off family. She was raped by a family friend of hers when she was 8 years old. The man raped her several times in a deserted empty room, threatening her with a toy snake. She was repeatedly made silent by threats and fear, and forced not to tell anybody. Since she was a third-sex baby, she was raped by the anal. Sometimes she had severe pains and bleeding in her anal canal. When this occurrence was reported to her family, the family members started to blame her. She said "I suffered a lot of pain in my private part but there was no treatment and remedy for me. I passed countless sleepless nights due to the pain. Sometimes I tried to relive my pain by pouring mild hot water in my private part by myself." After almost three years of sexual assault, she received no proper medical treatment and justice due to her sexual orientation. Her family didn't take her to a doctor out of fear that her sexual identity might be disclosed; nor did they take any legal action against the offender.

when they try to access services for health and education. So, they left their educational life, don't get proper treatment during sickness. About 61% were victims of physical abuse among all because they faced it during their educational life, and sometimes, they have to face it in the health centre for their sexual identity; and 28% of the total respondents are physically abused. They have also paid visit to the doctors' chamber, but didn't get proper attention like other people.

The overlapping area in figure 3.5 denoted that, one single person is the victim of two or more or all abusive behaviors while accessing the other services including civic, health and education services.

- **Harassment:** Harassment has different types and natures. According to the response of the respondents, the harassment has been categorised into major five categories. Tables 3.2A, 3.2B and 3.2C show that in detail. Those are-

  ↘ Physical Harassment
  ↘ Sexual Harassment
  ↘ Psychological Harassment
  ↘ Verbal Harassment
  ↘ Sexual Orientation Harassment

Figure 3.5: Abusive behavior to get other services (Civic, Health, Education)

Psychological Abuse (100%)

Sexual Abuse (63%)

Physical Abuse (61%)

Financial Abuse (28%)
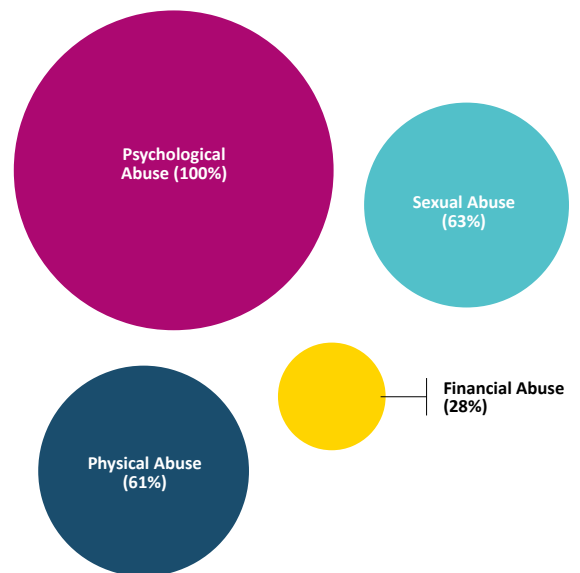
Source: Questionnaire Survey, 2019

Tables 3.2A, 3.2B and 3.2C represent how many respondents faced different kinds of harassment when they tried to avail the urban and community services, who harassed them, and the frequency of the occurrences.

CASE STORY 2

A TRANSWOMAN REFUSED AND ABUSED BY THE LANDOWNER AND HOUSEKEEPER FOR HER SEXUAL ORIENTATION

Banu (pseudonym) is 60 year-old transwoman. She left her home when she was only 15. But she visited her home once in a month. After the death of her elder brother, everyone wanted to send his (Banu's brother) two children to a village orphanage. Banu opposed that decision and adopted her deceased brother's orphan children. In order to raise the children in a better environment, she left the slum and started looking for a good rental home. Banu said that, her adopted children were not used to live in a slum. They became sick in the unhygienic environment of the slum. After searching a lot, she found a fairly decent rental home, talked to the housekeeper and paid some money in advance. Just two days later, she went to inform the housekeeper about the date when she got into the new house. The housekeeper returned the money she had previously paid saying that she couldn't rent that house because of her sexual orientation, and it was the landowner's order. Upon hearing this, Banu also gave a proposal to the housekeeper that she will pay even more than the current rent-money. But the housekeeper refused her proposal and physically abused her for bargaining with him (housekeeper). She said, "I told the housekeeper about the physical condition of my children and I begged for his help, but he physically abused me." Banu had been deprived of a quality environment and good citizenry facilities only for sexual orientation despite having sufficient financial ability.

CASE STORY 3

TRANSWOMAN FIRED FROM JOB DUE TO THE SEXUAL IDENTITY

Lina (pseudonym) is 29 year-old transwomen. She left her home with her mother when she was only 14 years old. After the death of her father, other brothers and sisters refused to take her responsibility. Her mother was always by her side. As a result, her mother was forced to leave the house with her. They left the village and moved to Dhaka city. Lina came to Dhaka and started working in a garments factory in Mirpur. But when she took the job, she hid her sexual identity and started working as a woman. After a few months, she was approached by another male colleague from the same factory. The man offered her love and marriage several times. But Lina repeatedly refused his offers and told him that she was not interested about that. One day the man tried to assault Lina getting her alone in her working place. It was then revealed to the man that Lina is a third-gender human. He disclosed the sexual identity of Lina to the management officials and co-workers of the factory. She said "My co-workers started to avoid me when they knew about my sexual identity. And they complained that they would leave the job if management officials would keep me in the factory. I begged for my job to the officials." As a result, an uncomfortable environment was created in the garment and Lina was fired from her job. She was fired for her sexual identity despite having enough skills. Lina said "My mother was very ill that time. There was no other way for me to earn my livelihood. Then I joined a transgender community only for earning my livelihood. I never like this profession that's why I chose to work as a garments-worker. I thought that if I have skill and passion, my sexual identity shouldn't be a matter. But I was wrong. At the end of the day, I have no right to choose my profession."

