State of Aadhaar Survey Questionnaire 2017-18: English

Question	Responses
Do you consent to taking this survey?	1. Yes 0. No (Skip to end of the survey)
Proceed only if respondent has given consent.	
Respondents were given the option to refuse to answer or say they didn't know for each question.	
Questions that require enumerators to read out all options are mentioned in the questionnaire. When options are not read, the enumerator reads out the question and marks an answer based on the respondent's response.	

I.	Household-level Questions	
1	How many people live in this household, i.e. number of people who have been eating from the same stove for more than six months in the last 12 months?	
The following questions are __repeated for each family member__.		
2	What is the name of the family member?	
3	What is the gender of the family member?	1. Male 2. Female 3. Third gender
4	What is the age of the family member?	
5	What is the relation of the family member to the respondent?	1. Self 2. Father/Father-in-law 3. Mother/Mother-in-law 4. Husband 5. Wife 6. Daughter/Daughter-in-law 7. Son/Son-in-law 8. Brother/Brother-in-law 9. Sister/Sister-in-law 15. Niece 16. Nephew 10. Uncle 11. Aunt 12. Grandchild 13. Grandmother 14. Grandfather 98. Other, please specify

6	What level of education has the family member completed?	1. Not literate 2. Literate 3. Primary (up to class 5) 4. Middle (class 6 - class 8) 5. Secondary (class 9 - class 10) 6. Senior Secondary (class 11 - class 12) 7. Graduate 8. Professional

II.	Enrolment and Data Quality	
	*The following questions **are repeated for each family member**.*	
7	Does the family member have a mobile phone?	1. Yes 0. No
8	Does the family member have an Aadhaar card?	1. Yes 0. No (Skip to Q26)
9	Does the Aadhaar card of the family member have an error?	1. Yes 0. No (Skip to Q20)
*The following questions were asked for members of the household who **had an error** in their Aadhaar card:*		
10	What type of error does the Aadhaar card have? *The enumerator read out all options for this question. The respondent could select all options that applied.*	1. Name 2. Address 3. Date of birth 4. Gender 5. Photo 6. Father's name 7. Husband's name 98. Other, please specify
*The following question was asked for members of the household who **reported an error in the name** on their Aadhaar card:*		
11	In what way is your name incorrect?	1. Fully incorrect/completely wrong name 2. Incorrect spelling 98. Other, please specify
*The following question was asked for members of the household who **reported an error in the address** on their Aadhaar card:*		
12	In what way is your address incorrect? *The respondent could select all options that applied.*	1. House/Street name 2. Village/Mandal 3. District 4. Pin code 98. Other, please specify

13	In what way is your date of birth incorrect? *The respondent could select all options that applied.*	1. Wrong day 2. Wrong month 3. Wrong year 4. Missing day 5. Missing month 98. Other, please specify

The following questions were asked for members of the household who __had an error in their Aadhaar card__:

14	Why do you think there is an error in your Aadhaar card?	1. Data entry error at the center/camp 2. Errors in other IDs submitted 98. Other, please specify
15	Did you try to get the error corrected?	1. Yes 0. No (Skip to Q20)

The following question was asked if the member of the household __tried to get the error corrected__:

16	Did the error get corrected?	1. Yes 0. No (Skip to Q20)

The following question was asked __if the error was corrected__:

17	Did you have to pay to fix the error?	1. Yes 0. No (Skip to Q20)

The following questions were asked if the member of the household __had to pay__ to get the error fixed:

18	How much did you have to pay?	
19	By the UIDAI guidelines, it should not cost more than 15 rupees to update information such as name, address, etc. Were you aware of this fact?	1. Yes 0. No

The following question was asked if the member of the household was __over the age of 17__:

20	Do you have a voter ID card?	1. Yes 2. Registered to vote but do not have a voter ID card. 0. No (Skip to Q30) 98. Other, please specify

The following question was for the __enumerator__ if the member of the household __had a voter ID__ card:

21	Note to enumerator: Verify if the name is on the list	1. Yes 0. No 98. Other, please specify

*The following questions were asked if respondent or family member **had a voter ID**:*

22	Did you have any errors in your voter ID card?	1. Yes 0. No (Skip to Q30)

*The following questions were asked if the member of the household had an **error in the voter ID** card:*

23	What type of error did your voter ID card have? *The respondent could select all options that applied.*	1. Name 2. Address 3. Date of birth 4. Gender 5. Photo 6. Father's name 7. Husband's name 98. Other, please specify
24	Did you try to fix the error?	1. Yes 0. No (Skip to Q30)

*The following question was asked if the member of the household **tried to fix the error** in the voter ID card:*

25	Were you successfully able to fix the error?	1. Yes 0. No

*The following questions were asked if the member of the household **did not have an Aadhaar** card:*

26	Did you try to get an Aadhaar card?	1. Yes, but was not able to get an Aadhaar card 2. Yes, I have enrolled for it but have not received my Aadhaar card yet (Skip to Q28) 0. No (Skip to Q29) 98. Other, please specify

