JANAAGRAHA

Voter List Management

Patna

Report

A study on the quality of
voter lists: findings from Patna

February 2016

Introduction

Jana Group was Co-Founded by Ramesh Ramanathan and Swati Ramanathan. It comprises four institutions, all of which are urban-focussed

Janalakshmi, an urban micro finance company serving 2.5 million households across India

Janaadhar, an urban affordable housing company

Jana Urban Space Foundation, a non-profit focussed on spatial planning and design, both policy and practice
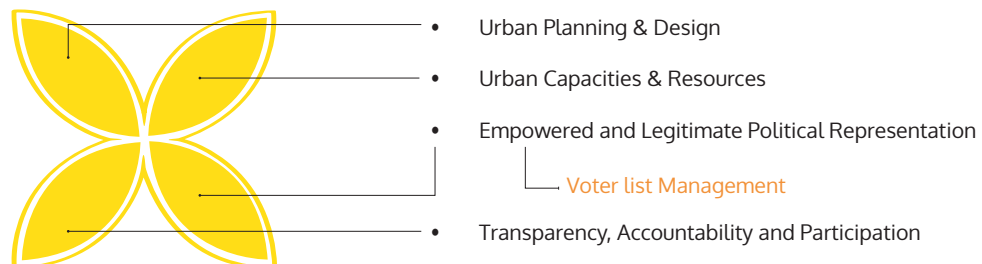
Janaagraha, a non-profit having the objective of transforming quality of life in India's cities and towns

About Janaagraha

Janaagraha was founded in December 2001 as a platform for citizen participation in cities. Today, it works with citizens on catalysing active citizenship in neighbourhoods and with governments to institute reforms to city-systems, generally referred to as urban governance.

With an objective of improving quality of life in India's urban centres, Janaagraha believes in addressing the root-cause of existing issues instead of the symptoms through its city-systems framework. This framework consist of four inter-related dimensions critical to the running of world-class cities.
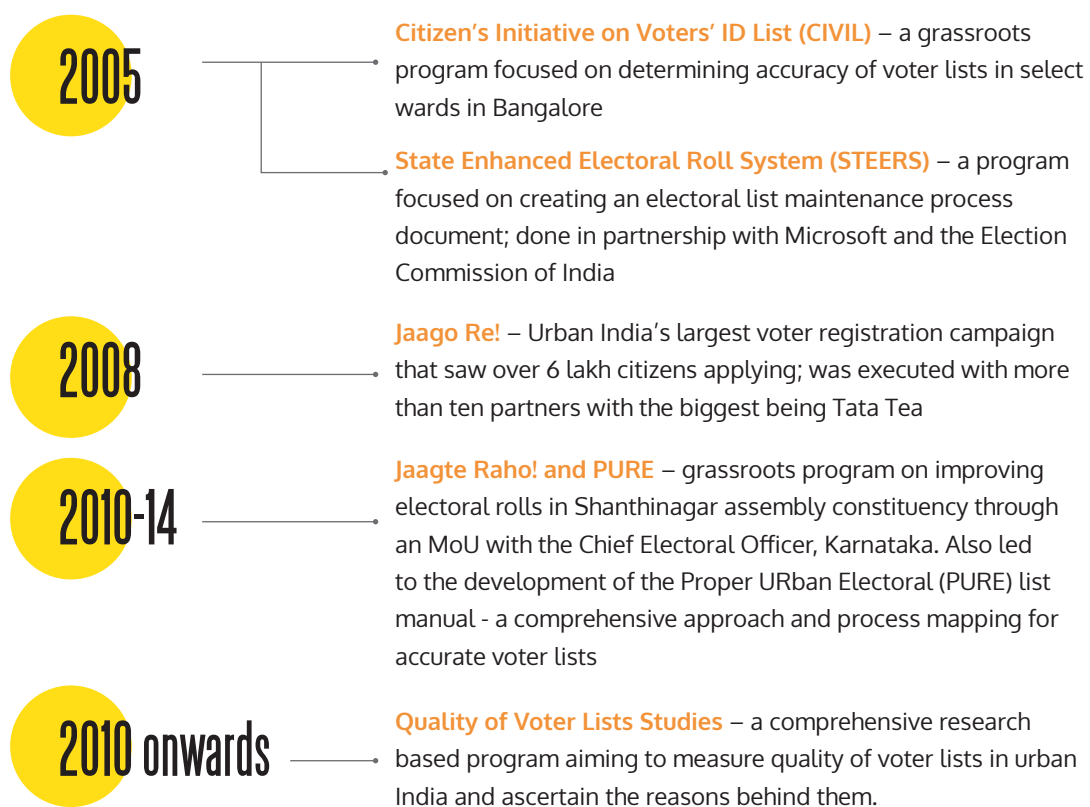
CITY SYSTEMS FRAMEWORK

- Urban Planning & Design
- Urban Capacities & Resources
- Empowered and Legitimate Political Representation
  - Voter list Management
- Transparency, Accountability and Participation

Janaagraha's work on Voter List Management

'Empowered and Legitimate Political Representation' is one of the four components of Janaagraha's city-systems framework. We believe quality of voter lists can potentially influence quality of political leadership in cities in India. The Voter List Management process in cities however has been a much ignored electoral reform agenda. Voter lists form the basis of democracy by codifying a citizen's right to exercise franchise. But errors in these lists, omissions that lead to disenfranchisement and potential deletions which expose the electoral process to phantom voting, are a reality. This applies particularly to urban areas which witness large scale migrations, from villages to cities, between cities and even within cities. For quality political representation and leadership, the voter list should be free of errors. Poor quality voter lists impact electoral participation and outcomes, and thereby the quality of political leadership.

JCCD has been working on the issue of urban voter lists since 2005, highlights of which include the Jaago Re! campaign, India's largest voter registration drive in cities and a 3-year Memorandum of Understanding with the Election Commission of India for a pilot project on voter list management in Shanthinagar Assemby Constituency in Bangalore. The groundwork in Shanthinagar resulted in the Proper Urban Electoral (PURE) List manual, a new and improved process for voter list management in cities.

2005

Citizen's Initiative on Voters' ID List (CIVIL) – a grassroots program focused on determining accuracy of voter lists in select wards in Bangalore

State Enhanced Electoral Roll System (STEERS) – a program focused on creating an electoral list maintenance process document; done in partnership with Microsoft and the Election Commission of India

2008

Jaago Re! – Urban India's largest voter registration campaign that saw over 6 lakh citizens applying; was executed with more than ten partners with the biggest being Tata Tea

2010-14

Jaagte Raho! and PURE – grassroots program on improving electoral rolls in Shanthinagar assembly constituency through an MoU with the Chief Electoral Officer, Karnataka. Also led to the development of the Proper URban Electoral (PURE) list manual - a comprehensive approach and process mapping for accurate voter lists

2010 onwards

Quality of Voter Lists Studies – a comprehensive research based program aiming to measure quality of voter lists in urban India and ascertain the reasons behind them.
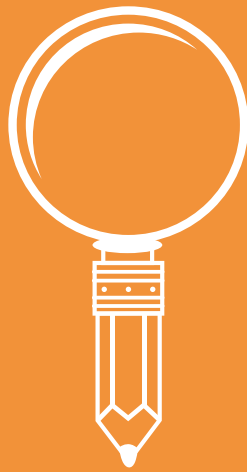
Through research studies such as this, we aim to develop a body of irrefutable data and information that can catalyse reforms to voter list management in cities. We believe that such studies, based on both primary surveys and desktop research, are critical to electoral reforms in India.

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Executive Summary

1. Executive Summary

The Patna QoL study was undertaken to enhance JCCDs understanding of the errors that plague urban India's voter lists. Part of a series of studies, this step was taken to explore potential differences in voter list hygiene between areas that display high migration and others that do not, with Patna considered as an urban centre that has seen a large amount of out-migration. Like the earlier studies, the Patna QoL intended to fulfil its aim using a two-pronged approach i.e. using a voter list centric phase (matching the voter list to citizens) and a citizen centric phase (matching citizens to the voter list). However, findings from pre-launch field visits and the desk research phase commanded a change in approach leading to a pilot study being undertaken to better understand the occurrences of addresses on the voter list not being found on the field. Conducted in the months of July and August 2015, key findings are as below:

- Patna city is quite complex in terms of the address infrastructure it has and also in the way its citizenry has adopted it. A lack of uniformity in how addresses are structured along with differences in the way people use them rendered it difficult for the team to develop a single methodology for ascertaining address quality. Instead it led to the development of three methods reflecting varying degrees of confidence in the quality of an address in helping locate an enrolled citizen. Additionally, local knowledge emerged as the single most important factor in locating addresses.

- Despite leveraging on local knowledge, the pilot returned a 45% 'address not found' figure. The Assembly Constituencies (ACs) Bankipur and Kumhrar, lying completely within the Patna Municipal Corporation administered (PMC) area saw 'Address Not Found' (ANFs) at 53% and 52% respectively. Danapur and Phulwari, which lie partially within PMC saw better ANF percentages at 30% and 31% respectively. It appeared that locating addresses towards the outskirts of the city and in areas having a lower density of houses was easier as in such cases, local knowledge proved to be much more effective.

- Since the percentage of ANFs was much higher when compared to the acceptable figure of 25% (established as a cut off before the pilot commenced), all further stages of the study were ceased.

While the study was not able to shed light on the errors that plague Patna's voter lists, it has been able to raise some important questions on two aspects; one on methodology and the other on the interpretation of ANFs that arise out of such studies. A city like Delhi was easier to handle on both aforementioned aspects but it seems likely that urban pockets similar to Patna will face challenges while trying to solve those issues. Making the methodology more rigorous, like increasing the total time to look for an individual or involving the Booth Level Officer could help with the question on methodology but the main reasons behind such high ANFs have to do more with external factors that restrict the methodology's effectiveness and feasibility. The biggest reason was the inadequacy in voter list addresses made worse by general address infrastructure and the adoption of addresses by people. An overall divergence in how households are numbered, added to how people usually did not seem to associate with the addresses they have been formally allotted leads to the second big question, of the interpretation of 'address not found' cases.

Cities faring better in overall address quality, such as Delhi, may offer an easier way of interpretation. In cases where an address was deemed to be 'unfindable' and could not be located on ground, it would be a fit case of inadequate information. If deemed 'findable' but not found on ground, the chances of such an address being fit for deletion would also be quite high. But in the case of Patna, where formal and structured addresses have little to do with findability itself, concluding that addresses deemed 'findable' but not found on ground are probable cases of deletion has little ground.

This endeavour has thrown significant light into how address information is recorded on voter lists and the issues with the process. The findings beg further investigation into how the ECI's machinery records such information and on the issue of coordination between the ECI and authorities empowered to allot addresses. Without answering these questions, addressing the two main challenges, on methodology and interpretation may be a challenge. As a result of these issues being raised, following on from this study, a qualitative study with Booth Level Officers (BLOs) in Patna was commissioned. The aim was to better understand the poor state of address information on voter lists with an eye towards the larger aim of understanding Voter List Management (VLM) processes.

Introduction

2. Introduction

JCCD has been working on improving the hygiene of urban voter lists for more than a decade and, in this time, has come to learn that the voter lists in urban India are not well maintained and in fact are riddled with errors. With increasing urbanisation, large-scale migration between cities and towns and within cities, the accuracy of the voter lists is decreasing. Current processes and systems for voter list management are not capable of guaranteeing accurate voter lists in urban areas.

As a part of the effort to rid urban voter lists of errors, JCCD has been objectively measuring the hygiene of voter lists in Assembly Constituencies (ACs) in Bangalore as well as at city-level across India over the last two years and now, is involved in conducting studies across major urban pockets to capture the diverse and complex nature of issues that voter list hygiene faces. The importance of this work lies within the fundamental right for citizens within a democracy to have legitimate political representation. This comes about only through every citizen's right to vote. If this is in any way

being hindered, there is cause for concern. Objective measures of the state of the voter lists serve to highlight, using valid means, whether there is any such block in citizens' democratic rights. As well as the most obvious and commonly discussed concern of citizens being denied their right to vote, other issues can also be explored this way. These include the potential for phantom voting (related potentially to margins of victory in elections) as well as considering the implications on voter turn-out statistics, consequently feeding into debates around voter-apathy in urban centres.

Quality of Lists (QoL) surveys, of which this is a part, are an effort to quantify errors that exist in urban voter lists and put forth credible and irrefutable data which can subsequently guide corrective action and further discussion. The last QoL study was conducted in Delhi, in advance of assembly elections in the state early February 2015 and shed light on the errors that existed in Delhi's voter lists. The study also pointed to a possible relationship between migratory patterns exhibited within an urban centre and the errors that it may therefore display. These surveys intend to expand in a way that can capture such intricacies displayed by urban centres. Since an inadequacy in accounting for large scale citizen movement or migration is potentially a key factor behind flawed voter lists, capturing the effects of varying kinds of migration is a key new development to the QoL surveys.

To understand this better, QoL surveys were taken to the city of Patna, which has seen migratory patterns different to that in Delhi. This move also gave JCCD the opportunity to test out its new and more robust methodology on locating addresses, something crucial to this particular study as an earlier study in Patna saw about 70% of sampled respondent addresses untraceable. Ultimately, the Patna QoL surveys aimed to ascertain the hygiene of voter lists with particular focus on the differences that may arise between areas of high-migration and others.

This research report documents the methodology and results of measuring the quality of the voter list in Patna (July 2015-August 2015). This includes commentary on the development of the methodology for measurement of this quality, which continues to evolve over the course of JCCD's work in this field; the aim being to ascertain the best methods for objectively measuring the hygiene of the voter list in an urban centre.
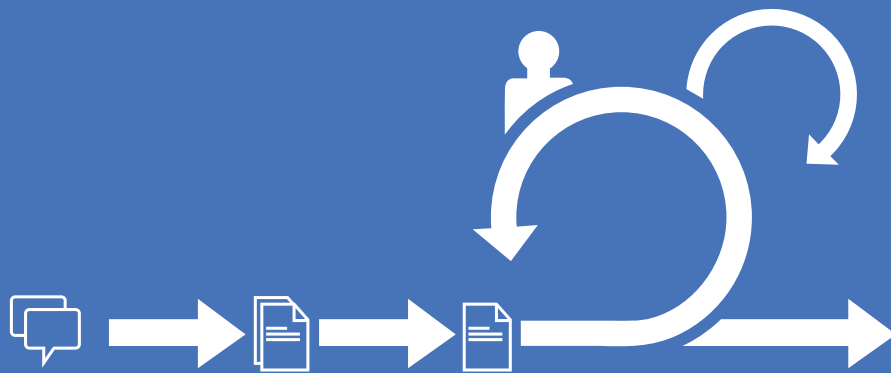
Introduction to the Design

3. Introduction to the Design

The Quality of Lists (QoL) surveys have been designed to try and quantify the nature and scale of errors that plague urban voter lists. In line with Quality of Voter List (QoL) studies conducted by JCCD in the past, this study was designed to capture two broad error types on voter lists:

- **Errors of deletion:** names which are on the list but should not be and
- **Errors of omission:** names which should be included on the list but are not there.

In order to be able to effectively capture these error types, the design included two different methodologies:

- **Voter-list-centric surveys:** used to **measure errors of deletion:** The sampling basis for this survey type is a citizen name and associated details on actual voter lists. Essentially in this method, the citizen is pre-selected from the voter-list and surveyors try to locate this citizen. In general terms, either a person is found at their address or not. The latter being an error of deletion.

- **Citizen-centric surveys:** used to **measure errors of inclusion.** The sampling basis for this survey type is a household and a random adult over 18 within this household. Essentially in this method, a citizen is located by household selection and consequently checked against the voter list. In general terms, a citizen is either on the list or not. The latter being an error of inclusion.

While the above descriptions give a fair idea on the broad design, in reality, there are subtle complexities and grey areas in not just methodology, but also in categorization of the error types within the two broad error buckets described earlier in this section i.e. errors of deletion and of omission. This has been fully outlined in section 4.4.

Methodology

4. Methodology

4.1   Introduction

The methodology consisted of a voter-list and a citizen-centric phase. The voter-list survey, as a result of the issue of 'address not founds', found to be very high in an earlier study in the same centre, was split into two parts. The citizen-centric phase, due to required verification of registrations elsewhere, was also split into two parts:

- **Voter List Centric phase**
    - o   Part 1: Desk review of 'findability' of voter-list addresses of sampled citizens
    - o   Part 2: Field survey of the same sampled citizens as part 1
- **Citizen Centric phase**
    - o   Part 1: Field survey of households in the same PPs and ACs as sampled for voter-list phase
    - o   Part 2: Desk review to verify registration of citizens in other ACs and PPs as

The phases were to be launched in a staggered manner with the Citizen Centric phase's launch and timing depending on the initial outcomes of the Voter List Centric phase. Staggering was also done within the Voter List Centric phase where launch of field surveys weighed heavily on desk review and any investigations that the output of the desk review warranted. Depending on the outcome, there was a possibility of a planned ceasing of all further stages or of a methodology change.

4.2   Sampling

4.2.1   Overall Sampling

Sampling was naturally the first requirement for both phases of work and the base sampling approach for both phases was identical. In the case of the voter-list phase, the unit of sampling was names on the voter list, whereas in the case of the citizen-centric phase, the unit of sampling was the house. For both phases, the same ACs and PPs were sampled and more than one such set was created to account for failed attempts (for example in the citizen-centric phase where access to certain areas/gated communities in some PPs was difficult).

Patna City, the area administered by the Patna Nagar Nigam (Municipal Corporation) or the PMC, is home to about 1.7 million people (2011 census). On applying the 18+ population percentage to this, which is 63%[1], we get a target population of 10,54,980 or just over a million citizens of voting age. To ensure sample representation with a 95% confidence level and a confidence interval of +/- 1.8% at the city level, an achieved sample size of 2956 citizens was required.

For the List Centric survey, citizens were over-sampled to account for a probable 10% refusal/non-participation rate. This meant that for the List Centric survey a total of 3284 citizens had to be sampled. For the Citizen Centric survey, since substitution with an alternate household is possible, exactly 2956 citizens needed to be surveyed. Citizens were sampled from Polling Parts (PPs) within Assembly Constituencies (ACs).

Sampling in Patna posed several unique challenges. The study was to be conducted in urban pockets within the city of Patna and therefore, had go to areas that fall under the Patna Municipal Corporation limits (also referred later into the document as Patna ULB limits). This meant that the sampling frame should consider areas of Assembly Constituencies (and the polling parts within) that fall under the Patna ULB or ward boundaries. In order to do so, the team at JCCD relied on a website developed by the National Informatics Centre, Bihar State, that maps out infrastructure in the state of Bihar, including that of Polling Booths or PBs[2].

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[1] *The 2011 census states the population in Urban Patna to be 25,14,590 and of this figure, 15,71,935 have disclosed their age as 18 or over. This equates to 63% of Urban Patna citizens being 18 or over. Since the study will cover areas administered by the Patna Municipal Corp., which administers Urban Patna, census figures have been taken for Urban Patna instead of Patna as a whole.*
[2] *The website used, called iBHUGOAL website can be accessed via the link: http://gis.bih.nic.in/*

Out of the 13 ACs that fall under the district of Patna, the PMC administers 8 ACs either partly or wholly (as shown in the Table-1 below).

Table-1 ACs in Patna City (PMC)

AC No and Name	
181 Digha	
182 Bankipur	Wholly under PMC
183 Kumhrar	
184 Patna Sahib	
185 Fatuha	
186 Danapur	Partly under PMC
187 Maner	
188 Phulwari(SC)	

The Patna study was to go to all of these ACs but in those not wholly administered by the PMC, intended to go only to the areas that fall under the PMC boundary. Therefore, for the ACs Fatuha, Danapur, Maner and Phulwari, only the parts falling under PMC ward boundaries were considered for sampling.

Besides having extensive coverage i.e. in all ACs, the study also maximized its coverage in terms of zones within an AC. Each AC was divided into four quadrants and the team ensured that each quadrant received adequate coverage. Since the study also aimed to cover areas of migration effectively, such that the final sample reflected numbers adequate for a deep-dive during the analysis stage, migration was also used as a variable while looking at coverage. Therefore, stratification was based on zones as well as migratory patterns exhibited by certain areas/localities within Patna (PMC)[3].

For the List Centric survey, 12 citizens were sampled from within Polling Parts (PPs) from the voter list. With a sample size of 3284 required for the List Centric survey (to achieve 2956 citzens, i.e. accounting for 10% door closed/lack of interest), the study was to be conducted in 274 PPs across the city of Patna. These 274 PPs were spread across the 8 ACs in proportion to the number of total PPs they hold; this number i.e. of the total PPs within each of the 8 ACs, was used as a proxy for the population that an AC (or a part of it) holds. However, it is worth noting that the number of PPs in an AC here refers to the number of PPs in an AC that falls under the PMC boundary or is within 1KM[4] of the PMC boundary.

Once the total number of PPs to go to within each AC were allocated, each quadrant within an AC (out of a total of 4) was allotted a specified number of PPs based on the proportion of PPs lying inside that quadrant. Within this, PPs were distributed proportionally among areas classified as 'high-migration' and those not classified as so. This methodology ensured that there was adequate geographic spread of PPs to be sampled as well as adequate coverage of areas with high migration. While sampling or selecting PPs, two sets were chosen from each zone within an AC (i.e. if the requirement was for 10 PPs of high migration and 10 of non-high migration, 20 of each were sampled provided such numbers are available). This was to account for any access issues and to also help in case the study needed to boost samples for 'high-migration' areas.

The Citizen Centric survey was to be done in the same ACs and since there was no over-sampling to be done to account for refusals as in the List Centric survey, to achieve the sample size of 2956, only 11 citizens were to be surveyed in each PP. The method of selecting citizens however, was to be different in both surveys. Table-2 below gives details on the ACs in in which this study was to be conducted as well as the number of polling parts that have been described as areas having high migration.

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[3] *Information on migration was obtained from various NGOs that operate in Patna as well as from a voter behaviour study conducted by ANSISS that included certain ACs in the PMC administered area. JCCD did not have access to official census data for migration at the time of sampling as it had not yet been released (D Series) and therefore explored sampling methodology of other studies on migration. More details on this can be found in the appendix, section numbered 9.4.*

[4] *The 1Km distance was based on an eye-balling technique used by JCCD researchers while working on the iBhugoal website. It involved using the map's legend and approximating distances from the boundary. This was done to account for Polling Parts, represented by Polling Booths/Stations mapped on the website, which may have partly fell inside the PMC boundary but the Booths/Stations for which were mapped outside.*

Table-2: Number of PPs classified as 'high migration' in Patna

ACs in Patna (either wholly or partly administered by the PMC)	Total PPs in AC (A)	PPs of interest for the study which fall under ULB/PMC area (B)	No of PPs within those of interest classified as high-migration (C)	% High Migration PPs within those of interest (= C/B)
Digha	383	383	7	1.8%
Bankipur	330	330	152	46.1%
Kumhrar	355	355	88	24.8%
Patna Sahib	302	302	0	0%
Fatuha	254	20	0	0%
Danapur	291	222	34	15.3%
Maner	287	9	0	0%
Phulwari(SC)	318	121	41	33.9%
Total	**2520**	**1742**	**322**	**18.5%**

Overall, 18.5% of all PPs within the ULB boundary were classified as 'high-migration' PPs. So, out of the 274 PPs to be sampled, where surveys were to be conducted, 51[5] had to be classified as 'high-migration' PPs. This meant that the total number of surveys within areas classified as 'high-migration' in Patna would be 612 for each survey, making both surveys representative of migratory regions within Patna.

4.2.2   Sampling for the List Centric study

To achieve a better spread within each selected PP than what has previously been done in QoL studies by JCCD, the PP was split into 4 parts and 3 citizens were selected randomly from within each quartile on the voter list (by generating a random number and then skipping 18 names post that to get the other names on the voter list). These same citizens were to be the focus of both phases of the list-centric work. The initial plan was that post PP selection, data would be entered in a CAPI to be used on field just as was done in Delhi. But since Voter Lists in Patna were only available in Hindi, the team decided to incorporate data into the CAPI in Hindi itself and allow any respondent to take assistance from friends/relatives on field in case they were not conversant with the language. Translation into English was not done since there was a possibility of errors inherent in the process.

4.2.3   Sampling for the Citizen Centric study

Similar to the List-centric method, to achieve better spread than in previous studies, each PP was split into 4 equal parts or zones. Within each part/zone a random number was generated to arrive upon an address on the voter list. This was used as the starting point on the field from which 6 households were to be skipped and the household thus arrived upon would be the first one from which a member would be surveyed (member selection was to be based on a random number generation from all those eligible within). Subsequently, every 6th household was to be surveyed until the desired number of surveys was achieved (i.e. 3 in three quartiles and 2 in any one based on quartile rotation). For the avoidance of doubt, the voter list was only used to locate a starting point in the field for each quartile. Following this, households were selected following the skipping pattern.