Table 3.2A Physical and Sexual Harassment Faced by the Transgender Community

Services (Urban and Community)	Physical — Who did this? — Frequency of Occurrences and No. of Victims												Sexual — Who did this? — Frequency of Occurrences and No. of Victims											
	H.O.			N.			C.P.			S.P.			H.O.			N.			C.P.			S.P.		
	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M	D	W	M
Housing and Utilities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Community	-	-	-	-	-	-	-	-	18 out of 60	-	-	45 out of 60	-	-	-	-	-	-	-	-	25 out of 60	32 out of 60	16 out of 60	7 out of 60
Others (Civic, Health, Education)	-	-	-	-	-	-	-	-	20 out of 60	16 out of 60	25 out of 60	15 out of 60	-	-	-	-	-	-	-	-	12 out of 60	-	13 out of 60	15 out of 60

Table 3.2B Psychological and Verbal Harassment Faced by the Transgender Community

Psychological — Who did this? (Frequency of Occurrences and No. of Victims)

Services (Urban and Community)	H.O. D	H.O. W	H.O. M	N. D	N. W	N. M	C.P. D	C.P. W	C.P. M	S.P. D	S.P. W	S.P. M
Housing and Utilities	-	-	35 out of 60	12 out of 60	33 out of 60	15 out of 60	-	-	-	-	-	-
Community	-	-	-	-	-	-	-	35 out of 60	25 out of 60	27 out of 60	18 out of 60	15 out of 60
Others (Civic, Health, Education)	-	-	-	-	-	-	-	22 out of 60	38 out of 60	-	27 out of 60	33 out of 60

Verbal — Who did this? (Frequency of Occurrences and No. of Victims)

Services (Urban and Community)	H.O. D	H.O. W	H.O. M	N. D	N. W	N. M	C.P. D	C.P. W	C.P. M	S.P. D	S.P. W	S.P. M
Housing and Utilities	-	-	42 out of 60	36 out of 60	18 out of 60	6 out of 60	-	-	-	-	-	-
Community	-	-	-	-	-	-	47 out of 60	13 out of 60	-	52 out of 60	-	8 out of 60
Others (Civic, Health, Education)	-	-	-	-	-	-	42 out of 60	18 out of 60	-	38 out of 60	22 out of 60	-

Source: Questionnaire Survey, 2019

Table 3.2C Sexual Orientation Harassment Faced by the Transgender Community

Services (Urban and Community)	Psychological											
	Who did this?											
	H.O.			N.			C.P.			S.P.		
Frequency of Occurrences and No. of Victims	D	W	M	D	W	M	D	W	M	D	W	M
Housing and Utilities	-	-	45 out of 60	32 out of 60	12 out of 60	16 out of 60	-	-	-			
Community	-	-	-	-	-	-	-	45 out of 60	15 out of 60	32 out of 60	16 out of 60	12 out of 60
Others (Civic, Health, Education)	-	-	-	-	-	-	-	37 out of 60	12 out of 60	11 out of 60	28 out of 60	21 out of 60

Source: Questionnaire Survey, 2019

N.B.: In table 3.2A, 3.2B and 3.2C –
Total Respondents: 60

H.O. = House Owner;
N. = Neighbour;
C.P. = Community People;
S.P. = Service Provider

D= daily;
W= Weekly;
M= Monthly

All of the respondents are victims of different kinds of harassments and faced the situation of harassment. From the point of view of urban delivery services, every respondent faced the situation of harassment while accessing all kinds of services.

While availing the housing and utility services, every respondent mainly faced psychological harassment, verbal harassment and harassment by the house owner and neighbour. They were harassed by the house owner once in a month during the time of paying the house rent. In slums, utility services are provided on a shared basis due to the scarcity and valid connection of services. So, transgender people have to share those services with their neighbours, and this creates the opportunities for the neighbours to harass the transgender people.

In case of community services, occurrences of harassment are daily phenomena' to the transgender community. They have to face all kinds of harassments on a daily basis, and they are harassed by the service-providers mostly as well as by some wicked persons in the community. They are harassed by the shopkeeper when they go to the shops or groceries to purchase goods. When they try to avail of any kind of community service, they mostly face verbal harassment, sexual harassment and harassment due to the sexual orientation mainly by the service-providers as well as the community people.

In case of other services like civic, education and health, all kinds of harassments are also daily phenomenon to the transgender community. The majority of the respondents dropped out of the school because of harassments, deprived of the health services due to harassment, or can't enjoy civic rights. And these kinds of harassment occur irregardless of the authorities and services. So, it can be easily framed that, every transgender person faces harassment in their daily life, and this kind of harassments occur mostly when they need to go to someone else to seek any services.

- After Consequences of the Problems: Sometimes the occurrences of abuse and harassment turn to physical, mental or financial trauma for the transgender people. They even fear that, if they complain, it will cause more trouble later. But they all have said that they usually deal with it locally, by taking the help of the local respected persons when severe problems arise but never get legal assistance. They also mentioned that they have no knowledge about legal procedures and don't know how to take relevant steps properly.

