

State Code

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A.C. No.

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P.S. No.

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Respondent S.No.

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Centre for the Study of Developing Societies  
29, Rajpur Road, Delhi-110054, India

## STATE OF THE NATION SURVEY WAVE - VII (JANUARY - 2009)

### INTERVIEWER'S INTRODUCTION:

*I have come from Centre for the Study of Developing Societies (also give your University's reference), a social science research organization located in Delhi. We are studying the opinion of people on politics, and are interviewing thousands of people across the country. The findings of this interview will be used for television programmes and in writing articles in newspapers. The name of the respondents interviewed in this survey will be kept strictly confidential. The Survey is an independent study and is not linked with any political party or government agency. Kindly spare some time for this interview and answer my questions, as I need your active cooperation for making this study successful.*

### FILL BEFORE STARTING INTERVIEW

- F1.** AC Name (Code AC NO.): \_\_\_\_\_
- F2.** PS Name (Code PS NO.): \_\_\_\_\_
- F3.** Date of Interview: Date   / Month   / Year
- F4.** Time of starting the Interview:   Hrs:   Mins (Use 24 Hr clock. Eg: 8:10 am will be 08 Hrs: 10 Mins and 8:10 pm will be 20 Hrs: 10 Mins.)
- F5.** Name of the Investigator (Code Roll No.): \_\_\_\_\_
- F6.** Address of the respondent: \_\_\_\_\_  
(Give landmark if R's house \_\_\_\_\_  
was difficult to locate) \_\_\_\_\_

### FILL AFTER COMPLETING INTERVIEW

- I1.** Time of completing the Interview:   Hrs:   Mins (Code total time for completing interview in minutes. Eg: If started at 20:10 and finished at 21:20, total time taken is 70 minutes)
- I2.** Were there any other people immediately present who might be listening during the interview?  
1. No one    2. Spouse/Children    3. Other adult family members    4. Small crowd
- I3.** In how many questions did the respondent check with others for information to answer for questions?  
1. None    2. One or two    3. Three to five    4. Five to ten    5. More than 10
- I4.** While answering the questions on voting preference in the Lok Sabha election, did the respondent use the ballot paper secretly or did she/he answered openly?  
1. Secretly    2. Openly
- I5.** At some stage did you notice something that made you feel that the respondent was answering under some fear or pressure?    2. Yes    1. No    3. Not sure
- I6.** In your opinion did the respondent feel free while marking the ballot for Q.3, or do you think that she/he was hesitant while marking the ballot, or you can't say?  
1. Felt free    2. Did not feel free    3. Can't say
- I7.** Investigator's signature (Sign in box):
- I8.** Name of the Supervisor: \_\_\_\_\_
- I9.** Checked by the Supervisor:    2 Yes    1. No
- I10.** Supervisor's signature (Sign in box):



**Q11.** I will read out a few sentences that people often say about getting work done in government offices/ departments. Please tell me which one of these statements do you agree with? (*Read out answer categories 1 to 3*)

1. It is possible to get work done in a government office/department if the work is legitimate and one has all documents and information.
2. Legitimate work and proper documents and information is not enough, to get work done in a government office/department connections and bribe are important.
3. If one has proper connections and/or ability to pay bribes, documents and procedures do not matter, one can any way get their work done
8. No opinion/Can't say

**Q12.** Now I am going to ask you about a few groups /associations. Please tell me how often have you participated in their activities of... - regularly, sometimes, rarely or never?

	Regularly	Sometimes	Rarely	Never
a. Any political party.	1	2	3	4
b. Trade unions.	1	2	3	4
c. Student organizations.	1	2	3	4
d. Farmers' associations.	1	2	3	4
e. Co-operatives.	1	2	3	4
f. Sports organizations/cultural organizations.	1	2	3	4
g. Local <i>mohalla</i> , village committees or groups.	1	2	3	4
h. Activities of caste panchayat/associations/sabha.	1	2	3	4
i. Activities of religious organisation/sect/group.	1	2	3	4

**Q13.** Are you, any member of your family or anyone close to you or your family in an important position in a political party, who can help you when you need to get some work done?

2. Yes      1. No      8. Don't know

**Q14.** And are you, any member of your family or anyone close to you or your family in an senior position in government services, who can help you when you need to get some work done?

2. Yes      1. No      8. Don't know

**Q15.** Now I am going to ask you about few people. Please tell me have you ever tried to meet them? (*If Yes*) What was your experience like - would you say that the person was attentive but not helpful, was attentive and helpful, was neither attentive nor helpful, the person was rude and treated me badly, or you couldn't meet the person you tried to meet?

	Yes	No	(If Yes) Attentive, but not helpful	Attentive & helpful	Neither attentive nor helpful	Rude	Couldn't meet	NA
a. Your MLA	1	0	(If Yes) 5	4	3	2	1	9
b. Your MP	1	0	(If Yes) 5	4	3	2	1	9
c. Sarpanch/Councillor	1	0	(If Yes) 5	4	3	2	1	9
d. Tehsildar	1	0	(If Yes) 5	4	3	2	1	9
e. BDO/ Circle officer	1	0	(If Yes) 5	4	3	2	1	9
f. Collector/District Magistrate	1	0	(If Yes) 5	4	3	2	1	9
g. Superintendent of Police	1	0	(If Yes) 5	4	3	2	1	9

**Q16.** If you ever have difficulty in getting an important work done, like getting getting a ration card, whom will you first think approaching for help?

- |                              |                                    |                        |
|------------------------------|------------------------------------|------------------------|
| 0. MLA                       | 1. Councillor/sarpanch             | 2. Government official |
| 3. Local political leader    | 4. Caste leader                    | 5. Religious leader    |
| 6. Elder outside your family | 7. Others ( <i>Specify</i> ) _____ | 8. Can't say           |

**Q17.** What is your assessment of the work done by \_\_\_\_\_ (name of the ruling party/alliance in the state) government in \_\_\_\_\_ (name of the state) in last \_\_\_\_ (number of years since the government has been ruling) years - would you say that you are satisfied or dissatisfied with it? (Probe further whether 'fully' or 'somewhat' satisfied or dissatisfied).