*The following question was asked if the member of the household **tried to get an Aadhaar** card:*

27	Why have you not been able to get an Aadhaar card?	1. I could not enrol due to a biometric error
		2. I did not know where to enrol
		3. There are no enrolment centers nearby
		4. Due to my caste / religion
		5. Due to my gender
		6. Because I was not from the village
		7. Due to my disability
		8. The staff at the enrolment center asked for a bribe
		9. I did not have the necessary documents
		98. Other, please specify

*The following question was asked if member of the household was **waiting to receive an Aadhaar** card:*

28	When did you apply for an Aadhaar card?	1. Within the last month
		2. 1-2 months ago
		3. 3-6 months ago
		4. 7-12 months ago
		5. 1-2 years ago
		6. More than 2 years ago

*The following question was asked if the member of the household **had not enrolled or tried** to enrol to get an Aadhaar card:*

29	Why have you not enrolled to get an Aadhaar card?	1. There is no enrolment center around me
		2. I do not need one
		3. I do not want to get one due to personal reasons, such as religion or caste
		4. I do not want to share my biometric information (fingerprints and iris scan, etc.) with UIDAI/the government
		5. I do not want to share my demographic information (name, age, address, mobile phone, etc.) with UIDAI/the government
		98. Others, please specify

Individual-level Questions
*The following questions were asked to the **main respondent** only.*

30	You mentioned you have fixed the error in your Aadhaar card: Overall, how easy or difficult did you find the process of fixing the error in your Aadhaar card? *The enumerator read out all options for this question.*	2. Easy (Skip to Q31) 3. Neutral 4. Difficult (Skip to Q32)

The following question was asked if the main respondent found the process of fixing the error in their Aadhaar card __easy__:

31	What part of the process made the update easy for you?	1. The enrolment/update center was easily accessible 2. The documents required to fix the error were easy to gather 3. The staff at the enrolment center were very helpful 4. The lines were short; I did not have to wait too long 98. Other, please specify

The following question was asked if the main respondent found the process of fixing the error in their Aadhaar card __difficult__:

32	What part of the process made the update difficult for you?	1. The enrolment/update center was difficult to get to 2. I did not have the necessary documents 3. I did not know what documents I needed 4. The staff at the enrolment center were not helpful 5. The lines were very long; I had to wait a very long time 6. I had to pay a bribe to update my Aadhaar card 98. Other, please specify

The following question was asked if the main respondent had __not tried__ to fix the error in their Aadhaar card:

33	You mentioned you have not tried to fix the error in your Aadhaar card: Why did you not try to fix the error?	1. I did not know I could fix the error 2. I did not want to give the card back 3. The error on the Aadhaar card does not affect me in any way 4. I did not want to have to wait for a new card to come 98. Other, please specify
*The following question was asked if the main respondent was **not successful** in fixing the error in their Aadhaar card:*		
34	You mentioned you were not successful in fixing the error in your Aadhaar card: Why were you not successful in fixing the error?	1. I could not find a center to fix it 2. I did not have the necessary documents to fix the error 3. The enrolment center said they cannot fix my error 4. It costs too much money to fix the error 5. I heard from others that it costs too much money 98. Other, please specify
	What is the address of the household?	
35	District *Note: For each state, we pre-populated the districts, ACs, and PSes selected through our methodology to minimize survey errors.*	1. Alwar 2. Sawai Madhopur 3. Tonk 4. Jaipur 5. Nagaur 6. Jodhpur 7. Udaipur 8. Ganganagar
36	Mandal	

37	Assembly Constituency	1. Alwar Rural
		2. Kathumar
		3. Ramgarh
		4. Khandar
		5. Sawai Madhopur
		6. Bamanwas
		7. Deoli - Uniara
		8. Niwai
		9. Malpura
		10. Phulera
		11. Shahpura
		12. Dudu
		13. Parbatsar
		14. Khinwsar
		15. Merta
		16. Bilara
		17. Osian
		18. Phalodi
		19. Mavli
		20. Jhadol
		21. Kherwara
		22. Karanpur
		23. Suratgarh
		24. Raisingh Nagar
		25. Bassi
38	Polling Station	
39	Address *[list house number, street name, nearby landmark, etc.]*	

*The following question was asked if the main respondent **<u>owned a mobile phone</u>**:*

| 40 | If you are okay with it, could you share your mobile number with us? | |

*The following questions were asked if the any of the **<u>other members of the household owned a mobile phone</u>**:*

| 41 | If you are okay with it, could you share the mobile number of one member? | |
| 42 | Could you tell us who the mobile phone belongs to? | |

