Name of the study area: Urban

Data Type: IDI with unqualified seller/prescriber

Length of the interview/discussion: 66 min 03 sec.

ID: IDI\_AMR203\_SLM\_PUnQ\_Ani\_U\_27 Nov 17

**Demographic Information:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Gender | Age | Education | Seller/prescriber | Category | Year of service | Ethnicity | Remarks |
| Male | 57 | Class-VI | Unqualified seller/prescriber | Animal | 11 Years | Bengali |  |

**Interviewer:** Assalamualaikum. Brother. I work in ICDDRB, Mohakhali cholera hospital. We are doing a research work where we are trying to understand what do the human being, animals and birds which are domestically reared in the houses do, when they become sick? Where do they go for treatment and advices? And do they buy any antibiotic for these types of illness? We also want to know from those who are shop owners or who are giving health services, when they sell or provide antibiotic then how do they sell antibiotic or give advice for taking antibiotic? Whatever information you will give us, all will be preserved confidentially in ICDDRB. And these will be used only for research purpose. Well, are you well, brother?

**Respondent:** Alhamdulillah. I am well.

**Interviewer:** Well, well. Then, let’s start the discussion.

**Respondent:** Yes.

**Interviewer:** Firstly, would you please tell a little about nature of your work? What are your responsibilities here? You are able to do what types of work? Would you please tell these elaborately?

**Respondent:** We work in this shop. If any prescription comes, then we serve that prescription. Or if anyone asks for any advice then we give that. We give antibiotic after observing his stool, as we know what medicine is used for which disease. We give vitamin. We do all these after listening to the customers.

**Interviewer:** Okay, okay.

**Respondent:** The type of disease depends on the type of someone’s stool. And we give medicine on the basis of that.

**Interviewer:** Okay, okay.

**Respondent:** Yes, and if there is any complicacy, then we give advice to go to doctors. Such as, to the doctors who exist in Mohakhali.

**Interviewer:** Means, isn’t it a veterinary medicine shop?

**Respondent:** Yes, it is a veterinary medicine shop.

**Interviewer:** Would you please tell a little, what types of medicines are there in your shop?

**Respondent:** All types of medicines are available here. All types of medicines means, all kinds of vitamin, calcium and antibiotic.

**Interviewer:** Okay, okay. Then do you have any experience to prescribe antibiotic in prescription? People come to you, especially when their domestic animals or ducks and chickens have any problem. In that case, you give antibiotic, isn’t it?

**Respondent:** Yes.

**Interviewer:** Yes, how do you prescribe that?

**Respondent:** That is their …..

**Interviewer:** By saying what, you give this?

**Respondent:** No, we tell this verbally. Even sometimes we write this on paper. I give those which are small things and which I am able to understand. And those which I don’t understand, I give them advice to go to the doctors.

**Interviewer:** Okay, okay. In that case, those who cannot remember, do they tell to write this?

**Respondent:** Yes, they tell.

**Interviewer:** They tell, okay, okay.

**Respondent:** Again I tell the names of big doctors who exist in Mohakhali or Joydebpur sadar hospital to many customers. I give them telephone number and tell them to visit those doctors. Even then, many of them tell that they don’t have enough time to go far away for visiting those doctors. That’s why, they ask for whatever we have. I give them medicine as per my experience. Inshallah, roughly they get a result or they …(2:55 could not be understood)

**Interviewer:** You have experience for how many days in this sector?

**Respondent:** Till today, probably it will be ten to eleven years.

**Interviewer:** It is a long time. Okay, okay. Well, what do you think? For the time being, is the use of antibiotic increasing or decreasing? What do you think?

**Respondent:** Aa…for the time being ….the use of antibiotic is increasing.

**Interviewer:** Why it is increasing? Would you please tell this elaborately?

**Respondent:** Why it is increasing? Look, whatever experience that I have, I am telling according to that knowledge. There is a medicine named ciproflox. When it is applied on dysentery, it is seen that it gives no result. Later on, when ocitetracyclin (possibly oxy-tetracycline) is applied on that, then it is seen that it also gives no result. Then I give ciprofloxacin. New drugs are coming like this. Again representatives of the companies make us understand this. They give us information that these drugs work well. They also give us literature. We see that. We also use those as per literature. When we get good result, then the farmers tell that such and such medicine is good medicine and it works well. …(3:58…..4:00 minute) different antibiotics are given for different cases.

**Interviewer:** That means, you have been observing in your ten to twelve years experience, the use of antibiotic is increasing day by day.

**Respondent:** Hmm, it is increasing, but not decreasing.

**Interviewer:** It is increasing. What is the reason for increasing? Normal medicines used to work on these before, isn’t it?

**Respondent:** I think the reason for increasing is, those antibiotics were better which existed before rather than the antibiotics which are coming newly. I think so.

**Interviewer:** Well, well.

**Respondent:** That means, those which were produced by old companies. I think so. It is seen that sometimes there are many who come and tell that they know about those medicines. Such as, renamycin, renamox, etc. Already they have used those for long time. They ask for new one. If we don’t give any new medicine, then they tell that they have used it. They tell, please, don’t give this. Give another medicine. Then another medicine is given. Means, those medicines which are produced by new companies. Sometimes these work well, again sometimes these do not work well.

**Interviewer:** Okay, okay.

**Respondent:** According to this, it is seen that those medicines which existed before, those were good.

**Interviewer:** Yes, yes.

**Respondent:** The medicines which were produced before by different companies, actually at the moment I don’t have the names of those medicines in my memory (5:00 minute). Those medicines were good. Those which are coming newly, maybe some of those are good, but most of them are not that much good. Not that much good means, the new ones do not give the same result like old ones. This is it.

**Interviewer:** Well, the thing which I want to know from you is, do you face any type of problem or challenge for selling antibiotic or for prescribing antibiotic in any prescription? Suppose, when a farmer comes to you with his ducks and chickens or his pigeon having such and such problem or such and such disease, and when you think that you will have to give antibiotic, then do you suffer from any type of hesitation that which one you should give?

**Respondent:** No, I don’t suffer from any type of hesitation. Because, only I give those treatments which I am able to understand, I don’t give those treatments which I am not able to understand. When I don’t understand about the disease, then I advice them to go to the doctors.

**Interviewer:** Means, to take this decision. Instantly to take this type of decision ….

**Respondent:** I take decision on the basis of the disease. I don’t tell anything which I don’t know.

**Interviewer:** Okay, okay.

**Respondent:** And I give advice. I give him phone number of the doctor. And tell him if he goes to such and such place, then he will get such and such doctor. Such and such doctor understand how to give well treatment. And if you go to such and such place then you will be able to get him. Such as, Dakshinkhan ….., again there are some doctors at Mohakhali. We give him phone number like this.

**Interviewer:** Actually, ten to twelve years is a long period. You must have handled many types of cases within this time, isn’t it?

**Respondent:** Few small cases.

**Interviewer:** Sometimes don’t you feel any challenge, whether you will give this one or that one?

**Respondent:** No. when he tells that this is such and such matter, then whatever I have understood that is, whatever I have learnt in my long experience, in the light of that I know that such and such medicine will work perfectly on such and such disease. When I give this, it works perfectly. It is seen that maybe most of the problems become well. And even then, if there remains some problem, then normally I give general medicine. Then I don’t apply antibiotic. In most of the cases, it is seen that, the disease becomes well. Mostly I depend on the information which is provided by the customer earlier. I try to listen to their conversation carefully. Even I try to understand those. When I see that I do not understand this properly, then I tell him, this is not my job, I don’t understand this. You please take him to the hospital. And I give him name, location and phone number of the doctor. I ask him to tell his problem to them. If it is needed, then I even talk with the doctor of Dakshinkhan, sadar (main town from the point of view of a district) hospital. I try to help my customer as much as possible.

**Interviewer:** Well.

**Respondent:** And I know very well two to three doctors who work at Mohakhali and Khamarbari. If I am not able to understand about the disease, whether it is a disease of chicken or cow or duck, whatever the disease is, I tell the doctor, a patient has come. Then I tell the doctor, I am not able to understand the disease and I make a contact between the doctor and the customer. Suppose, few days earlier, a gentleman came here with an ostrich which was brought from South Africa. His home district is Comilla and he lives in sector number ten of Uttara. Suddenly he came and he showed me a picture through his mobile phone. Then he told me, brother, give me vaccine of ostrich. I asked him, where did he get ostrich? Then he told that he brought twenty four ostriches …..