1. Fully satisfied                      2. Somewhat satisfied                      3. Somewhat dissatisfied  
4. Fully dissatisfied                      8. Can't Say/D.K.

**Q18.** Do you think that the present UPA government in the center should be given another chance?

1. No                      2. Yes                      8. Can't say

### **Education Questions**

**F1.** Do you or anyone in your family have children over the age of 6?                      2. Yes      1. No (*Go to F4*)

**F1a.** (If Yes) Of all the children over the age of 6 in your family, did any of the children go to school in past one year?                      2. Yes                      1. No (*Go to F4*)

**F1b.** (If Yes) Of all the children over the age of 6 in your family, did any of the children go to a government school in the past one year?                      2. Yes                      1. No (*Go to F1c*)

**F1c.** (If Yes to F1b) Was sending your child/children to a government school the only option or did you choose to send your child/children to a government school?

1. Only option                      2. Choice                      8. DK                      9. NA

**F1d.** (If Yes to F1b) Now I am going to read out a few reasons for which people often send their children to a government school. Please tell me about yourself, what was the main reason for you or your family decide to send your children/child to a government school? (**READ OUT answer categories 0 to 7**)

0. Teaching is good                      1. Teachers and staff available  
2. Close geographically                      3. Affordable  
4. Good facilities                      5. Previous experience with them was good  
6. No other option available                      7. Others (*Specify*) \_\_\_\_\_                      9. NA

**F1e.** (If Yes to F1c and R gave answer to F1d) Was there any other reason for you or your family decide to send your children/child to a government school?

0. Teaching is good                      1. Teachers and staff available  
2. Close geographically                      3. Affordable  
4. Good facilities                      5. Previous experience with them was good  
6. No other option available                      7. Others (*Specify*) \_\_\_\_\_                      9. NA

**F1f.** (If Yes to F1b) Did you have to pay any bribe for admission, to keep your child in the school or to get special attention for your child/children?                      2. Yes                      1. No

**F1g.** (If Yes) How much bribe was paid? (*Record exact amount in Rupees. If more than 1,00,000 Code 99,999. If did not visit, CODE 00,000*) \_\_\_\_\_

**F1h.** (If Yes to F1b) What is your overall assessment of your experience of educating your child/children at a government school - would you say that you are satisfied or dissatisfied with it? (Probe further whether 'fully' or 'somewhat' satisfied or dissatisfied).

1. Fully satisfied                      2. Somewhat satisfied  
3. Somewhat dissatisfied                      4. Fully dissatisfied                      8. Can't Say/D.K.                      9. NA

**F1i.** (If 'Dissatisfied') Did you think about complaining about your dissatisfaction?

2. Yes                      1. No                      9. NA

**F1j.** (If Yes) Did you complain to someone about your experience?

1. I could successfully complain                      2. Tried to complain but did not know where  
3. Tried to complain, but could not                      9. NA

**F1k.** (If Yes to F1a) Of all the children over the age of 6 in your family, did any of the children go to a public/private school in the past one year?                      2. Yes                      1. No                      9. NA

**F1l.(If Yes)** As your family has children in public/private schools, I will read out a few reasons for which people do not send their children to a government school. Please tell me about yourself, what was the main reason for you or your family not sending your child/children to a government school?  
(**READ OUT answer categories 0 to 7**)

- |                                    |   |
|------------------------------------|---|
| 0. Teaching not good               | 1. Teachers and staff not available/absent    |
| 2. Other schools were closer       | 3. Private schools more affordable            |
| 4. Lack of good facilities         | 5. Previous experience with them was not good |
| 6. Government school not available | 7. Others ( <i>Specify</i> ) _____ 9. NA      |

**F1m.(If Yes in F1k, and R gave answer to F1l)** Was there any other reason for you or your family not sending your children/child to a government school?

- |                                    |   |
|------------------------------------|---|
| 0. Teaching not good               | 1. Teachers and staff not available/absent    |
| 2. Other schools were closer       | 3. Private schools more affordable            |
| 4. Lack of good facilities         | 5. Previous experience with them was not good |
| 6. Government school not available | 7. Others ( <i>Specify</i> ) _____ 9. NA      |

**F2. (If Yes to F1k)** Did you have to pay any bribe for admission, to keep your child in the school or to get good treatment?                      2. Yes                      1. No                      9. NA

**F2a. (If Yes to F2)** How much bribe was paid? (**Record exact amount in Rupees. If more than 1,00,000 Code 99,999. If did not visit, CODE 00,000**) \_\_\_\_\_

**F3.** How far is the local government school from your home?  
1. 0 to 5 kms      2. 6 to 10 kms      3. 11 to 15 kms      4. More than 15 kms      8. Don't know

**F4.** Irrespective of whether your child/children went to a government school or not, would you send your child/children to a government school?      2. Yes      1. No      8. Don't know/Not sure

### **Court Questions**

**G1.** In the past five years have you or your family been in any situation that involved the court system or where you could have sought help from courts?

- |                           |        |               |
|---------------------------|--------|---------------|
| 1. No ( <i>Go to G2</i> ) | 2. Yes | 8. Don't know |
|---------------------------|--------|---------------|

**G1a. (If Yes)** Did you go to a court to resolve the matter?

- |                            |        |       |
|----------------------------|--------|-------|
| 1. No ( <i>Go to G1i</i> ) | 2. Yes | 9. NA |
|----------------------------|--------|-------|

**G1b. (If 'Went to court')** What was the work for which you went to the court? (**READ OUT answer categories 1 to 5**)

- |                                  |                                    |
|----------------------------------|------------------------------------|
| 1. Civil matter                  | 2. Criminal matter                 |
| 3. I was a witness in a case     | 4. Routine verification            |
| 5. Accompanied a relative/friend | 7. Others ( <i>Specify</i> ) _____ |
| 8. Can't say                     | 9. NA                              |

**G1c. (If 'Went to court')** Which court did you go to?

- |  |                   |                                    |
|--|-------------------|------------------------------------|
| 1. Local court ( <i>Specify local court name</i> ) | 2. Consumer court | 3. District court                  |
| 4. High court                                      | 5. Supreme court  | 7. Others ( <i>Specify</i> ) _____ |
| 8. Don't know                                      | 9. NA             |                                    |

**G1d. (If 'Went to court')** Did you have to pay any bribe?                      2. Yes                      1. No

**G1e.(If Yes to G1d)** How much bribe was paid? (**Record exact amount in Rupees. If more than 1,00,000 Code 99,999. If did not visit, CODE 00,000**) \_\_\_\_\_

**G1f.(If 'Went to court')** What is your overall assessment of your experience at the courts - would you say that you are satisfied or dissatisfied with it? (*Probe further whether 'fully' or 'somewhat' satisfied or dissatisfied*).