- Level of Satisfaction of services: In the case of level of satisfaction regarding the present services delivery pattern, there is a different scenario in different types of services. Generally, the transgender community is a vulnerable community in our society. Lack of social acceptance, poor socio-economic status, different sexual orientation—all these factors have deprived them of all kinds of citizenry facilities and services. But as a human being, they need the access to various services and facilities.
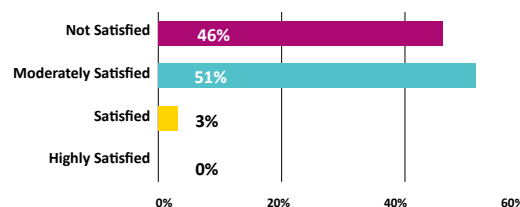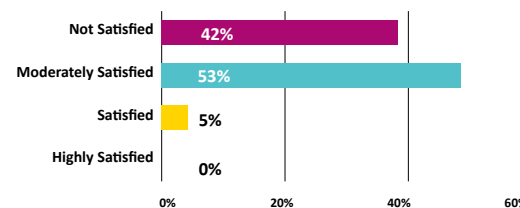
Figure 3.6: Housing and Utilities


Figure 3.7: Health Facilities

Figure 3.6 shows the users' satisfaction regarding housing and utility facilities. Because the utilities services depend on the condition of the house. But the majority of the respondents are living in the worst part of the slums that is deprived of the legal utilities' services. Only 3% of respondents are satisfied with this; the rest of them are moderately satisfied and not satisfied.

Figure 3.7 shows the satisfaction level of the health services, only 5% of respondents are satisfied with this service, and the rest are moderately satisfied and not satisfied with the health services. Respondents claimed that they have to pay the same fees to the doctors as others, but don't get proper services like other people. On the contrary, they have to face different kinds of abusive behaviors and harassments.

Figure 3.8 shows the satisfaction level of the transgender community regarding the education facilities. Only 12% are satisfied with the educational facilities. But most of them are moderately satisfied and not satisfied regarding this issue. Every transgender person has to drop out as a result of their sexual orientation, and they have to face abusive behavior and harassments on a daily basis.
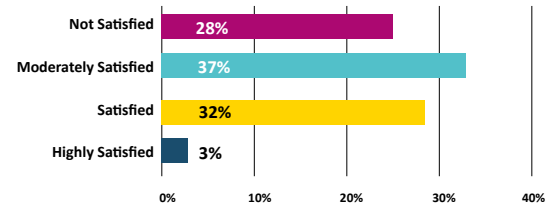
Figure 3.9 shows the satisfaction level of the community services and safety of the transgender community. There is a mixed response from the respondents in terms of their level of satisfaction. For a long time, they have accepted such

Figure 3.8: Education Facilities
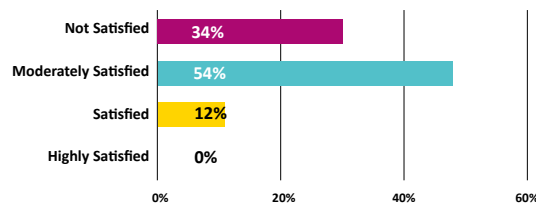
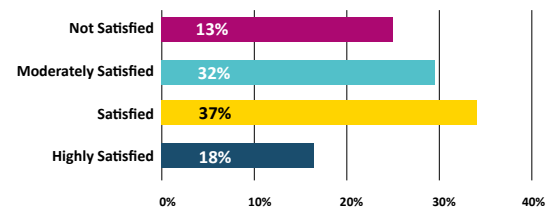*Source: Questionnaire Survey, 2019*

Figure 3.9: Community Service

Source: Questionnaire Survey, 2019

consequences, and accepted discrimination, deprivation, and oppression. The respondents also added that, they like to live in a group, because they guard each other. So, they can support people of their own communities working themselves for their safety and security services.

Figure 3.10: Civic Facilities

Source: Questionnaire Survey, 2019

Figure 3.10 shows the scenario of the satisfaction level in terms of civic facilities. But there, we can see a positive change; among all respondents, only 13% of them are not satisfied with the civic service facilities, some respondents are highly satisfied with civic facilities among all urban services delivery.

- Relationship with Authority: All respondents mentioned that they have no idea about the local government authorities, and the majority of them never pay any visit to the local government authorities' office for any kind of help. Generally, their national ID card, birth certificate, citizen certificate, etc., are provided by the local public figure. And they have no idea about how to utilise their civic rights properly.

- Relationship with Service Provider: Relation with the service provider is not so good. Because the majority of the transgender community gets abused and harassed by the service providers and service provider authorities in their regular life. But the community also added that all service providers or authorities are not the same. Some of them are much sensitised and supportive regarding the transgender community.

- Relationship with Society: Transgender community's relationship with the society basically depends on the environment. A better surrounding helps them to maintain a better relationship with the society. On the contrary, the decreased level of the environment creates a negative impact on their relationship with the society. The respondents who lived in the better living area mentioned that though they are not warmly welcomed in their society, but no people hamper their daily movement. But the situation is the opposite in case of a poor environment condition. Teasing, verbal abuse, harassment, psychological abuse, etc., occur daily and sometimes end up in physical abuse and sexual harassment.

3.1.3 Needs of the Transgender Community

As a human being and a citizen of a country, transgender people have the right to live a better life. They think that some changes in terms of service provisions and social life can ease their daily life. So, the following recommendations are taken from the transgender community people.

- Needs for Better Services

  ↘ Better Living Environment: All respondents want a better living environment. They think that a better living environment can be possible with better housing. Better housing can facilitate better utility services to them. That's why all of them want a better living environment to ensure better housing and utility facilities.

  ↘ Gender-sensitive Health Service: Due to different sexual orientations, they faced a problem when they go for health services. There is no specific comfort zone for the transgender community to feel ease in treatment. In maximum time doctors and supporting staffs make chaos to provide them treatment. So, the health service centres need to be more sensitised to gender and also need to provide low-cost services to this vulnerable group of people.

  ↘ Gender Sensitised Environment in Educational Institutions: Most of the respondents recommended that a better gender sensitised educational institution environment will be helpful for their generation. Because many of them had great interest in the study but can't be continued due to the environment of the schools. The majority of the respondents realised that if they had better educational qualifications, it would help them to lead a better life. And some of the respondents (16-19 years old) still now want to resume their educational life.