*The following questions were asked to the **main respondent** only.*

43	What religion do you belong to?	1. Hindu 2. Muslim 3. Christian 4. Sikh 5. Jain 6. Buddhist 98. Other, please specify
44	Which category do you belong to?	1. General 2. SC 3. ST 4. OBC 98. Other, please specify
*The following questions were asked if the main respondent **had an Aadhaar card**:*		
45	When did you enrol for an Aadhaar?	
46	Month	1. January 2. February 3. March 4. April 5. May 6. June 7. July 8. August 9. September 10. October 11. November 12. December
47	Year	1. 2009 2. 2010 3. 2011 4. 2012 5. 2013 6. 2014 7. 2015 8. 2016 9. 2017
48	Did you enrol for your Aadhaar at an Aadhaar camp?	1. Yes 0. No

49	When you applied for an Aadhaar card, did you have this identity document: ___? *The enumerator read out all options for this question and the. The respondent could select all options that applied.*	1. NREGA job card 2. Ration card 3. Voter ID 4. Pension card 5. Driving license 6. PAN Card 7. Photo ATM/credit/bank card 8. Bank statement / passbook 9. Letter from Panchayat certifying identity & address 10. I did not have any form of identification 98. Other, please specify
50	Why did you get an Aadhaar card? *The respondent could select all options that applied.*	1. Because Panchayat / Aadhaar / Government persons told me to get one 2. Because other external agency told me to get one 3. Because I need it to access government service(s) (e.g. rations, LPG subsidy, MGNREGA wage, pensions) 4. Because I needed it to open a bank account / get a SIM card / other service / product 5. Because everyone was getting one 6. Because it is easy to use as an identification document; Aadhaar is accepted everywhere 7. Because I did not have an identification document 8. No particular reason 98. Other, please specify
51	Did you pay anyone in the process of getting an Aadhaar card?	1. Yes 0. No (Skip to Q54)
*The following questions were asked if the main respondent **had to pay** anyone in the process of getting an Aadhaar card:*		

52	Who did you pay?	1. A member of the village panchayat
		2. Someone from the local post office
		3. Someone from the local school
		4. Someone from the bank
		5. Someone from the enrolment center
		6. A middle man
		7. Family member/relatives
		8. Friends
		98. Other, please specify
53	In total, how much did you have to pay to get your Aadhaar card?	

The following questions were asked if the main respondent **had an Aadhaar card**:		
54	By the UIDAI guidelines, it is free for anyone to enrol for an Aadhaar card. Were you aware of this fact?	1. Yes 0. No
55	Overall, how easy or difficult did you find the process of getting your Aadhaar card? *The enumerator read out all options for this question.*	2. Easy 3. Neutral 4. Difficult
56	Overall, has having an Aadhaar card made your life easier or more difficult? *The enumerator read out all options for this question.*	2. Easier (Skip to Q57) 3. Neither easier nor more difficult/ No change 4. More difficult (Skip to Q58)

The following question was asked if the main respondent **found life easier** with an Aadhaar:		
57	How has having an Aadhaar card made your life easier? *The respondent could select all options that applied.*	1. It allows me to carry less identification documents - Aadhaar can be used everywhere 2. The fingerprint authentication makes sure that nobody can pretend to be me 3. I am able to get my rations / wages / benefits faster because of Aadhaar 4. I have been able to access other types of services (SIM cards, bank accounts, microloans, farm loans, etc.) because I have an Aadhaar 98. Other, please specify

The following question was asked if the main respondent **found life more difficult** with an Aadhaar:		

58	How has having an Aadhaar card made your life more difficult?	1. It causes big problems when I do not have my Aadhaar card with me 2. I am made to link my Aadhaar card to many things 3. I have been unable to receive my rations / wages / benefits because of fingerprint authentication errors 98. Other, please specify
	The respondent could select all options that applied.	
59	Is the address that you have on your Aadhaar card still the address where you currently live?	1. Yes (Skip to Q64) 0. No 98. Other, please specify

The following questions are asked if the address that the main respondent has on the Aadhaar card is __different from the address__ where he/she currently lives:

60	Have you tried to have your address updated to your current address?	1. Yes (Skip to Q62) 2. I did not know I could do this 0. No

The following question was asked if the main respondent __did not try to update the address__ on the Aadhaar card:

61	Why did you not try to update your address?	1. I did not know I could update my address 2. I did not want to give the card back 3. The difference in address on the Aadhaar card does not affect me in any way 4. I did not want to have to wait for a new card to come 98. Other, please specify

The following question was asked if the main respondent __tried to update the address__ on the Aadhaar card:

62	Were you successfully able to update the address on your Aadhaar card?	1. Yes (Skip to Q64) 0. No 98. Other, please specify

The following question was asked if the main respondent was __not successful in updating__ the address on the Aadhaar card:

63	Why were you not successful in updating your address?	1. I could not find a center to update it 2. I did not have the necessary documents to update it 3. The enrolment center said they cannot update my information 4. It costs too much money to update my information 5. I heard from others that it costs too much money 98. Other, please specify
64	Did you provide a mobile phone number when you enrolled for an Aadhaar card?	1. Yes 0. No (Skip to Q73)

*The following question was asked if the main respondent **provided a mobile phone number** when enrolling for Aadhaar:*