- |                          |                       |                   |       |
|--------------------------|-----------------------|-------------------|-------|
| 1. Fully satisfied       | 2. Somewhat satisfied |                   |       |
| 3. Somewhat dissatisfied | 4. Fully dissatisfied | 8. Can't Say/D.K. | 9. NA |

**G1g.(If 'Dissatisfied')** Did you think about complaining about your dissatisfaction?

- |        |       |       |
|--------|-------|-------|
| 2. Yes | 1. No | 9. NA |
|--------|-------|-------|

**G1h.** (If Yes) Did you complain to someone about your experience?

- |                                      |  |
|--------------------------------------|--|
| 1. I could successfully complaint    | 2. Tried to complaint but did not know where |
| 3. Tried to complaint, but could not | 9. NA  |

**G1i.** (If 'Did not go to court') Now I am going to read out a few reasons for which people often do not go to courts. Please tell me about yourself, what was the main reason for you or your family decide not to go to a court? (**READ OUT answer categories 1 to 6**)

- |   |  |
|---|--|
| 1. Problem resolved using community elders  | 2. Problem resolved without courts using lawyers |
| 3. Court process too lengthy                | 4. Court process too expensive                   |
| 5. Previous experience with courts not good | 6. Courts are not fair to everyone               |
| 7. Others ( <i>Specify</i> ) _____          | 9. NA  |

**G1j.** (If 'Did not go to court' & R gave answer in G1i) Was there any other reason for you or your family not going to a court?

- |   |  |
|---|--|
| 1. Problem resolved using community elders  | 2. Problem resolved without courts using lawyers |
| 3. Court process too lengthy                | 4. Court process too expensive                   |
| 5. Previous experience with courts not good | 6. Courts are not fair to everyone               |
| 7. Others ( <i>Specify</i> ) _____          | 9. NA  |

**G2.** Whether you went to a court or not in the past five years, would you go to a court if you had to resolve some issue, such as land dispute?

- |        |       |                        |
|--------|-------|------------------------|
| 2. Yes | 1. No | 8. Don't know/Not sure |
|--------|-------|------------------------|

**G3.** If someone close to you has a problem exactly like like the one you had, would you suggest them to go to a court, ask them to go to the court only if all other means to solve the problem fail, or would you suggest that they should do anything but never go to a court?

- |                |                                    |                      |               |
|----------------|------------------------------------|----------------------|---------------|
| 1. Go to court | 2. Go only if all other means fail | 3. Never go to court | 8. Don't know |
|----------------|------------------------------------|----------------------|---------------|

**Read out to Respondent:** Now I am going to read out an instance that happened with XXXXXX's (*For XXXXXX use any common male name of a majority religion in state. Use a common Upper Caste Surname*) experience at the courts. I will ask you a few short questions based on his experience.

"XXXXXX's father was a rich man belonging to \_\_\_\_\_ (*Specify caste used in XXXXXX's surname*) caste and he died one year ago. XXXXXX believes that he has not received his fair share of his father's wealth from his brother. He filed a court case. 6 months have passed since the court case was filed and XXXXXX finally has a trial date".

**G4.** Compared to the time normally taken by courts in giving a trial date, would you say that XXXXXX got a trial date much faster, faster, the time taken was normal, slower, much slower?

- |                |                |              |
|----------------|----------------|--------------|
| 1. Much faster | 2. Faster      | 3. Normal    |
| 4. Slower      | 5. Much slower | 8. Can't say |

"XXXXXX hired a local lawyer in his district to argue his case against his brother."

**G5.** How likely is XXXXXX's to win the case against his brother - very unlikely, unlikely, likely or very likely?

- |                  |             |           |                |              |
|------------------|-------------|-----------|----------------|--------------|
| 1. Very unlikely | 2. Unlikely | 3. Likely | 4. Very likely | 8. Can't say |
|------------------|-------------|-----------|----------------|--------------|

"XXXXXX's brother, against whom he is fighting the case, is politically well connected."

**G6.** How likely is XXXXXX's to win the case against his brother, who is politically connected - would you say that XXXXXX is very unlikely, unlikely, likely or very likely to win the case?

- |                  |             |           |                |              |
|------------------|-------------|-----------|----------------|--------------|
| 1. Very unlikely | 2. Unlikely | 3. Likely | 4. Very likely | 8. Can't say |
|------------------|-------------|-----------|----------------|--------------|

## Health Questions

**H1.** How far is the local government hospital from your home?

1. 0 to 5 kms      2. 6 to 10 kms      3. 11 to 15 kms      4. More than 15 kms      8. Don't know

**H2.** How often have you or your family visited a government hospital in the past year?

1. Never (*Go to H2i*)      2. 1 to 2 times      3. 3 to 4 times      4. More than 5 times      8. Don't know

**H2a.(If 'Visited')** Was going to a government hospital the only option you or your family had, or did you choose to go to a government school?

1. Only option      2. Choice      8. DK      9. NA

**H2b.(If 'Visited')** Now I am going to read out a few reasons for which people often go to a government clinic instead of other medical care providers. Please tell me about yourself, what was the main reason for you or your family decide to go to a government clinic instead of other medical care providers? (**READ OUT answer categories 0 to 7**)

- |  |                                  |
|--|----------------------------------|
| 0. Doctors and staff available                             | 1. Quality of treatment was good |
| 2. Good facilities such as medicines, beds, equipment etc. | 3. Close geographically          |
| 4. Affordable  | 5. Attentive and caring staff    |
| 6. Previous experience with them was good                  | 7. Medical emergency             |
| 8. Others ( <i>Specify</i> ) _____                         | 9. NA                            |

**H2c.(If 'Visited', and R gave answer to H2b)** Was there any other reason for you or your family decide to go to a government clinic instead of other medical care providers?