- • Needs for Better Social Life

  ↘ Gender Sensitisation in Family: All respondents think that they can have a better life if they live with their families. They mentioned that without a family, a person becomes vulnerable in the society. They recommended that awareness programmes regarding gender sensitisation should be spread.

  ↘ Gender Sensitisation in Society: All respondents recommended that if the society accepts them as normal human beings rather than isolating them based on their sexual identity, it will be easier for them to move within the society with dignity and respect.

  ↘ Changing Perspectives of General People: The majority of the respondents think that general people think of the concept of "transgender" as a social taboo, and the general people always construe a negative idea about the transgender community. The transgender community thinks that general people need to be sensitised regarding the third gender issue and set up an acceptable mind in this regard.

  ↘ Better Occupational Provision: The majority of transgender youth wants to switch their current profession and wants a decent life to live with full respect and dignity. The transgender community also complained that they want to do other works like normal people, but lack of skills as well as sexual identity are the main barriers in their path. So, the transgender youth demand the skill development training and employment opportunity.

3.2 KII FINDINGS

A total of eight KIIs have been conducted through interviewing people from several professional backgrounds. The findings of the KII are framed according to the answers of interviewees, and the following issues are the overall findings of all KII.

3.2.1 Deprived of Individual Service Provision

All interviewees mentioned that there is no specific gender-based service provision for people. Utility services pattern was designed according to the population size of the specific area, and service depends on the usage and monthly payment informed by the interviewees who work for utility services. The interviewees who worked for social support informed that they only work in the slum areas and their targeted population are women and children and their targeted sector of works is low-cost housing, maternity health, and vaccination for children. But they added that they are not concerned about the issues of a transgender. The interviewees who worked for safety and security, informed that they have to serve all citizens equally within their jurisdictions.

3.2.2 Complains Against the Transgender Community

The interviewees from the safety and security sector mentioned that sometimes they have to deal with public complaints against transgender people for creating chaos in public places like public transports, traffic signal points, bus stations, railway stations, local shops, and so on. But they never arrest any trans people for this; the transgenders are just released upon warning.

These interviewees added that there are also some behavioral problems from the end of transgender people. Sometimes they behave indecently with commoners and force them to give money, some citizens feel offended and discomfort in the pubic place because of that and they lodge complaints to

the nearby police box. But every time, police just warn the transgender people instead of filing the charge.

3.3 IDI FINDINGS

A total of six IDIs have been conducted through interviewing people from several backgrounds like NGO practitioners, academicians, a policymaker. The findings of the IDIs are framed according to the answers of the interviewees and the overall findings of the IDIs are as follows.

3.3.1 Major Reasons behind the Abuse and Harassment

The social set-up of our country is the main catalyst behind all kinds of abuse and harassment against the transgender community mentioned by all interviewees. They also added that living without family and family support is another reason. Since they live alone without family, the transgender community is derived from the social norms, values, and social safety which also influenced their behaviours. NGO practitioners and academicians also added that sometimes the transgender community also became arrogant which creates a more negative idea among general people about the trans community.

3.3.2 Deprived of policy interventions for Third gender

There is no specific policy provision and service interventions for the transgender community mentioned by the policymaker. He also added that urban service delivery pattern and urban service delivery is not designed as gender-based rather than socio-economic condition-based. He recommended that socio-economic conditions and social acceptance regarding transgender issues are more prominent than policy interventions. NGO practitioners and academicians answered that social inclusion of the transgender community

mainly depends on the social orientation and pattern rather than policy interventions. But they suggested that the third gender needs to be mainstreamed into the conventional laws and regulations.

3.3.3 Reasons Behind Social Rejection of The Transgender Community

The academicians and NGO practitioners thought that our social pattern is the main reason behind this rejection. Because in our society people, still now, are not enough sensitised regarding transgenders. On the other hand, sometimes, the activities of the transgender people often make them offended so they develop a negative idea about this community. Usually, there is a common social notion prevalent in our society is that only two kinds of gender identity would be considered normal and acceptable—male and female, and something in-between is untouchable and despiteful.

3.3.4 Lack of Gender Sensitisation in Family Environment

The academician and NGO practitioners mentioned that the families of the transgender people are responsible for the present condition of the transgender community. They told that most of the third gender people are expelled from their families after their sexual orientation is revealed, or many leave their families willingly to get rid of the mental torture. Academician thinks that family has a prominent role to nurture a person's growth as a human being, and adolescence is the significant period for a person's transition to adulthood. But the majority of the transgender people are deprived of some basic rights and privileges from the families and leave their homes at early teen. Interviewees also told that when a family has a transgender child, they feel too shy to take their trans children anywhere with them. Even transgender people get discriminative behavior at

first from their family, that's why they tend to leave family and create their own group or community. So, at first, gender sensitisation needs to be inculcated in the individual family culture. This sensitisation is not only needed for who have trans members but also for all families. Because a family is the first place of education for every child; so, if the general practise of treating all human equally can be nurtured within every family, it can play an overall positive impact on the society. The family should make their child a good citizen regardless of their gender identity and give them a healthy environment for growth.

3.3.5 Lack of Gender Sensitisation in the Social Environment

NGO practitioners and academicians thought that third gender identity is still now a social taboo in our society. Still, our society does not accept any third gender normally. That's why trans people are detached from the mainstream society and society thinks that they are unacceptable or untouchable as mentioned by the interviewees. Even sometimes family support goes wrong due to the lack of social acceptance. So, a gender sensitised social environment can ease the life of the transgender community. The policymakers added that when a society creates a gender sensitised environment it will be easy for the trans people to get access to urban service delivery and community services, and the rate of abuse and harassment would also reduce.