**Interviewer:** From South Africa.

**Respondent:** From South Africa. Then he showed some pictures on his big mobile screen. He brought baby ostriches of one day or two days old. Weight of each would be one thousand or eleven hundred gram.

**Interviewer:** Each ..

**Respondent:** Movement of those is as same as very big chicken. He showed me, those were eating grass. He told me, ‘sir, give me vaccine for them.’ Then I was astonished. Means, I didn’t sell any vaccine of ostrich throughout my whole life. Even I have never heard any brand name of that vaccine. But, how ostrich came? That’s why, I asked him, where did you get these ostriches? He replied, he brought those from South Africa. Then I told him, I cannot give any treatment to these ostriches. Then I told him, if he knew about any doctor, then he should make a phone call to him. Or I could give phone number of the doctor and he might talk with him. Then he told that he knew a doctor who might be his friend. Then he made a call to his friend. The person who was on the other side of the phone, he asked me, ‘is this a veterinary medicine shop’? I told yes. Then he told, ‘give him a vaccine of new castle disease’. The name which he told me, that is new castle disease vaccine. I thought that it would be vaccine for ranikhet disease. Then I replied, yes, I have this. Then I give him that vaccine. After giving the medicine, I made him understand how to apply this. Then the customer told me, ‘brother, would you please help me a little?’ I told, of course, I would help you. What I won’t understand, I will give you phone numbers of good doctors. He went away after taking the medicine. But next day he came again. Two baby ostriches became paralyzed or the legs were becoming yea (Expression used when an appropriate word is not forthcoming or is not proper to utter).

**Interviewer:** They were about to be paralyzed.

**Respondent:** Yes. Then I gave calcium B1, B2 and B6. And I told him to apply these for some days. The next day again both of them came. They told, those will have to be applied for seven to eight days. If these are applied then they will be cured. Then they asked for a little bit vitamins. I gave those. Actually I gave those medicines following their advice. After giving … (10:00 minute) that gentleman came again after one week or fifteen days. Then I wanted to know elaborately about the matter. Then I asked him, from where he brought these ostriches? He told, from South Africa. Again I asked him, what do you do there? He replied, he does a job there. I asked then, as you are doing job there, so why did you bring ostriches from there? He told, brother, these ostriches …..

(Customer is talking 10:19-10:21 minute)

**Interviewer:** Yes, ostrich.

**Respondent:** Ostrich, I have brought twenty four ostriches from there. He told that he spent five lac sixty thousand taka or five lac seventy thousand taka to bring these. He told that his intension was to rear in our country, because the weight of one ostrich will be approximately two and half maunds to three maunds when it is reared. In South Africa, mostly the meat of ostrich ….

**Interviewer:** Famous …..

**Respondent:** Famous and they eat that. He has brought those, because if he can rear these in our country, then he will export meat of the ostrich to that place. That’s why, he has brought twenty four ostriches to observe their nature. Then I told, actually it is a matter of environment. I don’t know whether they will be able to match with our environment or not. Whatever the matter, you should go to a doctor. It will be better. Then he replied, ‘brother, I have come here for this reason. But now I am not feeling well.’ Then I asked him, how shall I give treatment in this case? You have brought expensive bird. You should take a good advice from a doctor. I know a good doctor. Probably he works at Mohakhali. He has done PHD on Microbiology. He is a very good doctor. I provided his phone number to the customer. He is a busy doctor, that’s why he doesn’t receive unknown call. That’s why, the doctor call me back. And he asked, what is the matter? Then I narrated him the matter. There are some ostriches which are brought from South Africa. As his residence is ….

**Interviewer:** Too near ….

**Respondent:** No. yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) means, his residence is in sector seven. That’s why, it will be easier. But the doctor replied me, he does not have enough time to see any patient. And he gave a phone number of a doctor who is a good friend of him. That friend is a curator of the zoo.

**Interviewer:** Okay, okay.

**Respondent:** Then I told the doctor, sir, I don’t know him. He replied that he will inform him. He gave the phone number and told me so that I tell the gentleman to communicate with the doctor. Then he went with a car to bring the curator. Then the doctor saw those patients. The curator was brought two to three times. Later on, it is seen that gradually one by one those were dying. Meanwhile, I got opportunity to talk to the person who has brought those birds. He informed me that already many of them have died. And the doctor has told him, this is happening because of environment. Later on, he took the birds in the rural environment by the advice of the doctor. But he got the same result. Gradually they were dying.

**Interviewer:** Are they well right now?

**Respondent:** I know upto this. That person didn’t come again later on.

**Interviewer:** Okay, okay.

**Respondent:** Yes. I know upto this. Now, there might be big doctors in Comilla. Whether they are in good condition or bad condition, I don’t know. He didn’t make any contact with me later on. I just did upto this.

**Interviewer:** Let’s back to our discussion. Now, the thing which I want to know, that is, when you give antibiotic, then do you tell anything about how will be its dosage, for how many days this will have to be taken? Whether there is any side effect or not? Do you tell anything about these matters? Would you please tell elaborately about this thing?

**Respondent:** Of course, antibiotics have specific dosage. It might be five to seven days. Sometimes it might be three days. But I write the dosage when I give the medicine. Same dosage is not applicable for all the medicines. More or less I give this way.

**Interviewer:** Well, well. Please mention, what are the dosages? You have told only for how many days these will have to be taken.

**Respondent:** Yes.

**Interviewer:** Five days to seven days. And dosage, means for how many times in a day?

**Respondent:** There are some medicines which will have to be applied twice in a day. Again there are some medicines which will have to be applied thrice in a day.

**Interviewer:** Besides this, would you please tell a little about its side effect?

**Respondent:** Side effect, sometime may have side effect. It may so happen that by mistake the quantity of medicine maybe more or the quantity of water to be mixed with the medicine becomes more. This may also create side effect.

**Interviewer:** Yes. Then what do you tell about that matter?

**Respondent:** Hmm ….

**Interviewer:** Then what do you tell about that matter?

**Respondent:** Then I ask them, how did it happen like this? Why did it happen like this? How did they apply the dosage? After listening to them, I can understand they made mistake by giving more medicine or less medicine than the desired quantity.

**Interviewer:** Okay, okay. Now, would you please tell about resistance of antibiotic?

**Respondent:** Resistance means, what thing you …..

**Interviewer:** Don’t we hear sometime, antibiotic has become resistant? I don’t know, whether you know or not, sometime we hear, the medicine has become resistant. Would you please tell something about this matter?

**Respondent:** Means, that is not working, or yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) has done ….(15:00 minute) I am not that much conversant with this as these are animals and pigeons. I don’t have that much information about these. So far I have not received any such thing. I only got good result.

**Interviewer:** Means, did you get any case like this where medicines are being applied but they are not getting well? Suppose, he has come many times …..

**Respondent:** No, he didn’t come many times. It would be once or twice. I have told you, at that moment, it becomes all right if group is changed.

**Interviewer:** Usually, what is the reason for becoming resistant? What do you think?

**Respondent:** Resistance, means cannot even diagnose the disease, how they will determine the medicine? This may happen like this. It may so happen that I have not been able to diagnose the disease. Maybe those who have disease they cannot describe properly. Maybe they have misinterpreted. They have one type of disease, but they are telling about another type. Medicine is given on the basis of their description.

**Interviewer:** That means, the treatment is done wrongly.

**Respondent:** Yes, the treatment is done wrongly.

**Interviewer:** Then, isn’t this mistake resistance? Don’t we tell, resistance of antibiotic or medicine?

**Respondent:** It is not working. Yes. But this doesn’t happen like this. It is very negligible.

**Interviewer:** For what reason it happens? What is your experience?

**Respondent:** No, it doesn’t happen. It doesn’t happen like this. Nothing is there like this. Normally medicine works on the disease.

**Interviewer:** Okay, okay.

**Respondent:** But firstly, the disease is to be identified. Then medicine will have to be selected. If the disease is correctly identified first, then the medicine can be applied perfectly. If I don’t identify the disease, then how do I give proper medicine? Or those who are farmers ….