[5] *Ideally, the study should be conducted in 51PPs classified as HM but due to the sampling procedure and round-offs, this number will actually be 55. This moves the percentage of HM PPs in our PP sample to 20%.*

4.3   The Voter List Centric Phase – Part1: Desk Review of Addresses

The first step of this phase involved ascertaining the quality of addresses given on voter lists of selected PPs. Following the sampling of citizens from the voter-list (as described in Section 4.3.2), a database was made of the sampled citizens' details on the list. The database was created by TNS associates. Each address was then essentially reviewed against a series of parameters to determine whether it was 'findable' or not in the field. The concept behind this exercise was to use this information to determine whether 'addresses not found' in the field were even findable in the first place or not. If an address was deemed findable by the desk-study but was not found in the field, this would lend more confidence/ credibility to that entry on the voter-list requiring deletion. If the address was however, deemed not findable and also not found on the field, the issue could be more one of the quality of the address information on the voter list rather than a genuine deletion.

The parameters against which each address was reviewed were the following[6]:

1.   Building Number/Name
2.   House/Flat/Door Number/name
3.   Society/Apartment Name
4.   Gali number/name
5.   Road Number/Name
6.   Landmark
7.   Block Name/Number
8.   Area Name/Number
9.   Village Name
10.   Tehsil Name
11.   Pin-code
12.   GIS map
13.   Hand drawn map
14.   English map
15.   Hindi map
16.   Quality of the scan of the map
17.   Streets named on map
18.   Citizen's street named on map

Broadly, the parameters looked at included those required to get to an address, such as the person's name, house number etc. as well as aids that could help get to an address effectively and quickly; the latter, were mostly in the form of maps that were attached to each Polling Part's voter list. From the parameters listed above, it can be seen that maps were looked at using three lenses i.e. the kind of map (GIS/non-GIS), its language (Hindi/English) and the quality of its content (Scan quality, mention of streets etc.)

For an address to be deemed findable or not, it had to meet certain criteria which were developed by JCCD researchers deriving from experiences of the past and a preparatory field visit to Patna. This process has been described in the next section (section 4.3.1).

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[6] *Checking the feasibility of the full address with the post office was considered as a parameter to include but rendered invalid. The post office will likely know the feasibility of an address but not relative to a PP. The latter is an important parameter as all assumptions are made relative to the PP. The address listed in a PP may for example be valid but not within the PP listed. Instead, the process described above matches the Post Office's criteria for 'definite' and 'indefinite' addresses as described in the next paragraphs.*

4.3.1   Developing Address Scoring Parameters

JCCD researchers conducted field visits in the city of Patna to gauge general address quality in the city and thereby, come up with a robust method to classify addresses of sampled citizens into 'findable' and 'not-findable' buckets. These visits were conducted in the month of June 2015 from the 23rd to the 26th.

Apart from visiting designated PPs sampled for the study, researchers also spoke to stakeholders who could provide insights into the quality of address information provided on voter lists and the city; these included:

- Office of the Chief Electoral Officer, Bihar
- Post offices
- Courier companies and
- Local Grocery Shops (mom-n-pop shops)

Post this stage, JCCD researchers conducted another round of desk-based research to look at how addresses are structured in different areas within Patna. This involved analysing addresses of government offices and businesses listed on the internet, along with those from sampled citizens from voter lists. Defining a set of parameters that would ultimately categorize an address as 'findable' or not in Patna was much more complicated than had been in the previous study in Delhi. During the field visit, it was found that large areas in Patna did not have very good or structured addresses given by concerned authorities. Even in cases where detailed addresses were available, meaning that these had a house number, road name, an area name and a pin-code, citizens were used to other ways of locating and referring to households, such as landmarks and even names of prominent citizens living in the locality. In several areas, it was sufficient to just know the name of a citizen and a landmark to be able to locate them while in several others, unless an exact road name was available, tracing a person appeared next to impossible without local help. Some of the complexities that Patna presented, in terms of on-ground address infrastructure, were similar to what were seen certain parts in Delhi, especially in designated slums but since the majority of Delhi was found to have a general minimum standard in addresses, it was relatively easier to develop a criteria; but the sheer scale of the issue in Patna led to JCCD adopting a different approach to ascertaining address quality. Instead of having a single method, researchers looked at address quality using different lenses which accounted for the variations seen on ground and let researchers test the assumption of a valid deletion with varying degrees of confidence. A more detailed documentation of this process can be found in the Appendix, section 9.3. Each address was scored against the three developed methods as outlined in section 4.3.2 below.

4.3.2 The address scoring methodology

Developing a single address scoring method was not deemed feasible for the city of Patna due to the complexities it offered in terms of address infrastructure. As a result, the research team developed three methodologies with varying degrees of looking at 'findability'. These are outlined below.

A. Testing addresses in Patna using the methodology developed for Delhi (minus Block name/number) - BASE

During the Delhi study, for an address to be 'findable' it was determined that it must have just one of each of the following three parameter categories:

1. IDENTIFIER – THE DOOR/ADDRESS - At least one of either a building number/name OR a house/flat/door number/name

    AND

2. IDENTIFIER – THE IMMEDIATE VICINITY/LOCALITY - At least one of either a society/apartment name OR gali number/name OR road number/name OR landmark OR block name/number

    AND

3. IDENTIFIER –THE LARGER AREA/LOCALITY - At least one of either an area name/number OR village name

The above method, which was used in Delhi, was modified by removing the parameter 'block name/number' from 'Identifier 2' since Patna mostly had administrative blocks mentioned on voter lists instead of blocks within a smaller area like a colony. Thus, the first method developed for Patna, BASE was similar to the one in Delhi except for the minor exclusion just mentioned. The second methodology developed, called BASE 2, has been described below.

B. Testing addresses in Patna – BASE 2 (with altered identifier 3)

In this case, identifier 3 was changed to only the pin code. This, since it was felt that in several areas knowing just the immediate vicinity AND the administrative block (a parameter mentioned in all voter lists) was enough to be able to locate a person.

1. IDENTIFIER – THE DOOR/ADDRESS - At least one of either a building number/name OR a house/flat/door number/name

    AND

2. IDENTIFIER – THE IMMEDIATE VICINITY/LOCALITY - At least one of either a society/apartment name OR gali number/name OR road number/name OR landmark

    AND

3. IDENTIFIER –THE LARGER AREA/LOCALITY – The pin code

The third method of assessing findability, called BASE 3 is as described below.

C. Testing addresses in Patna – BASE 3

This method kept identifiers 1, 2 and 3 intact but added a fourth i.e. the pin-code. It also changed the required combination to:

1. IDENTIFIER – THE DOOR/ADDRESS - At least one of either a building number/name OR a house/flat/door number/name

    AND

2. [IDENTIFIER – THE IMMEDIATE VICINITY/LOCALITY - At least one of either a society/apartment name OR gali number/name OR road number/name OR landmark

    OR

3. IDENTIFIER –THE LARGER AREA/LOCALITY - At least one of either an area name/number OR village name]

    AND

4. IDENTIFIER –THE LARGER AREA/LOCALITY – The pin code

Developing these three lenses to look at address quality helped JCCD researchers understand and ascertain address quality better. BASE, the first method which is almost identical to the one used for the Delhi study, holds up addresses to the strictest standards among the three described methods. BASE2 has a more relaxed approach while BASE3 is the least strict allowing for very relaxed standards. Having said that, it is worth noting that there were certain underlying issues that such a methodology could not capture. The largest issue was that of postal and on-ground addresses not matching the ones stated on voter lists, mostly on account of differing house numbers.

4.4   Error Conceptualization and Calculation

The sections below outline the study flow to define and capture these errors.

4.4.1   List-centric error conceptualization

Figure 1 below shows the key survey flow to define and capture errors with the voter list using the list-centric method. Other questions to capture other details have been outlined but not defined by flow. The full survey can be found in Appendix 9.5.

Each sampled address was to be scored, using each of the three developed methods mentioned in section 4.3.2, to get estimates of whether it was substantial enough to be found in the field. Findability of an address was likely to vary depending on the method chosen and each address was to have three scores attached to it, one based on each address scoring method. For any one method, those citizens whose address was deemed not findable were to be still sought in the field but if the address was not found in the field then it was to be considered an error with the quality of the address on the voter list. If the address was deemed findable, the entry was to be either deemed correct (if found on the field) or a deletion (if not found on the field).

Therefore, the field outcome of each address would have different interpretations varying with the strictness of the scoring method used. The end goal would be to use a single method that the team felt reflected Patna's ground situations the best.

4.4.2   Citizen-centric error conceptualization

Figure 2 below shows the key survey-flow to define and capture errors with the voter list using the citizen-centric method. Other questions to capture other details have been outlined but not defined by flow. The full survey can be found in Appendix 9.6.

Figure 1: Survey-flow to define and capture errors with the voter list using the list-centric method

PART 1: Do the address details fulfil the 'findable' quality criteria?

Yes → PART 2: Is the address found in the field?

No → PART 2: Is the address found in the field?

Left branch (Part 1 = Yes):

PART 2: Is the address found in the field?
- No → Error of Deletion
- Yes → Is the person sampled resident at the address?
  - Yes → Are there any errors with the registration details?
    - No → No Error
    - Yes → (goes to "With which aspect is the error?")

Right branch (Part 1 = No):

PART 2: Is the address found in the field?
- Yes → Is the person sampled resident at the address?
  - No → Which of the following best describes the status of the person sampled?
    - Person was not found
    - Shifted
    - Dead
    - Person disenfranchised
    → Error of DELETION
- No → ERROR with the quality of the address/map on the voter list

With which aspect is the error? Select as many as apply
- Repeated → How many times is the entry listed on the list? Record total number → ERROR of (MULTIPLE) DELETION to the magnitude of the number of entries minus 1 [note: overlap with similar citizen-centric errors; Potential to compare the proportions of errors across the surveys]
- Address can only be omission of details and spelling errors
- Name
- Age
- Sex
- Husband/father's name
- Photo (can only be verified if they have a voter ID)

→ ERROR with registration details – one error calculated per person regardless of number of errors [note: overlap with similar citizen-centric errors; Potential to compare the proportions of errors across the surveys]

→ Capture specific errors within each category too – i.e. Address miss-spelt, wrong number, etc. Explore how many times they had to register before successful. Explore any problems with voting as a result of any of the error types above. Explore if they have tried to correct any of the errors above & if so, how many times.

Figure 2: Survey-flow to define and capture errors with the voter list using the citizen-centric method

PART 1: Self-reported: Does the citizen think they are registered at the address found?

Yes

No

Don't Know

Verification: Is the citizen actually registered within the PP?

No

ERROR of INCLUSION

Yes

For all: Explore if have tried to register/how many times & when was last registration attempt. Interest to register and barriers to (trying to) registering. Are they registered elsewhere that they know of? In same AC, state etc. PART 2: Verification of alternate registration.

For those who thought they were registered (but were not): Explore against duration lived at household. Explore if believed to be registered elsewhere (where & why). Explore if have EPIC card. Explore if they have tried to vote in their PP (of particular interest for those who are registered but in wrong PP, right AC).

Are there any errors with the registration details?

No

Yes

NO ERROR

With which aspect is the error? Select as many as apply.

Husband/father's name

Repeated

Address

Name

Age

Sex

Photo (can only be verified if they have a voter ID)

How many times is the entry listed on the list? Record total number.

ERROR with registration details – one error calculated per person regardless of number of errors [note: overlap with similar voter-list errors; Potential to compare the proportions of errors across the surveys]

ERROR of (MULTIPLE) DELETION to the magnitude of the number of entries minus 1 [note: overlap with similar voter-list errors; Potential to compare the proportions of errors across the surveys]

Capture specific errors within each category too – i.e. Address miss-spelt, wrong number, etc. Explore how many times they had to register before successful. Explore any problems with voting as a result of any of the error types above. Explore if they have tried to correct any of the errors above & if so, how many times.
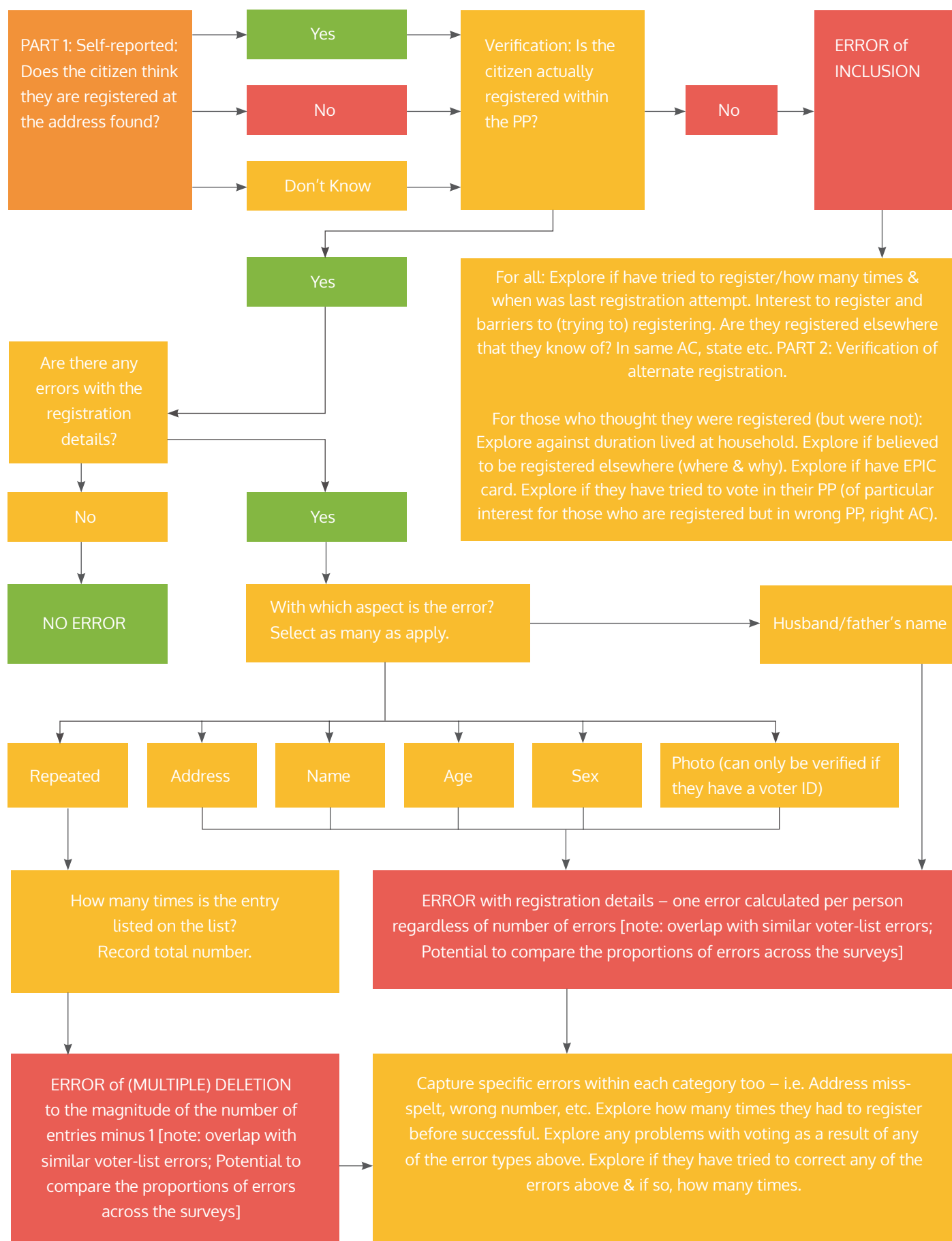
Table 3 below summarises the error conceptualization in a tabular form. Below this are given the calculations that form the basis of the error categories.

Table-3: Tabular summary of error conceptualization

LIST - CENTRIC Part 1 - DESK BASED	Part 2 FIELD WORK			VOTER HYGIENE CATEGORY
Address FINDABLE*	Address found	Voter found	No error	1. NO ERROR
			Errors	2. POTENTIAL INABILITY TO VOTE
			Repeated	3. DELETION (proportional)
		Voter not found	Door closed/Non-participation	4. REMOVE FROM SAMPLE
			Shifted/dead/Not found/disenfranchised	5. DELETION [MINUS PROPORTION in LINE 3 in CITIZEN-CENTRIC]
	Address not found			6. DELETION
Address NOT FINDABLE*	Address found	Voter found	No error	7. NO ERROR
			Errors	8. POTENTIAL INABILITY TO VOTE
			Repeated	9. DELETION (proportional)
		Voter not found	Door closed/Non-participation	10. REMOVE FROM SAMPLE
			Shifted/dead/Not found/disenfranchised	11. DELETION
	Address not found			12. DELETION* CORE LIST QUALITY
CITIZEN-CENTRIC Part 1 - FIELD WORK				
Door available	Registered on the list in the PP - YES	No error		13. NO ERROR
		Errors	ALL errors	14. POTENTIAL INABILITY TO VOTE
			SUB-SET: Wrong address, same PP	15. PROPORTION TO BE REMOVED FROM DELETIONS in LINE 5 in LIST-CENTRIC
		Repeated		16. DELETION (proportional)
	Registered on the list in the PP - NO			17. OMISSION **Part 2 – DESK BASED:** Cross-check registrations in other PPs & ACs. Cross-check late registrations on latest voter lists
Door locked		Door closed/Non-participation		18. REMOVE FROM SAMPLE

*Address FINDABLE/ Address NOT FINDABLE – these would vary depending on the method of address scoring chosen (described in section 4.3.2); the final output would reflect the method which reflected ground truths best.

DELETIONS = $\left[\dfrac{(3^*+5+6+9^*+11+12^{**})}{\text{TOTAL LIST-CENTRIC -10-4}} - \dfrac{15}{\text{TOTAL CITIZEN-CENTRIC -18}} \right]$ **%**

*Potential to cross-check proportions of 3s and 9s with 16s.

**Can include here and/or in DELETION – CORE QUALITY portion

DELETION (CORE QUALITY) = $\left[\dfrac{12}{\text{TOTAL LIST-CENTRIC -10-4}} \right]$ **%**

OMISSIONS = $\left[\dfrac{17}{\text{TOTAL CITIZEN-CENTRIC -18}} \right]$ **%**

ERRORS WITH REGISTRATION DETAILS =

$\left[\dfrac{2+8}{\text{TOTAL LIST-CENTRIC -10-4}} \right]$ **%**   Can be aligned with $\left[\dfrac{14}{\text{TOTAL CITIZEN-CENTRIC -18}} \right]$ **%**

NO ERROR =

$\left[\dfrac{1+7}{\text{TOTAL LIST-CENTRIC -10-4}} \right]$ **%**   Can be aligned with $\left[\dfrac{13}{\text{TOTAL CITIZEN-CENTRIC -18}} \right]$ **%**

4.5   The Pilot Study

After completing the initial field investigations into the parameters for quality of addresses in Patna and the findability of those mentioned on its voter lists, the JCCD research team estimated that there would be a significant number of sampled addresses not found on the field due to poor quality of addresses on the lists. Key learnings from initial field investigations, which included a meeting with the Additional Chief Electoral Officer, Bihar and other staff members from the office of the Chief Electoral Officer (CEO), were as below:

1. A large number of the addresses stored on the voter-list may not be the same as given by the Municipality or other authorities.
2. This difference may be mostly due to house numbers, as mentioned on voter lists, being different than what the municipality had allotted.
3. In most parts of Patna, people did not know/recognize their residence using house numbers
4. House numbers that appear on voter lists, in most cases, depend on the BLO and how they plan their work (or had planned their work).

Given the above findings, findability of addresses appeared to hinge almost completely on locals and the knowledge they have about people and their residences in an area.

In a scenario where a large number of addresses were declared 'not-found' post field-work, the emergent data would have left the team with two broad options:

- To treat these citizens, post ascertaining their address quality, either as possible deletions or address recording issues OR
- To treat these citizens as 'sample removal' and proceed with analysing data from the citizens whose addresses were located on ground.

In case of the former, there was a possibility that almost all of the 'not found' addresses would be rated as 'bad quality' thus pointing it out to be a list quality issue and while we would be able to say that it is a large error, what it meant in terms of the effect it could have on voting and/or outcomes would be uncertain and open to a lot of interpretation. If we were to treat these citizens as 'sample removal', since the spread of such addresses was likely to be uneven and the quantum of removals large, we could have been left with a sample size and spread that lacked representational adequacy. Simply put, the possibility of having a large number of 'address not founds' questioned the feasibility of a full study rollout. Therefore, the team decided to launch a pilot study, aimed solely at ascertaining the on-ground likelihood of finding citizen addresses for the list-centric survey and as a result, the feasibility of conducting the larger study.

4.5.1 Design and Sampling of the Pilot Study

Out of the 8 ACs in which the larger study was to be conducted, the pilot was executed in 4. Since the total 8 had a 50:50 mix of ACs that were completely within and partially within the PMC boundary, the 4 ACs were also selected randomly keeping in mind a similar mix. Table 4 below shows the ACs in which the pilot was conducted.

Table-4: ACs where the Pilot was conducted

All ACs – full study	ACs for the Pilot	ULB Coverage
181 Digha		
182 Bankipur	182 Bankipur	Wholly under PMC
183 Kumhrar	183 Kumhrar	
184 Patna Sahib		
185 Fatuha		
186 Danapur	186 Danapur	Partly under PMC
187 Maner		
188 Phulwari(SC)	188 Phulwari(SC)	

It was decided that the pilot would be conducted in 50 polling parts i.e. by searching for a total of 600 citizen addresses. To keep sampling consistent with the larger study, these 50 PPs were divided among the 4 selected ACs in a proportion similar to that in the larger study and took into consideration, both quadrant and high migration representation. Table 5 below shows how these 50 PPs were divided.

Table-5: PPs, their classification and Citizens sampled within selected ACs

Pilot ACs	Number of sampled PPs within	Within total PPs, classified as HM	Within total PPs, classified as OTH	Number of sampled citizens within
182 Bankipur	16	8	8	192
183 Kumhrar	17	6	11	204
186 Danapur	11	4	7	132
188 Phulwari(SC)	6	2	4	72
TOTAL	**50**	**20**	**30**	**600**

Once the number of PPs to be surveyed within an AC was arrived upon, exact PPs where the pilot would be conducted were chosen using random number generation from the ones sampled for the larger study in these particular ACs. These were chosen from among the first set of sampled PPs for the larger study and in proportion to the total PPs a quadrant held and within the number of PPs classified as 'high' migration. Details of the exact PPs where the pilot was conducted can be found in the Appendix, section 9.1.2. Selection of citizens within the PP was done by splitting each list into 4 equal parts and selecting 3 names from within each using random number generation.

4.5.2 Execution of the Pilot

The field work required surveyors to try and locate each of the sampled 600 citizens on ground through the addresses given on voter lists. The database of citizens sampled was loaded on to a computer-aided personalised interviewing (CAPI) system. Since the Pilot intended to stop at finding an address, only parts of the complete instrument necessary to ascertain just that, were also included in the CAPI.

To increase the chances of finding sampled addresses, the below method was adopted:

1. The field team supervisor was required to make a list of at least 8 people in a particular locality who were most likely to know where an address lied, called the address resource list. These included people such as:
   a. Booth Level Officer (BLO)
   b. Post man/post office
   c. Local grocer
   d. Courier agency/delivery agent
   e. Milk man
   f. Garbage collector/collection agency
   g. Local electrician
   h. Local carpenter
   i. Local plumber
   j. LPG/Gas agency

2. While looking for an address, the interviewer was then required to:
   a. Speak with at least 3 of the identified people mentioned in the above list.
   b. Look for the address for at least 30 minutes.

3. In addition to this, all addresses deemed 'Not Found' by interviewers on ground were checked by the supervisor who was required to speak with the three people that the interviewer had spoken with and in addition, another two from the resource list that the interviewer had not spoken to.