65	Do you still use the mobile phone number that you provided when you enrolled for an Aadhaar card?	1. Yes (Skip to Q73) 0. No

*The following question was asked if the main respondent used a **different mobile phone number** than the one they provided when enrolling for Aadhaar:*

66	Have you tried to have your mobile phone number on your Aadhaar card updated to your current mobile phone number?	1. Yes (Skip to Q68) 2. I did not know I could do this 0. No

*The following question was asked if the main respondent **had not tried to update their mobile phone number**:*

67	Why did you not try to update your mobile phone number?	1. I did not know I could update my mobile phone 2. I did not want to give the card back 3. The difference in mobile phone number on my Aadhaar does not affect me in any way 4. I did not want to have to wait for a new card to come 98. Other, please specify

*The following question was asked if the main respondent **tried to update their mobile phone number** provided at the time of Aadhaar enrolment:*

68	Were you successfully able to update the mobile phone number associated with you Aadhaar card?	1. Yes (Skip to Q70) 0. No 98. Other, please specify

*The following question was asked if the main respondent was **not successful in updating the mobile phone number** provided at the time of Aadhaar enrolment:*

69	Why were you not successful in updating your mobile phone number?	1. I could not find a center to update it 2. I did not have the necessary documents to update it 3. The enrolment center said they cannot update my information 4. It costs too much money to update my information 5. I heard from others that it costs too much money 98. Other, please specify

*The following question was asked if the main respondent **had to update mobile and/or address** details on the Aadhaar card:*

70	Overall, how easy or difficult did you find the process of updating the information (mobile and/or address) of your Aadhaar card? *The enumerator read out all options for this question.*	2. Easy (Skip to Q71) 3. Neutral 4. Difficult (Skip to Q72)

*The following question was asked if the main respondent found the **process of updating information easy**:*

71	What part of the process made the update easy for you?	1. The enrolment/update center was easily accessible 2. The documents required to fix the error were easy to gather 3. The staff at the enrolment center were very helpful 4. The lines were short; I did not have to wait too long 98. Other, please specify

*The following question was asked if the main respondent found the **process of updating information difficult**:*

72	What part of the process made the update difficult for you?	1. The enrolment/update center was difficult to get to 2. I did not have the necessary documents 3. I did not know what documents I needed 4. The staff at the enrolment center were not helpful 5. The lines were very long; I had to wait a very long time 6. I had to pay a bribe to update my Aadhaar card 98. Other, please specify
73	How many Aadhaar cards do you have?	1. Just one (Skip to Q75) 2. Two 3. More than two
The following question is asked if the main respondent **had more than one Aadhaar card**:		
74	Do they have the same 12-digit Aadhaar number?	1. Yes 0. No
The following question was asked if respondent said they **had a voter ID** card:		
75	How many voter ID cards do you have?	1. Just one (Skip to Q77) 2. Two 3. More than two
The following question was asked if the main respondent had **more than one voter ID** card:		
76	*Enumerator should request permission from respondent to check voter ID card. The enumerator should then compare the two to see if they are same.* Do they have the same address and details?	1. Yes 0. No

77	Since you have received your Aadhaar card, how have you used it? *The enumerator read out all options for this question. The respondent could select all options that applied.*	1. Provided a copy of my Aadhaar card 2. Showed my Aadhaar card as a form of identification 3. Used my fingerprint on a digital machine with my Aadhaar card 4. Used my iris scan on a digital machine with my Aadhaar card 5. Used a one-time-password sent to the mobile number registered with my Aadhaar card 6. I have not used my Aadhaar card since I have received it 98. Other, please specify
*The following question was asked if the main respondent **had not used fingerprint authentication** available with Aadhaar:*		
78	One of the features of having an Aadhaar is that you can use your fingerprint on a digital machine. Were you aware of this feature?	1. Yes 0. No
*The following question was asked if the main respondent **had not used iris authentication** available with Aadhaar:*		
79	One of the features of having an Aadhaar is that you can use your iris scan (eye scan) on a digital machine. Were you aware of this feature?	1. Yes 0. No
*The following question was asked if the main respondent **had not used OTP authentication** available with Aadhaar:*		
80	One of the features of having an Aadhaar card is that you can receive a code on your registered mobile phone number that you can then use for authentication. Were you aware of this feature?	1. Yes 0. No

III.	Banking	
81	Do you have a bank account?	1. Yes 0. No (Skip to Q97)
*The following questions were asked if the main respondent **had a bank account**:*		
82	How many bank accounts do you have?	
83	Do you have a PMJDY (Pradhan Mantri Jan Dhan Yojana) account?	1. Yes 0. No