3.3.6 Need Gender Sensitised Educational Institutions

Most of the transgender people remain illiterate or dropped out from the primary schools as mentioned by the NGO practitioners. They also mentioned that the school environment is not supportive of trans children. And in maximum cases, they faced abusive behavior and harassments by the teachers, classmates and

other students. Academicians mentioned that the lack of gender sensitisation in educational institutions makes an uncomfortable environment for transgender students in the educational institutions. The policymakers mentioned that the educational mechanism and teaching system need to be more gender-sensitive and proper sex education needs to be included in the school curriculum.

3.3.7 Lack of Gender Sensitisation in Health Services

Majority of the transgender people are deprived of the perfect health services due to the sexual orientation, and they face abuse and harassment as a result, as mentioned by the NGO practitioners. Sometimes they get raped or go through sexual abuse and harassment, but can't manage to go to the hospital for treatment. NGO practitioners and Academicians mentioned that most of the hospitals have three wards—for male, female and children; transgender people feel uneasy in that place because they have no specific section for treatment. The policymakers suggested that health is a sophisticated issue, and health service mechanism should be designed for all human beings. Health-related policy interventions should be designed to promote gender sensitisation in health services which will be inclusive for all.

3.3.8 Lack of Gender Sensitisation in Working Environment

NGO practitioners mentioned that majority of the transgender earn their livelihood by collecting money from public places, perform in the wedding ceremonies or new-born baby's home which are their traditional way of earning livelihood. But they also added that trans people take their social status further down by demanding money forcefully from others which are also creating a negative impact against their dignity. NGO practitioners and academicians added that, because of social

unacceptance and lack of education and skills, trans people can't engage them in employment sectors. All interviewees added that the working environment needs to be more sensitised and co-workers and employers need to be sensitised more to employ transgenders according to their qualifications and skills.

3.3.9 Mainstreaming the Transgender Community instead of Individual Provision

All interviewees mentioned that creating individual service provision or policy interventions, especially for the transgender community, makes them more detached from the society. They also emphasised on the need to create some policy interventions and provision for the transgender community and for other people too who help them to adapt with each other.

CHAPTER 4
DISCUSSION

4.1 MAJOR FINDINGS OF THE STUDY

Major findings of the study have been given below:

4.1.1 Deprivation of the Urban Facilities

The transgender community is deprived of all kinds of better urban facilities like- better housing, better utilities, community services and so on. They lead an immeasurable life.

4.1.2 Discrimination

Transgender community faces discrimination in every step of life after birth. And this kind of discrimination they face from their early childhood by their family members. They are also discriminated against in terms of education, employment, entertainment, and law and justice, which negation of the SDG 5: Gender Equality yet to achieve.

4.1.3 Disrespect

They are disrespected in each and every aspect of life. In society, they are considered as a kind of untouchable and abominable community. People hold a negative mindset against this community and show disrespect in many ways to make the transgender community feel detached from the society.

4.1.4 Oppressed by the Powerful People

These people are treated badly or oppressed by people in power. They are prone to struggle for social justice because of their sexual orientation.

4.1.6 Enforced to leave family

Once their sexual orientation is defined, they are forced and pressurised to leave the family and home by the society as they can't be a part of the normal community and class. Because of leaving the home at an early age, they get a little chance to familiarise themselves with social norms and values, and this arises behavioural problems in the transgenders.

4.1.7 Annoying Attention

People give unwanted attention to transgender in public places which creates an uncomfortable situation for them.

4.1.8 Refusal of entry

They are rejected to enter religious places, public places like hotels, restaurants, theatres, parks, shopping malls.

4.1.9 Abuse

This is the most common thing transgender people face. They are prone to face physical and sexual abuse followed by rape.

4.1.10 Harassment

This is another common thing that transgender people face in their daily life and harassed by different people. Among the different types of harassment, they face physical, psychological, verbal and sexual harassment. But there is no one to protect this community from the harassments.

4.1.11 Lack of educational facilities

Like normal people, they are not entitled to have education in schools and colleges. Even in terms of education, they are treated differently and face abuse and harassment in educational institutions.

4.1.12 Lack of Proper Health Services

Like other people, there is no specific health provision for the third gender people. In our country, private hospital services are so expensive and it is very difficult for the transgenders to bear the cost. On the contrary, the govt. hospital provides health service by sending the patients in gender-based wards. In govt. hospitals, trans people face the problem regarding their sexual identity, and in private hospitals, they don't get enough attention like others after paying the same amount as others.

4.1.13 Social Exclusion

The trans people are socially excluded from society. They are excluded from the regular social, cultural and economic life. In brief, they are excluded from –

- ↘ Economy, employment and livelihood opportunities

- ↘ Omitted from the society and family

- ↘ Need for protection from violence

- ↘ Lack of access to education, health care, and special care

- ↘ Restricted to access in public spaces

- ↘ Limited access to collectivisation

- ↘ Rights of citizenship

- ↘ Deprived of the participation in decision making

4.1.14 Key Challenges that Require a Pro-Transgender Policy

A review of the existing literature and recent empirical interactions with selected representatives of the transgender community reveal the following issues as highlights of their circumstances:

- Most people in Bangladesh do not consider trans persons as an integral acceptable part of their community. Rejections are always faced by transgender persons from almost all perspectives. They are usually not encouraged to live amongst regular neighbourhoods. As a result, they are often forced to establish their own settlements outside of regular communities or any low-income communities and slums.

- These people are not well educated. Those who persevere long enough to attain the college level or higher education, have to struggle to find a decent paying job. Consequently, many of these individuals still do not have other options but to make their living by singing and dancing alongside their less-educated gender-mates.