4.5.3 Criteria for full study execution

Since the aim of this pilot was to ascertain the feasibility of a full QoL surveys roll-out, initiating further stages of the research hinged on the numbers that emerged from the pilot. As described earlier in this section (section 4.5), having a large number of ANFs would take away from the core objective of assessing the health of voter lists in terms of the other errors it is plagued with. Clubbed with the issues around the interpretation of ANFs, also a product of bad on-ground address infrastructure and not essentially a flaw of the voter list itself, it was decided that an ANF percentage of more than 25% would necessitate ending the QoL surveys in Patna.
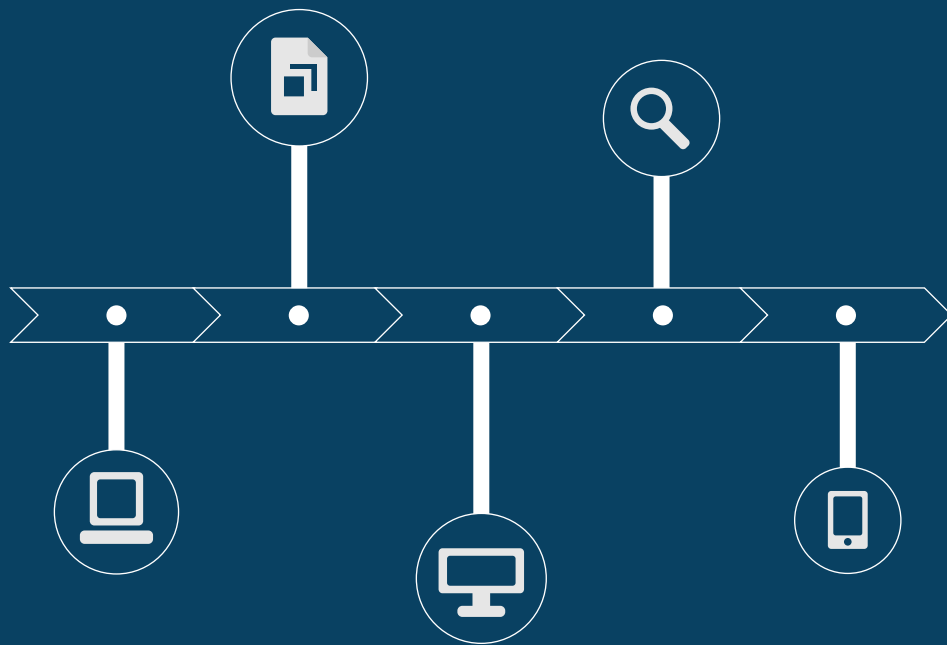
Timelines

5. Timelines

The timelines section details out key project milestones of the pilot survey and all processes leading to it.

Table 6 shows the key project milestones for the Patna pilot with actual time-frames.

Table-6: Key project milestones for the Patna pilot

Activity	Time
Preparatory field visits	23rd – 26th June 2015
Finalizing address parameters	17th August 2015
Field briefing	17th July 2015
FW duration	22nd July – 8th August 2015
Analysis of final data	8th August 2015
Draft report	11th December 2015
Final Report	2nd January 2016

Findings:

The Pilot Desk Review and Survey

6. Findings: The Pilot Desk Review and Survey

The results section will start with a description of the sample in terms of geographic spread and spread in areas classified 'high-migration', followed by the desk research on address quality and then, the findings on addresses not found. All quality assurance procedures followed can be found in Appendix 9.8.

6.1   Spread of the sample

The larger study intended to go to 274 PPs spread across 8 ACs in Patna. To ensure adequate coverage, PPs were divided based on the population size of an AC and within an AC, spread using population in geographic quadrants and then areas flagged as 'high-migration' and the rest, marked as others. This has been described in detail in sections 4.2.1 and 4.5.1 on sampling.

Table 7 below shows the spread of PPs within the ACs in which the pilot survey was conducted.

Table-7: Spread of PPs within ACs (by quadrants and migration classification)

PILOT COMPOSITION		BANKIPUR	KUMHRAR	DANAPUR	PHULWARI
Q1	HM	6 (+1)	3 (-1)	0	1 (-1)
Q1	OTH	1	9	0	4 (+1)
Q2	HM	0	1 (+1)	0	1 (+1)
Q2	OTH	3	0	0	0
Q3	HM	0	1 (+1)	1 (+1)	0
Q3	OTH	3	0	1	0
Q4	HM	2	1 (+1)	3 (+1)	0
Q4	OTH	1	2 (-1)	6 (-2)	0
TOTAL	HM	8	6	4	2
TOTAL	OTH	8	11	7	4
		16	17	11	6

(Q1 to 4 represent geographical quadrants; HM – High Migration areas, OTH – areas not marked as high migration)

In table 7, the numbers shown in brackets show deviation from the larger or original study proportions owing to rounding up of proportion calculation and in some cases where deemed appropriate, rounding up to a higher figure instead of the lower one. Further details on spread have been given in the Appendix section 9.1.2.

6.2   Desk Review of Sampled Addresses

A total of 600 citizens were sampled for the Pilot. Addresses were looked at using three different lenses representing varying degrees of confidence on the findability of addresses recorded in voter lists.

Table 8 below shows the number of addresses classified as 'findable' or 'not findable' depending on which of the three address scoring methods described in section 4.3.2 was used.

Table-8: Number of addresses deemed findable post desk research phase by AC

	Total	Bankipur	Kumhrar	Danapur	Phulwari
BASE					
Findable	0	0	0	0	0
Not Findable	600	192	204	132	72
BASE 2					
Findable	310	180	98	12	20
Not Findable	290	12	106	120	52
BASE 3					
Findable	587	180	203	132	72
Not Findable	13	12	1	0	0

Using the first method which is similar to the one used in Delhi, called BASE, all addresses were classified 'Not Findable'. Using the second method, which is not as strict, lead to 48.3% of all addresses being classified as 'Not findable'. The highest proportion of addresses deemed unfindable using BASE2 was in Danapur, a peripheral AC, with 90.9% addresses classified as unfindable. The highest proportion of findable addresses using this method was in Bankipur, an AC wholly under the PMC, where 93.8% of sampled addresses were classified 'Findable'. Using the third method called BASE3, which has the most relaxed criteria, 97.8% of the sampled addresses were classified 'Findable'.

6.3   Findings: Locating Addresses on Ground

The Pilot ground survey was designed to give the research team a good approximation of the number of addresses that could be classified as 'not found' if a full study roll-out was conducted. Results of the Pilot are shown in table 9 below.

Table-9: Number of addresses deemed findable post desk research phase by AC

	Total	Bankipur	Kumhrar	Danapur	Phulwari
Addresses found	55.2%	46.9%	48.5%	69.7%	69.4%
Addresses not found	44.8%	53.1%	51.5%	30.3%	30.6%
(n)	600	192	204	132	72

Close to 45% of the sampled addresses could not be located on ground. This, despite having a robust procedure in place to locate addresses. Bankipur and Kumhrar, both ACs that lie completely within PMC saw more than 50% of addresses classified as 'not found'. Table 10 below shows a break of addresses found and not found by classification according to the BASE2 methodology of desktop address scoring.

Table-10: Addresses found/not found on field by address scoring classification (BASE2) by AC.

Field Outcome	Desktop Research Classification	Total	Bankipur	Kumhrar	Danapur	Phulwari
Addresses found on field	Findable	42.0%	95.6%	35.4%	2.2%	32.0%
	Not Findable	58.0%	4.4%	64.6%	97.8%	68.0%
	(n)	331	90	99	92	50
Addresses not found on field	Findable	63.6%	92.2%	60.0%	25.0%	18.2%
	Not Findable	36.4%	7.8%	40.0%	75.0%	81.8%
	(n)	269	102	105	40	22

Table 10 shows that out of all addresses found, 58% were classified 'unfindable' using the BASE2 methodology for scoring addresses. Among addresses found, all but Bankipur had very high numbers of those classified as 'Not Findable'. Danapur had 98% of the addresses found in it classified 'Not Findable'. This is in line with the findings from field visits which pointed to the possibility that despite having bad address infrastructure, chances of success in locating addresses in outer ACs were higher. This, since local knowledge, seemingly the most important factor in locating addresses, appeared to work better in outer ACs due to their semi-rural characteristics such as having fewer houses than in central ACs and also a lower density of houses.

Table 11 below shows the percentage of addresses found/not found within ACs by PP classification.

Table-11: Number of addresses found/not found in areas of high migration and others by AC

PP Type	Field Outcome	Total	Bankipur	Kumhrar	Danapur	Phulwari
High Migration	Addresses found	52.8%	49.0%	26.2%	75.0%	83.3%
	Addresses not found	47.2%	51.0%	73.8%	25.0%	16.7%
	Total (n)	288	96	84	84	24
Others	Addresses found	57.4%	44.8%	64.2%	60.4%	62.5%
	Addresses not found	42.6%	55.2%	35.8%	39.6%	37.5%
	Total (n)	312	96	120	48	48

Both areas of 'High migration' and others saw the total percentage of addresses not found in the forties; In areas classified as 'High migration' this number, 47%, was largely due to Kumhrar (74% ANFs) and in areas classified as others, 43%, it was largely due to Bankipur (55% ANFs). Addresses in ACs that fall partly under PMC i.e. Bankipur and Kumhrar, were more likely to be found.

As has been described in section 4.1 explaining the broad study design and later in section 4.5 detailing the need and aim of this pilot, the next phases of the larger QoL surveys were contingent on getting desirable levels of ANFs. Since the research team felt that a 45% ANF figure was very high, especially compared to the 25% level felt acceptable, no further stages were initiated.

Summary of Findings – the Desk Review,
Field Visits and the Pilot

7. Summary of Findings - the Desk Review, Field Visits and the Pilot

The Quality of Lists (QoL) research project is undertaken to measure hygiene of voter lists in urban India and generate credible and accurate data detailing the nature and extent of errors that plague its voter lists. As a part of this effort, a study was conducted in the city of Patna. While the intent was to follow a methodology similar to the one used in earlier such studies, with improvements and alterations to account for differences specific to Patna, initial visits to the field commanded a change. This was due to difficulties in locating addresses from the voter list on ground. As a result, the larger study gave way to a Pilot and the summary reflects the findings that emerged out of this Pilot Study and all processes followed prior to its commencement.

Summary:

Patna offers a lot of complexities in terms of the address infrastructure existing within and how its citizenry adopts and uses it. Initial field visits to the city to look at address findability and infrastructure revealed that apart from some planned areas, which were very few in number, most localities had no road or lane numbers. In addition to this, the house number, an important piece of information on voter lists that help researchers get to a location, was in almost all cases missing or not mentioned on buildings and in almost all cases where present, was different than what was stated on voter lists. There appeared to be a lack of uniformity in how addresses were structured. Another key finding was that in areas at the outskirts or farther from the city centre, people had devised their own methods of locating people and addresses, different than the conventional address nomenclature system. This often included referencing with local landmarks, shops and even addresses of well-known citizens in an area. Given all of this, local knowledge emerged as the most important factor for finding addresses in Patna.

Desktop research, conducted to gauge the adequacy of addresses on voter lists, had to therefore take into account these complexities. As a result, instead of relying on any one method, using multiple ones reflecting varying degrees of confidence in the quality of address information provided was preferred. However, using standards as strict as the one used in the earlier Delhi study resulted in all addresses failing the test. A more lenient method led to the finding that 48% of sampled addresses were not adequate to locate a person on ground.

Indications given by field visits and desktop research were confirmed by data that emerged out of the Pilot survey, which returned a 45% 'address not found' figure. Despite having a robust method in place, which leveraged heavily on local knowledge, the ACs Bankipur and Kumhrar, lying completely within PMC saw ANFs at 53% and 52% respectively. Danapur and Phulwari, which lie partially within PMC saw better ANF percentages at 30% and 31% respectively. Field visits had indicated that the chances of finding addresses were more in areas that had fewer houses, were less congested and had a slight rural characteristic to it. This could be one explanation behind why the ACs Danapur and Phulwari, mostly lying at the outskirts and the extremities of Patna city saw more addresses found.

Given the large proportion of ANFs, further field work for the QoL surveys was ceased. Focus was then shifted to understanding how addresses are included or added on voter lists by speaking with Booth Level Officers (BLOs) and looking at how they updated voter lists. The broader aim being to understand processes in Voter List Management (VLM) and work towards their improvement.

Discussion and way ahead

8. Discussion and Way Ahead

The Pilot study revealed that 45% addresses on the voter list were not found in the field. This highlights the poor state of address quality on voter lists and address infrastructure in Patna. Moreover, it means verifying voter list accuracy remains a big challenge.

The process used to locate addresses in the Pilot study leveraged heavily on local knowledge, a factor identified as the most important one in this search. Despite doing so, a large number of addresses still could not be found. While making the methodology more rigorous, like increasing the total time to look for an individual and increasing the pool of citizens to engage in finding addresses could have helped, the main reasons behind such a high proportion of ANFs (Address Not Found) have to do more with external factors.

In particular, the quality of address information recorded on Patna's voter lists in many cases proved to be inadequate. Adding to this was the finding that address infrastructure, meaning the way addresses were structured and also adopted by people, was not standard or uniform. Some areas had address tags down to the lane or road while others had these just for areas as large as an entire polling part (which contains anywhere between 1200 to 1800 registered voters i.e. between 300 to 600 households). This raises questions not only on the quality of address information recorded on voter lists but also on authorities responsible for allocating address tags such as house numbers, plot numbers etc.

The study also provides insights into why this address information, as given on voter lists could be inadequate in an increasingly urbanizing Patna. The practice of including addresses on voter lists and of using the nazariya naksha, which is a map of a polling part, is less than a decade old. Adding these pieces of information was intended as a measure of making voter lists better but the way house numbers were recorded, as found from field visits, depended on how a BLO went about mapping their area. This was not in line with the actual addresses given by authorities (which could also

differ in case more than one authority had numbered a household; e.g. tax dept. and the census office). This divergence in the process of numbering houses, added to how people usually did not seem to associate with the addresses they have been formally allotted gives also rise to the second challenge.

The second challenge is on interpreting the 'address not found' figure. Earlier studies conducted by JCCD on the hygiene of voter lists had thrown up huge numbers of ANFs. This went as high as 80% in some urban centres and it was this that led JCCD to add a layer of research. This was to see whether the high ANF numbers were because such addresses did not exist or because of bad quality of information on voter lists i.e. information inadequate to locate an address on ground. Simply put, if an address was deemed to be 'findable' through this layer of research, it was assumed that such an address, if not found in the field, was a more certain case of deletion. In cases where an address was deemed to be 'unfindable' and could not be located on ground, it would be a fit case of inadequate information. But in the case of Patna, where formal and structured addresses have little to do with findability itself, concluding addresses deemed findable but not found on ground as probable cases of deletion has little ground.

While the study did not reach a stage where data on errors in voter lists could be captured, it has thrown significant light into how address information is recorded on it and the issues with the process. These findings beg further investigation into how the ECI's machinery records such information and on the issue of coordination between the ECI and authorities empowered to allot addresses. Without answering these questions, addressing the two main challenges facing methodology and interpretation may itself be a challenge.

As a result of these issues being raised, following on from this study, a qualitative study with Booth Level Officers (BLOs) in Patna was commissioned. The aim was to better understand the poor state of address information on voter lists with an eye towards the larger aim of understanding Voter List Management (VLM) processes.

Appendices

9. Appendices

9.1 Appendix 1: Sampling Trail and Execution

This section details out how sampling was carried out for both the larger QoL Surveys as well as the Pilot.

9.1.1 Sampling for the QoL Surveys

Out of the 13 ACs that fall under the district of Patna, the PMC administers 8 ACs either partly or wholly (as shown in the Table A1 below).

Table-A1: ACs in Patna City (PMC)

AC No and Name	
181 Digha	
182 Bankipur	Wholly under PMC
183 Kumhrar	
184 Patna Sahib	
185 Fatuha	
186 Danapur	Partly under PMC
187 Maner	
188 Phulwari(SC)	

The Patna study was to go to all of these ACs but in those not wholly administered by the PMC, intended to go only to the areas that fall under the PMC boundary. Therefore, for the ACs Fatuha, Danapur, Maner and Phulwari, only the parts falling under PMC ward boundaries were considered for sampling.

For purposes of deciding a sampling frame as well as zoning, the JCCD team relied almost entirely on the iBHUGOAL website created by the National Informatics Centre, Bihar State Centre, Govt. of India and the information gathered from various NGOs and researchers based out of Patna. This website maps out, besides several other infrastructure parameters, all polling parts within the state of Bihar (to be used for Assembly Elections). All this information is laid on a map that also shows district, AC as well as ward boundaries. Image 1 is a screenshot of the website indicating the same i.e. ACs in the district of Patna with ward boundaries (of the PMC) highlighted in green:

Image-A1: A screenshot of the iBHUGOAL website showing AC and PMC Ward boundaries
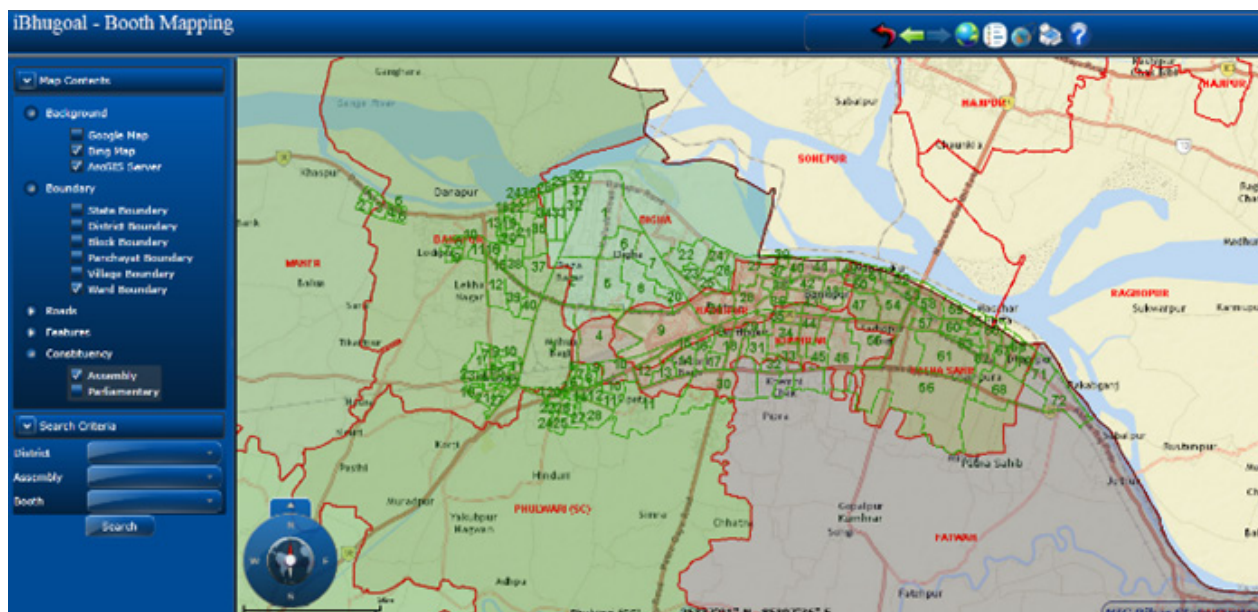
The Red lines demarcate one AC from another while the Green lines show boundaries of the Patna Municipal Corporation administered areas or wards. Polling Booth locations appear as blue dots on this map.

In order to ensure adequate spread of 'high-migration' and 'non-high migration' PPs within zones/quadrants inside ACs, the team worked with the assumption that Polling Booths lie more or less at the centre of their respective Polling Parts. While it is possible that this is not true for several cases, the team decided to use this approach for want of a better source that maps polling parts or booths spatially. Also, while PBs and PPs may not be the same, having several PBs in one location most definitely indicates that such PPs are in close proximity to each other geographically (confirmed by the team in several cases by looking at voter list addresses in a randomly distributed manner). The exact steps taken to arrive at the PPs to conduct the study in were as below:

1. **Classification of PPs within the ULB boundary** – this step involved mapping of all Polling Booths within an AC that fell under the PMC boundary. This was done by eyeballing and included all PBs that fell within the ULB boundary as well as the ones that were within a kilometre (KM) from it. The ones within a KM were included as the team worked under the assumption that a PB is at the centre of a PP and as a result, some of the area within such PPs may lie inside the ULB boundary.

    Once this was done, all PB numbers thus located were written down in order. Now, there were several cases where more than one PB was located in the same building/area and so, instead of multiple location pins, only one appeared on screen. This meant that the team had to check for the other PB numbers that were shown having the same location. The exhaustive PBs thus arrived upon was then used directly as the PPs within an AC, building up to the total number of PPs in Patna PMC.

2. **Classification of PPs into 'high-migration' and 'others'** – once all PPs within an AC were identified, the team relied on the NGO resource sheet to mark areas that had high migration . This was done using the iBHUGOAL site as well as google maps. Once these areas were identified, the team selected all PPs within a 1KM radius (from the centre of these areas, after recording latitudes and longitudes) and classified them as 'high-migration'. All others were classified as 'others'.

3. **Dividing ACs into quadrants –** to ensure adequate geographical spread, all ACs were divided into 4 quadrants (via eyeballing and the iBHUGOAL site). Then, each PP within an AC was assigned a quadrant number. However, due to the positioning and shape of certain ACs, these were not divided into 4 quadrants but had only three and in one case, two.

4. **Ascertaining how many PPs to sample within an AC –** The number of PPs to select from within each AC depended on its share of PPs to the total PPs in Patna (PMC).

5. **Ascertaining how many 'high-migration' PPs to select within an AC –** this was also done based on proportional representation. Once the number of PPs to select in a particular AC was arrived upon, this number was split in the proportion of 'high-migration' and 'other' PPs that were in the AC. This step was done zonally i.e. in each quadrant of an AC. Table A2 shows the number of High Migration (HM) PPs to be selected within each AC.

6. **Selection of PPs –** once the above was done, all PPs within an AC were listed based on which migration category they fell under AND the geographical quadrant in which they lied. After doing so, the requisite number of PPs were selected from within each bucket using random number generation. Two such sets were selected so that wherever substitution was required, a PP/PPs could be selected from the alternate set. Table A2 lists out all PPs where the QoL Surveys were to be conducted.

Table-A2: Break-up of Total and 'High Migration' PPs to be selected within ACs

ACs in Patna (either wholly or partly administered by the PMC) A	No of PPs that fall under ULB/PMC area B	No of PPs within PMC classified as high-migration C	No of total PPs to be selected (based on share in column B)	No of HM PPs to be selected within PP (based on proportion of HMs – C/B)
Digha	383	7	60	1
Bankipur	330	152	52	24
Kumhrar	355	88	56	14
Patna Sahib	302	-	47	0
Fatuha	20	-	4	0
Danapur	222	34	35	5
Maner	9	-	1	0
Phulwari(SC)	121	41	19	6
TOTAL	**1742**	**322**	**274**	**51**

9.1.2   Sampling for the Pilot

The QoL surveys were to be conducted in all ACs that lied either partially or wholly within PMC. This meant conducting surveys in 8 ACs out of which four lied completely within PMC and four, partially within. The pilot was to be conducted in 50 PPs and was designed as a stage that could give the team a good approximation of the 'address not founds' (ANFs) that a full study roll-out was likely to see on ground. Sampling for the Pilot was done in a way that ensured as close a proximity to the QoL Survey proportions as possible. Therefore, the required 50 PPs were selected from four ACs two of which fell completely within PMC and two, which did not. These have been shown in table A3 below.

Table-A3: ACs where the Pilot was conducted

All ACs – full study	ACs for the Pilot	
181 Digha		
182 Bankipur	**182 Bankipur**	Wholly under PMC
183 Kumhrar	**183 Kumhrar**	
184 Patna Sahib		
185 Fatuha		
186 Danapur	**186 Danapur**	Partly under PMC
187 Maner		
188 Phulwari(SC)	**188 Phulwari(SC)**	

Once the number of PPs to be surveyed within an AC was arrived upon, exact PPs where the pilot would be conducted were chosen using random number generation from the ones sampled for the larger study in these particular ACs. Table A4 shows the PPs where the Pilot was conducted and their geographical spread within the AC.

Table-A4: PPs selected for the pilot and their geographical spread within ACs

S. No	Bankipur Quadrant	Bankipur PP Number*	Danapur Quadrant	Danapur PP Number*	Phulwari SC Quadrant	Phulwari SC PP Number*	Kumhrar Quadrant	Kumhrar PP Number*
1	Q1	xx	Q3	xx	Q1	xx	Q1	xx
2	Q1	xx	Q3	xx	Q1	xx	Q1	xx
3	Q1	xx	Q4	xx	Q1	xx	Q1	xx
4	Q1	xx	Q4	xx	Q1	xx	Q1	xx
5	Q1	xx	Q4	xx	Q1	xx	Q1	xx
6	Q1	xx	Q4	xx	Q2	xx	Q1	xx
7	Q1	xx	Q4	xx			Q1	xx
8	Q2	xx	Q4	xx			Q1	xx
9	Q2	xx	Q4	xx			Q1	xx
10	Q2	xx	Q4	xx			Q1	xx
11	Q3	xx	Q4	xx			Q1	xx
12	Q3	xx					Q1	xx
13	Q3	xx					Q2	xx
14	Q4	xx					Q3	xx
15	Q4	xx					Q4	xx
16	Q4	xx					Q4	xx
17							Q4	xx
TOT.	16 PPs		11 PPs		6 PPs		17 PPs	

* PP numbers removed to preserve anonymity.