- |  |                                  |
|--|----------------------------------|
| 0. Doctors and staff available                             | 1. Quality of treatment was good |
| 2. Good facilities such as medicines, beds, equipment etc. | 3. Close geographically          |
| 4. Affordable  | 5. Attentive and caring staff    |
| 6. Previous experience with them was good                  | 7. Medical emergency             |
| 8. Others ( <i>Specify</i> ) _____                         | 9. NA                            |

**H2d.(If 'Visited')** Was any bribe paid?

2. Yes      1. No      9. NA

**H2e.(If Yes)** How much bribe was paid? (**Record exact amount in Rupees. If more than 1,00,000 Code 99,999. If did not visit, Code 00,000**) \_\_\_\_\_

**H2f.(If 'Visited')** What is your overall assessment of your experience at the government hospital/clinic - would you say that you are satisfied or dissatisfied with it? (*Probe further whether 'fully' or 'somewhat' satisfied or dissatisfied*).

1. Fully satisfied      2. Somewhat satisfied  
3. Somewhat dissatisfied      4. Fully dissatisfied      8. Can't Say/D.K.      9. NA

**H2g.(If 'Dissatisfied')** Did you think about complaining about your dissatisfaction?

2. Yes      1. No      9. NA

**H2h.(If Yes)** Did you complain to someone about your experience?

1. I could successfully complaint      2. Tried to complaint but did not know where  
3. Tried to complaint, but could not      9. NA

**H2i.(If 'Did not visit')** Now I am going to read out a few reasons for which people often do not go to a government clinic and prefer to go to other medical care providers. Please tell me about yourself, what was the main reason for you or your family decide not to go to a government clinic? (**READ OUT answer categories 0 to 7**)

- |   |  |
|---|--|
| 0. Doctors and staff not available/absent                     | 1. Quality of treatment not good       |
| 2. Lack of facilities such as medicines, beds, equipment etc. | 3. Alternative medical care was closer |
| 4. Alternative medical care was cheaper/more affordable       | 5. Staff not attentive or caring       |
| 6. Previous experiences not good                              | 7. No medical need                     |
| 8. Others ( <i>Specify</i> ) _____                            | 9. NA                                  |

**H2j.** (If 'Did not Visit', and R gave answer to H2i) Was there any other reason for you or your family decided not to go to a government clinic?

- |   |  |
|---|--|
| 0. Doctors and staff not available/absent                     | 1. Quality of treatment not good       |
| 2. Lack of facilities such as medicines, beds, equipment etc. | 3. Alternative medical care was closer |
| 4. Alternative medical care was cheaper/more affordable       | 5. Staff not attentive or caring       |
| 6. Previous experiences not good                              | 7. No medical need                     |
| 8. Others ( <i>Specify</i> ) _____                            | 9. NA                                  |

**H3.** Was any bribe paid when you visited a private hospital/clinic?

2. Yes      1. No      9. NA

**H3a.** (If Yes) How much bribe was paid? (*Record exact amount in Rupees. If more than 1,00,000 Code 99,999. If did not visit, Code 00,000*) \_\_\_\_\_

**H4.** Suppose you, or someone in your family had a serious ailment, would you go to a government hospital?      2. Yes      1. No      8. Don't know/Not sure

### **RTO Questions**

**J1.** Have you or your family ever been involved in the registration of a vehicle or getting a driver's license?      2. Yes      1. No (*Go to J3*)

**J1a.** (If Yes) How did you get your work done?

- |   |   |
|---|---|
| 1. I did it by myself                             | 2. Took help and paid for it                      |
| 3. Took help but did not pay for it               | 4. Was helping someone else and I did it for free |
| 5. Was helping someone else and I got paid for it | 7. Others ( <i>Specify</i> ) _____ 9. NA          |

**J1b.** What is your overall assessment of your experience at the RTO - would you say that you are satisfied or dissatisfied with it? (*Probe further whether 'fully' or 'somewhat' satisfied or dissatisfied*).

- |                          |                       |                 |       |
|--------------------------|-----------------------|-----------------|-------|
| 1. Fully satisfied       | 2. Somewhat satisfied |                 |       |
| 3. Somewhat dissatisfied | 4. Fully dissatisfied | 8. Can't Say/DK | 9. NA |

**J1c.** (If 'Dissatisfied') Did you think about complaining about your dissatisfaction?

2. Yes      1. No      9. NA

**J1d.** (If Yes) Did you complain to someone about your experience?

- |                                     |   |
|-------------------------------------|---|
| 1. I could successfully complain    | 2. Tried to complain but did not know where |
| 3. Tried to complain, but could not | 9. NA                                       |

**J2.** Did you have to pay any bribe?      2. Yes      1. No

**J2a.** (If Yes to J2) How much bribe was paid? (*Record exact amount in Rupees. If more than 1,00,000 Code 99,999. If did not visit, CODE 00,000*) \_\_\_\_\_

**Read out to Respondent:** Now I am going to read a real life experience of XXXXXX's (*For XXXXXX use any common male name of a majority religion in state. Name should not be identifiable by caste*) experience at the RTO. I will ask you a few short questions based on his experience.

*"XXXXXX just bought a second-hand motorcycle. He goes to the RTO to file a transfer of ownership. He waits for 45 minutes before filing his paperwork and paying the fees for the transfer."*

**J3.** Compared to the time normally taken at the RTO, would you say that XXXXXX's work was done much faster, faster, the time taken was normal, slower, much slower?

- |                |                |              |
|----------------|----------------|--------------|
| 1. Much faster | 2. Faster      | 3. Normal    |
| 4. Slower      | 5. Much slower | 8. Can't say |

*"After paying the fees to register his motorcycle, XXXXXX is told that his paper work is fine and he will get his transfer of ownership papers in three days time."*

**J4.** How likely is XXXXXX's to get his ownership papers in 3 days - very unlikely, unlikely, likely or very likely?

1. Very unlikely      2. Unlikely      3. Likely      4. Very likely      8. Can't say

"After 3 days, XXXXXX got the registration papers of his motorcycle."