**Interviewer:** Suppose, you have identified the disease. Also you have given proper medicine. But it is not working.

**Respondent:** No, it works. It never fails. No, I don’t ….

**Interviewer:** Okay, okay.

**Respondent:** It never fails, isn’t it?

**Interviewer:** Well let us discuss it after a while, we were discussing, is there anything whether a particular patient will be given antibiotic?

(16:40 minute could not be understood) is there anything like that? How do you take this decision?

**Respondent:** I take this decision on the basis of the disease. When complicacy of any disease is found, and which I don’t understand, then I tell the farmers to go to doctors and take the decision. Even then, I don’t take any decision at that moment.

**Interviewer:** Well.

**Respondent:** If they ask, why I am not able to do this, then I tell, I cannot understand this matter. I don’t give any decision about the matter which I cannot understand. Normally I try to take advice from any doctor. Sometimes I make phone call of my own. This way I do yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) them … means, I help them.

**Interviewer:** And whatever advice that you are giving, don’t you know about those things …

**Respondent:** Yes, which I know. Yes, I give advice after knowing all those things about that matter. Whatever I can understand after listening to him, and which is under my capacity, I do that …..

**Interviewer:** Okay, okay. Brother, do you think that ….(Will you pick up phone?). Actually, I am telling that is the market price of antibiotic within the buying capacity of general people? Or is it much higher? Would you please tell a little?

**Respondent:** It is within the buying capacity of general people.

**Interviewer:** It is within the buying capacity of general people. Means, aren’t there some antibiotic, about which sometime we hear, it is very costly? Is there anything like this?

**Respondent:** There are some imported medicines, but number of these is very less.

**Interviewer:** For animal? So, a customer or a buyer is spending how much money to buy antibiotic ….. its ….(18:02 minute) What does he get?

**Respondent:** Of course he gets. I have a little knowledge about the cow. Suppose, there is such and such product, and price of that product is much higher. On the other hand, price of a cow is one lac to one and half lac. But it is seen that the farmer is spending maximum five thousand, six thousand or seven thousand taka for treatment. Even then, my …(18:19 minute could not be understood) benefit remains same also. I am seeing that two thousand, four thousand or five thousand taka is spent for any treatment where price of a cow is one lac, one and half lac, sometimes it is two lac taka. Again when there are one thousand or two thousand broiler or layer chickens, then the farmer spends five thousand, ten thousand or seven thousand taka. A huge investment is made there.

**Interviewer:** Well, normally, do general people take antibiotic in a small quantity or they take full course of antibiotic?

**Respondent:** Those who are conscious they take full course. They try to complete full course. But most of the consumers or customers don’t complete the full course. They don’t complete the course, even when the doctor advises to complete full course. Suppose, the doctor has told to take the medicine for seven days. But after four days, when their animals become well, then they don’t look back to this place.

**Interviewer:** Whether they are people of educated society or middle class or …….

**Respondent:** Actually most of them are middle class people. Means, they don’t understand anything. Those who rear cow, they are as same as cow. It is as simple as that.

**Interviewer:** Ha, ha, ha.

**Respondent:** Besides this, there are some people who have big, how do I express this, means

**Interviewer:** Who rear in a large scale ….

**Respondent:** They think themselves knowledgeable persons. Means they think, they understand more than DVM doctor.

**Interviewer:** Okay, okay.

**Respondent:** Damage is also done for this.

**Interviewer:** Means, they think, they understand more than doctors.

**Respondent:** Yes, this is exactly what I have told. They think themselves very knowledgeable. They think, they understand more than DVM doctors. That’s why, sometimes damage is done to them. Suppose, there is a farmer who rears thirty or forty or fifty or sixty or seventy or one hundred cows. Three to four cows die amongst those cows because of him. But maybe he doesn’t express this. (20:00 minute) Means, the things which should be done by the doctor, he does those things. He doesn’t care about any doctor also. This is ……….

**Interviewer:** You were telling earlier about buying the full course of antibiotic, means you have told, there are some customers who buy full course. Again there are some who don’t buy full course. Whether most of them buy full course or ……..

**Respondent:** Most of the people don’t complete full course.

**Interviewer:** Okay. Why don’t they complete full course?

**Respondent:** Hmm.

**Interviewer:** Why don’t they complete full course?

**Respondent:** If the disease is cured within two days to five days, then they think, these are not needed anymore.

**Interviewer:** They think, these are not needed anymore. Well. So, do you give more priority on antibiotic rather than general medicine?

**Respondent:** No, I don’t give more priority on antibiotic rather than general medicine.

**Interviewer:** What is the reason?

**Respondent:** Because, I use general medicine where general medicine is needed. I don’t want to give higher antibiotic in normal cases. Such as, if I see, there is dysentery then I can give saline. If it is not enough, then I can give oxy-tetracycline. Even then this is not enough, then I give ciprocin.

**Interviewer:** Okay, okay. These are used alternatively.

**Respondent:** Alternatively.

**Interviewer:** Well, well. Is there any difference between general medicine and antibiotic?

**Respondent:** What do you mean by general medicine?

**Interviewer:** Means, such as, we ….

**Respondent:** Normally I tell to give non antibiotic along with antibiotic.

**Interviewer:** Well, well.

**Respondent:** Means antibiotic along with non antibiotic …….

**Interviewer:** You tell to give non antibiotic, well. Means, do you give both of them at a time?

**Respondent:** Such as, I tell to give saline.

**Interviewer:** Well, do you tell to give both of them at a time? So if we tell, there are two types of medicine, one is general medicine and another is antibiotic, then is there any difference between these two types of medicine on the basis of how it works or any other thing?

**Respondent:** Suppose, antibiotic is used when treatment is given. But when general medicine is used, then that is not any treatment. Slight yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) is done with general medicine. All the medicines are given on the basis of the disease.

**Interviewer:** Means, suppose, if I talk about the medicines which are used for human being, then there are two types of medicine. Such as, paracetamol or these types of drugs, these are general medicines. On the other hand, ciprocin, fimoxyl or something like these, these are antibiotic. What is the difference between these two types of medicine? Means, aren’t these as same as which are used for animals?

**Respondent:** Suppose, a person has come and told that his pigeon or chicken has been suffering from fever.

**Interviewer:** Yes ….

**Respondent:** Again, there is cold also.

**Interviewer:** Well

**Respondent:** There is cold. I might think that the fever comes because of cold. We have veterinary medicine Fasvet which belongs to paracetamol group. I give this. Or there is miko ..(22:43 minute) .. I apply this medicine for cold. The first one is normal medicine. Such as, there is doxycycline, oxy-tetracycline, or a combination of preparation.

**Interviewer:** Yes.

**Respondent:** Or tylocin, doxacin, colstin, bomycin (22:55 minute). I normally give these medicines when I am told about cold, cough, etc.

**Interviewer:** Means, in that case, are there general medicine as well as antibiotic among those medicines?

**Respondent:** I give general medicine in a small scale. Because, all people cannot give fasvet tablet properly. That’s why, I use this in a small scale. But I give that medicine which is used in cold, because if I give that then fever will not stay. Hmm, I give medicine by observing cold or lung.

**Interviewer:** Well then, general medicine and antibiotic, is there any other difference between these two? Is there any difference between the two in terms of name, effectiveness or ingredients of medicine?

**Respondent:** No, this …….

**Interviewer:** Is there any other difference?

**Respondent:** Means, what is the difference? Antibiotic is used if any treatment is to be given. And if it is a normal case like headache, then we try paracetamol and wait for a certain period. That’s it. If it is not cured then we go to doctor. If he is a fraud instead of a doctor, then it is more dangerous. This way step by step medicine is given.

**Interviewer:** Okay, okay. I have understood. Do the people ask for antibiotic without prescription? Suppose, he comes without prescription and tells that ……

**Respondent:** There are many who come and tell ….. but all those are for small animals.

**Interviewer:** Well, small animal. Such as?

**Respondent:** Suppose, pigeon, chicken, if these types of small animals are brought. I give the medicine after listening to the farmer and after knowing about the condition of stool.

**Interviewer:** Means, do general people come and ask for antibiotic? Do they tell, give me such and such antibiotic? Give me such and such medicine?