9.2   Appendix 2: Learnings from Field Visits: Pre-launch and Pilot QA

The pre-launch field visit for the Patna QoL study was conducted between 23rd and the 26th of June 2015 and the Pilot field visit was conducted on the 25th of July 2015. The agenda included meetings with the Additional CEO, Bihar (and officials working within) and extensive field travel as well as investigations on the findability of addresses with information given on voter lists. Key learnings from the visits have been summarised below:

Key Learnings around Address Information

1. **Addresses stored on the voter-list may not be the same as given by the Municipality or other authorities.** There is no official or objective data on how many addresses are different but anecdotal evidence indicated that more than 50% of the addresses on voter lists could be different. Some sources, which included officials in the CEO, Bihar's office as well as BLOs stated that more than 60-70% of the addresses could be different.

2. **This difference may be mostly due to house numbers, as mentioned on voter lists, being different than what the municipality had allotted.** Other details such as the larger area/locality name and/or landmark were more likely to be similar although even these could see errors of up to 30%. Another aspect about addresses is that they appeared to be incomplete. Quite a few of the addresses do not contain details such as street/road name or number etc.

3. **In large parts of Patna, people may not know/recognize their residence using house numbers.** Several people we spoke to told us that except for a few areas in Patna that have proper plans and layouts, areas do not have clear road/lane names and numbers. People are not used to knowing/identifying their residence with addresses such as the ones used in Delhi, Bangalore and other metros (but they do so using landmarks and even by houses of well-known people in their area). In light of this, searches would have to rely almost entirely on local knowledge and resources.

4. **House numbers that appear on voter rolls, in most cases, depend on the BLO and how they plan their work (or had planned their work).** When questioned on the reasons behind the divergence between voter list house numbers and actual house numbers (where it exists), BLOs said that they usually allot numbers based on how they cover their PPs. So, the first house they visit usually becomes house number 1 and the rest are allotted according to the path they take (sometimes shown in the Nazariya Naksha) to cover the entire PP. This is something that BLOs have admitted to and most of them state that this is how their predecessors did it and leaves them with little option but to follow that. This is also in line with the process listed in the BLO handbook and only emphasizes the point that allotting addresses by the ECI (through BLOs) is not similar to how other authorities empowered to do so may be doing it.

Another issue that appeared was that of clear demarcation of polling part boundaries; an Electoral Roll Management System (ERMS software) official said that due to delimitation exercises, they ended up clubbing several PPs into one Polling Booth as several times, it was difficult to tell exactly where one PP ended and the other began. This also led to lists getting mixed up, people being repeated and thereafter exclusion from their PP but inclusion in another in several cases. (This statement couldn't be corroborated via talks with BLOs but they did admit to problems creeping in due to delimitation broadly).

An interesting thing to note, although it applies mostly to the Pilot, is that it is difficult to know if the address that is found is the one stated on the electoral roll. It was observed that several people have moved within an area from one house to the other and unless asked if they had moved recently or after getting enrolled on to the lists, there is a possibility that an 'incorrect address' gets marked as 'address found'.

All the information provided above is based on communication with people from the CEO's office (including the Additional CEO, the SVEEP Officer, the ERMS head and the ERMS assistant computer technician), BLOs in Bankipur and Phulwari, Post office employees (in Patliputra and Phulwari) and Courier agencies. Those spoken to also include local residents and shopkeepers.

Implications of the findings on the Patna QoL Study

In light of the findings of the first field visit and meeting with CEO, Bihar's officials that revealed the possibility of a large number of addresses being recorded incorrectly, it was decided that before rolling out the full-fledged study, a pilot should be rolled out. This pilot was designed to get a reasonable idea of the 'findability' of addresses on field. The larger roll out would depend on the findings from this pilot. It may also be worth discussing the interpretation of 'Address Not Founds'. The earlier plan was to follow the approach that if adequate steps are taken, we would be surer that a large number of such addresses could be bogus but with how BLOs in Patna appear to have given their own house numbers and how addresses are structured in the city, the nature and gravity of the error appears to be quite different than thought of earlier.

In order to assess the quality of sampled addresses, JCCD had to design a methodology that could effectively ascertain whether the address was adequate for an investigator to be able to locate it on ground. Like in Delhi, the QoL Surveys conducted earlier in 2015, the methodology had to take into account specificities Patna displayed. However, unlike Delhi, where it was found during preparatory investigations that most addresses had a certain uniformity in how they were structured, Patna offered some unique complexities.

Observations emerging from preparatory field visits in raised questions on the effectiveness of conducting such an exercise in Patna and mandated a change in approach. Here, instead of developing a single method, JCCD decided to develop more than one. This was to account for the variations in how addresses were structured in Patna and also to account for how its citizenry had adopted and even developed different ways of locating addresses, including their own. In essence, these were to be a handful with each one displaying different degrees of confidence in the findability of an address.

While the field visits did give an in depth idea into the address infrastructure within Patna, to enhance this before finalizing these different methodologies, the research team at JCCD undertook the below described process.

- A few addresses, including those of government organizations, established shops, businesses and from residential areas in different parts of Patna were looked at using the internet.

- These addresses were assessed on the basis of the amount of details furnished in each of the addresses that could help in finding the address.

- Some addresses from the voter list of the 8 ACs in Patna were noted and their details were assessed in a similar manner and both sets i.e. from the voter lists and those obtained using the internet, were compared. This gave the team a better idea on how 'relaxed' or 'strict' a methodology could be made in terms of the demands it places on the pieces of information present (or not) in sampled addresses.

As a first step to the method designed for the Delhi study was used since. The conditions were then slowly relaxed in order to make the parameters more accommodative of the situation in Patna and eventually three methods were arrived at. These have been described below.

For an address to be 'findable' in Delhi, it was determined that it must have one of each of the following three identifiers:

1. **IDENTIFIER – THE DOOR/ADDRESS** - At least one of either a building number/name OR a house/flat/door number/name

   AND

2. **IDENTIFIER – THE IMMEDIATE VICINITY/LOCALITY** - At least one of either a society/apartment name OR gali number/name OR road number/name OR landmark OR block name/number

   AND

3. **IDENTIFIER –THE LARGER AREA/LOCALITY** - At least one of either an area name/number OR village name

The method described above was used after removing 'Block name' in Identifier 2 since Patna had names of only administrative blocks. This, essentially is the same as was used in Delhi and was given the name BASE.

However, it was found that in Patna, especially in areas towards the outer boundaries of the main city, people did not require names of larger areas in order to locate a person and their address. Citizens in these areas relied heavily on landmarks which ranged from notable buildings and establishments in the area to even households of prominent people there. Therefore, to accommodate this aspect and to arrive at a method more 'relaxed' than BASE, the third identifier was changed to just the PIN Code or postal code. This method, called BASE2 is as given below:

1. **IDENTIFIER – THE DOOR/ADDRESS -** At least one of either a building number/name OR a house/flat/door number/name

   AND

2. **IDENTIFIER – THE IMMEDIATE VICINITY/LOCALITY -** At least one of either a society/apartment name OR gali number/name OR road number/name OR landmark

   AND

3. **IDENTIFIER –THE LARGER AREA/LOCALITY –** The pin code

From field visits, it was observed that areas further to the outskirts and some closer to the centre, which saw close knit communities, could make do with just a person's name and a landmark. This was similar to what was observed during field visits in Delhi but there, such areas were very few in number. In Patna, however, there is reason to believe that such areas may be significant in number. Therefore, to accommodate such situations, a more relaxed method called BASE3 was created. BASE3 has been described in detail below:

1. **IDENTIFIER – THE DOOR/ADDRESS -** At least one of either a building number/name OR a house/flat/door number/name

   AND

2. **IDENTIFIER – THE IMMEDIATE VICINITY/LOCALITY -** At least one of either a society/apartment name OR gali number/name OR road number/name OR landmark

   OR

3. **IDENTIFIER –THE LARGER AREA/LOCALITY -** At least one of either an area name/number OR village name]

   AND

4. **IDENTIFIER –THE LARGER AREA/LOCALITY –** The pin code

9.4   Appendix 4: Data on Migration: Sources and Data Collection

The study conducted in Patna had an aim to measure the quality of voter lists with particular focus on the differences that may exist in voter list hygiene between areas that see/saw high migration and areas that do not. To do so, sampling for the study had to take into consideration areas classified as 'high-migration'. The best data source on migration is the Census of India D series tables but when sampling was done for the Patna study, only 2001 Census D tables were available. Since latest data i.e. from the 2011 census was not available, the team looked for other studies conducted in the recent past that may have collected primary data on migration within Bihar and more specifically, Patna. Post the search, data from one study conducted in Bihar on voter behaviour was used to tag certain areas within PMC as 'high migration'[8].

Though data from this study was useful in identifying some 'high migration' areas, large parts of PMC had not been included in it. Therefore, the research team at JCCD decided to gather further information on migration by engaging in conversations with CSOs, NGOs, Government bodies and other researchers who work in and around Patna or those who had earlier, and might have information to offer. All information that the JCCD research team was able to obtain, apart from primary survey data from the voter behaviour study, was cited from the personal experiences of the people and organizations contacted. The list of people/organizations contacted is given below:

1. Debyani Singh, Abhivanchit, Patna
2. Mr. RN Shahi, Action for Development of Demos (ADD), Patna
3. A.N. Sinha Institute of Social Studies (ANSISS), Patna
4. Arpan Gramin Vikas Samiti, Patna
5. Ms. Anita Gupta, Bhojpur Mahila Kala Kendra, Patna
6. Mr. Anil Gupta, Patna
7. Ms. Akhtari Begum, IZAD, Patna
8. Mr. Ratnesh Kumar Jain, Janhit Manav Kalyan Kendra, Patna
9. Ms. Apurva Bamzai, Oxford Policy Management, Delhi
10. Mr. Sanjay Kumar, Centre for the Studies of Developing Societies (CSDS), Delhi
11. Mr. Ronald Abraham, IDinsight
12. Ms. Deepa Umapathy, IDinsight, Patna
13. Mr. Aaditya Dar, George Washington University

Key information on migration obtained from people contacted is given below in table A6.

Table-A6: Key information obtained from people/organizations working in Patna on migration

No	Name of the NGO	Info provided on (areas)	Comments/Remarks
1	Abhivanchit	Madhepura, Darbhanga	Most of the information obtained pertained to areas outside PMC
2	Action for Development of Demos (ADD)	Maner, Danapur, Masaurhi, Bihta, Bikram, Punpun and Barh	Information on Danapur and Maner was used for the study. They directed us further to the A.N. Sinha Institute of Social Studies which has conducted studies in the same geography.
3	Arpan Gramin Vikas Samiti	Araria and Katihar	
4	IZAD	Phulwari Sharif, Mokama and Naubatpur	Information on Phulwari Sharif was used in our study
5	Janhit Manav Kalyan Kendra	Kadamkuan, Kankarbagh, Dariyapur Road, Nala Road, Bakerganj and Gandhi Maidan	Provided specific anecdotal information on areas within Patna City.

[8] *The study, conducted on voter behaviour in Bihar, collected as part of its surveying process data on out-migrants and was only conducted in some areas of interest to the JCCD Patna QoL study. Findings from the study have not been made available for public consumption yet and is confidential*

9.5 Appendix 6: The List Centric Questionnaire

List-Centric Questionnaire Jun-July 2015

CENTER		Citizen's name:		Unique ID:
Patna	1	Voter ID		Serial Number:
		Father's/Husband's/ Mother's/Other's Name		
		Age-	Gender-	Ward No-
		Address:		
		Polling part Number		
		Polling Part Type	**HM/OTH (CAPI INSTRUCTION: NOT TO BE SHOWN TO THE SURVEYOR)**	
		Quadrant number		
		Parliamentary Constituency		
		Assembly Constituency		
		Name of supervisor/Team Leader:		
		Name of interviewer:		
		Interviewer's Code:	Date of interview	D D M M 2 0 1 6

Q01 Instruction to interviewer – please look for the address given on screen (Screen to display all respondent info) and tick the box below depending on whether you are able to find it or not

b½j0 wj dsfy, fnZk& Ñi; kI0lu ij fn, x, irsdls[ktavl§ vli nl s[ktuseal{le jgs; kughbl dsvkfllj ij ulpscMM ea fVd dja

Address/Door found irl@?lj fey x; k	1	CONTINUE TO Q02
Address/Door not found irl@?lj ughfeyk	2	CAPI TO DISPLAY INTERVIEWER INSTRUCTION –Speak to at least 5 people from the 'address resource list' and spend 30 minutes trying to look for the address. CAPI TO THEN TERMINATE SURVEY

Q01.2 CAPI INSTRUCTION: 'ADDRESS NOT FOUND' CAN BE MARKED ONLY IF AT LEAST 5 SOURCES HAVE BEEN TICKED FROM THE LIST BELOW. IF LESSER THAN 5 IS SELECTED THE CAPI WILL DISPLAY INSTRUCTION TO TALK TO ATLEAST 5 PEOPLE AND WILL REDIRECT TO THE 'ADDRESS NOT FOUND' GRID. 'ADDRESS FOUND' CAN BE MARKED EVEN WHEN LESSER THAN 5 SOURCES ARE SELECTED. Address Resource List (Tick on the 5 sources who you have spoken to about the address)

Sl no.	Sources	Contact number
1.	Booth Level Officer (BLO)	**(To be provided by JCCD)**
2.	Post man/ Post office	
3.	Local grocer	
4.	Courier agency/delivery agent	
5.	Milk man	
6.	Garbage Collector/Collection agency	
7.	Local electrician	
8.	Local carpenter	
9.	Local plumber	
10.	LPG/Gas agency	

INSTRUCTION TO THE INTERVIEWER: TERMINATE SURVEY IF CODED '2' IN Q01.

Type of residence of respondent

Q02 Instruction to Interviewer – please look at the dwelling/house that the respondent lives in & and tick the type that you think it fits best

blkj0-wj dsfy, funZk& Ñi;k?kj@vloll dksnskftl eofjLiKM' jgrkgS,oarl çdlkj ij fVd djsatkvlidsvuhkj l cl svFNh fQV gkrkgS

Upper Class Housing vij Dyll gkufl x	5	
Upper Middle Class Housing vij feMy Dyll gkufl x	4	
Lower Middle Class Housing ykrj feMy Dyll gkufl x	3	CAPI TO DISPLAY IMAGES OF EACH HOUSING TYPE WITH CLEAR LABELS
One room home/Designated Slum ,d dejsdk?tj@fur;Qr Iye	2	
Self-Built Informal Slum Housing Io&fufeZ vulSpkfjd Iye gkufl x	1	

Q03 instruction to interviewer – Knock on the door and wait for a response

blkj0-wj dsfy, funZk& njoltk[N[Mk,svlk{ tokc dkhutkj djsa

Door opened/response received njoltk[kgl@tokc feyk	1	CONTINUE TO Q04
Door Locked/No response njoltkcm@tokc ughafeyk	2	DISPLAY INSTRUCTION TO INTERVIEWER AS BELOW AND TERMINATE: "If no one is available from a household, surveyors should return to this sampled household at three different times/on three different days, before deeming this person to be 'not available'. (tab to, preferably, say "afternoon/morning/evening" randomly depending on the day part at which there was no response or a locked door)

Q04 INTERVIEWER TO SAY

bkrj0 wj dgs

Namaste! I am_____ (MENTION YOUR NAME) from TNS GLobal, a leading market research organization, working on behalf of Janaagraha Centre for Citizenship & Democracy. We regularly conduct surveys among citizens on various subjects and services. Currently, we are conducting a survey in your locality on voter lists and their quality. Can you please spare some time? Thank you.

ueLrs ejkule ------------ ¼iukule crk,i½gS vkS eSaVh,u,l Xykscy lsvk¡ kgjvtks,d vxzhkeld7 fjl pZd<aruhgS tkaukfjdrk,oa ykstra dsfy, tukg l Xj dhvkS lsdle dj jghgaA ge fu;fer rkS ij fofHkUu fo'k,kavkS lsok[aij ukfjdkadsch loaZdjrsgA vktdy] ge okÑj fyIV vkS mudhDokfyVhij vkids{ks ealoaZdj jgagaA Ñi;kD;k vkli dÑ l e; msa /II;okoA

Before starting this interview, I wish to confirm that this interview complies with the Market Research Society of India (MRSI) standards and International code of ethics for market research.

bl bkrj0,wdkš'kq djusl sigys eSa;g iqfjV dj mxkpkgrkfdl ;g ekd7 fjl pZl ksbVhv,Q baM,k½evlj,l vlhkZvkS ekd7 fjl pZ dsfy, varjjZVh; fu'kkfmZZkadsrgr fd;k tkjgkgaA

Please be assured that all information given by you will be kept strictly confidential. The responses collected will be added together with the responses of others before presenting the findings. Under no circumstance will this information be used for sales or any other commercial purpose. Will you be interested in being a part of this survey?

—i;kfuf'pr jgsafd vkids}ljkmxxbZ lHkh tkudkjhdksijhrjg l sxksiuh; j[kktk,xlA ,d= fd, x, tokcknksifj.kke dsikš'kq djusl sigysvL; ykskdl}ljkfu, x, tokcknsl Hkfeykykfu;ktk,xlA fdl hHkifjfLFkfr eabl tkudkjhdsfcØh;kfdl h0,ol fk;d mís; dsfy, bIrsely ughafd;ktk,xlA D;kvkli bl lostenafjl kymxkpkgaA

Yes gk	1	CONTINUE
Yes, but some other time gk] ysfdu fdl hvkS l e;	2	CONTINUE
No ugha	3	THANK RESPONDENT & END SURVEY

CAPI TO DISPLAY COMPLETE DETAILS OF THE SELECTED CITIZEN INCLUDING COMPLETE ADDRESS AND SAY – SHOW SCREEN TO RESPONDENT

Q05 Please take a look at this address and tell us if this is the same as the one we are at right now i.e. the address you live in.

Ñi;kbl irsdksns[kaskvkS geacrk,aD,kge vHkhbl irsij gS;ku vlidkirlA

Yes gk	1	IF CODED '1' IN Q04, GO TO QA1.2 IF CODED '2' IN Q04, GO TO QA1
No ugha	2	CAPI TO DISPLAY ON SCREEN – INTERVIEWER INSTRUCTION – PLEASE TRY SEARCHING FOR THE CORRECT ADDRESS AGAIN USING THE ADDRESS RESOURCE LIST **THEN END INTERVIEW**

QA1 Please tell us a day and time of your convenience at which we can come and continue this interview.

Ñi; kgeaviuhl fp/kdsvuklj; ,d fnu vkS] le; crk,atc ge bl baVjO;wdlstljhj [kusdsfy, vkl drsgA

INTERVIEWER TO RECORD DAY AND TIME OF APPOINTMENT AND VISIT THE HOUSE AGAIN. **CAPI TO DISPLAY DATE & TIME SELECTION GRID TO RECORD THIS. THEN TERMINATE INTERVIEW**

baVjO;wj vilkbVeSV dhrkjh[kvkS] le; dksfjdkWZdjsavkS] ?kj dksnksljkikfoftV djA

QA1.2 Does Mr/Ms _____ (CAPI TO DISPLAY NAME OF SELECTED CITIZEN) live at this house/residence? PROBE IF RESPONDENT SAYS 'NO'. Do you know if they used to live here and have now shifted etc. Please look at the options on the screen and answer.

D, kfeIVj@fel ---------------- ¼dSIhpqysx, ukxfjd dkuke fn[kk,xb ?kj@ vkokl esajgrsgSa ¿ks djsa; fn fjLikMsV ^ughadgsA D, k vlidksirkgSfd os; gkajgrsEkvkS vc f.kVV gksx, gSavkfnA Ñi; kIØhuj ij fodYikadsdksns{kavkS tokc nA

Yes gk¡	1	**GO TO QA2**
No, person has shifted/moved out ugha0 fIDr us?kj cny fy; kg@pysx, gS	2	**GO TO A1.3**
No, person has died ugha0 fIDr dheR; qgksx; hgS	3	**THANK RESPONDENT AND END INTERVIEW**
No, person has been disenfranchised (in prison) ugha0 fIDr dksca[ky dj fn; kx; kgS¼tsy esa½	4	**THANK RESPONDENT AND END INTERVIEW**
No, they live somewhere else ugha osdghavkS jgrsgS	5	**GO TO QA1.3**
No ugha	6	
No one by this name lived in this house इस घर में इस नाम का कोई नहीं रहता है	7	**THANK RESPONDENT AND END INTERVIEW**

QA1.3 You said that the person has shifted/moved out. Are you aware of when they may have moved or shifted out and can you tell us how long ago they moved out?

vliuscrk,kfsl ----- 0 fIDr f.kVV gksx, gS@pysx, gSA D, kvksi tkursgSfd osdc f.kVV gq gS@vkS D, kvksi gesacrkl drsgSfd os fdrusle; igys; gksl sx, Hs

Less than a month ago , d eghusaigysl sde	1	
A month to two months ago , d eghusal snkeghusaigys	2	
Two to three months ago nkseghusal srhu eghusaigys	3	
Three to four months ago rhu eghusal spkj eghusaigys	4	
Four to five months ago pkj l silp eghusaigys	5	**THANK RESPONDENT AND END INTERVIEW**
Five to six months ago ikp eghusal s6 eghusaigys	6	
Six months to a year ago 6 eghusal s, d lky igys	7	
More than a year ago , d lky l sT; knkigys	8	
Don't know/Can't say irkugha@dg ughal drs	9	

QA2 Can we talk to _____ **(CAPI TO DISPLAY NAME OF THE SELECTED CITIZEN)**? As discussed earlier, we would like to ask them a few questions.

D, kge -------------------- ¼dSfhpaqysx, ukfjd dkule fn[k,skscrk dj l drsgS t$ sigyscrk,kx; I, ge mul sdN] l oky iNuk plgxsA

Yes/Yes, I am that person gj@gj, eSokS0fIr gw	1	GO TO SECTION 2
Is not here at the moment but will be available later वे अभी यहां नहीं है लेकिन बाद में उपलब्ध होंगे	2	GO TO AQ2.1
No ugha	3	

QA2.1 We would like to know whether you can answer a few questions on behalf of _____ (CAPI TO DISPLAY NAME OF THE SELECTED CITIZEN) on details in the voter list. Are you confident that you know their details, such as their exact name, age etc.? Please look at the screen and answer the question with the help of the options shown.

ge thuukplgxsaD, kvli olVj fyLV esfooj.kij --------------- ¼dSfhpaqysx, ukfjd dkule fn[k,sxdhrjQ, lsdN] l oky,kadstolc ns l drsgA D,kvli l fuf'pr gSfd vli mudsfooj.kdlstkursg,hrS smudkl ghule] nezvlfin\ Ñi; kIØhu dksn[kavl$ fn[k,sx, fodYikadhenn l sl oky,kadktolc nA

Yes, I can answer on their behalf gj, eSmudhrjQ, l stolc nsl drkgw	1	CONTINUE TO QA.2.2
Not Sure, but can try iDdkugha, yfilu dkS'kkdj l drkgw	2	CONTINUE TO QA2.2
No, not confident/No ugh,fo'oll ugh@ ugha	3	IF CODED '2' IN QA2, SCREEN TO DISPLAY 'INTERVIEWER INSTRUCTION-REQUEST FOR AN APPOINTMENT ON THE DAY AND TIME THAT THEY MAY BE AVAILABLE AND DO A REVISIT'.IF CODED '3' IN QA2, THANK THE RESPONDENT AND END THE INTERVIEW
Not interested/ Respondent is not available for more than a month	4	CAPI TO DISPLAY DATE & TIME SELECTION GRID TO RECORD APPOINTMENT
		THANK AND END THE INTERVIEW

QA2.2. Could you please tell me your name and relation with **(CAPI TO DISPLAY NAME OF THE SELECTED CITIZEN)**?
क्या आप मुझे अपना नाम और रिश्ता (कैपी को चुने गए व्यक्ति का नाम डिसिप्ले करना है) के साथ रिश्ता बता सकते हैं?