**J5.** Thinking of XXXXXX's experience, why do you think XXXXXX got his motorcycle's registration papers in 3 days - because the RTO staff was efficient, XXXXXX had political connections, he was rich, or because he paid a bribe?

1. RTO staff was efficient
2. Had political connections
3. Was rich
4. Paid a bribe
8. Don't know

### Land Registration Questions

**K1.** Have you or your family ever been involved in the registration of land, house, flat, shop, office etc?

2. Yes
1. No (*Go to K3*)

**K1a. (If Yes)** How did you get your work done?

1. I did it by myself
2. Took help and paid for it
3. Took help but did not pay for it
4. Was helping someone else and I did it for free
5. Was helping someone else and I got paid for it
7. Others (*Specify*) \_\_\_\_\_
9. NA

**K1b. (If Yes)** What is your overall assessment of your experience at the land registration office - would you say that you are satisfied or dissatisfied with it? (*Probe further whether 'fully' or 'somewhat' satisfied or dissatisfied*).

1. Fully satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Fully dissatisfied
8. Can't Say/D.K.
9. NA

**K1c. (If 'Dissatisfied')** Did you think about complaining about your dissatisfaction?

2. Yes
1. No
9. NA

**K1d. (If Yes)** Did you complain to someone about your experience?

1. I could successfully complain
2. Tried to complain but did not know where
3. Tried to complain, but could not
9. NA

**K2.** Was any bribe paid? 2. Yes 1. No

**K2a. (If Yes to K2)** How much bribe was paid? (*Record exact amount in Rupees. If more than 1,00,000 Code 99,999. If did not visit, CODE 00,000*) \_\_\_\_\_

**Read out to Respondent:** Now I am going to read a real life experience of XXXXXX's (*For XXXXXX use any common male name of a majority religion in state. Name should not be identifiable by caste*) at the land registration office. I will ask you a few short questions based on his experience.

"XXXXXXXX just bought a new property. He goes to the land registration office to register it. He waits for 45 minutes before filing his paperwork and paying the fees for his land registration."

**K3.** Compared to the time normally taken at the land registration office, would you say that XXXXXX's work was done much faster, faster, the time taken was normal, slower, much slower?

1. Much faster
2. Faster
3. Normal
4. Slower
5. Much slower
8. Can't say

"After paying the fees to register his small plot, XXXXXX is told that there is a problem with his paperwork. X complains and asks to see the assistant collector/commissioner?"

**K4.** How likely is it that the assistant commissioner will listen to XXXXXX's complaint - very likely, like, unlikely or very unlikely?

1. Very Likely
2. Likely
3. Unlikely
4. Very unlikely
8. Can't say

"XXXXXXXX's complaint does not work. He returns a week later with a middleman to get his registration."

**K5.** How likely is it that XXXXXX will be successful this time - very likely, like, unlikely or very unlikely?

1. Very Likely                      2. Likely                      3. Unlikely                      4. Very unlikely                      8. Can't say

### **Electricity Questions**

**L1.** Do you have access to electricity                      2. Yes                      1. No (*Go to L2*)

**L1a.** (*If 'Yes'*) On an average day how many hours of electricity do you get in 24 hours? (**Record exact number of hours. If no electricity, code '00'**) \_\_\_\_\_ 9. NA

**L1b.** (*If 'Yes' to L1*) How many times have you or someone in your family visited the electricity board in the past six months?

1. Never (*Go to L1j*)                      2. 1 to 2 times                      3. 3 to 4 times                      4. More than 5 times                      9. NA

**L1c.** (*If 'Visited'*) Now I am going to read out a few reasons for which people often go to the electricity board. Please tell me about yourself, what was the main reason for you or your family member to go to the electricity board? (**READ OUT answer categories 1 to 6**)

1. Pay bills    2. Lodge a complaint    3. Report theft  
4. Bill corrections    5. Get new connections    6. Increase load  
7. Others (*Specify*) \_\_\_\_\_    9. NA

**L1d.** (*If 'visited' and R gave reason in L1c*) Any other reason why you or your family member went to the electricity board?

1. Pay bills    2. Lodge a complaint  
3. Report theft    4. Bill corrections  
5. Get new connections    6. Increase load  
7. Others (*Specify*) \_\_\_\_\_    9. NA

**L1e.** (*If 'Visited'*) Was any bribe paid?

2. Yes                      1. No                      9. NA

**L1f.** (*If Yes in L1e*) How much bribe was paid? (**Record exact amount in Rupees. If more than 1,00,000 Code 99,999. If did not visit, Code 00,000**) \_\_\_\_\_

**L1g.** (*If 'Yes'*) What is your overall assessment of your experience at the electricity board- would you say that you are satisfied or dissatisfied with it? (*Probe further whether 'fully' or 'somewhat' satisfied or dissatisfied*).

1. Fully satisfied    2. Somewhat satisfied  
3. Somewhat dissatisfied    4. Fully dissatisfied    8. Can't Say/D.K.    9. NA

**L1h.** (*If 'Dissatisfied'*) Did you think about complaining about your dissatisfaction?

2. Yes                      1. No                      9. NA

**L1i.** (*If Yes*) Did you complain to someone about your experience?

1. I could successfully complaint    2. Tried to complaint but did not know where  
3. Tried to complaint, but could not    9. NA

**L1j.** (*If 'Never' in L1b*) Now I am going to read out a few reasons for which people do not go to the electricity board. Please tell me about yourself, what was the main reason for you or your family decide not to go electricity board? (**READ OUT answer categories 0 to 3**)

0. Someone else pays my bills                      1. Takes too long to get any service                      2. I don't pay for electricity  
3. No reason to visit                      7. Others (*Specify*) \_\_\_\_\_                      9. NA

**L2.** Who provides electricity in your area?

1. Government    2. Private company    8. Can't Say/D.K.    9. NA

**Read out to Respondent:** Now I am going to read a real life experience of XXXXXX (*For XXXXXX use any common male name of a majority religion in state. Name should not be identifiable by caste*) at the electricity board. I will ask you a few short questions based on his experience.

"XXXXXX has just built a new house. *He is a rich businessman in a small town in your state. He goes to the electricity office for a new connection. He files his paperwork and pays the fees. Three months later his electricity is still not connected.*

**L3.** Compared to the time normally taken at the electricity board, would you say that XXXXXX's case is taking much longer, or is it a normal experience?