**Respondent:** No, they are not able to tell these. They tell, I have such and such problem, please check this.

**Interviewer:** Aren’t they able to tell name of the medicine? Aren’t they able to tell name of the antibiotic?

**Respondent:** They are not able to tell name of the medicine.

**Interviewer:** Basically they tell their problem.

**Respondent:** They tell their problem. They tell that the pigeon dozes. I ask them, what do they mean by dozes? Does the feather swells? They tell, yes the feather swells and becomes green or white or like this. Again there are some pigeons who bring out food through mouth, that means they vomit. In such a situation I try to give toxiva, toxiniva (24:52 minute) and these types of medicines. I give these types of good medicines, but I never go for higher antibiotic (25:01 minute) and if anybody brings photograph of stool, and if the color of stool becomes like that then I can diagnose the disease and give the medicine. The dosage of medicine which I advice to take, if these are fed, then Alhamdulillah, the result is found instantly. They give me a phone call and tell brother, I fed the medicine for three days and the releasing of the stool has reduced and the disease is also being cured. They have my phone number or if anybody asks my advice over phone, and if I can understand from conversation that it has been suffering from such and such type of disease, then I tell to feed such and such medicine. But if don’t understand the disease from the description, then I tell them to go to a doctor. I tell them to go to such and such doctor. But if they say that they won’t go to doctor, there is problem to go to a doctor, and if they insist to give medicine, then after lot of brain storming I give medicine whatever I think good. Alhamdulillah, in most of the cases, I got positive result.

**Interviewer:** The positive side is more. Means, do you give written prescription for antibiotic or you prescribe antibiotic verbally?

**Respondent:** Those who are illiterate persons and don’t understand ml, cc, gm, etc., they are told verbally. And those who are literate persons, some people amongst them, who have completed honors and masters, sometime they don’t understand weight or measurement. They ask to make them understand.

**Interviewer:** Means, don’t they understand, what is cc?

**Respondent:** Means, what is this equipment? Where shall I find ml? They ask question like this. Sometimes I ask many customers, what is your educational qualification? I ask this directly on his face. Then he says, ‘I have studied upto such and such level, and now I do a job.’ Then I tell, why don’t you understand cc? Normally a person learns this in his childhood. Normally a person learns alphabet in his childhood. And he should remember each and every alphabet throughout his whole life.

**Interviewer:** Ha, ha, ha. Okay, okay.

**Respondent:** I tell, so you don’t understand gram. If you talk like this, then is it acceptable?

**Interviewer:** Means, in that case, do you give them written prescription?

**Respondent:** In that case, I give them written prescription.

**Interviewer:** Do you give instruction? Besides this, those who are literate persons, do you tell them verbally?

**Respondent:** When I tell someone verbally, then he says, ‘yes, I have understood, brother. This, this and this.’

**Interviewer:** Okay, okay.

**Respondent:** They can understand this.

**Interviewer:** Now, I want to discuss a little about risk factors. What do you think? Do the antibiotics play an effective role for preventing disease? The ingredients that exist in the antibiotic, do they have capability to prevent disease effectively or do they play any effective role in preventing disease?

**Respondent:** There are some yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) for preventing the disease, means medicine. If those are given before and after having the antibiotic, then those activate the antibiotic for preventing the disease.

**Interviewer:** You are telling about how general medicine prevents the disease. But the antibiotics which are fed to the animals, do those cure the disease? Does antibiotic play any effective role in this situation?

**Respondent:** Yes, antibiotic plays effective role.

**Interviewer:** Effective means, is this working?

**Respondent:** Yes, this is working. The job of antibiotic is ………..

**Interviewer:** Suppose, whether it is a bird or a dog or an animal or any large animal, is antibiotic working when it is applied into his body? If you are able to understand this, then you can tell.

**Respondent:** Means, I don’t have that much knowledge.

**Interviewer:** Means, whatever you understand, you can tell that. When an antibiotic is applied in the body, then how does it work? It is working by which methods?

**Respondent:** Basically, I identify the disease by observing the primary symptoms. I have told you, I don’t give any treatment for the thing which I don’t understand. Totally I stop giving treatment. I help them other way.

**Interviewer:** No, what do you think from your long ten to twelve years of experience? Means, when antibiotic is fed to an animal, then what activity is done or by which method it works while antibiotic goes into his body? What is done at first while it enters in the body?

**Respondent:** Actually I didn’t learn how it enters. I don’t know about these things. If I try to tell about these things, then I might make mistake. But, so far I understand this works such and such way.

**Interviewer:** Would you please tell a little about this matter?

**Respondent:** No, how do I tell this? Those who have studied on these subjects, they can tell this. I have never read that type of book.

**Interviewer:** Okay, okay.

**Respondent:** I am not able to make you understand like that way.

**Interviewer:** Okay. Would you please tell few names of some diseases? Antibiotic works well for which diseases?

(Customer: Well, chickens are suffering from cold …….

Seller: How many chickens?)

Well brother, we were discussing about antibiotic. How antibiotic works for preventing the disease? Would you please tell few names of some diseases? Which I was telling, whether antibiotic plays any effective role for preventing the disease or not? We were talking about this matter. So, are you able to tell few names of some diseases for which antibiotic is used? It is used for which diseases?

**Respondent:** Such as, cold …..

**Interviewer:** Cold ….

**Respondent:** Then, one is there which we tell in Bengali shobuj paykhana (green colored stool).

**Interviewer:** Yes.

**Respondent:** Shada chuna paykhana (lime colored stool).

**Interviewer:** Yes.

**Respondent:** Blood dysentery …. (could not be understood 29:55 minute)

**Interviewer:** Yes …

**Respondent:** And diarrhea.

**Interviewer:** Well.

**Respondent:** Antibiotic is used for these diseases.

**Interviewer:** Well. ….. (30:00 minute) So, which antibiotic works better amongst all those antibiotics that are in your shop? What do you think?

**Respondent:** No, means different antibiotic is used for different diseases.

**Interviewer:** Means, overall, the antibiotics that are in your shop, aren’t there some medicines among those which are used for diseases?

**Respondent:** Such as, there is salfadiazine (30:22 minute) which belong to ciprofloxacin group. These are good.

**Interviewer:** Yes, would you please tell few more names?

**Respondent:** Salfadiazine which belongs to ciprofloxacin group. Then, there is like this type ………

**Interviewer:** Isn’t there azithromycin?

**Respondent:** Floxacin, nonfloxacin ……

**Interviewer:** Okay, okay.

**Respondent:** Which belongs to antacin group.

**Interviewer:** Okay, okay.

**Respondent:** Sometimes holisten is needed. Sometimes without holisten treatment cannot be given. These types of medicines are more.

**Interviewer:** Well, means, I have told earlier about resistance of antibiotic. Didn’t you hear this word? Would you please tell me elaborately, actually what is resistance of antibiotic?

**Respondent:** Sometimes medicine becomes resistant. So far whatever I have seen within my working experience, actually I don’t understand, whether it happens or not. It is seen that all of them ………..

**Interviewer:** Actually what happens when an antibiotic becomes resistant?

**Respondent:** If any antibiotic become resistant, then I can stop that antibiotic.

**Interviewer:** No. means, if there is resistance of any antibiotic, then what happens?

**Respondent:** It doesn’t work. It gives no result.

**Interviewer:** It doesn’t what type of work?

**Respondent:** Suppose, I have given ciprofloxacin. It doesn’t work for which purpose I have given this. Whatever I understand in this case, on the basis of that I tell to stop giving this antibiotic.

**Interviewer:** Okay, okay.

**Respondent:** I tell to stop giving this antibiotic.

**Interviewer:** Yes.

**Respondent:** I tell to stop giving this antibiotic and give a pro-biotic product for three days.

**Interviewer:** Pro-biotic means, what is this thing?

**Respondent:** Pro-biotic means immunity. The immune system that exists in your body.

**Interviewer:** The immune system which is …..

**Respondent:** Hmm

**Interviewer:** For developing that …………

**Respondent:** Yes, for developing that immune system. I give that type of medicine. And tell them to feed that for two to three days. Sometimes the farmer says that he has many types of problem. Then I tell, whatever the problem is, let us see after giving this medicine first. I stop antibiotic as because antibiotic is not working. I stop that. Later on, again if it is needed to start antibiotic ……….

**Interviewer:** Okay, okay. Then for what reason antibiotic becomes resistant? For what reason antibiotic becomes resistant? What do you think? For what reason resistance of antibiotic is created?

**Respondent:** Sometimes it is seen that power of yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) becomes less in his body. Immune system of the body becomes less. That’s why, it becomes resistant in the body.