INTERVIEWER TO RECORD NAME IN OPEN END SHEET इंटरव्यूअर को नाम दर्ज करना है:	
INTERVIEWER TO RECORD CONTACT NUMBER IN OPEN END SHEET इंटरव्यूअर को फोन नंबर दर्ज करना है	
INTERVIEWER TO POST CODE RELATION: इंटरव्यूअर को रिश्ता नीचे कोड करना है:	
Husband पति	1
Wife पत्नी	2

Father पिताजी	3
Mother मां	4
Son/ Daughter बेटा/बेटी	5
Grandparent दादा/दादी	6
Brother	7
Sister	8
Other relatives अन्य	9
Others-not related	10

CAPI-INSTRUCTION :

FOR EACH OF THE FIELDS, I.E. MEMBER NUMBER/AGE/GENDER/REGISTERED TO VOTE/VOTED IN LAST ELECTIONS, GIVE THE LAST DROP-DOWN OPTION AS 'CITIZEN DOES NOT WANT TO DISCLOSE THIS INFORMATION'

SECTION 2 – CAPI TO SHOW CONCERNED CITIZEN'S SERIAL NUMBER & VOTER ID
INSTRUCTION TO INTERVIEWER: TAKE OUT THE VOTER LIST FOR THIS POLLING PART AND SHOW IT TO THE CITIZEN/ PERSON ANSWERING ON BEHALF OF THE CITIZEN. THEN, ASK THE QUESTIONS IN THIS SECTION
INTERVIEWER TO READ OUT – WHILE ANSWERING THE NEXT QUESTIONS, PLEASE KEEP IN MIND THAT THESE ARE FOR (CAPI TO DISPLAY NAME HERE)

QB1 Please take a look at the **SERIAL** number & **VOTER ID** number displayed on screen and using those, look for your/ their details in this list and tell us whether all the information is entered correctly. **(INTERVIEWER TO HELP CITIZEN BY POINTING TO WHERE SERIAL NUMBER AND VOTER ID ARE SHOWN ON THE LIST) (IN CASE THE CITIZEN DOESN'T KNOW TO READ OR WRITE, TAKE HELP FROM A FAMILY MEMBER OR SOMEONE WHO KNOWS THEM WELL ENOUGH TO BE ABLE TO STATE/READ THEIR DETAILS CORRECTLY.)**

Ñi; kIØlu ij fn[lk; hx; hØe l ¼; k, oaoWj vlhZhuÈj dksn{kvI§ mdkbIrsly djrsgyl fyIV esviukfooj.kn{kvI§ gea crk,aD, k l Hh tkudjjh l gh l sntZdhx; hgA

Yes **gk**	1	**GO TO QB5**
No **ugha**	2	**GO TO QB2**

QB2 What details have been mentioned incorrectly?
dlu l h tkudlfj; kadlsxyr crk,kx; kgS

QB3 Please tell us what type of error it is by looking at the options on the screen. Please tell us about all errors that apply.
Ñi; kIØlu ij fn, x, fodYladlsn{krsgy xyrhdkçdlj crk,A Ñi; kgesykvglusokyhl Hhxyfr; kadsclgseacrk,A

QB4 How many times have you/ **(CAPI TO DISPLAY NAME OF THE SELECTED CITIZEN)** tried to rectify this error in details **(CAPI TO SHOW A DROP DOWN HERE WITH OPTIONS – NEVER, 1 TIME, 2 TIMES, 3 TIMES OR MORE)**
vliusfooj.kesbl xyrhdksfdruhclj Hd djlusdhdlf'kkdhgS
INTERVIEWER TO RECORD DATA FOR QUESTIONS QB2 TO QB4 IN GRID BELOW

CAPI TO SHOW QB2 FIRST AND THEN QB3 BASED ON WHETHER ERROR FIELD HAS BEEN TICKED IN QB2 OR NOT. SHOW QB4 IN A SIMILAR MANNER
CAPI TO HAVE LOGIC IN PLACE I.E. IF NAME IS TICKED FOR ERROR IN SPELLING, THE OPTION 'MISSING' SHOULD NOT SHOW

Error Field (QB2) (TCK ALL OPTIONS THAT APPLY)	Error Type 1 (QB3)-A	Error Type 2 (QB3)-B	Error Type 3 (QB3)-C	Error Type 4 (QB3)-D	ATTEMPTS TO RECTIFY ERROR (QB4) (0/1/2/3/4/ more than 4 attempts)
1. Name **uke**	Spelling Mistake **Lifya esxyrh**	Part of name incorrect (surname etc.) **uke dkfgI1 kxyr gS¼áiuke vlfn½**	Missing **fefl a**	Part Missing **dl1Zfgl1 kfefl a gS**	

2. Father's/ Husband's/ Mother's/ Other's Name firkdk@ ifr dk@ ekrk dk@ vU; uke	Spelling Mistake Ilsfyax ekxyrh	Part of name incorrect (surname etc.) uke dkfgll kxyr gS¼tsiuke vkfn½	Missing fefl ax	Part Missing dllkZfgll kfefl ax gS	
3. Age nez	Wrong xyr	Missing fefl ax			
4. Gender fya	Wrong xyr	Missing fefl ax			
5. Address irk	Spelling mistake Ilsfyax ekxyrh	Part missing dllkZfgll kfefl ax gS	Part incorrect dllkZfgll k xyr gS		

QB5.1 Do you/ **(CAPI TO DISPLAY NAME OF CITIZEN CONCERNED HERE)** have a voter ID card? Please look at the screen and answer with the help of the options shown.

D; kvlki@------------- ¼dShl afkr ukcfjd dkuke fn[k;sdsiiil dkbZoll;j vbbZvhdkMZgS Ñi;kIØhu ij nsfkavlj fn[k;sxs, fodYils dheen l stolc nA

Yes, I have a voter ID card 01   GO TO NEXT QUESTION

Yes, I have a voter ID card	01	GO TO NEXT QUESTION
No, I do not have a voter ID but have/had applied for it	02	SKIP TO QB5.6
No, I do not have a voter ID and have not applied	03	SKIP TO QB5.5

INTERVIEWER TO SAY: We request you to bring your/their voter ID and use it to answer the next question. The next screen, QB5.2A, is **NOT TO BE SHOWN TO THE RESPONDENT**

INTERVIEWER INSTRUCTION: Please insist that the citizen/respondent bring their ID before answering the next question

QB5.2A Fill up the grid below before proceeding to the next question(Single Coding):

Citizen has the voter ID in hand   01

Citizen does not have the voter ID with them 02

Citizen has refused to get the voter ID 03

QB5.2B The next question is on the details mentioned in your Voter ID card. Please look at the options below and tell us if there are any errors with the details mentioned on it.

INTERVIEWER INSTRUCTION: If the respondent has refused to get the ID or doesn't have it with them, ask them to rely on their memory and recall the errors that their ID has

Yes	01	GO TO NEXT QUESTION
No	02	SKIP TO QB6.1

B5.3 What details have been mentioned incorrectly?

dlkk l h t lnzdlfj; lzdlzxyr crk; kx; kgS

QB5.4 Please tell us what type of error it is by looking at the options on the screen. Please tell us about all errors that apply.

Ñi; kIØlzu ij fn, x, fodYiksdkn{krzsgy xyrhdkçdlj crk; A Ñi; kgesyakvgksolyh l Bhxyfr; kzdsckjsezcrk; A

Error Field (QB5.3) (TICK ALL OPTIONS THAT APPLY)	Error Type 1 (QB5.4)-A	Error Type 2 (QB5.4)-B	Error Type 3 (QB5.4)-C	**Error Type 4 (QB5.4)-D**
1. Photo	Incorrect	Poor quality	Missing	
2. Name ule	Spelling Mistake Lifya esxyrh	Part of name incorrect (surname etc.) ule dkfgJl kxyr gS ¼ái ule vlfn½	Missing fefl x	Part Missing dlkZfgJl kfefl x gS
3. Father's/ Husband's/ Mother's/ Other's Name firkdl@ ifr dl@ ekrk dl@ vU; ule	Spelling Mistake Lifya esxyrh	Part of name incorrect (surname etc.) ule dkfgJl kxyr gS ¼ái ule vlfn½	Missing fefl x	Part Missing dlkZfgJl kfefl x gS
4. Gender fyax	Wrong xyr	Missing fefl x		
5. Date of Birth	Wrong xyr	Missing fefl x		
6. Address	Wrong	Part of address wrong	Missing	Part of the address missing

QB5.5 Why have you not applied for the voter ID card? Please look at the screen and choose any of the following options.(only if it is coded '03' in **QB5.1** – Multiple Coding)

It's too tedious/difficult a process to apply	1
I don't know how to apply	2
I don't know where to apply	3
I am not interested in politics	4
I am not interested in voting/don't think my vote will make much difference	5
I do not have the required documents to apply	6

QB5.6 You said that you/the concerned citizen has applied for a voter ID. Please take a look at the options below and tell us how long ago did you/they apply for it? **(Single Coding)**

Less than 1 month	1
1-3 months	2
4-6 months	3
7 months to 1 year ago	4

bkjÓ wj dgs& Ñi; kbl il{yx iÑZdsfy, ijhfyLV dksn{kysavlÝ tkp djsa; fn -------- ¼dÝh l af{kr uk¡fjd dkule fn[kk,¡½dh tkdlfj; kdksnkgjk; ktkjgkgS; kbl fyLV ij dgkaughaA

QB6.1 Are details of **(CAPI TO DISPLAY NAME OF CITIZEN CONCERNED HERE)**/YOU repeated anywhere on the list? By repeats, I mean are the same details mentioned anywhere else on the list, or if **(CAPI TO DISPLAY NAME OF CITIZEN CONCERNED HERE)**/YOU feel their/your name has been duplicated?

D; k-------------¼dÝh l af{kr uk¡fjd dkule fn[kk,¡½vlidh tkudkfj; kafyLV esadghaunghaa; hxbZgS nksjkusl $ ejkeryc D; k, d gh tkudkjhdksfyLV ij dgkavlÝ crk; kx; kgS; ; kD; k------¼dÝh l af{kr uk¡fjd dkule fn[kk,¡½vlidksyxrkgSfd mndk@vlidkule Mfydy½V gS

Yes **gk¡**	1	CONTINUE TO QB6.2
No **ugha**	2	IF CODED '01' IN QB1, GO TO QB8, ELSE GO TO QB7.1
Refused इंकार कयिा	3	IF CODED '01' IN QB1, GO TO QB8, ELSE GO TO QB7.1

QB6.2 INTERVIEWER TO RECORD DETAILS OF REPEATS IN THE OPEN END SHEET			
bkjÓ wj ulpsfxMesankgjksdh tkudkfjdksfjdWZdjukgS			
Repeat 1	Serial Number in list **fyLV esØe l {; k--------------------------**	Voter ID **oÝj vbÑh--------------------------**
Repeat 2	Serial Number in list **fyLV esØe l {; k--------------------------**	Voter ID **oÝj vbÑh--------------------------**
Repeat 3	Serial Number in list **fyLV esØe l {; k--------------------------**	Voter ID **oÝj vbÑh--------------------------**

QB7.1 You told us about the errors in your/their details on the voter list. Has **(CAPI TO SHOW NAME OF CITIZEN CONCERNED)**/ have you ever been prevented from voting in elections?

vliusgesoÑj fyLV ij viu@mndstkudkjhesaxyfr; ksdscÝjsacrk; kA D; k-----------¼dÝh l af{kr uk¡fjd dkule fn[kk,¡½vlidks dÑhpqolesoÑV Mkyusl sjlkdkx; kgS

Yes **gk¡**	1	CONTINUE
No **ugha**	2	SKIP TO QB8
Don't know/Can't say **irkugha@ dg ughal drs**	3	

QB7.2 Can you tell us about the reasons given by the officials at the polling booth for not allowing a vote? **PROBE** Any others? **(Multiple Coding)**

D, kvli gesiRYx ckij vf/kdfj;la}jkvlidksoV Myusl sjkdusdsfy, fn, x, dlj.kadscljsearkl drsg& dkZvU;\

Photo on voter list does not match with other government IDs	1
Photo on other government IDs is unidentifiable	2
Name on other IDs does not match with the voter list	3
Relative's name on list does not match with that on voter ID	4
Age on other government IDs doesn't match with that on the voter list	5
Gender on other government IDs doesn't match with that on the voter list	6
Address on other government IDs doesn't match with that on the voter list	7
Any others? Specify (IF SELECTED, REASON SHOULD BE SPECIFIED IN THE OE SHEET)	8

QB8 How many times did **(CAPI TO DISPLAY NAME OF CITIZEN CONCERNED)**/you have to register for voting before it was successful i.e. before the name got included in the list? _____ **INTERVIEWER TO TICK OPTION APPLICABLE BELOW**

--------------dShl afkr ukfjd dkule fn[kate@ vliusfyIV eal Qyrkiw7l ule 'Hfey gkasl sigysolSx dsfy, fdruh

QB. 8 How many times did **(CAPI TO DISPLAY NAME OF CITIZEN CONCERNED)**/you have to register for voting before it was successful i.e. before the name got included in the list?

1	2	3	4	5	6	7	8	9	10 or more

QB9. Did you/**(CAPI TO DISPLAY NAME OF CITIZEN CONCERENED)** vote in the previous Lok Sabha elections?
क्या आपने /(कैपी में संबंधित नागरिक का नाम डिसिप्ले करें) ने पिछिले लोक सभा चुनावों में वोट डाला था?

Yes	1
No	2
Was not eligible to vote during previous elections	3
Don't Know/ Cant say	4

Interviewer to say: Now, we would be asking you a few questions on the citizen's (CAPI TO DISPLAY CITIZEN'S NAME)/ your education, occupation, religion etc

bkij0 wj dgs%vc] ge ukxfjd ---------------- ¼dShukxfjd dkule fn[kk,a@vlidhf'kR[kk] dle@0 ol k] /leZvlfn ij dYy l oky iWasA

QC1 What is the maximum level to which **(CAPI TO DISPLAY CITIZEN'S NAME)** has/you have studied? **SHOW SCREEN TO RESPONDENT**

----------------¼dShukxfjd dkule fn[kk,a@vliusvf'kdre dgkard i<kZdhgS

Illiterate vf'kf{kr	1
School up to 4 years Ldwy 4 lky rd	2
School 5-9 years Ldwy 5&9 lky	3
SSC/HSC , l , l l k@, p, l l h	4
Some college but not a graduate dqN dkWyst ysfdu xzstq,V ugha	5
Graduate/ Post Graduate – general xzstq,V@ ikRV xzstq,V & tujy	6
Graduate/ Post Graduate – professional (e.g. Engineering, Architecture, Doctor, Law, CA) xzstq,V@ ikRV xzstq,V & çksQ'kuy ¼tS shtulfu;jka] vkfdZVSpj] MkWVj] odhy] l h, ½	7
Graduate + Professional diploma (women's polytechnic) xzstq,V $ çksQ'kuy fMykek ¼efgyk iksfyVsdud½	8

QC2 Could you please tell me **(CAPI TO DISPLAY CITIZEN'S NAME)**'s/your occupation (if working now)? Could you please tell me (CAPI TO DISPLAY CITIZEN'S NAME)'s/your occupation before retirement (if retired)?

Ni; keqscrk,a----------------¼dShukxfjd dkule fn[kk,a@vli D;kdle djrsgSa ; fn fjVk,MZjfjVk,jeV l sigys----------------¼dSh ukxfjd dkule fn[kk,a@vli D;kdle djrsEks

Unskilled vdq'ky deZ7kjh	1
Skilled worker dq'ky deZ7kjh	2
Petty Trader NkVs0 O;kikjh	3
Shop Owner nqdku ekfyd	4
Businessmen/Industrialists with no. of employees – None fctusl eSa@m|kifr dsl EkdeZpkfj;ksdhl a; k& dksZ ugha	5
Businessmen/Industrialists with no. of employees – 1 to 9 fctusl eSa@m|kifr dsl EkdeZpkfj;ksdhl a; k& 1 l s9	6
Businessmen/Industrialists with no. of employees – 10+ fctusl eSa@m|kifr dsl EkdeZpkfj;ksdhl a; k& 10$	7

Self Employed professional **l Q ,fiyy M çk s u**	8
Clerical/Salesmen **Dyd z l M e fi**	9
Supervisory level **l á jolb t jh Lrj**	10
Officers/Executives – junior **vRQ l l ?,f L D ,fV O & t f u ; j**	11
Officers/Executives – middle or senior **vRQ l l ?,f L D ,fV O & fe M y ; k l fi u ; j**	12
Housewife गृहणी	13
Student छात्र/छात्रा	14
Unemployed	15

(IF CODED '15' IN QC2 SKIP TO QC3)

QC2.1 Could you please tell me if your/ **(CAPI TO DISPLAY CITIZEN'S NAME)**'s occupation requires you to stay in another village/city temporarily?

Yes	1	GO TO QC2.2
No	2	GO TO QC3

QC2.2 About how long, approximately, do you stay/ **(CAPI TO DISPLAY CITIZEN'S NAME)**'stay in another village/city for your occupation/work in one year?

Less than 1 month	1
1-3 months	2
4-6 months	3
7-9 months	4
10 months to 1 year	5

QC3 Can you please tell me about **(CAPI TO DISPLAY CITIZEN'S NAME)**'s/your marital status? **SHOW SCREEN TO RESPONDENT**
Ñi ; keqs-----------------¼ d Shuk fjd dkule fn[ks i@viuko S fgd Lrj crk, a

Married **fook fgr**	1
Single **vdsyk**	2
Divorced **ryld'kq nk**	3
Widowed **fo/kok@fo/kqj**	4

QC4 What type of family does the citizen **(CAPI TO DISPLAY CITIZEN'S NAME)**/do you live in? **SHOW SCREEN TO RESPONDENT**

ukfjd ------------¼dShukfjd dkule fn[k,a@vIi fdl çdlj dsifjolj esjgrsg\¾

Single vdsys	1
Nuclear family/ only husband & wife/partners/live in ,dy ifjolj@dsoy ifr ,oaiRuh@ifVZolj 2fyo bu	2
Nuclear family with parents (No Children) ekrk&firk dsl Hk,dy ifjolj ¼cPpsugh½	3
Nuclear family with parents and children ekrk&firk vk§ cPpka dsl Hk,dy ifjolj	4
Nuclear family with children (No Parents) cPpka dsl Hk,dy ifjolj ¼ekrk&firk ugh½	5
Extended joint family foLrr la;qDr ifjolj	6
Others/Unspecified vLu;@vLi'V	7
Do not want to answer tokc ugha nsuk pkgrs	8

QC5 Which religion does **(CAPI TO DISPLAY CITIZEN'S NAME)**/do you follow? **SHOW SCREEN TO RESPONDENT**

----------------¼dShukfjd dkule fn[k,a@vIi fdl /keZdk ikyu djrsg\¾

Hindu fgUnw	1	GO TO QC6.1
Muslim eqlyeku	2	GO TO QC6.2
Christian bZlkbZ	3	
Sikh fl[k	4	
Jain tSu	5	
Buddhist ckS)	6	GO TO QC7
None dksbZugha	7	
Do not want to answer tokc ugha nsuk pkgrs	8	
Others (SPECIFY IN OPEN END SHEET) vLu; ¼crk,a½--	9	

QC6.1 Which social group does **(CAPI TO DISPLAY CITIZEN'S NAME)**/do you belong to? **SHOW SCREEN TO RESPONDENT**

-------------¼dShukfjd dkule fn[k,a@vIi fdl lkekftd lewg l slacafkr g\¾

OBC – Other Backward Caste **vksHk &vI; fiNMa tkfr**	1	
SC – Scheduled Caste **,l l k& vuqlfpr tkfr**	2	
ST – Scheduled Tribes **,l Vh& vuqlfpr tutkfr**	3	
GEN – General/Forward Caste **l keU; & l keU;@vfxze tkfr**	4	GO TO QC7
Don't Know/Can't say **irk ugh@dg ugh l drs**	5	
Do not want to answer **tok ugh nuk pkgrs**	6	

QC6.2 Which social group does **(CAPI TO DISPLAY CITIZEN'S NAME)**/do you belong to? **SHOW SCREEN TO RESPONDENT**

----------- **¼dSh ukxfjd dkule fn[k, a@vki fdl l keftd l eg l l a a fkr gA**

ST – Scheduled Tribes **,l Vh& vuqlfpr tutkfr**	1	
OBC – Other Backward Caste **vksHk k&vI; fiNMa tkfr**	2	
GEN – General/Forward Cast **l keU; & l keU;@vfxze tkfr**	3	GO TO QC7
Don't Know/Can't say **irk ugh@ dg ugh l drs**	4	
Do not want to answer **tok ugh nuk pkgrs**	5	

QC7 Is **(CAPI TO DISPLAY CITIZEN'S NAME)**/ Are you the chief wage earner of the household? By the term 'chief wage earner', I mean the member who makes the maximum contribution to family expenditure.

D; k----------- ¼dSh ukxfjd dkule fn[k, a½j dseq; dekus okysl nI; gA eq; dekus okysl nI; l s esjkeryc l nI;] tksifjokj ds[kplpdsfy, vf/kdre ;knku djrsgA

(CAPI INSTRUCTION: CANNOT CODE '1' IN QC7 IF CODED '15' IN QC2)

Yes **gk**	1	CAPI TO CALCULATE SEC BASED ON GRID GIVEN AFTER QC8 USING QUESTIONS QC1 AND QC2. THANK THE RESPONDENT AND END INTERVIEW
No **ugh**	2	GO TO QC8.1

QC8.1 Now, I would like to know something about the person who makes the maximum contribution to the family expenditure. When I mean family, I mean family of **(CAPI TO DISPLAY CITIZEN'S NAME)**.

vc] eSa ml 0;fDr dsckjsesatkuuk pkgxkatksifjokj ds[kplpdsfy, vf/kdre ;knku djrkgA ifjokj l s esjkeryc] ------- ¼dSh ukxfjd dkule fn[k, a½dsifjokj l sgA

What is the maximum level to which the chief wage earner has studied? Please look at the screen and answer with the help of the options shown

eq; dekusokys0;fDr usvf/kdre dgka rd i<+kbZdhgS\ Ñi; k IØhu dksns[k dsvkSj fn[k, sx, fodYiksadhenn l stok ma

Illiterate **vf k{kr**	1

School up to 4 years **Ldy 4 lky rd**	2
School 5-9 years **Ldy 5&9 lky**	3
SSC/HSC **,l ,l lk@ ,p,l l h**	4
Some college but not a graduate **dN dkYk yftlu xtqV ugha**	5
Graduate/ Post Graduate – general **xtqV@ ikLV xtqV & tujy**	6
Graduate/ Post Graduate – professional (e.g. Engineering, Architecture, Doctor, Law, CA) **xtqV@ ikLV xtqV &çk¶sku ¼tS sbuttkir;Jm] vkfdZVpj] MWj] odly] lh,½**	7
Graduate + Professional diploma (women's polytechnic) **xtqV S çk¶sku fMYyek¼egl iWyVsduhd½**	8

QC8.2 Could you please tell me the occupation of the chief wage earner?

(IF RETIRED: What was the chief wage earner's occupation before they retired?)Please look at the screen and answer with the help of the options shown

Ñi;keqsqeq; dekusokysl nL; dk0,olk crk,a ¼fn fjVk;MZ%fjVk;j ghsl sigyseq; dekusokysl nL; dk0,olk D,kHk½ Ñi;kIØhu dksns[kavkS fn[k,x, fodYiadhenn l stokc ns

Unskilled **vdq'ky deZkjh**	1
Skilled worker **dq'ky deZkjh**	2
Petty Trader **NWs 0;kikjh**	3
Shop Owner **nqdku ekfyd**	4
Businessmen/Industrialists with no. of employees – None **fctuslek@m|kxifr dslEkdeZkjh;ladhla[;k&dksbZugha**	5
Businessmen/Industrialists with no. of employees – 1 to 9 **fctuslek@m|kxifr dslEkdeZkjh;ladhla[;k&1 ls9**	6
Businessmen/Industrialists with no. of employees – 10+ **fctuslek@m|kxifr dslEkdeZkjh;ladhla[;k&10$**	7
Self Employed professional **lXQ ,EiykWMçk¶sku**	8
Clerical/Salesmen **DydZ@ lsYleS**	9
Supervisory level **lqijokbthLrj**	10
Officers/Executives – junior **vfrdkjh @,fXtD;wV & feMy ;ktq;j**	11
Officers/Executives – middle or senior **vfrdkjh @,fXtD;wV & feMy ;k lhfu;j**	12

SEC GRID OCCUPATION (QC8.2)	EDCUCATION (QC8.1)	Illite rate	School: upto 4 years	School: 5-9 years	SSC/ HSC	Some college but not graduate	Graduate/ Post graduate general	Graduate / Post graduate professional
		1	2	3	4	5	6	7
1. Unskilled Worker		E2	E2	E1	D	D	D	D
2. Skilled worker		E2	E1	D	C	C	B2	B2
3. Petty trader		E2	D	D	C	C	B2	B2
4. Shop owner		D	D	C	B2	B1	A2	A2
Businessmen/ Industrialists with no. of employees								
5. None		D	C	B2	B1	A2	A2	A1
6. 1-9		C	B2	B2	B1	A2	A1	A1
7. 10+		B1	B1	A2	A2	A1	A1	A1
8. Self-employed Professional		D	D	D	B2	B1	A2	A1
9. Clerical / Salesman		D	D	D	C	B2	B1	B1
A. Supervisory level		D	D	C	C	B2	B1	A2
B. Officers/Executives- Junior		C	C	C	B2	B1	A2	A2
C. Officers/Executives middle / senior		B1	B1	B1	B1	A2	A1	A1

QA3 How long has **(CAPI TO DISPLAY NAME HERE)**/have you lived at this particular address? Please look at the screen and answer using the options shown.