84	*If the respondent had one bank account:* When did you open your bank account? *If the respondent had more than one bank account:* When did you open your <u>most recently opened</u> bank account?	1. Less than one month ago 2. 1-6 months ago 3. 7-12 months ago 4. 1-3 years ago 5. 4-6 years ago 6. More than 6 years ago
85	*If the respondent had one bank account:* Did you use Aadhaar to open your bank account? *If the respondent had more than one bank account:* Did you use Aadhaar to open your <u>most recently opened</u> bank account?	1. Yes 2. Used Bhamashah card 0. No (Skip to Q87)
*The following question was asked if the main respondent **<u>used Aadhaar</u>** to open the only/most recent bank account:*		
86	How did you use Aadhaar when opening your bank account? *The enumerator read out all options for this question and then were required to select one response.*	1. As an identification document (provided a copy, showed Aadhaar card, etc.) 2. Provided my Aadhaar information AND used my fingerprint on a digital machine, (Aadhaar e-KYC) 98. Other, please specify
87	*If the respondent had one bank account*: How long did it take to open this bank account? *(From the time of application to the time of receiving a bank account number)* *If the respondent had more than one bank account:* How long did it take to open your most recently opened bank account?	1. 1 day 2. 2-3 days 3. 4-6 days 4. 7-10 days 5. 11-15 days 6. More than 15 days
88	*If the respondent had one bank account*: Overall, how easy or difficult was it for you to open your bank account? *If the respondent had more than one bank account:* Overall, how easy or difficult was it for you to open your most recently opened bank account? *The enumerator read out all options for this question.*	2. Easy 3. Neutral 4. Difficult
*The following question was asked if the main respondent **<u>had one bank account</u>**:*		
89	Is your bank account seeded with your Aadhaar number?	1. Yes 0. No (Skip to Q93)
*The following question was asked if the main respondent **<u>had more than one bank account</u>**:*		

90	How many of your accounts are seeded to Aadhaar?	

*The following question was asked if the main respondent **reported seeding his/her Aadhaar to the bank account**:*		
91	*Note to enumerator: Verify if the respondent's bank account/most recent bank account is seeded using *99*99#*	1. Yes 4. Error in verification/ unable to verify 0. No
92	Why did you seed your bank account with your Aadhaar?	1. Because the bank required me to seed it 2. Because seeding was required for me to receive a benefit from the government 3. Because seeding makes it easier for me to use my bank account 98. Other, please specify
93	Have you used your most recently opened bank account in the past 3 months?	1. Yes 0. No
94	Do you receive any direct transfers from government schemes? For example many programmes, such as NREGA wages, student scholarships, pensions and LPG subsidy the government has started to directly transfer money into bank accounts.	1. Yes 0. No 98. Other, please specify

*The following question was asked if the main respondent **received DBTs** from the government and **has more than one bank account**:*		
95	Do you receive them all into one account?	1. Yes 0. No (Skip to Q97)

*The following question was asked if the main respondent **received DBTs into one account**:*		
96	Is this bank account seeded with your Aadhaar number?	1. Yes 0. No

IV.	Mobile Questions	
*The following questions were asked to main respondents who **owned a mobile phone**:*		
97	What is the carrier of your mobile phone?	1. Airtel 2. Reliance Jio 3. Vodafone 4. Idea 5. BSNL 6. Aircel 98. Other, please specify

98	When did you get this SIM card? *Enumerators were instructed to ask about the respondent's <u>most recent SIM card</u> if they possessed more than one SIM card.*	
99	Month	1. January 2. February 3. March 4. April 5. May 6. June 7. July 8. August 9. September 10. October 11. November 12. December
100	Year	1. Before 2009 2. 2009 3. 2010 4. 2011 5. 2012 6. 2013 7. 2014 8. 2015 9. 2016 10. 2017
101	Did you use Aadhaar to get this SIM card?	1. Yes 2. Somebody else bought this SIM card for me (Skip to Q103) 0. No (Skip to Q103)
*The following question was asked if the main respondent <u>**used Aadhaar to get a SIM card**</u>:*		
102	How did you use Aadhaar when getting this SIM card?	1. As an identification document (provided a copy, showed Aadhaar card, etc.) 2. Provided my Aadhaar information AND used my fingerprint on a digital machine (Aadhaar e-KYC) 98. Other, please specify

103	How long did it take to get this SIM card activated?	1. 1 day 2. 2-3 days 3. 4-6 days 4. 7-10 days 5. 11-15 days 6. More than 15 days
104	Is your mobile phone seeded with your Aadhaar number?	1. Yes 0. No
105	Can anyone in your household read and write SMS on a mobile phone?	1. Can neither read nor write SMS 2. Can read SMS but not write 3. Can read and write SMS

V.	PDS Questions	
106	Do you or a member of the household have a ration card?	1. Yes 0. No (Skip to Q133)
107	How many ration cards do you have?	
The following question was asked if the household had more than one ration card:		
108	Are you listed on one of the ration cards? *If "yes," enumerators were instructed to ask the respondent about the card they are listed on* *If "no," enumerators were instructed to ask the respondent about the card they have knowledge of*	1. Yes 0. No
*The following questions are about the ration card that the main respondent **is listed on or has knowledge of**:*		
109	What type of ration card is it?	1. Antyodaya (Yellow) 2. BPL (Red) 3. APL (Blue + White) 4. Annapurna 5. State BPL (Green) 98. Other, please specify
110	How many of the household members are listed on the ration card?	
111	How many of the household members Aadhaar numbers are seeded to the ration card?	
*The following question is asked in case **none** of the household members' Aadhaar numbers are **seeded to the ration card**:*		