- Many members of the transgender community, commonly viewed as an easy target and objects for the pleasure of others, are forced by the circumstances to make their living through prostitution.

- Abusive treatment by law enforcement personnel is a common complaint by the members of the transgender community.

- They undergo public dishonour, mockery, laughter, disregard, and exclusion not only from the public on the streets but also at government offices, hospitals, schools, etc.

- Currently, there is no government aid or support system to help these individuals to live a standard life. In fact, government institutions, law enforcement agencies and other governing bodies are not concerned about this issue.

- The lack of social support in times of need seems to be alarming. In case of any criminal victimisation or sexual harassment, these individuals get little help/support from either the broader community or government institutions.

The answers to the research questions we can easily get from the data analysis and findings of the study. The answers are—the transgender community carries a disrespectful and hateful status in the urban society, and the transgender community tries to avail urban service delivery like the other people of the society. It is a matter of regret that transgenders face abuse and harassment in their regular life when they try to get any kind of urban facilities and services. And it is clear that this deprivation of the urban services and facilities is caused by—the social settings, mental orientation, lack of a gender sensitised family and social culture, abuse and harassments by the different levels of stakeholders, negative perception among the people about this community, and so on.

4.2 SCOPES AND LIMITATIONS OF THE STUDY:

Scope and limitations of the study have been given below.

a. This research has basically marked out the actual recognition of the third gender in urban service delivery pattern.

b. The key objectives of this research are to point out the perception of the transgender community regarding current services delivery, and to figure out what kind of abuse and harassments they do face in regular life.

c. It will also accommodate the thoughts of the people from different sectors who are directly or indirectly associated with the transgender community or are part of urban service delivery authority.

d. The major limitations of this study are to reach out to the desired sample population within a fixed time and bring out the actual information from them.

e. People are not interested in this transgender issue because, still now, it is a social taboo in our country.

CHAPTER 5
RECOMMENDATIONS AND CONCLUSIONS

5.1 RECOMMENDATIONS

The following measures can be taken to promote welfare of the transgender community and help eradicate abuse and harassment against them in terms of availing urban service delivery.

5.1.1 Recommendation for the Government Interventions

- Actions have to be taken immediately to provide equal opportunity in education, medical facilities, basic urban services (water, sanitation, hygiene) and employment opportunities. Quota system may be introduced to ensure their participation.

- Free education may be introduced to promote transgender children's educational status. Without basic and quality education, they will never be able to uphold their rights and entitlements as citizens of Bangladesh.

- Transgenders are always the victim of eviction by family and society as well. So, immediate steps must be taken to ensure their legal rights to property. Clear and separate inheritance laws should be introduced for transgender individuals.

- The government should take initiatives to arrange accommodation/housing facilities for the transgender community. Allotting property for housing/accommodation to the elderly transgender people may be done on a priority basis.

- The government can incorporate chapters in books at the school level acknowledging the identities of transgenders and their traditional cultures. Different textbooks, scientific databases must provide accurate information regarding their identity, existence, cultures, and traditions.

- Mapping the transgender community and a proper census are essential to create an open and safe platform for transgenders to mainstream them in every sector of the society.

- A comprehensive law/system needs to be formed as early as possible which would address the problems faced by the transgender group and would help to solve those problems.

- Special livelihood or business support (individual or group) programmes for transgenders can be introduced and need to be scaled-up throughout the country on the basis of the performance of those programmes.

- Creating new employment opportunities for transgender individuals is a must which would encourage them to enter the job market. The government should concentrate on developing effective strategies for transgender groups.

- It will be more effective to initiate a comprehensive support programme rather than developing individual programmes for the benefit of transgender people by various departments and agencies.

- Very often, transgender people are unable to make their voices heard, and to even become a part of society. Government and civil society should formulate a principle in every transgender support initiative that will ensure that they are able to express their views. They must be given the rights to be part of the decision-making process in the development of strategies and agendas for their welfare.

- While providing socioeconomic assistance to transgenders, the principle of reciprocity needs to be emphasised. It means that when the government delivers necessary basic services and benefits under social protection programmes to the transgender community, the transgenders themselves are abiding by such rules and conditionality that are aimed at their personal and human development potential.

5.1.2 Recommendations for the NGOs and Other Interventions

- Partnerships with Civil Society Organisations (CSOs) and NGOs need to be encouraged to achieve the goals and initiatives enacted for the transgenders. Similarly, drives and campaigns such as formal registration, recognition, equity and equality, participation and social inclusion of transgender people are required to be run on a regular basis.

- It is essential to ensure that larger communities are involved in efforts related to the welfare of transgenders. Alongside running awareness, mobilization, and information campaigns for transgender people, it is essential to ensure that their families, parents, neighbours and other social networks are on board regarding the various relevant initiatives being run. This will safeguard an inclusive policymaking and delivery process for the welfare of transgenders, and will make welfare programmes responsive to the needs of stakeholders.

- NGOs and CSOs have to play a major role in engaging the transgender community in a partnership effort with the larger part of society. The government needs to engage existing voluntary-sector networks, wherever possible, to reduce costs and to increase the efficacy of its advocacy, responsiveness and social mobilisation initiatives.

5.1.3 Recommendations for Policy Interventions

- A private bill needs to be passed in the parliament for the rights of transgender community. New policy/law needs to be ordained to ensure the legal rights of the transgender community living in different parts (urban and rural both) of the country.

- It is expected that initiatives for the transgender community will contribute to poverty reduction and response within the transgender community, particularly prioritising the reduction of extreme and multidimensional poverty. To achieve that end, ensuring the adequacy of initiatives within the budget constraint is also essential.