------------------¼d\$h; glaule fn[lk, t@vli bl irsij fdrusl e; l sjg jgsg¼ Ñi; kIdu dlsn{lovl§ fn[lk, sx, fodYiladsvu¼lj tolc m¼A

Less than 1 month	1
1-3 months	2
3-6 months	3
6 months – 1 year	4
1 – 1.5 years	5
1.5 yrs – 2 years	6
2 yrs -2.5 years	7
2.5 yrs – 3 years	8
3 yrs – 4 years	9
4 yrs – 5 years	10
5 or more years	11
Don't know/Can't Say	12

QA4 How long has **(CAPI TO DISPLAY NAME HERE)**/have you lived in this city, PATNA? Please look at the screen and answer using the options shown

¼dSh; gkaule fn[k,s@vLi bl ‘kgj fnYyhesafnrusl e; lsjgrsgS Ñi;kIdku dksns[ksavkS fn[k,sax, fodYiksdsvuqlkj tokc nA

CAPI INSTRUCTION – HAVE A LOGIC CHECK FOR QUESTIONS QA3 & QA4 i.e. IF 6 IS CODED IN QA3, NO VALUE BELOW 6 CAN BE CODED FOR QA4

Less than 1 month	1
1-3 months	2
3-6 months	3
6 months – 1 year	4
1 – 1.5 years	5
1.5 yrs – 2 years	6
2 yrs -2.5 years	7
2.5 yrs – 3 years	8
3 yrs – 4 years	9
4 yrs – 5 years	10
5 or more years	11
Don't know/Can't Say	12

QA5 Is **(CAPI TO DISPLAY NAME HERE)**/Are you a tenant or the owner of this address? **INTERVIEWER INSTRUCTION:** (If the citizen is a Government Servant and living in Government quarters they should be coded as 'Tenants' i.e. '1'.)

D;k----------- ¼dSh; gkaule fn[k,s t&D,kvLi bl irsij ekfyd ;kfdjk,snkj gS

Tenant fdjk,snkj	1
Owner ekfyd	2

QA6 Could you please provide us with the your/ (CAPI TO DISPLAY NAME HERE)'s contact number?
क्या आप हमें अपना /(कैटी को यहा नाम डिस्प्ले करना है) का फोन नंबर बता सकते हैं?

INTERVIEWER TO RECORD CONTACT NUMBER इंटरव्यूअर को फोन नंबर दर्ज करना है	
Refused/ Don't know/ Can't say बताने से मना किया/ पता नहीं/ कह नहीं सकते	1

END OF SURVEY – THANK YOU

OPEN END SHEET

Citizen's name	
Gender	
Age	
Address	
Ward Number	
Interview Unique ID (to be filled in using the CAPI i.e. the Interview ID displayed on the CAPI)	
City Name	**PATNA**
Polling Part Number	

Quadrant number (tick one)	**Q1**	**Q2**	**Q3**	**Q4**

Address Resource List

Sl no.	Sources	Name and Contact number of PERSON contacted (do not enter name/number of the organization)
1.	Booth Level Officer (BLO)	**(To be provided by JCCD)**
2.	Post man/ Post office	Name: Number:
3.	Local grocer	Name: Number:
4.	Courier agency/delivery agent	Name: Number:
5.	Milk man	Name: Number:
6.	Garbage Collector/Collection agency	Name: Number:
7.	Local electrician	Name: Number:
8.	Local carpenter	Name: Number:
9.	Local plumber	Name: Number:
10.	LPG/Gas agency	Name: Number:

QA2.2. Could you please tell me your name and relation with **(CAPI TO DISPLAY NAME OF THE SELECTED CITIZEN)?**

क्या आप मुझे अपना नाम और रिश्ता (कैपी को चुने गए व्यक्ति का नाम डिसिप्ले करना है) के साथ रिश्ता बता सकते हैं?

INTERVIEWER TO RECORD NAME : इंटरव्यूअर को नाम दर्ज करना है:	
INTERVIEWER TO RECORD CONTACT NUMBER : इंटरव्यूअर को फोन नंबर दर्ज करना है	

QB6.2 INTERVIEWER TO RECORD DETAILS OF REPEATS IN THE BELOW GRID

Repeat 1	Serial Number in list fyLV esa Øe l{; k--	Voter ID oksVj vkbZMh--
Repeat 2	Serial Number in list fyLV esa Øe l{; k--	Voter ID oksVj vkbZMh--
Repeat 3	Serial Number in list fyLV esa Øe l{; k--	Voter ID oksVj vkbZMh--

QB.7.2. Reasons given by Polling Booth officials other than the ones given in the list for not allowing you to vote **(Can only be recorded if '7' is coded):**

(Space for verbatim)

QC.5. Add the name of the religion **(only if option '99' is coded)**

(Space for verbatim)

INTERVIEW UNIQUE ID (TO BE FILLED BY THE INTERVIEWER FROM THE CAPI)	

INSTRUCTION TO TNS – Please insert a QC grid at the end of the OE sheet (with the usual cells to account for back-checks by TLs, Supervisors etc.)

9.6 Appendix 6: The Citizen Centric Questionnaire

CENTER		Citizen's name:		Unique ID:							
Patna	1	Voter ID		Serial Number:							
	2	Father's/Husband's/ Mother's/Other's Name									
		Age-	Gender-		Ward No-						
		Address:									
		Polling part Number									
		Polling Part Type	HM/OTH (CAPI INSTRUCTION: NOT TO BE SHOWN TO THE SURVEYOR)								
		Quadrant number									
		Parliamentary Constituency									
		Assembly Constituency									
		Name of supervisor/Team Leader:									
		Name of interviewer:									
		Interviewer's Code:		Date of interview	D	D	M	M	2	0	1	5

CAPI to generate a unique ID for each respondent. Format : "ACno./PPno./S.no."

Q04.1 INTERVIEW TYPE - CAPI TO PROVIDE THE FOLLOWING BUTTONS:
1. Random
   रैंडम
2. Revisit 1
   रीवजिटि 1
3. Revisit 2
   रीवजिटि 2
4. Substitution from within family
   परविार में ही किसी से बदला गया है
5. Substitution from the same locality
   उसी इलाके में ही किसी से बदला गया है

For revisit – Capture the details of the appointment and Interviewer to enter the unique ID generated for that respondent. The appointment date must not exceed 7 days from date of interview. If it does, substitute within family. Each re-visit would be a fresh interview with the unique ID generated by CAPI linking the re-visits. Also, the following details to be captured:

रीवजिटि के लिए - एप्वाइंट की जानकारियों को लें और इंटरव्यूअर को उस रसिपोन्डेंट के लिए बनी अनोखी आईडी को दर्ज करना है। एप्वाइंटमेंट की तारीख इंटरव्यू की तारीख से 7 दनि से ज़्यादा बाद की नहीं होनी चाहिए। यदि है तो, रसिपोन्डेंट की जगह परविार में कसिी और को चुनें। प्रत्येक री-वजिटि कैपी द्वारा री-वजिटि को जोड़ने के दौरान बनी अनोखी आईडी के साथ एक नया इंटरव्यू होगा:

Full Name पूरा नाम:
Age उम्र:
Gender लिंग:

If Substitution within Family – Interviewer to enter the unique ID of the respondent who is being substituted and continue with the interview with the available family member. It would be a fresh interview with the unique ID linking the interviews.

यदि रिस्पोन्डेंट को परिवार में किसी से बदला/सब्सीट्यूट किया गया है - इंटरव्यूअर को बदले गए/नए रिस्पोन्डेंट की अनोखी आईडी को दर्ज करना है और इंटरव्यू को उपलब्ध परिवार के सदस्य के साथ करना है। यह इंटरव्यू से जुड़ी अनोखी आईडी के साथ एक नया इंटरव्यू होगा।

If Substitution within locality – Interviewer to go to the next household and CAPI to do a forced selection post capturing all details of the new household and the unique ID of the respondent being substituted with. It would be a fresh interview with the unique ID linking the interviews.

यदि रिस्पोन्डेंट को उसी इलाके में किसी से बदला/सब्सीट्यूट किया गया है - इंटरव्यूअर को अगले घर में जाना है और कैपी को नए घर की सभी जानकारियों को लेने के बाद फोर्स सिलेक्शन करना है और बदले गए रिस्पोन्डेंट के लिए अनोखी आईडी देनी है। यह इंटरव्यू से जुड़ी अनोखी आईडी के साथ एक नया इंटरव्यू होगा।

LOGIC CHECK: "4/5" coding in 04.1 possible only after "2 and 3" has been coded for each unique ID for each respondent.

लॉजिक चेक: 04.1 में "4/5" कोडिंग केवल प्रत्येक रिस्पोन्डेंट के लिए हर एक अनोखी आईडी के लिए "2 या 3" कोड करनेके बाद ही संभव है|

LOCATION INFORMATION:
Q01 Instruction to Interviewer – please record the number and address of the house that you have approached in the below grid. Make sure to enter all details such as the door/house number or name, street or gali name/number, area name, Pin Code etc. **इंटरव्यूअर के लिए निर्देश -** कृपया नीचे ग्रिड में घर का नंबर और पता रिकॉर्ड करें जिससे आपने संपर्क किया है। सुनिश्चित करें कि सभी जानकारियों जैसे कि डोर/घर संख्या या नाम, स्ट्रीट या गली नाम/संख्या, एरिया/क्षेत्र का नाम, पिन कोड आदि को दर्ज कर दिया है।

Address Line 1	
Address Line 2	Pin Code:

Q02 Instruction to Interviewer – please look at the dwelling/house that the respondent lives in & and tick the type that you think it fits best

इंटरव्यूअर के लिए निर्देश - कृपया घर/आवास को देखें जिसमें रिस्पोंडेंट रहता है और उस प्रकार पर टिक करें जो आपके अनुसार सबसे अच्छी फिट होता है

Upper Class Housing अपर क्लास हाउसिंग	5	
Upper Middle Class Housing अपर मिडिल क्लास हाउसिंग	4	
Lower Middle Class Housing लोअर मिडिल क्लास हाउसिंग	3	CAPI TO DISPLAY IMAGES OF EACH HOUSING TYPE WITH CLEAR LABELS
One room home/Designated Slum एक कमरे का घर/नियुक्त स्लम	2	
Self-Built Informal Slum Housing स्व-निर्मित अनौपचारिक स्लम हाउसिंग	1	

Q03 instruction to interviewer – Knock on the door and wait for a response
इंटरव्यूअर के लिए निर्देश - दरवाज़ा खटखटायें और जवाब का इंतजार करें

Door opened/response received दरवाज़ा खुला/जवाब मिला	1	CONTINUE TO Q04
Door Locked/No response दरवाज़ा बंद/जवाब नहीं मिला	2	DISPLAY INSTRUCTION TO INTERVIEWER AS BELOW AND TERMINATE: "Please end this interview and go to the next household" ''कृपया इस इंटरव्यू को बंद करें और अगले घर पर जायें''

Q04 INTERVIEWER TO SAY
इंटरव्यूअर कहे
Namaste! I am_____ (MENTION YOUR NAME) from TNS Global, a leading market research organization, working on behalf of Janaagraha Centre for Citizenship & Democracy. We regularly conduct surveys among citizens on various subjects and services. Currently, we are conducting a survey in your locality on voter lists and their quality. Can you please spare some time? Thank you.

नमस्ते! मेरा नाम .... (अपना नाम बताएं) है, और मैं टीएनएस ग्लोबल से आया हूँ, यह एक अग्रणी मार्केट रिसर्च कंपनी है, जो जनाग्रह सेंटर फोर सिटीजनशिप एण्ड डेमोक्रेसी की तरफ से काम कर रही है। हम नियमित तौर पर विभिन्न विषयों और सेवाओं पर नागरिकों के बीच सर्वे करते हैं। आजकल, हम वोटर लिस्ट और उनकी क्वालिटी पर आपके क्षेत्र में सर्वे कर रहे हैं। क्या आप अपना थोड़ा सा समय दे सकते हैं? धन्यवाद।

Before starting this interview, I wish to confirm that this interview complies with the Market Research Society of India (MRSI) standards and International code of ethics for market research.

इस इंटरव्यू को शुरू करने से पहले, मैं यह पुष्टि कर देना चाहूंगा कि यह मार्केट रिसर्च सोसाइटी ऑफ इंडिया (एमआरएसआई) और मार्केट रिसर्च के लिए अंतर्राष्ट्रीय दिशा निर्देशों के तहत किया जा रहा है।

Please be assured that all information given by you will be kept strictly confidential. The response collected will be added together with the responses of others before presenting the findings. Under no circumstance will this information be used for sales or any other commercial purpose. Will you be interested in being a part of this survey?

कृपया निश्चिंत रहें कि आपके द्वारा दी गई सभी जानकारी को पूरी तरह से गोपनीय रखा जायेगा। परिणामों को पेश करने से पहले एकत्र किए गए जवाबों को अन्य लोगों द्वारा दिए गए जवाबों के साथ मिला दिया जायेगा। किसी भी परिस्थिति में इस जानकारी को बिक्री या किसी व्यवसायिक उद्देश्य के लिए इस्तेमाल नहीं किया जायेगा। क्या आप इस सर्वे में हिस्सा लेना चाहेंगें?

Yes हाँ	1	CONTINUE
Yes, but some other time हाँ, लेकिन किसी और समय	2	INTERVIEWER TO ASK IF THERE IS SOMEONE ELSE IN THE HOUSE THAT THEY COULD TALK TO. IF THE ANSWER IS STILL 'NO', REQUEST AN APPOINTMENT AND VISIT THE HOUSE AT THE FIXED TIME इंटरव्यूअर को पूछना है कि क्या घर में कोई और है जिनसे बात कर सकते हैं। यदि जवाब अभी 'नहीं है' तो एप्वाइंट के लिए अनुरोध करें और तय समय पर घर में जाये। **CAPI INSTRUCTION –** CAPI TO SHOW A DATE AND TIME SELECTION GRID AND RECORD IT. THEN END INTERVIEW
No नहीं	3	DISPLAY INSTRUCTION TO INTERVIEWER AS BELOW AND TERMINATE: "Please end this interview and go to the next household" "कृपया इस इंटरव्यू को समाप्त कर दें और अगले घर में जायें"

Q05.1 Can you please tell me number of members living in this particular household aged 18 and above?
कृपया मुझे इस घर में रह रहे 18 साल और अधिक उम्र के सदस्यों की संख्या बतायें?

INTERVIEWER TO RECORD : _____
इंटरव्यूअर को दर्ज करना है:

Q05.2 Can you please tell me the name, age and gender of all your family members living in this particular household aged 18 and above? We are asking for this so that we can then randomly select any one person above 18 from your household to take part in this survey. (INTERVIEWER INSTRUCTION - Explain that family includes the people who are related to each other, who regularly stay together in the same address, and who share resources with each other)

क्या आप मुझे इस घर में रह रहे 18 साल या अधिक उम्र के सभी परिवार के सदस्यों के नाम, उम्र और लिंग बता सकते हैं? हम इसे इसलिए पूछ रहे हैं ताकि हम बाद में इस सर्वे में भाग लेने के लिए आपके घर से 18 साल से अधिक उम्र के किसी एक सदस्य को चुन सकें। (इंटरव्यूअर निर्देश - समझाएं कि परिवार में उन सदस्यों को शामिल करें जो एक दूसरे से संबंधित हैं, जो नियमित रुप से एक ही पते में साथ रहते हैं, और संसाधनों/सुविधाओं को एक साथ मिलकर इस्तेमाल करते हैं)

INTERVIEWERS TO RECORD DETAILS (NAME, GENDER AND AGE) OF HOUSEHOLD MEMBERS WHO ARE AGE 18 YEARS AND ABOVE IN DESCENDING ORDER ONE BY ONE, STARTING FROM OLDEST TO YOUNGEST. MAKE SURE TO ENTER EXACT NAMES AND OTHER DETAILS; GET THE RESPONDENT TO VERIFY THEM ONCE THESE ARE ENTERED FOR SPELLING ERRORS ETC. (IN CASE THE CITIZEN DOESN'T KNOW TO READ OR WRITE, TAKE HELP FROM A FAMILY MEMBER OR SOMEONE WHO KNOWS THEM WELL ENOUGH TO BE ABLE TO STATE/READ THEIR DETAILS CORRECTLY.)

इंटरव्यूअर को घर के सदस्यों की जानकारियों (नाम, लिंग और उम्र) को दर्ज करें जो 18 साल और अधिक उम्र के हैं। सही नाम और अन्य जानकारियों को दर्ज करना सुनिश्चित करें; स्पेलिंग गलतियों आदि के लिए दर्ज की गयी जानकारियों की रिस्पोन्डेंट से पुष्टि करनी है।

#	Name नाम	Age उम्र	Gender लिंग	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

IN SUBSTITUTION IN FAMILY INTERVIEW: IF CODED '4' IN Q04.1, PROVIDE A BUTTON WHICH SAYS 'GO TO FORCED SELECTION'. IF PRESSED, SURVEY SHOULD GO TO Q06.1

Q06 CAPI INSTRUCTION – IN RANDOM/ SUBSTITUTION FROM SAME LOCALITY INTERVIEW (CODED '1/5' IN Q04.1): CAPI TO SELECT ONE OF THE ABOVE LISTED MEMBERS RANDOMLY AND DISPLAY THEIR INFORMATION BELOW AS SHOWN:

SELECTED MEMBER NAME – चुने गए सदस्य का नाम	

AGE-   GENDER-
उम्र   लिंग

INTERVIEWER INSTRUCTION - INTERVIEWER TO CHECK AVAILABILITY OF THE SELECTED MEMBER AND CONTINUE THE INTERVIEW

इंटरव्यूअर निर्देश - इंटरव्यूअर को चुने गए सदस्य की उपलब्धता की जांच करनी है और इंटरव्यू जारी रखना है

IF NOT AVAILABLE:

यदि उपलब्ध नहीं हैं

CAPI INSTRUCTION –

1. FOR RANDOM INTERVIEW: CHECK FOR AVAILABILITY AND TAKE APPOINTMENT.
2. IN CASE OF AN APPOINTMENT, CAPI TO PROVIDE A DATE AND TIME SELECTION GRID HERE AND RECORD THE ENTRY. ENTRY SHOULD NOT BE POSSIBLE BEYOND 30 DAYS FROM DATE OF INTERVIEW. TERMINATE INTERVIEW.
   a. INTERVIEWER INSTRUCTION: IN CASE RESPONDENT IS N0T AVAILABLE FOR MORE THAN A WEEK, END INTERVIEW AND START FRESH INTERVIEW BY SELECTING '4/5' IN INTERVIEW TYPE.

      इंटरव्यूअर निर्देश: यदि रिस्पोन्डेंट एक हफ्ते से ज़्यादा समय के लिए उपलब्ध नहीं है तो, इंटरव्यू बंद कर दें और इंटरव्यू प्रकार में '4/5' चुनते हुए नए इंटरव्यू से शुरुआत करें।

3. IN SUBSTITUTION IN LOCALITY INTERVIEW: IF CODED '5' IN Q04.1, PROVIDE A BUTTON WHICH SAYS 'GO TO FORCED SELECTION'. IF PRESSED, SURVEY SHOULD GO TO Q06.1

INTERVIEWER INSTRUCTION – IF AFTER TWO VISITS, THE SELECTED MEMBER IS NOT AVAILABLE, THEN SUBSTITUTE WITH A PERSON IN THE HOUSEHOLD OF AROUND THE SAME GENDER & AGE. IF THAT IS NOT POSSIBLE, SUBSTITUTE A PERSON WITHIN THE HOUSEHOLD & IF THAT'S ALSO NOT POSSIBLE, ONE FROM WITHIN THE SAME LOCALITY

इंटरव्यूअर निर्देश - यदि दो विज़िट्स के बाद, चुना गया सदस्य उपलब्ध नहीं होता है, तो व्यक्ति को घर में उसी लिंग और उम्र के सदस्य से सब्सीट्यूट करें। यदि संभव नहीं है, तो घर में ही किसी व्यक्ति से सब्सीट्यूट करें और यदि वह भी संभव नहीं है तो उसी इलाके में से किसी को चुनें।

CAPI TO SHOW GRID WITH DATA ENTERED IN Q05.2 AND ALLOW INTERVIEWER TO SELECT ANY ONE ELIGIBLE CITIZEN

Q06.1 Interviewer to select any one citizen from the grid below:

इंटरव्यूअर नीचे ग्रिड से किसी एक नागरिक को चुनें:

#	Name नाम	Age उम्र	Gender लिंग	TICK HERE TO SELECT चुनने के लिए टिक करें

Namaste! I am_____ (MENTION YOUR NAME) from TNS Global, a leading market research organization, working on behalf of Janaagraha Centre for Citizenship & Democracy. We regularly conduct surveys among citizens on various subjects and services. Currently, we are conducting a survey in your locality on voter lists and their quality. Can you please spare some time? Thank you.

नमस्ते! मेरा नाम .... (अपना नाम बताऐं) है, और मैं टीएनएस ग्लोबल से आया हूँ, जो एक अग्रणी मार्केट रिसर्च कंपनी है, जो जनाग्रह सेंटर फोर सिटीजनशिप एण्ड डेमोक्रेसी की तरफ से काम कर रही है। हम नियमित तौर पर विभिन्न विषयों और सेवाओं पर नागरिकों के बीच सर्वे करते हैं। आजकल, हम वोटर लिस्ट और उनकी क्वालिटी पर आपके क्षेत्र में सर्वे कर रहें हैं। कृपया क्या आप कुछ समय देंगे? धन्यवाद।

Before starting this interview, I wish to confirm that this interview complies with the Market Research Society of India (MRSI) standards and International code of ethics for market research.

इस इंटरव्यू को शुरू करने से पहले, मैं यह पुष्टि कर देना चाहूंगा कि यह मार्केट रिसर्च सोसाइटी ऑफ इंडिया (एमआरएसआई) और मार्केट रिसर्च के लिए अंतर्राष्ट्रीय दिशा निर्देशों के तहत किया जा रहा है।

Please be assured that all information given by you will be kept strictly confidential. The response collected will be added together with the responses of others before presenting the findings. Under no circumstance will this information be used for sales or any other commercial purpose.

कृपया निश्चिंत रहें कि आपके द्वारा दी गई सभी जानकारी को पूरी तरह से गोपनीय रखा जायेगा। परिणामों को पेश करने से पहले एकत्र किए गए जवाबों को अन्य लोगों द्वारा दिए गए जवाबों के साथ मिला दिया जायेगा। किसी भी परिस्थिति में इस जानकारी को बिक्री या किसी व्यवसायिक उद्देश्य के लिए इस्तेमाल नहीं किया जायेगा। क्या आप इस सर्वे में हिस्सा लेना चाहेंगें?

QA1.1 Are you registered in the voter list at this present address? (INTERVIEWER INSTRUCTION – Wait for the selected citizen to answer and then code.

क्या आपने इस वर्तमान पते से वोटर लिस्ट में रजिस्टर्ड किया है? (इंटरव्यूअर निर्देश- चुने गये नागरिक को जवाब देने के लिए रुकें और फिर कोड करें)

निर्देश - चुने गए नागरिक के जवाब देने तक रुकें और उसके बाद कोड करें।

QA1.2 INTERVIEWER INSTRUCTION - Please look through the voter list of this particular polling part and check if the selected citizen is present or not.