1. Much longer than usual      2. Normal amount of time      8. Can't say

"XXXXXX returns to the office to inquire as to his application's status. After waiting for two hours, he asks to see someone he could complain to. He is told to return the next day. When he does, the executive engineer listens to XXXXXX's complaint and promises to do the work quickly"

**L4.** In your opinion., do you think that XXXXXX's complaint was attended to do in a much better way than what is normal, in a better way than what is normal, in a normal way, worse way than normal or in a much worse way than normal?

1. Much better than normal      2. Better than normal      3. Normal  
4. Worse than normal      5. Much worse than normal      8. Can't say

**L5.** How likely is it that XXXXXX's work will be done quickly - very likely, likely, unlikely or very unlikely?

1. Very Likely      2. Likely      3. Unlikely      4. Very unlikely      8. Can't say

"When XXXXXX returns the next day, the executive engineer asks XXXXXX to pay Rs 1000 to get the work done. XXXXXX agrees".

**L6.** In your opinion., was the engineer's behaviour very unusual, unusual or normal

1. Very unusual      2. Unusual      3. Normal      8. Can't say

**L7.** How likely do you think that XXXXXX's work will be done quickly - very likely, likely, unlikely or very unlikely?

1. Very Likely      2. Likely      3. Unlikely      4. Very unlikely      8. Can't say

### **Police Questions**

**M1.** In the last five years have you or your family ever been in a situation where you needed to contact the police, the police contacted you, or you needed the police station for some routine paper work?      2. Yes      1. No (*Go to M5*)

**M1a.** (*If Yes*) Did you interact with police?      2. Yes      1. No (*Go to M4*)      9. NA

**M1b.** (*If 'Interacted'*) Why did you or your family interact with the police? (**READ OUT answer categories 1 to 5**)

- |  |   |
|--|---|
| 1. You were a victim in a civil/criminal case  | 2. You were the accused in a civil/criminal case  |
| 3. You were a witness in a civil/criminal case | 4. You were an informant in a civil/criminal case |
| 5. Paper work                                  | 6. Accompanied a relative/friend to the police    |
| 7. Others ( <i>Specify</i> ) _____             | 8. Can't say      9. NA                           |

**M2.** (*If 'Interacted'*) Was any bribe paid?      2. Yes      1. No

**M2a.** (*If Yes to M2*) How much bribe was paid? (**Record exact amount in Rupees. If more than 1,00,000 Code 99,999. If did not visit, CODE 00,000**) \_\_\_\_\_

**M3.** (*If 'Interacted'*) What is your overall assessment of your experience at the police - would you say that you are satisfied or dissatisfied with it? (*Probe further whether 'fully' or 'somewhat' satisfied or dissatisfied*).

1. Fully satisfied      2. Somewhat satisfied  
3. Somewhat dissatisfied      4. Fully dissatisfied      8. Can't Say/D.K.      9. NA

**M3a.** (*If 'Dissatisfied'*) Did you think about complaining about your dissatisfaction?

2. Yes      1. No      9. NA

**M3b.(If Yes)** Did you complain to someone about your experience?

1. I could successfully complaint                      2. Tried to complaint but did not know where  
3. Tried to complaint, but could not                      9. NA

**M4. (If 'Yes' to M1 and 'Did not interact')** There are different reasons why people do not interact with the police, even when they or their family members have been in situations where they could have interacted with the police. I am going to read out a few such reasons. Please tell me about yourself, what was the main reason for not interacting with the police? **(READ OUT answer categories 1 to 5)**

1. Problem could be resolved by community elders                      2. Lawyers suggested not to go to police  
3. Didn't go to police, because it complicates the matter                      4. Previous experience with police was bad  
5. Police is not fair to everyone                      7. Others (*Specify*) \_\_\_\_\_ 9. NA

**M4a.(If 'Not Interacted' and R gave answer to M4)** Was there any other reason?

1. Problem could be resolved by community elders                      2. Lawyers suggested not to go to police  
3. Didn't go to police, because it complicates the matter                      4. Previous experience with police was bad  
5. Police is not fair to everyone                      7. Others (*Specify*) \_\_\_\_\_ 9. NA

**M5.** In the past five years, whether you interacted with the police or not, would you go to the police if the need arose?                      2. Yes                      1. No                      8. Don't know/Not sure

**M6.** If someone close to you has a problem, would you refer them to a police?

2. Yes                      1. No                      8. Don't know/Not sure

**M7.** Now I will read out a few situations where people go to the police. Do you think that the police will treat both equally and fairly?

	Yes	No	DK
a. A man and a women	2	1	8
b. An upper caste and a Dalit/SC	2	1	8
c. Someone for a majority religion and someone from a minority religion.	2	1	8
d. A rich person and a poor person	2	1	8

**M8.** Have you ever gone to a police station/*thana*?                      2. Yes                      1. No

**Read out to Respondent:** Now I am going to read a real life experience of XXXXXX and YYYYYY (*For both XXXXXX and YYYYYY use any common male name of a majority religion in state. Name should not be identifiable by caste*) with the police. I will ask you a few short questions based on their experience.

*"XXXXX and YYYYYY are friends and neighbors. They live in a nearby village/colony. One day, both of them came home and found that some valuables had been stolen from both their houses. Both of them had lost about the same amount of money and jewelry. XXXXX decided to go to the police to lodge a complaint. YYYYYY decided not to go to the police and instead, just decided to accept the loss. A friend of XXXXX and YYYYYY suggests that they should go to a local influential person instead for help."*

**M9.** If you had been in the position of XXXXXX or YYYYYY, what would you have done - gone to the police like XXXXXX, accepted your losses like YYYYYY or gone to a local influential person?

1. Gone to the police                      2. Accepted losses  
3. Gone to a local influential person                      7. Other (*Specify*) \_\_\_\_\_ 8. Don't know

**M10.** Do you think that the police will listen sympathetically to XXXXXX?

2. Yes    1. No    8. DK

**M11.** Will the police take appropriate action based on XXXXXX's complain?    2. Yes    1. No    8. DK

**M12.** If XXXXXX or YYYYYY went to the police with the local influential person, do you think that the police will listen to them sympathetically?