**Interviewer:** For this reason. In that case, is there any other reason?

**Respondent:** I have never seen any other reason. Antibiotic does not work in human body, maybe for weakness or this type of yea (Expression used when an appropriate word is not forthcoming or is not proper to utter).

**Interviewer:** Then, what can we do to stop this resistance of antibiotic?

**Respondent:** Use of antibiotic cannot be stopped. But when an antibiotic is stopped, then some pro-biotic products can be given for building its immune system. If antibiotic is given after that, then it might work. I have seen this.

**Interviewer:** You have seen this. Means, in that case you got good result. Okay, okay. Means, is there any challenge if antibiotic is taken following proper guideline? Suppose, you have told a farmer to feed this medicine to his cow after every twelve hours. So, you have told him the procedure for giving medicine properly, and how he is following that procedure, do you face any type of challenge in this context?

**Respondent**: No.

**Interviewer**: Timing ….

**Respondent**: They cannot properly maintain the timing.

**Interviewer**: Isn’t it a challenge for him?

**Respondent**: It is a challenge. After knowing this, after understanding this if he …. Suppose in the morning I told him that you have to feed this again in the evening. But he doesn’t feed in the evening. He feeds next day. He doesn’t think it a challenge.

**Interviewer**: He doesn’t think it a challenge. In that case will he face any problem? In that case if he doesn’t feed medicine timely, will any problem happen or not?

**Respondent**: If he doesn’t feed timely then definitely problem might happen.

**Interviewer**: What type of problem might happen?

**Respondent**: It will become cured otherwise it will be in bad condition.

**Interviewer**: Bad condition means what might happen?

**Respondent**: Maybe disease will not be cured.

**Interviewer**: Yes, and?

**Respondent**: Or any other thing can happen like this.

**Interviewer**: Any other thing means?

**Respondent**: Any other thing means its condition might be more critical. Disease will not be cured. If disease is not cured, that is a bad thing.

**Interviewer**: Bad, all right, all right. Well brother, sometimes ago we were discussing about risk related issues. Now let us talk about the rules and regulations. Policy related issues. Is there any office or any monitoring and controlling organization for monitoring the use of normal medicine or antibiotic….. do you know about it?

**Respondent**: So far I know, till now I have never noticed any person from the government or any people related with this matter in Bangladesh.

**Interviewer**: Means don’t we hear about drugs …. does anyone come like this?

**Respondent**: No.

**Interviewer**: Have they come ever?

**Respondent**: I have never seen.

**Interviewer**: Well, what do you know about the government rules and regulations which is related to the use of antibiotic? Is there any government rules and regulations?

**Respondent**: Definitely there are government rules and regulations.

**Interviewer**: Antibiotic for animals means those antibiotics which are used for animals. Are there any rules and regulations for using those antibiotics?

**Respondent**: Definitely it is there.

**Interviewer**: It is there, ok. All right. In that case, are there any rules and regulations or ethical code of conduct required for selling antibiotics? What do you think?

**Respondent**: No, rules and regulations are necessary. Everything remains good when it is done systematically.

**Interviewer**: What is the benefit of doing it systematically?

**Respondent**: There is benefit.

**Interviewer**: Would you please tell in detail?

**Respondent**: Definitely there is benefit.

**Interviewer**: Yes, such as? …. 35:00 minutes

**Respondent**: It is good to be within rules and regulations. I think it will bring benefit. Now there are rules and regulations for treatment. It will continue in this way. There are rules and regulations for using medicine. That will continue. Now thirty six doctors are giving treatment to a cow. Now I am telling about thirty six doctors to make you understand. Suppose I am sharing my problem with you, you have given a treatment. Then I have shared the problem with another person, he gave another treatment. It is seen that problem is not solved by your suggestion. Then I went to another person. I can do this. This is the rule, and you have to follow this. It is necessary to make it understand. Otherwise … if I follow the rules and regulations then definitely it is beneficial for my farm.

**Interviewer**: All right, all right.

**Respondent**: I understand this.

**Interviewer**: Do you think that there are some service providers who prescribe antibiotic illogically? Maybe antibiotic is not necessary…

**Respondent**: It is there, I get thousand people like this.

**Interviewer**: Who are giving antibiotic directly.

**Respondent**: Yes, they are giving antibiotic.

**Interviewer**: All right, all right. Means why do they give? Why do they give antibiotic? What is their benefit? What is the benefit?

**Respondent**: If they are from government, then most probably they get some benefits from some companies.

**Interviewer**: All right. Get means what do they get?

**Respondent**: Means they might get benefit.

**Interviewer**: Means financial benefit …

**Respondent**: Yes. Otherwise it is given for the right disease.

**Interviewer**: It is given. There is no problem if given correctly. Maybe it is not necessary to give at this level. But if he thinks that directly he will give antibiotic to the patient.

**Respondent**: In that case if they are from government means, those who are certified doctors, definitely they diagnosis the disease before prescribing medicine.

**Interviewer**: And if normal medicine can be given after diagnosis, then why do they give antibiotic instead of normal medicine?

**Respondent**: Now who will identify this?

**Interviewer**: Aa yes, ha, ha. This is governmental …

**Respondent**: Please tell. No, this is my question.

**Interviewer**: No, this is from the government sector …

**Respondent**: No, no, I have told about government sector. He is an animal resource upazila doctor. He prescribes. Whether he prescribes right or wrong who will point out this? Is it you or me?

**Interviewer**: No.

**Respondent**: Then how will you tell this or how could you tell whether it is correct or not? How will you find this? Now suppose I find out this. Suppose I figure out that it is not correctly given. Now he has certificate. But I don’t have certificate. Can I do this?

**Interviewer**: No.

**Respondent**: As per law, as per social practice or verbally, he will give me threat. It will not happen due to this. Or these cannot be done.

**Interviewer**: No, I am telling this means it is happening in government sector. And many drugs shops are here, private or those who are like you. Aren’t there many other shops like this?

**Respondent**: Hmm.

**Interviewer**: Do they directly prescribe antibiotic illegally or illogically or not? Maybe it will work if given fasvet. But he is prescribing antibiotic without giving fasvet.

**Respondent**: Thousand people are doing this. Who will identify these?

**Interviewer**: All right, all right.

**Respondent**: I am talking about thousand people.

**Interviewer**: Many people directly prescribe antibiotic due to financial benefits rather than the benefits of the farm? What do you think?

**Respondent**: They do this means definitely they do. There are two reasons. There are two sides.

**Interviewer**: Yes, please tell why do they do?

**Respondent**: One reason is, maybe for selling the medicines of the company.

**Interviewer**: Yes.

**Respondent**: Or another one is, he is prescribing because of the disease. For both.

**Interviewer**: One is for disease. Another one is, something is given to him for prescribing medicine.

**Respondent**: Something is given to him. There are two sides. This happens in which sector? It happens in case of government doctors, those who are certified doctors.

**Interviewer**: What about those who are private practitioners?

**Respondent**: There is no basis of private or non government. They may give this. If the farmers feel good then it is okay. Or if the farmers think it bad, then it is bad. These are baseless.

**Interviewer**: Baseless.

**Respondent**: I think it is baseless.

**Interviewer**: According to you mean do you know about consumer rights? Have you ever heard about consumer rights?

**Respondent**: I have heard about consumer rights. But how we will get these rights ….

**Interviewer**: Would you please explain it? Now we see that consumer right week is being observed.

**Respondent**: Yes. All these are available theoretically ….

**Interviewer**: Consumer or customer rights mean ….

**Respondent**: Which is my right means, will have to be given to me. What I feel that I have rights. But I am not getting those rights there. It is exactly like this.

**Interviewer**: All right, all right.

**Respondent**: Now rights mean, suppose a customer comes to my shop and says, brother give me this medicine. If I cannot give him medicine or cannot give any advice then he will be deprived of his rights. Where he will go? Maybe he will go to the doctor. That is also tough for him to go there or it is a matter of time, it is a matter of money. Maybe it is far from here. So he comes to me. If I am not able to give him service then as a customer he will lose his rights. That’s it.