इंटरव्यूअर निर्देश- कृपया इस पोलिंग पार्ट की वोटर लिस्ट को देखें और चेक करें यदि चुने गये नागरिक उसमें मौजूद है या नहीं।

If present, code 'yes', else 'no'. If not present, while they answered 'yes', inform them that their name is not on the list for this particular polling part)

यदि मौजूद है, तो 'हां' कोड करें, नहीं तो 'नहीं' कोड करें। यदि मौजूद नहीं है, जबकि उन्होंने 'हां' में जवाब दिया है तो उन्हें बतायें कि उनका नाम इस पोलिंग पार्ट की लिस्ट में नहीं है।

	QA1.1	QA1.2	INSTRUCTION FOR 2ND CODE
Yes, definitely हां, निश्चित रुप से	1	1	GO TO SECTION 2
Yes, I think I am हां, मेरे विचार से मैंने किया है	2		

Don't know/Can't say पता नहीं/ कह नहीं सकते	3		
No	4	4	CONTINUE

QA2.1 Please look at the options shown on screen and tell us which all apply to you ......
कृपया स्क्रीन पर दिखाये गये विकल्पों को देखें और हमें बतायें कि आपके कौन-कौन से लागू होते हैं ....
INTERVIEWER INSTRUCTION – PROMPT IF THEY ANSWER ANY FROM 1/2/3 IF THEY HAVE ALSO APPLIED FROM THIS ADDRESS
इंटरव्यूअर निर्देश - प्रॉम्प्ट करें यदि उन्होंने 1/2/3 में से कोई भी जवाब दिया है यदि उन्होंने इस पते से भी अप्लाई किया है।

	Tick wherever applicable	**GENERAL CAPI INSTRUCTION –** ALLOW '1/2/3' TO BE CODED ALONG WITH '5'. NO OTHER CODES SHOULD BE ALLOWED TOGETHER
Registered to vote in the same Assembly Constituency but in a different area/part/polling part उसी विधानसभा निर्वाचन क्षेत्र में वोटिंग के लिए रजिस्टर्ड किया है लेकिन अलग एरिया/क्षेत्र/पार्ट पोलिंग पार्ट में	1	
Registered to vote in the same city, some other Assembly Constituency उसी शहर लेकिन किसी अन्य विधानसभा निर्वाचन क्षेत्र में वोटिंग के लिए रजिस्टर्ड किया है	2	IF CODED '5' AS WELL AS 1/2/3, GO TO QA2.2 & THEN QA2.3. IF ONLY 1/2/3 CODED, GO TO QA2.3 CAPI INSTRUCTION – CODE '5' CAN BE TICKED WITH 1/2/3
Registered to vote in a different city or village etc. अलग शहर या गांव आदि में वोटिंग के लिए रजिस्टर्ड किया है	3	
Registered to vote from this address इस पते से वोटिंग के लिए रजिस्टर्ड किया है	4	GO TO QA2.2, THEN QA2.4 & THEN QA2.6
Have applied from current address वर्तमान पते से आवेदन किया है	5	IF ONLY '5' CODED IN QA2.1, GO TO QA2.2 & THEN QA2.3.1
Have not/never registered to vote वोटिंग के लिए रजिस्टर्ड नहीं/कभी नहीं किया	6	GO TO QA2.5.1
Have applied from a different address अगले पते से अप्लाई किया	7	GO TO QA2.5.1
Don't Know/ Cant Say पता नहीं/कह नहीं सकते	8	GO TO A2.4 AND THEN TO SECTION 3

QA2.2 How long ago did you register to vote from this address?
आपने इस पते से वोटिंग के लिए कितने समय पहले रजिस्टर किया था?

Less than 1 week 1 हफ़्ते से कम	1
1 week or more but less than 2 weeks 1 हफ़्ता या ज़्यादा लेकिन 2 हफ़्ते से कम	2
2 weeks or more but less than 3 weeks 2 हफ़्ते या ज़्यादा लेकिन 3 हफ़्ते से कम	3
3 weeks or more but less than 4 weeks 3 हफ़्ते या ज़्यादा लेकिन 4 हफ़्ते से कम	4
4 weeks or more but less than 5 weeks 4 हफ़्ते या ज़्यादा लेकिन 5 हफ़्ते से कम	5
5 weeks or more but less than 6 weeks 5 हफ़्ते या ज़्यादा लेकिन 6 हफ़्ते से कम	6
6 weeks or more but less than 2 months 6 हफ़्ते या ज़्यादा लेकिन 2 महीने से कम	7
2 months or more but less than 6 months 2 महीने या ज़्यादा लेकिन 6 महीने से कम	8
6 months or more 6 महीने या ज़्यादा	9
Don't know/can't say पता नहीं/कह नहीं सकते	10

IF CODED 1/2/3 IN QA2.1, GO TO QA2.3.

IF CODED ONLY '5' IN QA2.1, GO TO QA2.3.1

QA2.3 You told us that you are registered to vote, but not in this particular polling part. Can you please tell us where exactly are you registered?
आपने हमें बताया कि आप वोट डालने के लिए रजिस्टर्ड हैं, लेकिन इस पोलिंग पार्ट/केन्द्र में नहीं। कृपया हमें बतायें कि आपने वास्तव कहां पर रजिस्टर्ड किया है?

CAPI INSTRUCTION – IF CODED 1 IN QA2.1, ONLY ALLOW 'AREA NAME TO BE ENTERED, THE REST TO BE AUTOMATICALLY DISPLAYED. IF CODED 2 IN QA2.1, ONLY ALLOW FIELDS 1 & 2 TO BE ENTERED AND THE REST TO BE AUTOMATICALLY DISPLAYED. IF CODED 3 IN QA2.1, ALLOW FIELDS 1,2,3 & 4.

FIELD 5 TO BE ALLOWED AT ALL TIMES AND ONLY ONE OUT OF THE TWO CAN BE CODED. IF '5' IS CODED, BLANK OUT ALL OTHER FIELDS.

S. NO	LOCATION FIELD	ENTER DATA HERE
1	Area Name- एरिये/क्षेत्र का नाम	
2	Assembly Constituency Name- विधानसभा निर्वाचन क्षेत्र का नाम	
3	City Name- शहर का नाम	
4	State Name- राज्य का नाम	
5	Don't know/can't say पता नहीं/कह नहीं सकते	

QA2.3.1 (To the selected person) Mention the names of 3 possible relatives who you might have mentioned while registering to vote. **(CAPI INSTRUCTION: THIS QUESTION WILL BE SHOWN ONLY IF 1/2/3/4/5 IS CODED FOR QA2.1)**

Relative 1.	
Relative 2.	
Relative 3.	

QA2.4 Can you please tell us if you voted in the last Lok Sabha elections from where you are registered?
कृपया हमें बतायें कि क्या आपने जहां से आप रजिस्टर्ड हैं वहां से पिछले लोक सभा चुनावों में वोट डाला था?

Yes हां	1	
No नहीं	2	IF '4/5' CODED IN QA2.1, GO TO QA2.6, ELSE GO TO SECTION 3
Do not want to disclose बताना नहीं चाहते	3	

QA2.5.1 Can you please tell us why you haven't registered to vote from this address? Please take a look at the options below and tell us all that apply. **PROBE.** Any other? (MULTIPLE CODING)
कृपया हमें बतायें कि आपने इस पते से वोटिंग के लिए रजिस्टर्ड क्यों नहीं किया? कृपया नीचे दिये गये विकल्पों को देखें और हमें वे सभी बतायें जो लागू होते हैं। प्रोब करें- कोई अन्य?
QA2.5.2 And which one is the most important reason? (SINGLE CODING)
और इनमें से सबसे महत्वपूर्ण कारण कौन सा है?
CAPI INSTRUCTION - ROTATE BELOW OPTIONS RANDOMLY

It's too tedious/difficult a process to register रजिस्टर करना बहुत थका देने वाली/ मुश्किल प्रक्रिया है	1
I don't know how to register मुझे मालूम नहीं है कि कैसे रजिस्टर करना है	2
I don't know where to register मुझे मालूम नहीं है कि कहां रजिस्टर करना है	3
I already have a photo ID & don't feel the need to get another one मेरे पास पहले से फोटो आईडी है और दूसरा बनाने की जरुरत महसूस नहीं होती	4
This is not my permanent residence & hence I did not feel the need to यह मेरा स्थायी पता है और इसीलिए मुझे इसकी जरुरत महसूस नहीं हुई	5
I am not interested in politics मेरी राजनीति में रुचि नहीं है	6
I am not interested in voting/don't think my vote will make much difference वोट डालने में मेरी रुचि नहीं है/ मुझे नहीं लगता कि मेरे वोट से ज़्यादा फर्क पड़ेगा	7
I do not have the required documents to register मेरे पास रजिस्टर करने के लिए पर्याप्त कागजात नहीं है	8
I am not going to be here/in this city for long मैं इस शहर में लंबे समय तक नहीं रहने वाला हूं	9
Any Others? (Specify) कोई अन्य? (बतायें)	10

QA2.6 How many times have you applied for voter registration from this particular address? Please look at the screen and answer using the options shown. **(IN CASE THE CITIZEN DOESN'T KNOW TO READ OR WRITE, TAKE HELP FROM A FAMILY MEMBER OR SOMEONE WHO KNOWS THEM WELL ENOUGH TO BE ABLE TO STATE/READ THEIR DETAILS CORRECTLY.)**

आपने इस पते से कितनी बार वोटर रजिस्ट्रेशन के लिए अप्लाई किया है? कृपया स्क्रीन को देखें और दिखाये गए विकल्पों के अनुसार जवाब दें।

1 time	1 बार	1
2 times	2 बार	2
3 times	3 बार	3
4 times	4 बार	4
5 times	5 बार	5
More than 5 times	5 बार से अधिक	6
Don't know/Can't say	पता नहीं/ कह नहीं सकते	7

SECTION 2 INSTRUCTION TO INTERVIEWER: TAKE OUT THE VOTER LIST FOR THIS POLLING PART AND RECORD THE SERIAL NO. AND VOTR ID OF THE RESPONDENT: इंटरव्यूअर के लिए निर्देश: इस पोलिंग हिस्से/केन्द्र की वोटर लिस्ट निकालें और रिस्पोन्डेंट की वोटर आईडी और क्रम संख्या दर्ज करें:	
SERIAL NUMBER क्रम संख्या	
VOTER ID वोटर आईडी	
SHOW THE VOTER LIST ENTRY TO THE CITIZEN. ASK THEM TO LOOK FOR THEMSELVES IN THE VOTER LIST. (IN CASE THE CITIZEN DOESN'T KNOW TO READ OR WRITE, TAKE HELP FROM A FAMILY MEMBER OR SOMEONE WHO KNOWS THEM WELL ENOUGH TO BE ABLE TO STATE/READ THEIR DETAILS CORRECTLY.) नागरिक को वोटर लिस्ट एंट्री दिखायें। उन्हें खुद को वोटर लिस्ट में ढूंढने के लिए कहें।	

QB1 Please take a look at your details in this list and tell us whether all the information is entered correctly. Please look at the list in a way that makes sure it is a correct entry i.e. look at whether your family or neighbours are located close to you on the list etc. **(INTERVIEWER TO HELP CITIZEN BY POINTING TO WHERE VOTER ID, ADDRESS, OTHER INFO ETC ARE SHOWN ON THE LIST)**

कृपया इस लिस्ट में अपनी जानकारी को देखें और हमें बतायें कि क्या सभी जानकारी सही ढंग से दर्ज की गयी हैं। कृपया लिस्ट को इस तरह देखें जिससे यह सुनिश्चित हो सके कि यह जानकारी सही है यानि देखें कि क्या आपके परिवार वाले या आपके नजदीकी पड़ोसी लिस्ट में हैं आदि

(इंटरव्यूअर को उस ओर इशारा करते हुए मदद करें जहां वोटर आईडी, पता, अन्य जानकारी आदि को लिस्ट में दिखाया गया है)

Yes हाँ	1	GO TO QB5.1
No नहीं	2	CONTINUE

QB2 What details have been mentioned incorrectly?

कौन सी जानकारियां गलत दी गयी हैं?

QB3 Please tell us what type of error it is by looking at the options on the screen. Please tell us about all errors that apply.

कृपया स्क्रीन पर दिए गए विकल्पों को देखते हुए गलती का प्रकार बताएं। कृपया हमें लागू होने वाली सभी गलतियों के बारे में बताएं।

QB4 How many times have you tried to rectify this error in details **(CAPI TO SHOW A DROP DOWN HERE WITH OPTIONS – NEVER, 1 TIME, 2 TIMES, 3 TIMES OR MORE)**

आपने विवरण में इस गलती को कितनी बार ठीक कराने की कोशिश की है (कैपी को यहां इर्रॉप डाउन ऑप्शन्स के साथ दिखाना है - कभी नहीं, एक बार, 2 बार, 3 बार या ज़्यादा बार)

INTERVIEWER TO RECORD DATA FOR QUESTIONS QB2 TO QB4 IN GRID BELOW
इंटरव्यूअर को निम्न ग्रिड में QB2 से QB4.2 के लिए जानकारी दर्ज करनी है।

CAPI TO SHOW QB2 FIRST AND THEN QB3 BASED ON WHETHER ERROR FIELD HAS BEEN **TICKED** IN QB2 OR NOT. SHOW QB4 IN A SIMILAR MANNER
CAPI TO HAVE LOGIC IN PLACE I.E. IF NAME IS TICKED FOR ERROR IN SPELLING, THE OPTION 'MISSING' SHOULD NOT SHOW

Error Field (QB2) (TCK ALL OPTIONS THAT APPLY)	Error Type 1 (QB3)-A	Error Type 2 (QB3)-B	Error Type 3 (QB3)-C	Error Type 4 (QB3)-D	ATTEMPTS TO RECTIFY ERROR (QB4) (0/1/2/3/4/ more than 4 attempts)
1. Name नाम	Spelling Mistake स्पेलिंग में गलती	Part of name incorrect (surname etc.) नाम का हिस्सा गलत है (उपनाम आदि)	Missing छूटा हुआ है	Part Missing कोई हिस्सा छूटा हुआ नहीं है	
2. Father's/ Husband's/ Mother's/ Other's Name पिता का/ पति का/ माता का/ अन्य का नाम	Spelling Mistake स्पेलिंग में गलती	Part of name incorrect (surname etc.) नाम का हिस्सा गलत है (उपनाम आदि)	Missing छूटा हुआ	Part Missing कोई हिस्सा छूटा हुआ है	
3. Age उम्र	Wrong गलत	Missing छूटा हुआ			
4. Gender लिंग	Wrong गलत	Missing छूटा हुआ			
5. Address पता	Spelling mistake स्पेलिंग में गलती	Part missing कोई हिस्सा छूटा हुआ नहीं है	Part incorrect कोई हिस्सा गलत है	Wrong Door / House Number गलत डोर/घर संख्या	

QB5.1 Do you have a voter ID card? Please look at the screen and answer with the help of the options shown.
क्या आपके पास वोटर आईडी कार्ड यानि मतदाता पहचान पत्र है? कृपया स्क्रीन पर देखें और दिखाये गए विकल्पों की मदद से जवाब दें।

Yes, I have a voter ID card	01	GO TO NEXT QUESTION
No, I do not have a voter ID but have/had applied for it	02	SKIP TO QB5.6
No, I do not have a voter ID and have not applied	03	SKIP TO QB5.5

INTERVIEWER TO SAY: We request you to bring your ID and use it to answer the next question. The next screen, QB5.2A, is **NOT TO BE SHOWN TO THE RESPONDENT**

INTERVIEWER INSTRUCTION: Please insist that the citizen/respondent bring their ID before answering the next question

QB5.2A Fill up the grid below before proceeding to the next question**(Single Coding):**

Citizen has the voter ID in hand   01

Citizen does not have the voter ID with them   02

Citizen has refused to get the voter ID   03

QB5.2B The next question is on the details mentioned in your Voter ID card. Please look at the options below and tell us if there are any errors with the details mentioned on it. **(IN CASE THE CITIZEN DOESN'T KNOW TO READ OR WRITE, TAKE HELP FROM A FAMILY MEMBER OR SOMEONE WHO KNOWS THEM WELL ENOUGH TO BE ABLE TO STATE/READ THEIR DETAILS CORRECTLY.)**

INTERVIEWER INSTRUCTION: If the respondent has refused to get the ID or doesn't have it with them, ask them to rely on their memory and recall the errors that their ID has

Yes	01	GO TO NEXT QUESTION
No	02	SKIP TO QB6.1

B5.3 What details have been mentioned incorrectly?

dLu l h tkudlfj; kodlkxyr crk,kx; kgS

QB5.4 Please tell us what type of error it is by looking at the options on the screen. Please tell us about all errors that apply.

Ñi; kIØku ij fn, x, fodYkadlkn[krsgy xyrhdkçdlj crk,A Ñi; kgesyy kvglkxsokyh l Hhxyfr; kndsclesacrk,A

Error Field (QB5.3) (TICK ALL OPTIONS THAT APPLY)	Error Type 1 (QB5.4)-A	Error Type 2 (QB5.4)-B	Error Type 3 (QB5.4)-C	Error Type 4 (QB5.4)-D
1. Photo	Incorrect	Poor quality	Missing	
2. Name uke	Spelling Mistake Lifya ea xyrh	Part of name incorrect (surname etc.) uke dkfgll kxyr gS¼aiuke vlfin½	Missing fefl a	Part Missing dkZfgll kfefl a gS
3. Father's/ Husband's/ Mother's/ Other's Name firkdk@ ifr dk@ ekrkdk@ vU; uke	Spelling Mistake Lifya ea xyrh	Part of name incorrect (surname etc.) uke dkfgll kxyr gS¼aiuke vlfin½	Missing fefl a	Part Missing dkZfgll kfefl a gS
4. Gender fya	Wrong xyr	Missing feflax		
5. Date of Birth	Wrong xyr	Missing fefl a		
6. Address	Wrong	Part of address wrong	Missing	Part of the address missing

QB5.5 Why have you not applied for the voter ID card? Please look at the screen and choose any of the following options.(only if it is coded '03' in **QB5.1** – Multiple Coding)

It's too tedious/difficult a process to apply	1
I don't know how to apply	2
I don't know where to apply	3
I am not interested in politics	4
I am not interested in voting/don't think my vote will make much difference	5
I do not have the required documents to apply	6

QB5.6 You said that you have applied for a voter ID. Please take a look at the options below and tell us how long ago did you/they apply for it? **(Single Coding)**(only if it is coded '02' in **QB5.1**)

Less than 1 month	1
1-3 months	2
4-6 months	3
7 months to 1 year ago	4
More than 1 year ago	5

INTERVIEWER TO SAY – PLEASE GO THROUGH THE ENTIRE LIST FOR THIS POLLING PART AND CHECK IF YOUR DETAILS HAVE BEEN REPEATED, OR IF YOU HAVE BEEN DUPLICATED ANYWHERE ON THIS LIST (IN CASE THE CITIZEN DOESN'T KNOW TO READ OR WRITE, TAKE HELP FROM A FAMILY MEMBER OR SOMEONE WHO KNOWS THEM WELL ENOUGH TO BE ABLE TO STATE/READ THEIR DETAILS CORRECTLY.)

इंटरव्यूअर कहे - कृपया इस पोलिंग पार्ट/केन्द्र के लिए पूरी लिस्ट को देख लें और जांच करें यदि आपकी जानकारियों को दोहराया गया है या इस लिस्ट पर आपकी जानकारियां दोहरायी गयी हैं यानि एक से ज़्यादा बार हैं।

QB6.1 Are your details repeated anywhere on the list? By repeats, I mean are the same details mentioned anywhere else on the list, or if you feel your name has been duplicated?

क्या आपकी जानकारियां लिस्ट में कहीं दोहरायी गई है? दोहराने से, मेरा मतलब है कि एक ही जानकारी को लिस्ट पर कहीं और भी दिया गया है, या क्या आपको लगता है कि उनका/आपका नाम दोबारा आया है?

Yes हां	1	CONTINUE TO QB6.2
No नहीं	2	IF CODED '01' IN QB1, GO TO QB8, ELSE GO TO QB7.1
Refused इंकार किया	3	IF CODED '01' IN QB1, GO TO QB8, ELSE GO TO QB7.1

QB6.2.1 INTERVIEWER TO RECORD NUMBER OF REPEATS:
इंटरव्यूअर दोहराने की संख्या रिकॉर्ड करें:

1 REPEAT	1 बार दोहराया गया है	1
2 REPEATS	2 बार दोहराया गया है	2
3 REPEATS	3 बार दोहराया गया है	3
4 REPEATS	4 बार दोहराया गया है	4
5 REPEATS	5 बार दोहराया गया है	5
6 REPEATS	6 बार दोहराया गया है	6

QB6.2.2 INTERVIEWER TO RECORD DETAILS OF REPEATS IN THE BELOW GRID
इंटरव्यूअर नीचे ग्रिड में दोहराने की जानकारी को रिकॉर्ड करना है
CAPI INSTRUCTION - ONCE THE REPEAT IS TICKED, OPTIONS TO ENTER SERIAL NUMBER & VOTER ID SHOULD BE ACTIVATED/NUMBER OF REPEATS LIST ON SCREEN SHOULD BE 6

Repeat 1 (tick) दोहराना 1 (टिक)	Serial Number in list लिस्ट में क्रम संख्या _____	Voter ID वोटर आईडी _____
Repeat 2 (tick) दोहराना 2 (टिक)	Serial Number in list लिस्ट में क्रम संख्या _____	Voter ID वोटर आईडी _____
Repeat 3 (tick) दोहराना 3 (टिक)	Serial Number in list लिस्ट में क्रम संख्या _____	Voter ID वोटर आईडी _____

CAPI INSTRUCTION – IF CODED '01' IN QB1, GO TO QB8, ELSE CONTINUE

QB7.1 You told us about the errors in your details on the voter list. Have you ever been prevented from voting in Lok Sabha or Assembly elections?

आपने हमें वोटर लिस्ट पर अपनी जानकारी में गलतियों के बारे में बताया। क्या आपको कभी लोक सभी या विधानसभा चुनावों में वोट डालने से रोका गया है?

Yes हां	1	CONTINUE
No नहीं	2	SKIP TO QB8
Don't know/Can't say पता नहीं/ कह नहीं सकते	3	

QB7.2 Can you tell us about the reasons given by the officials at the polling booth for not allowing a vote? **PROBE** Any others? **RECORD VERBATIM (Multiple Coding)**

क्या आप हमें पॉलिंग बूथ पर अधिकारियों द्वारा आपको वोट डालने से रोकने के लिए दिए गए कारणों के बारे में बता सकते हैं? कोई अन्य? कहे अनुसार लिखें

Photo on voter list does not match with other government IDs	1
Photo on other government IDs is unidentifiable	2
Name on other IDs does not match with the voter list	3
Relative's name on list does not match with that on voter ID	4
Age on other government IDs doesn't match with that on the voter list	5
Gender on other government IDs doesn't match with that on the voter list	6
Address on other government IDs doesn't match with that on the voter list	7
Any others? Specify **(IF SELECTED, REASON SHOULD BE SPECIFIED IN THE OE SHEET)**	8

QB8 How many times did you have to register for voting before it was successful i.e. before the name got included in the list? _____ **INTERVIEWER TO TICK OPTION APPLICABLE BELOW**

आपने लिस्ट में सफलतापूर्वक नाम शामिल करने से पहले वोटिंग के लिए कितनी बार रजिस्टर करना पड़ा था? यानि नाम लिस्ट में शामिल किये जाने से पहले? .... इंटरव्यूअर को नीचे लागू होने वाले विकल्प को टिक करना है।

1	2	3	4	5	6	7	8	9	10 OR MORE 10 या अधिक

QB9. Did you/**(CAPI TO DISPLAY NAME OF CITIZEN CONCERENED)** vote in the previous Lok Sabha elections?

क्या आपने पिछले लोक सभा चुनावों में वोट डाला था?

Yes हां	1
No नहीं	2

Was not eligible to vote during previous elections पिछले चुनावों के दौरान वोट देने के लिए योग्य नहीं थे	3
Don't Know/ Can't say पता नहीं/कह नहीं सकते	4

SECTION3 – DEMOGRAPHICS AND OTHER SOCIO-ECONOMIC AND RELIGIOUS QUESTIONS

Interviewer to say: Now, we would be asking you a few questions on your education, occupation, religion etc
इंटरव्यूअर कहे : अब, हम आपकी शिक्षा, काम/व्यवसाय, धर्म आदि पर कुछ सवाल पूछेंगे|

QC1 What is the maximum level to which you have studied? **SHOW SCREEN TO RESPONDENT**
आपने अधिकतम कहां तक पढ़ाई की है? रिस्पोन्डेंट को स्क्रीन दिखायें

Illiterate अशिक्षित	1
School up to 4 years स्कूल 4 साल तक	2
School 5-9 years स्कूल 5-9 साल	3
SSC/HSC एसएससी/एचएससी	4
Some college but not a graduate कुछ कॉलेज लेकिन ग्रेजुऐट नहीं	5
Graduate/ Post Graduate – general ग्रेजुऐट/ पोस्ट ग्रेजुऐट - जनरल	6
Graduate/ Post Graduate – professional (e.g. Engineering, Architecture, Doctor, Law, CA) ग्रेजुऐट/ पोस्ट ग्रेजुऐट - प्रोफेशनल (जैसे इंजीनयरींग, आर्किटैक्चर, डॉक्टर, वकील, सीए)	7
Graduate + Professional diploma (women's polytechnic) ग्रेजुऐट + प्रोफेशनल डिप्लोमा (वुमेन्स पॉलीटैक्नीक)	8

QC2 Could you please tell me your occupation? **SHOW SCREEN TO RESPONDENT. IF RETIRED:** What was your occupation before retirement?
कृपया मुझे बताऐं कि आप क्या काम करते हैं? रिस्पोन्डेंट को स्क्रीन दिखायें। यदि रिटायर्ड हैं: रिटायरमेंट से पहले आप क्या काम करते थे?