112	Why have you not seeded your ration card with your Aadhaar numbers?	1. Did not know I had to 2. Tried to but was unsuccessful 98. Other, please specify

113	Can you use your fingerprint/iris on the Aadhaar-linked PoS machine to get ration?	1. Yes 0. No 98. Other, please specify
114	How many members of the household are able to use their fingerprint/iris on the Aadhaar-linked electronic POS machine to get rations?	
115	Currently what type of system does the local PDS shop use to give out rations? *The enumerator read out all options for this question.*	1. Regular register system only 2. Aadhaar-linked electronic POS machine with fingerprint only 3. Aadhaar-linked electronic POS machine with fingerprint & iris scan only 4. Regular register AND Aadhaar-linked electronic POS machine with fingerprint 5. Regular register AND Aadhaar-linked electronic POS machine with fingerprint & iris scan 98. Other, please specify
116	Currently, how do you pay for your ration? *The enumerator read out all options for this question.*	1. Cash payment 2. Deducted from my bank account 3. Both 98. Other, please specify
117	How many times did you go to collect your food grain rations in the last three months?	

118	Have the household members faced any of these problems in the last 3 months?	1. Dealer says that no family member's Aadhaar is seeded on ration card 2. Bank account is not seeded to Aadhaar / bank account not given to the ration shop 3. No member whose fingerprint works was available to collect ration 4. Internet / server was not

		working
		5. Fingerprint authentication failure (of self and/or family members)
	The enumerator read out all options for this question. The respondent could select all options that applied.	6. Iris authentication failure (of self and/or family members)
		7. Fingerprint worked but PoS machine still gave an error
		8. Iris worked but PoS machine still gave an error
		9. No electricity / power
		10. Machine was broken / did not work
		11. Don't get ration ever / sometimes
		12. More money was deducted from my bank account than I owe
		13. More money was charged in cash than I owe
		14. I received less ration than my entitlement
		15. It takes very long to get my ration
		16. I have to go multiple times to go collect my ration
		17. No problems
		18. Dealer says ration is not available
119	Have you faced any other problems not listed above?	1. Yes 0. No (Skip to Q121)
120	Please specify other:	
121	Have the household members faced any of these benefits in the last 3 months? *The enumerator read out all options for this question. The respondent could select all options that applied.*	1. Nobody else outside my household can take ration in my name 2. Takes less time 3. Don't have to make multiple visits to collect my ration 4. I get my full entitlement of ration 5. I don't have to pay more money than I owe 6. Get ration regularly/always 7. No benefits
122	Have you faced any other benefits not listed above?	1. Yes 0. No (Skip to Q124)
123	Please specify other:	
*The following question was asked if the village had **Aadhaar-based biometric authentication** for*		

124	In the last 3 months, on average, how many times has it taken you (or) another member of the household for successful fingerprint authentication?	1. Once 2. Twice 3. 3 or 4 times 4. 5 or more times 5. Never works 98. Other, please specify
125	What is the average time taken to collect ration in the last three months? (from the time of leaving from home and coming back)	1. Less than 15 minutes 2. 16-30 minutes 3. 31-45 minutes 4. 45 minutes-1 hour 5. 2-3 hours 6. More than 3 hours
126	In the last 3 months, has the household ever tried to collect ration and not been able to collect your monthly quota of food grain ration?	1. Yes 0. No (Skip to Q130)

The following question was asked if household had been __unable to collect rations__ in the last 3 months:

127	How many times has this happened?	
128	What were the reasons why they could not collect their ration? *The respondent could select all options that applied.*	1. Dealer says that no family member's Aadhaar is seeded on ration card 2. Bank account is not seeded to Aadhaar / bank account not given to the ration shop 3. No member whose fingerprint works was available to collect ration 4. Internet / server was not working 5. Fingerprint authentication failure (of self and/or family members) 6. Iris authentication failure (of self and/or family members) 7. Fingerprint worked but PoS machine still gave an error 8. Iris worked but PoS machine still gave an error 9. Dealer says ration is not available 98. Other, please specify

The following question was asked if household had __gone less than 3 times to collect monthly rations in the last 3 months__:

129	Why did you go less than three times to collect your rations?	1. I did not want to go collect ration for that / those month
		2. I collected the ration for more than one month at the same time
		3. Dealer says there is zero Aadhaar seeding on ration card
		4. No member whose fingerprint works was available to collect ration
		5. Bank account is not seeded to Aadhaar / bank account not given to the ration shop
		6. Internet / server was not working
		7. Fingerprint authentication failure
		8. Iris authentication failure
		9. Fingerprint worked but PoS machine still gave an error
		10. Iris worked but PoS machine still gave an error
		11. I am not eligible to receive rations
	The respondent could select all options that applied.	13.[*] I do not receive rations after getting a new ration card
		98. Other, please specify
130	Comparing the system with which you receive your rations now using Aadhaar vs. the system with how you received it before without Aadhaar, what is your opinion about the new system? *The enumerator read out all options for this question.*	2. Better than before (Skip to Q131) 3. Same as before 4. Can't say as never used the old system 5. Worse than before (Skip to Q132)
*The following question was asked if the main respondent found the **new system better**:*		

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[*] The option number 12 is missing here since we adapt the options from the questionnaire for Andhra Pradesh by removing options that do not apply to Rajasthan while preserving the numbering of options. This also applies to later questions where some numbers are skipped.

