G2P COVID-19 PHONE SURVEY

Survey Introduction / Consent

Section A: Lockdown / Availability of Services		
First, I would like to ask you about the current situation in your village.		
A1	Is your village currently under: (select one)	*1 = General holidays* *2 = Lockdown* *0 = None >> A3* *-98 = Don't know*
A2	When was this imposed?	*<Enter date>*
A3	Are the following services currently operating in your village? (Select all that apply)	*1 = Bank where you used to receive your benefits from* *2 = Post Office* *3 = Union Digital Center* *4 = Nearest Banking Agent* *5 = Nearest MFS Agent* *6 = UP Office* *0 = None* *-98 = Don't know*

Section B: Benefit Payments
Now, I would like to ask you about the benefits you receive from the government.

B1	Has your benefits payment been digitized yet? That is, did you have to go to the UDC and scan your fingerprint to retrieve your payment?	1 = Yes 0 = No
B2	When did you retrieve your last payment? *Select one*	1 = Apr 2020 2 = Mar 2020 3 = Feb 2020 4 = Jan 2020 5 = Dec 2019 6 = Nov 2019 7 = Oct 2019 8 = Before Oct 2019
B3	Did you retrieve the last payment before or after the [general holidays/lockdown]?	1 = Before 2 = After
B4	How much money did you retrieve in the **last payment**?	*Amount in BDT*
B5	Where did you retrieve this payment from?	1 = Link Bank 2 = Post Office 3 = Union Digital Center 4 = Banking Agents 5 = MFS Agent 6 = UP Office -97 = Other (specify)
B6	Since the beginning of the year in January 2020, how much have you received **in total** from DSS?	*Amount in BDT*

Section C: Mobile Phone Ownership

	Now, I would like to ask you about phone ownership in your household	
C1	Do you currently own your own mobile phone?	*1 = Yes > ask C1a through C5, then C13.* *0 = No >> C6*
C1a	What kind of phone is this?	*1 = Button phone* *2 = Smartphone*
C2	Who owns the SIM card associated with your phone?	*1 = Self > C3* *2 = Family member in the household >C3* *3 = Family member (not part of household) > C5* *4 = Friend/Neighbour >C5* *-97 = Other >> C5*
C3	If C2 = 1 or 2 Is the SIM card registered (biometrically) in your name? <enter prompt here>	*1 = Yes > C5* *0 = No > C4*
C4	Whose name is the SIM card registered in?	*Preload list of household members from baseline roster*
C5	Please tell me the mobile number associated with this SIM	*<enter phone number>* *<double entry>*
C6	Does anyone in your household (excluding you) own a mobile phone?	*1 = Yes* *0 = No*
C7	Is there a household phone that - stays in the household most of the time, AND - can typically be accessed/used by you when you need a phone?	*1 = Yes* *0 = No*
C8	Who owns this phone?	*Preload list of household members from baseline roster*

C9	What kind of phone is this?	1 = Button phone 2 = Smartphone
C10	Who owns the SIM card associated with this phone?	1 = Self >>C11 2 = Family member in the household >> C11 3 = Family member (not part of household) >>C12 42 = Friend/Neighbour >> C12 -97 = Other >> C12
C11	Whose name is the SIM card registered in?	Preload list of household members from baseline roster
C12	Please tell me the phone number associated with this SIM	<enter phone number> <double entry>
C13	Have you ever used a mobile phone on your own?	1 = Yes 0 = No

Section D: Mobile Money		
I will now ask you questions about your experience with mobile money accounts.		
D1	Do you have a mobile money account in your name?	1 = Yes > D2 0 = No > D5
D2	If D1=1: Which mobile money provider do you have an account registered with?	1 = BKash 2 = Rocket 3 = UCash 4 = MCash 5 = SureCash

		6 = Nogod -97 = Other
D3	If D1=1: Would you be comfortable receiving benefit payments in your mobile money account?	1 = Yes > D4 0 = No > D12
D4	If D3=1: Where would you prefer to receive your benefit payments? (Select one)	1 = Mobile money account 2 = Union Digital Center 3 = Link branch from where you used to retrieve their benefits >> Go to D12

D5	Does anyone in your household have a mobile money account?	1 = Yes > D6 0 = No > D10
D6	If D5=1: Who has a mobile money account?	<List household members from baseline roster>
D7	If D5=1: Which mobile money provider does he/she have an account registered with?	1 = BKash 2 = Rocket 3 = UCash 4 = MCash 5 = SureCash 6 = Nogod -97 = Other -98 = Don't know
D8	Would you feel comfortable receiving your DFS benefits into [D6]s account	1 = Yes > D9 0 = No > D12

D9	If D8=1: Where would you prefer to receive your benefit payments? (Select one)	1 = [D6s] Mobile money account 2 = Union Digital Center 3 = Link branch from where you used to retrieve their benefits 4= Would open my own mobile money account >> Go to D12

If D1 = 0 or D5 = 0:		
D10	If there was an option to receive your payments into a mobile money account, would you be able to open a mobile money account and operate it?	1 = Yes 0 = No
D11	If D8=1: Where would you prefer to receive your benefit payments? (Select one)	1 = [D6s] Mobile money account 2 = Union Digital Center 3 = Link branch from where you used to retrieve their benefits >> Go to D12
(Ask everyone)		
D12	Do you have the following documentation? (Select all that apply)	1 = National ID 2 = Driver's license 3 = Passport 4 = Birth Certificate
D13	Do you know what mobile money agents *usually* operate in your area? (Select all that apply)	1 = BKash 2 = Rocket 3 = UCash 4 = MCash 5 = SureCash

		6 = Nogod
		-97 = Other
		-98 = Don't know

Section E: Food Security		
Now, I would like to ask you about how you are coping with the current situation		
E1	Since the general holidays/lockdown, has your household received any food rations from the government?	1 = Yes > E2 0 = No > E3
E2	If E1=1: Which items have you received?	1 = Rice 2 = Lentils 3 = Oil 4 = Eggs -97 = Other
E3	Has the price of staples such as rice and lentils changed since the lockdown?	1 = Increased a lot 2 = Increased a bit 3 = Not changed 4 = Decreased
E4	Has anyone in your household had to cut the number of meals per day in the last 7 days?	1 = Yes 0 = No
E5	Has anyone in your household cut the amount of food per meal in the last 7 days?	1 = Yes 0 = No