Unskilled अकुशल कर्मचारी	1
Skilled worker कुशल कर्मचारी	2
Petty Trader छोटे व्यापारी	3
Shop Owner दुकान मालिक	4
Businessmen/Industrialists with no. of employees – None बिजिनेसमैन/उद्योगपति- कर्मचारियों की संख्या - कोई नहीं	5
Businessmen/Industrialists with no. of employees – 1 to 9 बिजिनेसमैन/उद्योगपति- कर्मचारियों की संख्या- 1 से 9	6
Businessmen/Industrialists with no. of employees – 10+ बिजिनेसमैन/उद्योगपति- कर्मचारियों की संख्या - 10+	7

Self Employed professional सेल्फ एम्पलॉयड प्रोफेशनल	8
Clerical/Salesmen क्लर्क/सेल्समैन	9
Supervisory level सुपरवाइज़री स्तर	10
Officers/Executives – junior ऑफिसर्स/एग्ज़िक्यूटिव्स - जूनियर	11
Officers/Executives – middle or senior ऑफिसर्स/एग्ज़िक्यूटिव्स - मिडिल या सीनियर	12
Housewife गृहणी	13
Student छात्र/स्टूडेंट	14
Unemployed बेरोजगार	15

(IF CODED '15' IN QC2 SKIP TO QC3)

QC2.1 Could you please tell me if your occupation requires/ required (IF RETIRED) you to stay in another village/city temporarily?

Yes	1	GO TO QC2.2
No	2	GO TO QC3

QC2.2 About how long, approximately, do/ did (IF RETIRED) you stay in another village/city for your occupation/work in one year?

Less than 1 month	1
1-3 months	2
4-6 months	3
7-9 months	4
10 months to 1 year	5

QC3 Can you please tell me about your marital status? **SHOW SCREEN TO RESPONDENT**
कृपया मुझे अपनी वैवाहिक स्थिति बताएँ? रेसिपोन्डेंट को स्क्रीन दिखायें

Married विवाहित	1
Single अकेले	2
Divorced तलाकशुदा	3
Widowed विधिवा/विधुर	4

QC4 What type of family do you live in? **SHOW SCREEN TO RESPONDENT**
आप किस प्रकार के परिवार में रहते हैं? रेसिपोन्डेंट को स्क्रीन दिखायें

Single अकेले	1

Nuclear family/ only husband & wife/partners/live in एकल परिवार/केवल पति एवं पत्नी/पार्टनर्स/लिव इन	2
Nuclear family with parents (No Children) माता-पिता के साथ एकल परिवार (बच्चे नहीं)	3
Nuclear family with parents and children माता-पिता और बच्चों के साथ एकल परिवार	4
Nuclear family with children (No Parents) बच्चों के साथ एकल परिवार (माता-पिता नहीं)	5
Extended joint family बड़ा संयुक्त परिवार	6
Others/Unspecified अन्य/अस्पष्ट	7
Do not want to answer जवाब नहीं देना चाहते	8

QC5 Which religion do you follow? **SHOW SCREEN TO RESPONDENT**
आप किस धर्म का पालन करते/मानते हैं? रिस्पोन्डेंट को स्क्रीन दिखायें

Hindu हिन्दू	1	GO TO QC6.1
Muslim मुसलमान	2	GO TO QC6.2
Christian ईसाई	3	
Sikh सिख	4	
Jain जैन	5	
Buddhist बौद्ध	6	GO TO QC7
None कोई नहीं	7	
Do not want to answer जवाब नहीं देना चाहते	8	
Others (Specify) अन्य (बताऐं)	9	

QC6.1 Which social group do you belong to? **SHOW SCREEN TO RESPONDENT**
आप किस सामाजिक समुह से संबंधित हैं? रिस्पोन्डेंट को स्क्रीन दिखायें

OBC – Other Backward Caste ओबीसी-अन्य पिछ्ड़ी जाति	1
SC – Scheduled Caste एससी- अनुसूचति जाति	2
ST – Scheduled Tribes एसटी - अनुसूचति जनजाति	3
GEN – General/Forward Caste सामान्य - सामान्य/अग्रमि जाति	4
Don't Know/Can't say पता नहीं/कह नहीं सकते	5
Do not want to answer जवाब नहीं देना चाहते	6

The "GO TO QC7" spans rows 1-4.

QC6.2 Which social group do you belong to? You can choose not to answer if you do not wish to. **SHOW SCREEN TO RESPONDENT**

आप किस सामाजकि समुह से संबंधति हैं? यदि बताना नहीं चाहते तो आप 'जवाब नहीं देना चाहते' चुन सकते हैं| रसिपोन्डेंट को सक्रीन दखिायें

ST – Scheduled Tribes , l Vh& vuqlwfpr tutkfr	1	
OBC – Other Backward Caste vksH k&vU; fiNMk tkfr	2	
GEN – General/Forward Cast l keU; & l keU; @vfxze tkfr	3	GO TO QC7
Don't Know/Can't say irk ugh@ dg ugha Ds	4	
Do not want to answer tokc ugha nuk pkgrs	5	

QC7 Are you the chief wage earner of the household? By the term 'chief wage earner', I mean the member who makes the maximum contribution to family expenditure.

क्या आप घर के मुख्य कमाने वाले सदस्य हैं? मुख्य कमाने वाले सदस्य से, मेरा मतलब वह सदस्य जो परिवार के खर्चो के लिए अधिकतम योगदान करते हैं।

CAPI INSTRUCTION: CANNOT CODE '1' IN QC7 IF CODED '15' IN QC2)

Yes हां	1	CAPI TO CALCULATE SEC BASED ON GRID GIVEN AFTER QC8 USING QUESTIONS QC1 AND QC2. THANK THE RESPONDENT AND END INTERVIEW
No नहीं	2	GO TO QC8.1

QC8.1 Now, I would like to know something about the person who makes the maximum contribution to the family expenditure.

अब, मैं उस व्यक्ति के बारे में कुछ जानना चाहूंगा जो परिवार के खर्चो के लिए अधिकतम योगदान करते हैं।

What is the maximum level to which the chief wage earner has studied? Please look at the screen and answer with the help of the options shown

मुख्य कमाने वाले व्यक्ति ने अधिकतम कहां तक पढ़ाई की है? कृपया सक्रीन को देखें और दखिाये गए विकल्पों की मदद से जवाब दें

Illiterate अशिक्षित	1
School up to 4 years स्कूल 4 साल तक	2
School 5-9 years स्कूल 5-9 साल	3
SSC/HSC एसएससी/एचएससी	4
Some college but not a graduate कुछ कॉलेज लेकिन ग्रेजुएट नहीं	5
Graduate/ Post Graduate – general ग्रेजुएट/ पोस्ट ग्रेजुएट - जनरल	6
Graduate/ Post Graduate – professional (e.g. Engineering, Architecture, Doctor, Law, CA) ग्रेजुएट/ पोस्ट ग्रेजुएट -प्रोफेशनल (जैसे इंजीनियरींग, आर्किटैक्चर, डॉक्टर, वकील, सीए)	7
Graduate + Professional diploma (like women's polytechnic) ग्रेजुएट + प्रोफेशनल डिप्लोमा (जैसे वुमैन्स/महिला पॉलीटैकनीक)	8

QC8.2 Could you please tell me the occupation of the chief wage earner?

(**IF RETIRED:** What was the chief wage earner's occupation before they retired?)Please look at the screen and answer with the help of the options shown

कृपया मुझे मुख्य कमाने वाले सदस्य का व्यवसाय बताएँ? (यदि रिटायर्ड हैं: रिटायर होने से पहले मुख्य कमाने वाले सदस्य का व्यवसाय क्या था?) कृपया स्क्रीन को देखें और दिखाये गए विकल्पों की मदद से जवाब दें

Unskilled अकुशल कर्मचारी	1
Skilled worker कुशल कर्मचारी	2
Petty Trader छोटे व्यापारी	3
Shop Owner दुकान मालिक	4
Businessmen/Industrialists with no. of employees – None बिजिनेसमैन/उद्योगपति- कर्मचारियों की संख्या -कोई नहीं	5
Businessmen/Industrialists with no. of employees – 1 to 9 बिजिनेसमैन/उद्योगपति- कर्मचारियों की संख्या- 1 से 9	6
Businessmen/Industrialists with no. of employees – 10+ बिजिनेसमैन/उद्योगपति- कर्मचारियों की संख्या - 10+	7
Self Employed professional सेल्फ एम्पलॉयड प्रोफेशनल	8
Clerical/Salesmen क्लर्क/सेल्समैन	9
Supervisory level सुपरवाइज़री स्तर	10
Officers/Executives – junior ऑफिसिर्स/एग्जक्यूटिव्स - जूनियर	11

Officers/Executives – middle or senior
ऑफिसर्स/एग्जक्यूटिव्स - मिडिल या सीनियर 12

QA3 How long have you lived at this particular address? Please look at the screen and answer using the options shown.

आप इस पते पर कितने समय से रहते हैं? कृपया स्क्रीन को देखें और दिखाये गए विकल्पों के अनुसार जवाब दें|

Less than 1 month	1 महीने से कम	1
1-3 months	1-3 महीने	2
3-6 months	3-6 महीने	3
6 months – 1 year	6 महीने-1 साल	4
1 – 1.5 years	1 - 1.5 साल	5
1.5 yrs – 2 years	1.5 साल - 2 साल	6
2 yrs -2.5 years	2 साल -2.5 साल	7
2.5 yrs – 3 years	2.5 साल - 3 साल	8
3 yrs – 4 years	3 साल - 4 साल	9
4 yrs – 5 years	4 साल - 5 साल	10
5 or more years	5 या ज़्यादा साल	11
Don't know/Can't Say	पता नहीं/ कह नहीं सकते	12

QA4 How long have you lived in this city, **PATNA?** Please look at the screen and answer using the options shown
आप इस शहर, दिल्ली में कितने समय से रहते हैं? कृपया स्क्रीन को देखें और दिखाये गए विकल्पों के अनुसार जवाब दें।
CAPI INSTRUCTION – HAVE A LOGIC CHECK FOR QUESTIONS QA3 & QA4 i.e. IF 6 IS CODED IN QA3, NO VALUE BELOW 6 CAN BE CODED FOR QA4

Less than 1 month	1 महीने से कम	1
1-3 months	1-3 महीने	2
3-6 months	3-6 महीने	3
6 months – 1 year	6 महीने-1 साल	4
1 – 1.5 years	1 - 1.5 साल	5
1.5 yrs – 2 years	1.5 साल - 2 साल	6
2 yrs -2.5 years	2 साल -2.5 साल	7
2.5 yrs – 3 years	2.5 साल - 3 साल	8
3 yrs – 4 years	3 साल - 4 साल	9
4 yrs – 5 years	4 साल - 5 साल	10
5 or more years	5 या ज़्यादा साल	11
Don't know/Can't Say	पता नहीं/ कह नहीं सकते	12

QA5 Are you a tenant or the owner of this address?
क्या आप इस पते के मालिक या किरायेदार है?
INTERVIEWER INSTRUCTION: (If the citizen is a Government Servant and living in Government quarters they should be coded as 'Tenants' i.e. '1'.)

Tenant किरायेदार	1
Owner मालकि	2

QA6 Could you please provide us with your contact number?
कृपया हमें अपना फोन नंबर दे सकते हैं?

INTERVIEWER TO RECORD CONTACT NUMBER इंटरव्यूअर फोन नंबर रिकॉर्ड करें	
Refused/ Don't know/ Can't say इनकार/ पता नहीं/ कह नहीं सकते	1

QA 7 Please let us know if we can share your responses with Janaagraha Centre for Citizenship & Democracy for their advocacy purpose. We assure you that under no circumstance will this information be used for sales or any other commercial purpose.
कृपया हमें बताएं यदि हम आपके जवाबों को जनाग्रह सेंटर फोर सिटीजनशिप एण्ड डेमोक्रेसी के साथ उनकी समर्थन/ अवलोकन संबंधी उद्देश्यों के लिए बांट सकते हैं। हम आपको यकीन दिलाते हैं कि किसी भी परिस्थिति में इस जानकारी को बिक्री या किसी अन्य व्यवसायिक उद्देश्यों के लिए इस्तेमाल नहीं करेंगे?

Yes / हां	1
No / नहीं	2

END OF SURVEY - THANK YOU

OPEN END SHEET

Citizen's name	
Gender	
Age	
Address	
Ward Number	
Interview Unique ID (to be filled in using the CAPI i.e. the Interview ID displayed on the CAPI)	
City Name	PATNA
Polling Part Number	

Quadrant number (tick one)	Q1	Q2	Q3	Q4

INTERVIEWERS TO RECORD DETAILS (NAME, GENDER AND AGE) OF HOUSEHOLD MEMBERS WHO ARE AGE 18 YEARS AND ABOVE IN DESCENDING ORDER ONE BY ONE, STARTING FROM OLDEST TO YOUNGEST. MAKE SURE TO ENTER EXACT NAMES AND OTHER DETAILS; GET THE RESPONDENT TO VERIFY THEM ONCE THESE ARE ENTERED FOR SPELLING ERRORS ETC. (IN CASE THE CITIZEN DOESN'T KNOW TO READ OR WRITE, TAKE HELP FROM A FAMILY MEMBER OR SOMEONE WHO KNOWS THEM WELL ENOUGH TO BE ABLE TO STATE/READ THEIR DETAILS CORRECTLY.)

इंटरव्यूअर को घर के सदस्यों की जानकारियों (नाम, लिंग और उम्र) को दर्ज करें जो 18 साल और अधिक उम्र के हैं। सही नाम और अन्य जानकारियों को दर्ज करना सुनिश्चित करें; स्पेलिंग गलतियों आदि के लिए दर्ज की गयी जानकारियों की रिस्पोन्डेंट से पुष्टि करनी है।

#	Name नाम	Age उम्र	Gender लिंग	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Q06.2 (To the selected person) Mention the names of 3 possible relatives who you might have mentioned while registering to vote.

Relative 1.	
Relative 2.	
Relative 3.	

QB6.2 INTERVIEWER TO RECORD DETAILS OF REPEATS IN THE BELOW GRID

Repeat 1	Serial Number in list fyLV esØe l ;k--------------------------------	Voter ID oVj vkbZh--

| Repeat 2 | Serial Number in list
fyLV eaØe 1 ¼; k--- | Voter ID
o¼j vlh¾h--- |
| Repeat 3 | Serial Number in list
fyLV eaØe 1 ¼; k--- | Voter ID
o¼j vlh¾h--- |

QB.7.2. Reasons given by Polling Booth officials other than the ones given in the list for not allowing you to vote (Can only be recorded if '8' is coded):

(Space for verbatim)

QC.5. Add the name of the religion (only if option '99' is coded)

(Space for verbatim)

| INTERVIEW UNIQUE ID (TO BE FILLED BY THE INTERVIEWER FROM THE CAPI) | |

INSTRUCTION TO TNS – Please insert a QC grid at the end of the OE sheet (with the usual cells to account for back-checks by TLs, Supervisors etc.)

9.7   Appendix 7: The Pilot Questionnaire

CENTER		Citizen's name:		Unique ID:							
Patna	1	Voter ID		Serial Number:							
	2	Father's/Husband's/ Mother's/Other's Name									
		Age-	Gender-		Ward No-						
		Address:									
		Polling part Number									
		Polling Part Type	HM/OTH (CAPI INSTRUCTION: NOT TO BE SHOWN TO THE SURVEYOR)								
		Quadrant number									
		Parliamentary Constituency									
		Assembly Constituency									
		Name of supervisor/Team Leader:									
		Name of interviewer:									
		Interviewer's Code:		Date of interview	D	D	M	M	2	0	1	5

CAPI to generate a unique ID for each respondent. Format : "ACno./PPno./S.no."

Q01 Instruction to interviewer – please look for the address given on screen (Screen to display all respondent info) and tick the box below depending on whether you are able to find it or not **bäjO wj dsfy, fmZk& Ñi;kIØlu ij fn, x, irsdls[ktsvlŞ vli nl s[ktuseal{le jgs;kughbl dsvkllj ij ulpscMI ea fVd dja**		
Address/Door found **irk@?lj fey x;k**	1	CONTINUE TO Q02
Address/Door not found **irk@?lj ughafeyk**	2	CAPI TO DISPLAY INTERVIEWER INSTRUCTION –Speak to at least 5 people from the 'address resource list' and spend 30 minutes trying to look for the address. CAPI TO THEN TERMINATE SURVEY

Q01.2 CAPI INSTRUCTION: 'ADDRESS NOT FOUND' CAN BE MARKED ONLY IF AT LEAST 5 SOURCES HAVE BEEN TICKED FROM THE LIST BELOW. IF LESSER THAN 5 IS SELECTED THE CAPI WILL DISPLAY INSTRUCTION TO TALK TO ATLEAST 5 PEOPLE AND WILL REDIRECT TO THE 'ADDRESS NOT FOUND' GRID. 'ADDRESS FOUND' CAN BE MARKED EVEN WHEN LESSER THAN 5 SOURCES ARE SELECTED. Address Resource List (Tick on the 5 sources who you have spoken to about the address)

#	Sources	Contact number
1.	Booth Level Officer (BLO)	(To be provided by JCCD)
2.	Post man/ Post office	
3.	Local grocer	
4.	Courier agency/delivery agent	

5.	Milk man	
6.	Garbage Collector/Collection agency	
7.	Local electrician	
8.	Local carpenter	
9.	Local plumber	
10.	LPG/Gas agency	

INSTRUCTION TO THE INTERVIEWER: TERMINATE SURVEY IF CODED '2' IN Q01.

Type of residence of respondent

Q02 Instruction to Interviewer – please look at the dwelling/house that the respondent lives in & and tick the type that you think it fits best

bkjQ wj dsfy, fmZk& Ñi; k?tj@vloll dksn{kft l eesfjLiBM jgrkgS, oaml çdkj ij fVd djsatksvlidsvulkj l cl svFNh fQV gkskgS

Upper Class Housing vij DyRl ghufl a	5	
Upper Middle Class Housing vij feMy DyRl ghufl a	4	CAPI TO DISPLAY IMAGES OF EACH HOUSING TYPE WITH CLEAR LABELS
Lower Middle Class Housing ykoj feMy DyRl ghufl a	3	
One room home/Designated Slum , d dejsdk?tj@fir; Br Lye	2	
Self-Built Informal Slum Housing Lo&fufeZ vulSplfjd Lye ghufl a	1	

END SURVEY

9.8   Appendix 8: Quality Assurance Procedures

9.8.1   Pilot Survey

TNS Global, the survey agency undertook a range of quality assurance procedures while the surveys were in the field:

- 10-15% of each of the surveyor trips were accompanied by a supervisor.
- 30% of the surveys were back-checked upon completion.
- 10% of surveyed citizens received a call-back to check survey procedures and completion.
- When a surveyor deemed an address not findable, a supervisor went onto the field to check whether an address could be found.

JCCD research team also undertook a quality assurance field visit to ensure adherence to procedures mentioned for locating citizen addresses. A member of the team went on the field on two different days during field-work, and monitored 2 surveyors' work.

9.9.2   Desktop Research

Five percent of the total data entered for scoring addresses was checked randomly. Assessing 'findability' was done by two different researchers at JCCD using the same procedures and checked against each other for errors.

9.9   Appendix 10: Housing Types

In addition to a socio-economic classification grid, the study also intended to capture data on the dwelling unit type/ housing unit type of respondents approached. This, in addition with the SEC Data, was to give a more accurate picture of the socio-economic class of people that these two data points in isolation may not be able to provide. To capture this data effectively, a 'Housing Type' classification grid was built into the CAPI which had a brief description of the markers of all housing types, as well as a couple of images to aid surveyors. All dwelling units were classified into one of the 5 types, details of which are given below:

1.   Upper Class Housing

a. Independent house or apartment building
b. Rarely has outdoor staircases
c. Often constructed using materials in addition to concrete such as: glass, wood
d. If house, multiple rooms, one family or joint family lives there. Generally not multiple independent units of unrelated families within one house. Can assess this by single mailbox on the outside, single address marked doorway entrance.
e. Usually has surrounding wall with gate in front of house
f. If apartment building will also have wall and gate with security guarding entrance
g. Often apartment complexes/gated communities. Amenities such as a swimming pool, shopping mall, gym, will be inside of complex.
h. Size of individual apartments will be large
i. Multiple balconies for one apartment
j. Large windows

2.   Upper Middle Class Housing

a. Independent house or apartment building
b. If independent house and large (more than three BHK) often a shared dwelling between independent family units which can be indicated by multiple mailboxes and different entrances
c. There may be a gate but usually no high-wall present around house
d. Apartment buildings often have outdoor staircases, may have a gate entrance to building but generally not part of a complex or gated community
e. Often mostly concrete but some have additional materials such as glass/wood/brick, etc.
f. Apartments often have private balconies

3.   Lower Middle Class Housing

a. Apartments and houses are most often made only of concrete
b. Windows are often smaller
c. Houses are small often two-three rooms with concrete roofs, usually only one level
d. Usually no gate around house, electricity meter is usually present as is piped water
e. Often in neighbourhoods containing 2's and 1's
f. Interspersed with commercial shops/denser neighbourhoods
g. Apartment buildings may often be above small shops, often no gate around apartment building
h. May often have shared balconies across units

4.   One room home/Designated Slum

a.   One-room pakka row house
b.   Corrugated metal roof
c.   Densely packed
d.   Often not located on a main street, behind buildings, down gullies
e.   Often uses community-tap, often no sump storage
f.   Often in neighbourhoods containing 2's and 1's, and small one room commercial businesses
g.   Few windows, small windows, often shutters not glass
h.   One entrance

5.   Self-Built Informal Slum Housing

a. Self-built dwelling often made from: reclaimed wood, fabric, tarpaulin, corrugated metal, sack-cloth
b. Often not located on street-fronts, often located in vacant lots, behind buildings, on sidewalk, road medians, small green spaces, large slums, under overpasses, construction sites
c. Can be two floors or one floor
d. Can be a family living inside of a larger vacant-abandoned/under-construction non-self-made structure, but often using self-made materials within that building (tent, etc.)
e. Often presence of community-tap
f. No electricity meters
g. JNNURM social housing built for slum relocation; these buildings are often green and white with JNNURM printed on the side. Small concrete open windows/no glass, inside staircases, community bathrooms (E.g. Neelasandra JNNRUM relocation projects

9.10   Appendix 11: The SEC Grid

The SEC, or Socio Economic Classification grid is a tool developed to bucket households into eight different strata based on education and occupation of the chief wage earner. The SEC grid used for this study is as given below; it uses Education and Occupation of the Chief Wage Earner (the person in the household who contributes most to expenses incurred) of a household to classify it as belonging to a certain SEC. The highest SEC is A1 and the lowest is named E2. This is a standard grid used by all MRSI (Market Research Society of India) members as well as certain Social Research organizations in India[3].

SEC GRID / OCCUPATION (QC8.2)	EDCUCATION (QC8.1)	Illiterate	School: upto 4 years	School: 5-9 years	SSC / HSC	Some college but not graduate	Graduate/ Post graduate general	Graduate / Post graduate professional
		1	2	3	4	5	6	7
1. Unskilled Worker		E2	E2	E1	D	D	D	D
2. Skilled worker		E2	E1	D	C	C	B2	B2
3. Petty trader		E2	D	D	C	C	B2	B2
4. Shop owner		D	D	C	B2	B1	A2	A2
Businessmen/ Industrialists with no. of employees								
5. None		D	C	B2	B1	A2	A2	A1
6. 1-9		C	B2	B2	B1	A2	A1	A1
7. 10+		B1	B1	A2	A2	A1	A1	A1
8. Self-employed Professional		D	D	D	B2	B1	A2	A1
9. Clerical / Salesman		D	D	D	C	B2	B1	B1
A. Supervisory level		D	D	C	C	B2	B1	A2
B. Officers/Executives- Junior		C	C	C	B2	B1	A2	A2
C. Officers/Executives middle / senior		B1	B1	B1	B1	A2	A1	A1

[3] *The SEC grid was revised towards the end of 2014; the revised grid also takes into account household durable ownership. The grid used in this study, however, does not collect information on durable ownership.*

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