131	Why do you find the new system better?	1. No one else can take our ration now (shopkeeper etc. cannot keep it) 2. We get our ration now (didn't get it before) 3. We always get ration now (irregular before) (*Note to enumerator: don't select if option 2 is selected*) 4. We get the complete quota of ration (don't select if 'b') 5. We have to do less visits per month to get ration 6. We have to spend less time at the PDS shop to get ration 7. We face less technical issues (machine, electricity, internet, fingerprint failures etc.) 8. We face less non-technical issues 98. Other, please specify
	The respondent could select all options that applied.	

The following question was asked if the main respondent found the __new system worse__:		
132	Why do you find the new system worse?	1. No one else can take our ration now (cannot send our children / siblings etc. to fetch our ration) 2. We don't get ration any more 3. We don't get ration sometimes (*Note to enumerator: don't select if option 2 is selected*) 4. We get less than the right ration quota (don't select if 'b') 5. We have to do more visits per month to get ration 6. We have to spend more time at the PDS shop to get ration 7. We face more technical issues 8. We face more non-technical issues 9. We pay more than the stipulated amount for ration now (or pay more money now) 98. Other, please specify
	The respondent could select all options that applied.	

VI.	NREGA
	Note: The responses for this section on NREGA are still under analysis by our team; thus they are not included in the State of Aadhaar Report 2017-18.

	Back to main respondents	
133	Does the household have a NREGA job card?	1. Yes 0. No (Skip to Q156)
*The following questions were asked if the household **had a NREGA card**:*		
134	How many job cards does the household have?	
135	How many members of the household are listed on the job cards? (total)	
136	Did any of the members try to get work in the last 9 months?	1. Yes 0. No (Skip to Q137)
137	Can we speak to any of the members who tried to get work or can you answer on behalf of one of them?	1. Yes (Skip to Q139) 0. No (Skip to Q156)
138	Can we speak to any of the members listed on the job card or can you answer on behalf of one of them?	1. Yes 0. No (Skip to Q156)
139	Is the NREGA job card seeded with Aadhaar?	1. Yes 0. No
140	In the last nine months, were you interested in getting NREGA work?	1. Yes 0. No (Skip to Q156)
141	In the last nine months, did you work at least once for NREGA work?	1. Yes 0. No (Skip to Q156)
142	In the last nine months, were you always able to get NREGA work when you were interested?	1. Yes (Skip to Q145) 0. No
*The following question was asked if the main respondent or any member of the household was **not able to work despite being interested**:*		
143	Why were you not able to work the times you tried? *The respondent could select all options that applied.*	1. There were no jobs available 2. My name was removed from list because of Aadhaar seeding 3. I was not interested in the type of NREGA work offered 4. Due to bad health 5. My name was not on the list, I don't know why 98. Other, please specify
*The following question was asked if the respondent or any member of the household was **not able to work** because their **name was removed** from the list because of Aadhaar seeding:*		
144	Were you able to get NREGA work before Aadhaar seeding?	1. Yes 0. No

	The following question was asked if the respondent or any member of the household __had worked at least once__ under NREGA:	
145	Do you receive NREGA wages directly into your bank account?	1. Yes 0. No (Skip to Q148)
	The following questions were asked if the main respondent or any member of the household __received NREGA wages directly into their bank account__:	
146	Is this bank account seeded with your Aadhaar number?	1. Yes 0. No
147	Overall, how easy or difficult do you find the process of receiving your benefits directly in your bank account? *The enumerator read out all options for this question.*	2. Easy 3. Neutral 4. Difficult
	The following questions were asked if the main respondent or any member of the household had __worked at least once under NREGA__:	
148	Have you ever failed to receive wages for work that you have done?	1. Yes 0. No
149	In the last nine months, were any of the wage payments delayed by more than 15 days?	1. Yes 0. No 98. Other, please specify
150	Have you encountered any of the following problems while working under NREGA in the last nine months? *The enumerator read out all options for this question. The respondent could select all options that applied.*	1. My name was removed from list because of Aadhaar seeding 2. Did not receive payment for work that I had done 3. Payment for my work was delayed 11. No problem
151	Have you faced any other problems not listed in the previous question?	1. Yes 0. No (Skip to Q153)
152	Please specify other:	
153	Have you faced any of the following benefits while working under NREGA? *The enumerator read out all options for this question. The respondent could select all options that applied.*	1. Nobody can get NREGA work in my name 2. I always receive payment for work that I had done 3. Payment for my work was not delayed 7. No Benefits
154	Have you faced any other benefits not listed in the previous question?	1. Yes 0. No (Skip to Q156)