**Interviewer**: All right, all right.

**Respondent**: I think, this is consumer right.

**Interviewer**: Well, what types of initiatives or measures can be taken so that the use of antibiotic is properly written in the prescription? Usually you get different types of prescriptions. Such as, you might get prescription from a DVM doctor, from a surgeon or from an assistant surgeon or from a civil surgeon. Maybe the name of the medicine is written there in Bengali. If given few more indications or if written about the disease means according to you it would be good if what other things are added in the prescription? As you have long time experience. From your experience, would you please tell that what else can be added or mentioned in the prescription so that it would be better for the farmers?

**Respondent**: As I have told you that non-antibiotic is given along with antibiotic … (40:00 minutes). Such as, suppose he does not have any desire for food.

**Interviewer**: We are talking about the prescription. What else can be written in the prescription? What indications?

**Respondent**: No. Whatever is given by the doctor, we don’t have any scope to change it.

**Interviewer**: Already those are written in the prescription. We see the name of the medicine, which is written in Bengali. Instructions are given there. What else can be added so that it would be good for the farmers or the patients or for those people who will feed this medicine to the animal?

**Respondent**: Now doctor means if any certified doctor, means if he has certificate then there is no law for giving medicine. Whether it is good or bad, but I know that if I …..

**Interviewer**: No, no, I am telling about prescription. His name, address is given there, indications …

**Respondent**: All are available there.

**Interviewer**: All are available there. Then he is also prescribing medicine.

**Respondent**: He is giving.

**Interviewer**: He is also giving instructions, dosage, course ….

**Respondent**: He is giving all these things.

**Interviewer**: Maybe some information of diagnosis is given on one side.

**Respondent**: Yes, it is there.

**Interviewer**: In addition, what else he may add in a prescription so that it will be rich and better? A person who follows the prescription ….

**Respondent**: I am telling about this matter that I cannot do anything with the prescription which is prescribed by a doctor.

**Interviewer**: In that case if you think about a prescription from a new view point.

**Respondent**: In that case which medicines he gave means suppose a doctor has prescribed this and that medicines. If I think that it would be better if one product or one medicine is added in that prescription, then I will add that medicine in the prescription.

**Interviewer**: All right, all right.

**Respondent**: I can think of it but I cannot change anything which are prescribed by the doctor.

**Interviewer**: Yes, yes, you cannot do this.

**Respondent**: Can I do this?

**Interviewer**: No.

**Respondent**: Then I will be able to tell that you please come after completing the dosages. You first complete the course and then come again. If any good or bad result comes, then it could be determine later on what could be done next.

**Interviewer**: This means, it is for those who are farmers or who come here ….

**Respondent**: Yes, for them.

**Interviewer**: You are giving instructions.

**Respondent**: I am giving instructions to him.

**Interviewer**: It is all right. Except this, what else is needed? I am telling that if you think about a blank prescription means some elements remain in a prescription. Then his name and address also exists on one side. Is there any such point or any such thing which can be added within this frame so that it would be helpful in future for those who are farmers or for us who are patients? What can be added?

**Respondent**: No, whether it is good or bad that is doctor’s concern. I will not change anything.

**Interviewer**: Not that prescription which is prescribed by the doctor. I am talking about a blank prescription.

**Respondent**: No, I would not give that. Why would I prescribe?

**Interviewer**: It is not for prescribing a prescription. Which topic or point can be added afresh?

**Respondent**: No, cannot be added.

**Interviewer**: Cannot be added. As it is means which is available, that is absolutely correct.

**Respondent**: That is absolutely correct. Again I can do it, if that prescription is written by a common man and not by a doctor. I can make correction. I can tell them, you better go to a doctor and tell him that instead of this medicine I have given that medicine.

**Interviewer**: I have understood that. Well, do you think that the drug companies try to influence the patients for using antibiotics? Do they try to influence for using more antibiotics rather than normal medicines? Do they try to influence the patients or farmers for using more antibiotics rather than normal medicines? Do they try to influence the patients or farmers that …..

**Respondent**: No.

**Interviewer**: In that case what do they do? What do they say when they come?

**Respondent**: They only sit at government place.

**Interviewer**: No, no, those who are from the drug companies. Aren’t there many people from the drug companies, those brothers …….

**Respondent**: Yes.

**Interviewer**: What do they say while coming here? Do they say to the patients or farmers for using antibiotic?

**Respondent**: No, they ….

**Interviewer**: What do they say?

**Respondent**: They don’t say this. When a product is launched, they brief about the use of the product. They tell about the function of the product. They provide the catalog of that product. They inform us, this product is newly launched. You have to give this medicine by following these rules. That’s it.

**Interviewer**: And the farmers or those who rear animals and birds, where do they like to go more for taking antibiotics or medicines? Do they go more to the DVM doctors those who work in the government hospital or do they come to you more or do they go anywhere else?

**Respondent**: No, they go more to the drug shop or shopkeeper like us.

**Interviewer**: Why do they go more?

**Respondent**: It is due to those doctors. Means, farmers have a complain, those who have passed DVM, they become irritant if farmers ask them one more question.

**Interviewer**: Why?

**Respondent**: They just do it. There is no reason for it. They just do it.

**Interviewer**: They must have something to ask that you …..

**Respondent**: I have told you several times that you will have to feed this in this way and I have also written this instruction in the prescription. You feed this medicine in that way. When they don’t understand anything, again they give call to understand that. Again they give call after sometimes or next day. At that time they become irritant. For that reason some people don’t want to go to the doctor. They say to us that please give whatever you can or whatever you understand.

**Interviewer**: All right, all right.

**Respondent**: At least sixty five people out of hundred people cannot go to the doctor in this way. Ok?

**Interviewer**: All right, all right.

**Respondent**: And if go to the doctor, the number is very poor. Especially I have seen that in case of veterinary, actually they try to depend on the shopkeepers.

**Interviewer**: All right, all right.

**Respondent**: And we can understand which one is critical problem. Maybe that farmer or the owner of that cow doesn’t understand. But we understand that it is critical. We give advice to go to a renowned doctor in such a situation. Otherwise he will not only lose money but he will also lose his cow. He will lose the cow. … (45:00)

The cow is suffering. You have to go to the doctor for that reason. For taking advice from the doctor, I help them whatever I can. If needed I give my phone, give the phone number of the doctor, I call the doctor for taking advice. Or I give name and address of the doctor. Or I say sir, please check this. This cow has problem. This and that is the matter, this is the problem. I do this. But farmers, they don’t go to the renowned doctors mean these types of doctors are not always available. In the evening two to three doctors are available here for human being. At that time they sit here. If anyone goes there, he can visit the doctor. But veterinary doctors are not available in this way. It is very tough to get such doctors. Suppose a goat is suffering from cold. Water is coming out from its mouth, nose. It doesn’t take food. Now what to do? It is suffering from PPR. PPR is the name of a disease, everybody knows about it. But actually they don’t know what type of disease, what are the symptoms or they don’t know anything about this disease. If you go to a government doctor, not a single vaccine is available there. This is government hospital. Here this is not available, that is not available. The complicacy arises for that reason. They change these things. From the doctor’s point of view means …. (46:02) if any cow or goat dies that doesn’t matter to a doctor. This is the fact.

**Interviewer**: Okay.

**Respondent**: They usually go to the shopkeeper. Whatever medicine is given by the shopkeeper, they feed that medicine. Because he thinks that the animal will be cured with that medicine otherwise it will die. In such a situation either it will die or will survive. This is the most irritating thing.

**Interviewer**: Means in the government hospitals, animal or vet department is there in those hospitals. Do they give antibiotic or other medicines free of cost or do they take money?

**Respondent**: They give few medicines. But in case of antibiotic, they don’t give that much. They give some normal medicines the quantity of which is very little. Suppose I need one file of medicine. But it is seen that they only give few tablets.

**Interviewer**: All right, all right.

**Respondent**: Suppose I need one file of 500ml, doctor has given two tablets or four tablets like this.

**Interviewer**: Means always they don’t fulfill the requirement.

**Respondent**: No, they don’t fulfill the requirement.

**Interviewer**: Expiry date means those medicines and especially those antibiotics which are available in your shop, what do you do to those antibiotics and medicines whose expiry date is over?

**Respondent**: If those have some time and if I inform the company within that time, they usually take those back. Suppose any medicine will be expired within one month or two months time. At that time if I inform them, they usually take that medicine back.

**Interviewer**: Maximum companies or few companies?

**Respondent**: Few companies.

**Interviewer**: Can you tell the names of those few companies?

**Respondent**: Those companies are, suppose Reneta (47:12). Reneta has many products. Suppose two to four products will be expired within a month or within few days. Then company’s representative says, all right. Please return those medicines. All companies do like this.