- Introducing successful social policies and programmes are necessary that would promote self-sufficiency among the transgender community rather than a long-term dependency on the programmes. If and where feasible, the adaptive rules would be designed for graduation and exit from each programme. More importantly, measures to

help beneficiaries graduating out of extreme multidimensional poverty and marginalisation and to escape from intergenerational transmissions of poverty will be incorporated in the overall welfare management for the transgender people.

- While formulating polices that are beneficial to transgender persons, it is necessary that transgender persons have political sovereignty and could freely participate in political activities including participation in elections and voting as per their will. Such programmes will promote the active participation of transgender persons in mainstream politics.

- It is needed to frame out some social welfare programmes and develop some mechanisms to run these programmes successfully. Social welfare programmes could be classified within different types of services and facilities which are essential for the improvement of the transgender community. For example—

Social Welfare Programme Classifications	Instruments
Basic Rights Establishment	Free services of basic human rights like food, shelter, quality education, health services, safety.
Occupational Establishment	Labour market interventions i.e. skill development training, zero/low-interest loan system for the entrepreneurs, internship, job vacancies, gender sensitisation in term of working environment.
Social Safety	Contributory or non-contributory old-age pensions, health- insurance, grants for sick transgenders.
Welfare Guarantee	Cash transfers to the elderly, transgender with disabilities and other vulnerable transgenders.

5.2 CONCLUSION

In the constitution of Bangladesh, promoting, protecting and fulfilling the rights of all people regardless of sexual orientations have been emphasised. It is a matter of hope that the transgenders get recognition as the third gender by law. But this recognition is just on pen and paper. Still, they are the most underprivileged and vulnerable among all underprivileged groups. Our government is required to create and implement laws, policies and programmes that facilitate transgenders as citizens, give them the right to vote and stand for election. But our government cannot promote the right to protection against violence and discrimination, right to equality under the law, right to livelihood and right to fair portrayals in the media, and the right to live a life with dignity as a social human being. Currently, these are the urgent needs of the transgender community. They are deprived of their basic human rights and face discrimination through abuse and harassment in their regular life.

Social inclusion of the transgender community is essential to make their life easier, and there is a need to develop gender sensitisation in terms of social and service delivery distribution system, which at least can ensure gender equality and inclusiveness in service delivery.

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QUESTIONNAIRE FOR TRANSGENDER COMMUNITY

1. Demographic Profile

1.1 Name: _____

1.2 Age: _____

A. a) 16-25 years ☐
    b) 26-35 years ☐
    c) 36-45 years ☐
    d) 46-55 years ☐
    e) 55-66 years ☐
    f) 66+ years ☐

1.3 Occupation: _____

1.4 Educational Qualification: _____

A. a) Primary ☐
    b) Lower Secondary ☐
    c) SSC ☐
    d) HSC ☐
    e) Graduate ☐
    f) Post Graduate ☐

1.5 Where do you live: _____

1.6 Do you live with your family? _____

A. a) Yes ☐
    b) No ☐

if no,

1.7 How many years you live without your family: _____

1.8 What are the main reasons and persons behind the living of your family? Please explain.

A. _____

1.9 Do you ever visit your home after living? How many times in a year?

A. _____

2. Access to Service

Service Name	Yes	No	If No, why?
Housing			
Electricity			
Gas Supply			
Water Supply			
Sanitation			
Education			
Health Service			
Safety and Security			
Community Service Access (Shopping, grocery, religious place)			
Civic Services (Birth Certificates, Citizen Certificate etc.)			

3. Did You face any kind of abusive behavior to get any service in which you have access?

Service Name	Details about abusive behavior						
	Type of Abuse	When it takes place	Who did this	Frequency of occurrence it/month	Damages	After Step against the abusive behavior	Further result after taking a step
Housing							
Electricity							
Gas Supply							
Water Supply							
Sanitation							
Education							
Health Service							
Safety and Security							
Community Service Access (Shopping, grocery, religious place)							
Civic Services (Birth Certificates, Citizen Certificate etc.)							

4. Did you face any kind of harassment to get any service in which you have access?

Service Name	Details about abusive behavior						
	Type of Harassment	When it takes place	Who did this	Frequency of occurrence it/month	Damages	After Step against the abusive behavior	Further result after taking a step
Housing							
Electricity							
Gas Supply							
Water Supply							
Sanitation							
Education							
Health Service							
Safety and Security							
Community Service Access (Shopping, grocery, religious place)							
Civic Services (Birth Certificates, Citizen Certificate etc.)							

5. What is your level of satisfaction with the services?

Service Name	Highly Satisfied	Satisfied	Moderately Satisfied	Not Satisfied	Remarks
Housing					
Electricity					
Gas Supply					
Water Supply					
Sanitation					
Education					
Health Service					
Safety and Security					
Community Service Access (Shopping, grocery, religious place)					
Civic Services (Birth Certificates, Citizen Certificate etc.)					

6. Can you ever try to access any kind of service in which you have no access?

A.   a) Yes   ☐
     b) No   ☐

If yes, what is the final output? Or if not why you don't try to get access? Please explain-

_____

_____

7. Urban Service Delivery Pattern by Authority-

7.1 Do you know what urban services are delivered by the city corporation authority?

A.   a) Yes   ☐
     b) No   ☐

and if yes please explain-

7.2 What kind of services are you avail which are provided by authority?

A.   _____

7.3 Do you ever go to the city corporation office or ward council office to get any civic services?

A.   a) Yes   ☐
     b) No   ☐

and if yes please explain-

_____

7.4 Do you have any recommendations for the authority to improve urban services, especially for your community?

A.   _____

8. Society/Neighborhood Behavior towards the Transgender Community

8.1 How can you judge your society/neighborhood peoples' behavior towards you?

A. a) Highly Well ☐
    b) Moderately well ☐
    c) Well ☐
    d) Not well ☐

please explain _____

_____

8.2 Do you have any recommendations to make your community/society/neighborhood a better living place for Transgender people?