2. Yes                      1. No                      8. DK

**M13.** If XXXXXX or YYYYYY went to the police with the local influential person, will the police take appropriate action based on XXXXXX's complain?                      2. Yes                      1. No                      8. DK

**Set A Questions only**

**A16.** Have you heard about the recent terrorist attacks in Mumbai?                      2. Yes                      1. No

**A16a. (If Yes)** People have different opinions about the steps taken by the central government after the Mumbai attacks. Some people say that government did not do enough, while some say that it took the right steps. Others say that the government took unwise steps in haste. What is your opinion?

1. Did not do enough                      2. Took the right steps  
3. Took unwise steps in haste                      8. No opinion                      9. NA

**A17.** Now I will read out two statements on various issues related to terrorism. Please tell me whether you agree with statement one (1) or statement two (2)?

<b>a.</b>	<b>(1)</b> Many countries have faced similar attacks and this can happen anywhere.	<b>(2)</b> Such an attack could take place only because internal security in our country is very weak.
	<b>1. Agree with one (1)</b>	<b>2. Agree with two (2)</b> <b>8. No Opinion</b>
<b>b.</b>	<b>(1)</b> The media sensationalised and unnecessarily overplayed the Mumbai attacks.	<b>(2)</b> The media was only doing its job by extensively covering whatever happened.
	<b>1. Agree with one (1)</b>	<b>2. Agree with two (2)</b> <b>8. No Opinion</b>
<b>c.</b>	<b>(1)</b> The Mumbai attack were planned and directed by Pakistani government.	<b>(2)</b> Attackers were Pakistani, but Pakistani government had no control over them.
	<b>1. Agree with one (1)</b>	<b>2. Agree with two (2)</b> <b>8. No Opinion</b>
<b>d.</b>	<b>(1)</b> Like Indians, Pakistanis are also victims of terrorism and both countries should fight it together.	<b>(2)</b> The whole of Pakistan is responsible for terrorist attacks and they must be taught a lesson.
	<b>1. Agree with one (1)</b>	<b>2. Agree with two (2)</b> <b>8. No Opinion</b>
<b>e.</b>	<b>(1)</b> Those accused of terrorist activities should not be given the benefit of Human Rights because they misuse it to escape punishment	<b>(2)</b> Those accused of terrorist activities should be given the same Rights as anyone accused, otherwise police can frame innocent people.
	<b>1. Agree with one (1)</b>	<b>2. Agree with two (2)</b> <b>8. No Opinion</b>
<b>f.</b>	<b>(1)</b> Terror had not religion, a terrorist can be from any religion.	<b>(2)</b> These days terrorism is somehow related only one religion.
	<b>1. Agree with one (1)</b>	<b>2. Agree with two (2)</b> <b>8. No Opinion</b>

**A18.** In the context of the Mumbai attacks, people have different options on how the government of India should act vis-a-vis government of Pakistan. I am going to read some such opinions. Please tell me which opinion do you agree with? (**READ OUT answer categories 1 to 3**)

1. Negotiate and persuade the Pakistani government, even if it takes patience.  
2. Put international pressure on the Pakistani government, even if it takes time.  
3. Take direct military action against Pakistan, even if it means the risk of a war.  
8. No opinion

## Set B Questions only

**B12.** On the whole would you say that politicians in the country are corrupt or they are not corrupt?  
(If '*corrupt*', probe further whether '*very*' or '*somewhat*' corrupt, and if '*not corrupt*', probe further if '*not corrupt*' or '*not at all corrupt*').

1. Very corrupt                      2. Somewhat corrupt                      3. Not corrupt                      4. Not at all corrupt                      8. DK

**B13.** And what about your local Sarpanch/Councillor, would you say that she/he is corrupt or she/he is not corrupt? (If '*corrupt*', probe further whether '*very*' or '*somewhat*' corrupt, and if '*not corrupt*', probe further if '*not corrupt*' or '*not at all corrupt*').

1. Very corrupt                      2. Somewhat corrupt                      3. Not corrupt                      4. Not at all corrupt                      8. DK

**B14.** Some people say that by and large politicians don't care for the interests of ordinary people, while others say that in democracy politicians do care for the interests of ordinary people. What is your opinion?

1. Don't care                      2. Care                      8. No opinion

**B14a.**(If '*Don't care*') What about your Sarpanch/Councillor, does she/he care about the interests of ordinary people or not?

1. Don't care                      2. Care                      8. No opinion                      9. NA

**B15.** Now I will read out 2 statements about different kinds of political leaders. Please tell me, if you had a choice between them, whom would you vote for - the first kind (statement 1) or the second kind (statement two 2) of political leader?

<b>a.</b>	(1) Someone who is accessible but corrupt.	(2) Someone who is very honest but not accessible.
	<b>1. Agree with one (1)</b>	<b>2. Agree with two (2)                      8. No Opinion</b>
<b>b.</b>	(1) Someone is involved in criminal cases, but can be relied to get work done.	(2) Someone who is known to be a gentleman, but can not always get work done.
	<b>1. Agree with one (1)</b>	<b>2. Agree with two (2)                      8. No Opinion</b>
<b>c.</b>	(1) A strong leader, who does not listen to anyone else.	(2) Someone who consults everyone, but is not a strong leader.
	<b>1. Agree with one (1)</b>	<b>2. Agree with two (2)                      8. No Opinion</b>

**B16.** Thinking of whether you voted or not ever since you became eligible for voting, how would you describe yourself – have you voted in every election, voted in most elections, voted in some elections or hardly ever voted?