**Interviewer**: Do they take back before the date is expired or ….

**Respondent**: Yes, they take back before the date is expired.

**Interviewer**: They take back before the date is expired. That means they ….

**Respondent**: They will not take if the date is expired.

**Interviewer**: They will not take. And suppose if any expiry dated medicines remain in your shop then what do you do with those medicines?

**Respondent**: We throw away those medicines.

**Interviewer**: Where do you throw away those medicines?

**Respondent**: Those don’t exist in intact condition. Some exist in broken condition. Only a few medicines exist.

**Interviewer**: No, means whatever medicines that are left, where do you throw those medicines? Where is the place?

**Respondent**: Place suppose, isn’t there a yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). Usually throw in the dustbin.

**Interviewer**: In the scavenger’s van or in the yea. You have a pharmacy, is there any arrangement to dump those medicines? Who make this arrangement? Does City Corporation do anything for this?

**Respondent**: For dumping wastage ….

**Interviewer**: For this type of medicines or injections, which remain ….

**Respondent**: No, I don’t know anything like this. Now whether this type of facility is available or not that I don’t know.

**Interviewer**: All right.

**Respondent**: I don’t know whether any such facility existed before or not. I also don’t know whether any facility exists now.

**Interviewer**: All right, all right. And what I am telling that which medicines you get means sometimes ago you have told that you have some foreign medicines in your shop. Well, how those medicines are supplied to your shop? How do you get those medicines produced by foreign companies?

**Respondent**: Foreign companies, suppose courier companies mean those who import these medicines from the foreign countries. We get these through them.

**Interviewer**: These come from foreign countries or those who import these. How these medicines come to your shop from Chittagong port or from yea (Expression used when an appropriate word is not forthcoming or is not proper to utter)?

**Respondent**: Those medicines go to their office or their warehouse means to the warehouse of those companies who have imported. Again they supply those from there. When we give order for those medicines ….

**Interviewer**: Means automatically come here? Do they supply?

**Respondent**: Yes, they supply.

**Interviewer**: Do you have to go physically to bring any product from anywhere?

**Respondent**: No, company supplies their products. We give all the orders in this way.

**Interviewer**: Means you don’t need to go yourself to bring any of the medicine?

**Respondent**: No.

**Interviewer**: Do they all supply their products? Do you buy any product from any retail market or from any wholesale market?

**Respondent**: If I take from the company then why do I go to the retail market?

**Interviewer**: All right, all right.

**Respondent**: If company supplies to me then why do I carry the load?

**Interviewer**: All right, all right. That means the local companies which are available, they supply their products.

**Respondent**: They come with their delivery van. They have delivery van.

**Interviewer**: And the foreign companies which are available, what do they do?

**Respondent**: They also supply their products by the delivery van.

**Interviewer**: They supply. All right, all right. Now we have almost come to end. I would like to ask some basic questions. That is, actually you only sell medicines for animals. Animal means you sell medicines for what type of animals and birds?

**Respondent**: For duck, chicken, pigeon, for any type of birds. Then for cow, goat.

**Interviewer**: Means for all types of animals, large and small. …… (50:00 minutes)

For how long you have been in this profession means in the selling profession of antibiotic or medicine?

**Respondent**: Suppose, around ten years or eleven years.

**Interviewer**: Did you take any especial training for selling antibiotic?

**Respondent**: I didn’t take this type of training. But who is the owner of this shop, he has.

**Interviewer**: All right, all right.

**Respondent**: When a prescription comes, I give those medicines which are prescribed by the doctor. By doing these I have learnt about some groups. And doctors used to practice here many days ago. DVM doctors used to practice here.

**Interviewer**: All right, all right. Did they have chamber here?

**Respondent**: They had chamber.

**Interviewer**: All right, all right.

**Respondent**: I do yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) with this experience. For that reason I try to avoid those cases which are critical. I only give them advice. And those problems which I can solve, only in those cases I advice them, please feed this and it will be all right, Inshallah. Or I give this medicine and tell them to feed these.

**Interviewer**: Did you appear in any examination related with medicine or antibiotic?

**Respondent**: No.

**Interviewer**: Didn’t give any test? What is your educational qualification?

**Respondent**: What I told earlier ….

**Interviewer**: Well, already you have told this sometimes ago but I have forgotten. Will you please tell again?

**Respondent**: If I tell these, then the situation will become worse. Ha, ha, ha ……..

**Interviewer**: Means you have told that you were promoted to class seven from class six.

**Respondent**: From class six to class seven.

**Interviewer**: You have passed class six. Do you have drug license for this shop?

**Respondent**: Yes, I have drug license.

**Interviewer**: Another license, maybe trade license is needed.

**Respondent**: Trade license.

**Interviewer**: Do you have both the licenses, isn’t it?

**Respondent**: Yes, I have both the licenses.

**Interviewer**: Are you the owner of this shop or employee?

**Respondent**: No, I am employee of this shop.

**Interviewer**: Employee. Brother, roughly we have come to the end. I will request you to help me for making a list, which we call free listing. Every type of antibiotics which are available in your shop means group wise, suppose azithromycin. Square has azithromycin. Renata has azithromycin and many other companies also have this group of medicine. You please show me the medicines produced by different companies. Please show me the products of antibiotic group wise produced by different companies and let me write down the spelling of each of these antibiotics.

**Respondent**: Shall I give?

**Interviewer**: Yes, yes. Let me write down the spelling of medicines. What we were discussing about antibiotic at the close of our discussion …… (could not be understood 52:00-52:25 minute) it is tylovet ….. ten gram, isn’t it? Ciprocinvet, this is nytrin/ nytrate (could not be understood 53:33 minute)

**Respondent**: The DVM doctors will say what this illiterate person is saying?

**Interviewer**: Every person has a different profession. Everyone has a value, isn’t it? The experience has a value.

**Respondent**: This is the problem.

**Interviewer**: Please tell, among these it is from which generation? Trylovet (possibly tylovet)?

**Respondent**: Trylovet (possibly tylovet) (54:13) which yea it is? Newly they have launched this product so that ….

**Interviewer**: All right, it is ciprofloxacin, and this one?

**Respondent**: Maybe it belongs to first generation, isn’t it?

**Interviewer**: First generation. Rynatrin (possibly renatrim)?

**Respondent**: Rynatrin (possibly renatrim). This is also from first generation.

**Interviewer**: Well, then renamycin?

**Respondent**: First generation.

**Interviewer**: First generation. Then urocot?

**Respondent**: Urocot is also from first generation.

**Interviewer**: Oviciphocy (could not understand clearly 54:52)

**Respondent**: It is also from first generation.

**Interviewer**: Then …………..? (55:00)

**Respondent**: Finexis, it is a product of popular pharmaceutical. This is an injection.

**Interviewer**: Yes, injection.

**Respondent**: Maybe, amoxicillin and what else?

**Interviewer**: Amoxicillin sodium.

**Respondent**: It also belongs to first generation.

**Interviewer**: First generation. All right. Super power, what type of antibiotic it is?

**Respondent**: This is mixture of five antibiotics. The owner of super power is a DVM govt. doctor. This one is also first generation. These are also more powerful.

**Interviewer**: Fycomox?

**Respondent**: It is also from first generation.

**Interviewer**: First generation. And azin?

**Respondent**: It is also from first generation.

**Interviewer**: Then combicillin?

**Respondent**: Combicillin, these are foreign products. It is from third generation.

**Interviewer**: Yes, yes. Please give me this one.

**Another person**: Combicillin belongs to which generation?

**Respondent**: Combicillin means amoxacin from antacillin group. These belong to first generation.

**Other person**: First generation.

**Interviewer**: First generation. All right. Then there is steptofen (possibly streptopen) injection.

**Respondent**: Also first generation.

**Interviewer**: Then there is vetlovo.

**Respondent**: Vetlovo, these are old one. Later on came the second generation of this.

**Interviewer**: And this one is fimel …

**Respondent**: Fevinil. It might be first generation. They have brought this from the foreign country.

Other person: No, this is not a foreign product. This is a brand name.

**Respondent**: Most probably it belongs to second generation.

Other person: Second generation? And this is from which generation means tyfat (56:42)

**Respondent**: Third generation.

Other person: Third generation. Do you have anything else from third generation or from second generation?