A. _____

_____

Thanks a lot for your response.

_____
Signature

IN–DEPTH INTERVIEW CHECKLIST

Person can be considered as key informants:
Total 6

> ↘ 3 Persons from NGO who are basically working for the welfare of the transgender community

> ↘ An academician from the Department of Women's and Gender Studies of Dhaka University

> ↘ An academician from the Department of Anthropology of Jahangirnagar University

> ↘ An urban policymaker, General Secretary of Bangladesh Institutions of Planners

Checklist for Present Urban Service availing conditions of the transgender community and the recommendations for the future betterment

1. Description of the goals and objectives of this research

2. Description of the transgender community-

> ↘ Their living place, occupation, their standard of living

> ↘ Service access for the Transgender People

3. Urban Service Availing Issues-

> ↘ Housing provision for transgender community

> ↘ Educational Facilities for this community

> ↘ Health Service for this community

> ↘ WASH service for this community

> ↘ There are any legal or policy interventions for the urban service delivery especially for this community

> ↘ The abuses and harassments faced by transgender people in daily life to avail basic urban services

> ↘ Challenges and barriers to serving his community individually

> ↘ Present design of urban services delivery can cover the demands of this community

> ↘ There is any future plan to prepare special service provision for this community

> ↘ Including the transgender community in the urban service planning

4. Community Service Availing Issues-

> ↘ Identifications the issues which are creating a gap between the general and transgender people

> ↘ Reasons the occupational deprivation of the transgender people

> ↘ Occupational issues and provision for the decent job for the transgender community

> ↘ Abuses and Harassments faced by transgender people in daily life to avail service within community

> ↘ The major reasons behind the abuse and harassment of the transgender community

> ↘ The major reasons why general people don't accept the transgender people as a normal human being

> ↘ Security and Legal Support for this community

> ↘ Eradication of abuse and harassment against the transgender community from all sectors

> ↘ Social justice system to prevent the abuse and harassment against the transgender community

> ↘ The way to build up a good relationship between general people and transgender community

> ↘ Ensure a better living place for the transgender community

> ↘ Rehabilitation of homeless and out of family transgender community

> ↘ Planning and policy interventions can eradicate the abuse and harassment from the life of transgender people.

KEY INFORMANT INTERVIEW CHECKLIST

Person can be considered as key informants:
Total 8

↘ Chief Social Welfare and Slum Development Officer of DNCC

↘ Chief Town Planner of DNCC,

↘ President of standing committee related to Town Planning Development of DNCC,

↘ President of standing committee of Social Welfare and Community Centre of DNCC,

↘ Member Secretary of standing committee related to Town Planning Development of DNCC,

↘ Member Secretary of standing committee of Social Welfare and Community Centre of DNCC

↘ 2 sub-inspectors (SI) of police of Welfare and Force divisions of DMP.

CHECKLIST FOR URBAN SERVICES PLANNING IN DNCC

1. Description of the goals and objectives of this research

2. Description of the transgender community-

↘ Their living place, occupation, their standard of living

↘ Service access for the Transgender People

↘ Their present lifestyles

3. Urban Service Delivery issues-

↘ Any individual service delivery plan for transgender people

↘ Any service provision especially for transgender community

↘ Future plan for the provision of the transgender community

↘ Challenges and barriers faced to provide service for this community

↘ Overcoming of challenges and barriers to providing service for this community

↘ There is any chance for the transgender community to complaints against any kind of irregularities for availing urban services

↘ Actions/Steps against any complaints of the transgender community to avail their urban service rights

↘ Challenges and barriers faced taking step stand by the complaints of the transgender community

↘ Overcoming challenges and barriers to taking the step to stand by the transgender community.

4. Community Service Issues-

↘ Housing provision for transgender community

↘ Health Services for the transgender community

↘ Educational facilities for the transgender community

↘ Safety and security support for the transgender community

↘ Occupational engagement for the transgender community

↘ Community movement provision for the transgender Community

↘ Any government rehabilitation program for the transgender community

↘ Community's people perception to live with transgender people

↘ Any complaints of Community's people against the transgender people

↘ Actions/steps according to the complains of general people

↘ Any complaints of transgender people against the community people

↘ Actions/steps according to the complains of transgender people

↘ Any support center to give support to the transgender community

↘ Future plans for the betterment of the transgender community

FOCUS GROUP DISCUSSION FOR TRANSGENDER COMMUNITY

The data collected here will be used solely for research purposes. The identity of the respondents will be kept anonymous and will not be revealed without prior permission.

Each Group: 8 persons
Time: 1.5 Hours

Introductory question- 2

1. Introduction to the topic

2. Details about the research goals and objectives

Guiding Question-9

3. What kind of problems do you face when you go to take a rented house?

4. What kind of problems do you face when you go to take a health service?

5. Do you get available occupational provision to earn your livelihood?

6. Do you get available service of amenities (electricity, gas, water supply?

7. Can you move freely within your community?

8. What kind of abusive behavior do you face in your daily life?

9. What kind of harassment do you face in your daily life?

10. Where you go to get support against abusive behavior and harassment?

11. Do you get the proper support?

Exit Questions-2

12. What measures and steps can help to eradicate abuse and harassment from your daily life?

13. Do you want to put any recommendations for the further improvement of the present urban service delivery?

PHOTOGRAPHS

Photo: Entrance of the house of transgender people *Source: Field Survey, 2019*

Photo: Toilet which is reserved for the transgender people in slum *Source: Field Survey, 2019*

Photo: Lighting Situation of transgender peoples' living place during daylight

Source: Field Survey, 2019

Photo: Focus Group Discussion

Source: Field Survey, 2019