1. Voted in every election                      2. Voted in most elections                      3. Voted in some elections  
4. Hardly ever voted                      8. No Opinion                      9. NA (*Not eligible or eligible only once*)

**B17.** When we ask people about why they don't take part in politics we hear different things. I am going to read out some such things, please tell me what applies to you the most? (**READ OUT answer categories 1 to 4**)

1. I have no interest in politics  
2. I dislike politics and politicians  
3. I would like to, but I don't have don't have the resources  
4. I would like to, but people like me don't have have a chance to succeed                      8. Can't say

**B18.** If you had an opportunity and the resources, would you wish to actively involved in politics?

2. Yes                      1. No                      8. Can't say/Not sure

**B19.** And would you like your child to be a political leader?                      2. Yes                      1. No                      8. Can't say/Not sure

### Set C Questions only

**C23.** Do you feel close to any political party?                      2. Yes                      1. No

**C24.** What is democracy, is understood differently by different people. According to you what is democracy? (*Record exact answer and do not code*)

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**C25.** Now I am going to read out a few statements. For each of them you tell me, whether you agree or disagree? (*Probe further if 'strongly', or 'somewhat' agree or disagree*)

	Agree Strongly	Somewhat	Disagree Somewhat	Strongly	No Opinion
<b>a.</b> Politicians don't care about people like me.	1	2	3	4	8
<b>b.</b> The country should be run by experts who are not answerable to political leaders.	1	2	3	4	8
<b>c.</b> Politics is too complicated for people like me.	1	2	3	4	8
<b>d.</b> We should have a strong leader who does not have to bother about elections..	1	2	3	4	8
<b>e.</b> The country should be governed by the Army instead of politicians.	1	2	3	4	8

**C26.** Do you think your vote has effect on how things are run in this country or you think your vote makes no difference?

1. Has no effect                      2. Has effect                      8. No opinion.

**C27.** Suppose there were no parties or assemblies and elections were not held - do you think that the government in this country can be run better?    1. No                      2. Yes                      8. DK

**C28.** Now I am going to read out a few situations. Please tell me for each one of them, whether in your opinion they are democratic, undemocratic or would you say they are niether democratic nor undemocratic?

	Democratic	Undemocratic	Neither	No Opinion
<b>a.</b> Farmers in an area do not want to give up their land, but the government decides to aquire it.	1	2	3	8
<b>b.</b> An MLA dies and the party nominates his son to contest in his place.	1	2	3	8
<b>c.</b> Some people are very rich, but most people are very poor.	1	2	3	8
<b>d.</b> People of majority community harm minorities, but the government takes no action.	1	2	3	8
<b>e.</b> A boy and girl from different communities want to marry, but the <i>Panchayat</i> does not allow them.	1	2	3	8

**C29.** Which one of the following three statements do you agree with most?

1. Democracy is preferable to any other kind of government.
2. In certain situations, a dictatorial government can be preferable to a democratic one.
3. It doesn't matter to people like me whether we have democratic or non-democratic government.
8. No Opinion



**D27.** I will read out few statements about your income. Please tell me, which of the following statement is closest to your situation? (*Please read out options 1 to 4*)

1. Our income covers the needs well, we can save
2. Our income covers the needs all right, without much difficulty
3. Our income does not cover the needs, there are difficulties
4. Our income does not cover our needs, there are great difficulties
8. No Opinion

**D28.** Looking at your and your family's household expenditure, would you say that you can buy more things now that you did six months ago, or you can buy less, or can you buy about the same as you did six months ago?

1. More difficult
2. More easy
3. Same
8. No Opinion

**D29.** Now I am going to read out a few things. Please tell me in the last six months have you, or someone close to you lost...

	Yes	No	DK
a. Lost livelihood.	1	2	8
b. Lost money in the share market.	1	2	8
c. Got their loans waved off.	1	2	8
d. Got a job card.	1	2	8

**Set E Questions only**

**E24.** Now I will talk about the changes that have taken place in the country during the last five years, after the Congress led UPA government came to power. You tell me, in the last three years have the conditions regarding these issues improved or deteriorated?

	Improved	Remained same	Deteriorated	D.K.
a. Development of the country...	1	2	3	8
b. India's image around the world...	1	2	3	8
c. Employment opportunities...	1	2	3	8
d. Condition of farmers...	1	2	3	8

**E25.** And also tell me if in the last five years, after the Congress led UPA government came to power, these things have increased or decreased?

	Increased	Remained same	Decreased	D.K.
a. Corruption...	1	2	3	8
b. Terrorist activities...	1	2	3	8
c. Inflation...	1	2	3	8

**E26.** People have different opinions about the UPA Government. Some people believe that the economic policies of this Government have brought prosperity to the whole country, whereas some believe that only the rich have benefited and others believe that no one has benefited. What is your opinion - the whole country has become prosperous, only the rich have benefited or no one has benefited?

1. Prosperity has come
2. Only rich have benefited
3. No one has benefited
8. No opinion

**E27.** Now I am going to read out the names of few government policies/schemes. Please tell me have heard about them? *(If Yes)* For each of these policies please tell me, whose polict is it - central government or the state government?

	Yes	No	<i>(If Yes)</i>	Central Govt.	State Govt.	No opinion	NA
<b>a.</b> National Rural Employment Guarantee Act (NREGA)	1	0	<i>(If Yes)</i>	3	2	8	9
<b>b.</b> Right to Information (RTI)	1	0	<i>(If Yes)</i>	3	2	8	9
<b>c.</b> Farmers' loan waiver	1	0	<i>(If Yes)</i>	3	2	8	9
<b>d.</b> Forest Rights Act	1	0	<i>(If Yes)</i>	3	2	8	9
<b>e.</b> Right to Education Bill	1	0	<i>(If Yes)</i>	3	2	8	9
<b>f.</b> National Security Act	1	0	<i>(If Yes)</i>	3	2	8	9
<b>g.</b> Unrecognized Sector workers Bill	1	0	<i>(If Yes)</i>	3	2	8	9

**E28.** Now I am going to read out a few things done by the Congress led UPA government at the centre. Please tell me have heard about them? *(If Yes)* Do you approve or disrove of them? *(Probe further if R 'fully' or 'somewhat' approves or disaproves)*

	Yes	No	<i>(If Yes)</i>	Approve		Disaprove		No opinion	NA
				Fully	Somewhat	Somewhat	Fully		
<b>a.</b> Setting up of Special Economic Zones (SEZ)	1	0	<i>(If Yes)</i>	1	2	3	4	8	9
<b>b.</b> Signing Indo-US Nuclear Deal	1	0	<i>(If Yes)</i>	1	2	3	4	8	9
<b>c.</b> Getting Sachchar Committee Report	1	0	<i>(If Yes)</i>	1	2	3	4	8	9