**Respondent**: At the moment only these medicines are available here.

**Interviewer**: Any other means some antibiotics are available combined with different elements. Do you have this type of antibiotic?

**Respondent**: Vitamin?

**Interviewer**: No, not vitamin. It is an antibiotic.

**Respondent**: No, only these groups are available. More or less these products are available which are produced by few companies.

Other person: This preparation is never used for human being.

**Respondent**: Which one?

**Interviewer**: This one.

**Respondent**: This preparation is never used for human being.

Other person: Only used for animals.

**Interviewer**: For animals, all right. In that case brother, what number of medicines you have told means around fifteen groups of medicines are here in total, ok? Fifteen antibiotics are here. Isn’t there same group of medicine available produced by different companies?

**Respondent**: Hmm.

**Interviewer**: Among these which one you mostly prescribe? Which medicines you give more?

**Respondent**: More means now it depends on disease.

**Interviewer**: Which medicines you sell most of the time or ….

**Respondent**: All are sold.

**Interviewer**: Which medicines you prescribe more among these? Means according to you which medicines are mostly sold….

**Respondent**: Such as, streptopen is given for cow. Suppose 2.5 is given.

**Interviewer**: All right. This is for cow, ok. Then?

**Respondent**: It is used for cow, goat. And trylovet (possibly tylovet) powder is used for duck, chicken, cow. It goes well.

**Interviewer**: It is used for cow, duck and hen, ok. Well, then?

**Respondent**: Trylor, in which case you have prescribed this?

**Interviewer**: I have given this for duck, chicken.

**Respondent**: This is trylovet (possibly tylovet).

**Interviewer:** Yes.

**Respondent:** Ok, ok, all right.

**Interviewer:** It is used for cow.

**Respondent:** Yes, it is used for cow. And it is renatrim. It works very effectively for chicken. Renamycin is available both in injection and tablet form. It can be used in both ways. It can be used for cow and also for chicken. (58:39 could not understand)

**Interviewer:** All right. Urogard?

**Respondent:** Urogard is only used for chicken, pigeon and birds.

**Interviewer:** For birds. Ok, all right.

**Respondent:** Adoxy, it is also used for birds. Means for chicken or birds.

**Interviewer:** And for cow?

**Respondent:** Please tell this. This is an injection, which is given to the cow. It is good for cow.

**Interviewer:** This is …

**Respondent:** What you have given? Super power. It is used for birds.

**Interviewer:** Super power.

**Respondent:** Five antibiotics are here.

**Interviewer:** All right. Antibiotic, isn’t it? Well, then there is esomax.

**Respondent:** It is given for cow.

**Interviewer:** For cow. Azin vet? Azithromycin?

**Respondent:** It is given for chicken, animals and birds. Azithromycin is also given for birds. You have given d’com. It is for cow.

**Interviewer:** For cow. All right and …

**Respondent:** Ciprofloxacin. It is used for chicken, cow, goat, duck etc.

**Interviewer:** It is used for all, isn’t it? ………. (60:00)

**Respondent:** Viovix, little quantity is available.

**Interviewer:** This one?

**Respondent:** What is it? Fevinil. It is given for cow.

**Interviewer:** For cow. Here you prescribe for which disease, would you please tell about those diseases? Would you please tell the name of the diseases? For example, this is used for cow. It is given for which diseases? Sundra?

**Respondent:** What is the function means it is given for cold, infection, khura rog …….

**Interviewer:** Yes, cold. Then what is khura rog?

**Respondent:** FND

**Interviewer:** FND

**Respondent:** EPR

**Interviewer:** Yes, EPR

**Respondent:** Is it EPR or PPR

Other person: PPR

**Interviewer:** PPR. What is the elaboration of PPR?

**Other person:** It also happens in case of goat.

**Interviewer:** Well, then which one is number one? Means Trylovet (possibly tylovet) is given for which disease?

**Respondent:** It is givenfor mycoplasma or for cold.

**Interviewer:** And? Mycoplasma, all right, and the third one?

**Respondent:** Renatrim?

**Interviewer:** Yes, renatrim?

**Respondent:** Its function means so far as I know that renatrim works very well, if face, eyes swell due to cold.

**Interviewer:** Swelling. And renamycin?

**Respondent:** It is used for loose motion, folfox and different things are written here. Means the name of six to seven diseases are mentioned here.

**Interviewer:** All right, folfox and what did you say?

**Respondent:** Loose motion, cold.

Other person: Cholera.

**Respondent:** Who is the owner of Reneta company? Mr. Humayun Kabir. I wanted to talk to him. If a single disease has so many yea (Expression used when an appropriate word is not forthcoming or is not proper to utter).

**Interviewer:** Brother, urocot?

**Respondent:** Urocot is given for shobuj paykhana (green colored stool).

**Interviewer:** Shobuj paykhana (Green colored stool).

**Respondent:** Loose motion, cold ….

**Interviewer:** Diarrhea. And?

**Respondent:** All these things and …

**Interviewer:** And doxyoxy (doxycycline)

**Respondent:** It is only used for cold and diarrhea.

**Interviewer:** Cold and diarrhea. Finax dx?

**Respondent:** The fimoxyl injection is given if there is mastitis means, if the udder of cow becomes hard.

**Interviewer:** Mastitis?

**Respondent:** It is used. Another antibiotic is given along with it. And it is also used for sore, external injury, pain, infection.

**Interviewer:** Infection.

**Respondent:** These types of problem.

**Interviewer:** Pain.

**Respondent:** Yes, pain.

**Interviewer:** And? Then there is super power. This one?

**Respondent:** It is used for many diseases. For all types of diseases, such as, cold, diarrhea, shobuj paykhana. Means whatever is available in Bangladesh.

**Interviewer:** Loose motion, shobuj paykhana.

**Respondent:** For shobuj paykhana, diarrhea, cold. And ?

**Interviewer:** All right, then hycomox?

**Respondent:** Injection is given for those diseases what I have told. Same thing. One is single. Another one is double. That’s it.

**Interviewer:** Means this one?

**Respondent:** This one.

**Interviewer:** Then azin. Azithromycin?

**Respondent:** What is the main function of azithromycin?

Other person: It is used for micropluzma.

**Respondent:** For cold.

Other person: Fowl pox, all these things.

**Interviewer:** Micropluzma. Please tell another one, fowl …

**Respondent:** Fowl … cholera.

**Interviewer:** Fowl pox.

**Other person:** Fowl typhoid.

**Interviewer:** Fowl typhoid.

**Respondent:** Ha, ha, ha

**Interviewer:** And?

**Respondent:** That’s all.

**Interviewer:** All right, then combicillin?

**Respondent:** Mastitis. It is used for inflammation of udder of cow.

**Interviewer:** And?

**Respondent:** This is it. and all those which are inside.

**Interviewer:** Then there is streptophen injection.

**Respondent:** It is used for fever, pain, cutting injury, etc.

**Interviewer:** Then there is pain, infection, and what else that you have told?

**Respondent:** (other person: it works on mestisis, it works on cutting injury, swelling, ulcer etc.)

**Interviewer:** Means, infection. Then there is vetlovo?

**Respondent:** Levofloxacin?

**Interviewer:** Hmm.

**Respondent:** That is used for CRD, infection, cholera, etc.

**Interviewer:** CRD, infection, cholera, etc. ….65:00 minute

**Respondent:** Fluid comes into the stomach of the cow, ecolite, gout (65:04 minute could not be understood)

**Interviewer:** Fluid comes into the stomach of the cow. Is it fevnil?

**Respondent:** Fevnil is used for cow. It is used for pain and fever of cow.

**Interviewer:** Fever, pain, okay. Maybe we have left one. Two have not come. What are those?

**Respondent:** What? Cipro …(65:32 minute) it is used for shada paykhana (lime colored stool), diarrhea, etc.

**Interviewer:** Shada paykhana (lime colored stool), diarrhea, besides this, anything else?

Then, lot of thanks, brother. You have given me lot of time. I got lot of valuable information from you. I wish you good health and continuous well being of your business. Please pray for me. Keep well. If I come again anytime I will meet you. Then we will have discussion. Keep well and assalamualaikum.

**Respondent:** Walaikumassalam warahmatullahi wabarakatuhu. ….66:03 minute