155	Please specify other:	

VII.	MicroATMs

*The following question was asked if the main respondent **had a bank account**:*

156	In the last 3 months, have you used your fingerprint on a digital machine (i.e. a microATM, or e-mitra) to transact with your bank account (such as withdrawing money/depositing money)?	1. Yes 0. No (Skip to Q162)

*The following question was asked if the main respondent **had used a microATM** in the last 3 months:*

157	Have you encountered any of the following problems while using a microATM? *The enumerator read out all options for this question. The respondent could select all options that applied.*	1. Internet / server was not working 2. Fingerprint authentication failure 3. Fingerprint worked but PoS machine still gave an error 4. No electricity / power 5. No problems (Skip to Q159) 98. Other, please specify

*The following question was asked if the main respondent **faced Aadhaar-related problems when using microATM**:*

158	What happened when you were unable to use the microATM?	1 Visited the banking correspondent again next day / some other time 2. Used mobile one-time-password authentication 3. Used a bank branch 4. Went to an ATM 5. Used bank / debit / ATM card 98. Other, please specify

*The following question was asked if the main respondent **had used a microATM**:*

159	Overall, has using a microATM made it easier or more difficult to withdraw money, deposit money, etc.? *The enumerator read out all options for this question. The respondent could select all options that applied.*	2. Easier (Skip to Q160) 3. Neither easier nor more difficult / No change 4. More difficult (Skip to Q161)

*The following question was asked if the main respondent found **using a micro-ATM easier** to withdraw / deposit money:*

160	How has it made it easier?	1. It is closer to me so I do not have to travel too much 2. The lines are not too long 3. It is faster to use a microATM to get money than getting money from bank branch / ATM 98. Other, please specify

*The following question was asked if the main respondent found **using a micro-ATM more difficult** to withdraw / deposit money:*

161	How has it made it more difficult?	1. Need to try multiple times for fingerprint for machine to register fingerprint 2. The place with the microATM is not always open when I go 3. The internet / server does not always work when I go 98. Other, please specify

VIII.	User Attitudes	
162	When you share your personal information (e.g. your name, age, address) with a government agency, how important is it to you to know how they will use it? *The enumerator read out all options for this question.*	2. Important 3. Neutral 4. Not important
163	When you share your personal information (e.g. your name, age, address) with a private company, how important is it to you to know how they will use it? *The enumerator read out all options for this question.*	2. Important 3. Neutral 4. Not important
164	When you share your biometric information (e.g. fingerprint, iris scan) with government agency, how important is it to you to know how they will use it? *The enumerator read out all options for this question.*	2. Important 3. Neutral 4. Not important
165	When you share your biometric information (e.g. fingerprint, iris scan) with a private company, how important is it to you to know how they will use it? *The enumerator read out all options for this question.*	2. Important 3. Neutral 4. Not important
*The following questions were asked if the main respondent **had an Aadhaar card**:*		
166	When you share your Aadhaar number with a government agency, how important is it to you to know how they will use it?	2. Important 3. Neutral 4. Not important

	The enumerator read out all options for this question.	
170	When you share your <u>Aadhaar number</u> with a <u>private company</u>, how important is it to you to know how they will use it? *The enumerator read out all options for this question.*	2. Important 3. Neutral 4. Not important
171	It is currently mandatory to have Aadhaar to access many government benefits, e.g. NREGA, PDS, pensions, mid-day meals. Do you approve or disapprove the government's decision to make Aadhaar mandatory to access government benefits? *The enumerator read out all options for this question.*	2. Approve 3. Neutral 4. Disapprove
172	Many companies are notifying their customers to link their Aadhaar card to their services, e.g. mobile phone companies, banks. Do you approve or disapprove the companies requiring you to link your Aadhaar to their services? *The enumerator read out all options for this question.*	2. Approve 3. Neutral 4. Disapprove
173	You are able to lock/unlock your biometric information (e.g. fingerprint and iris scan) so that the fingerprint and iris authentication for Aadhaar is made inaccessible. Were you aware of this fact?	1. Yes 0. No (Skip to Q175)
*The following question was asked if the main respondent **had an Aadhaar** card and **was aware of locking/unlocking** of biometrics with Aadhaar:*		
174	Have you locked/unlocked your biometric information?	1. Yes 0. No
*The following question was asked if the main respondent or any member of the household **owned a mobile phone**:*		
175	Would it be okay for us to call you later if we have any follow-up questions?	1. Yes 0. No
Photo of respondent and GPS coordinates of survey conduction were taken at end of survey with permission of the respondent .		
Surveyors were requested to add any remarks they had the end of the survey.		