



POST DISTRIBUTION MONITORING REPORT

FOOD VOUCHER, DIGNITY/HYGIENE KIT AND JERRY CAN DISTRIBUTION

MEAL Unit, Care in Pakistan

January 2021

PDM Report

Added Information

Location: District Umerkot, Sindh, Pakistan

Project Title: Flood Emergency Response – Umerkot, Sindh 2020

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List of Acronyms and Definitions

Acronym	Definition
PDM	Post Distribution Monitoring
ERF	Emergency Response Fund
CIP	Care in Pakistan
MEAL	Monitoring, Evaluation, Accountability and Learnings
PKR	Pakistani Rupees
NGO	Non-government Organization

Executive Summary

Flood Emergency Response Umerkot, Sindh, a three months' project with an overall objective to provide emergency lifesaving food and NFI assistance to flood effected population in district Umerkot. The overall approach of the ERF project was to address the immediate, underlying and basic needs of households through a combination of activities i.e. food commodities, NFI and water.

The object of the study was to validate the supported beneficiaries, assess distribution process and satisfaction of beneficiaries with the intervention. A sample of 63 (10%) was systematic randomly drawn from the population of 600 households.

Findings

- The respondents of the survey include 59% men and 41% women with an average age of 41 years and 39 years respectively.
- The study shows that the average monthly income of the household was 7507 PKR and average monthly expenses were 11936 per households. The reduction in household's monthly income as reported by the respondents was 24%.
- All (100%) of them confirmed that they have received the voucher from project staff at their village and purchased food items from the vendor's shop in the main market of Umerkot district. Similarly, all of the respondents received hygiene kits and jerry cans from the partner staff. The hygiene kit includes seven clothes washing soaps, seven bathing soaps, two cotton flannel cloth piece, two jerry cans, one bag and one pair of panties.
- The study validated that the project selected the most vulnerable household's based on the criteria mentioned in the proposal. Out of them, 84% respondents were aware of their inclusion in beneficiaries list.
- Before the distribution of voucher, the beneficiaries were provided with the information related to the selection process (56%), which household is selected (26%), explanation about the voucher system (25%), location of shop (32%), time and date of distribution (25%), amount of voucher (41%), other NGOs (29%), documents needed (11%) and how to complain (51%) in case of any issue or feedback.
- 92% reported that it took 30 minute to one hour to go to the vendor shop, 5% reported 1 hours and 3 hours and 3% reported less than 30 minutes of time. HANDS X-Staff member shared that they have faced problems in selecting vendors to provide food items to the beneficiaries at union council level as well as main market of the district. Village level vendors do not have the capacity to provide food items. The vendors of main market were not ready to provide food items on delayed payment (within one month) against the voucher. Only three vendors were ready to sign the contract with HANDS.
- Overall each household had to pay 211 PKR to transport the food items from vendor shop to home and cumulatively 600 households have paid 126,600 PKR as a transportation charges.
- A question was asked to know the appropriate support for selected beneficiaries, 52% selected cash option and 48% were happy with the food voucher scheme.

- 100% respondents confirmed that the amount of voucher was 8500 PKR and they have received flour (40 KG), rice (20 KG), sugar (5 KG), *daal chana* (Split chickpeas - 63 KG), cooking oil (5 liters) and salt (0.8 KG) from the vendor's shop.
- 100% mentioned that the quality of each item was very good and the items were very useful and relevant to the needs of households.
- During the discussion with the vendors they shared, *"We have not yet received the payment against the voucher submitted or food provided to the beneficiaries. HANDS promised to pay us before 28 January 2021 but the payment was not processed till today"* One of the vendor shared, *"To avoid rush of beneficiaries at the vendor shop, vouchers can be distributed in a systematic way that one village gets food and other village get voucher to get food on very next day"*
- 87% respondents proposed to add tea in food package, 71% proposed chilies, 16% pulses, 40% proposed vegetables and 2% requested for milk. All provided food items were consumed at household level. In contrast to the idea of community voucher the food items and their quantity was specified and beneficiaries had no choice to select other than the listed items or increase or decrease the quantity of any item packaged.
- 100% respondents shared that staff conduct was appropriate and respectful. 100% were satisfied with quality and quantity of the items provided.
- 93% were aware of how to report, complaint or provide feedback. 3% were aware of availability of complain desk and toll free number to share their complaint or feedback.

Suggestion and Recommendations

- To provide choices to the beneficiaries, booklet with leaflets having face value of 500 PKR 1000 PKR and 2000 PKR to buy the required quantity and variety of food items from the vendor's shop.
- The mobile store concept was not implemented due to unknown reasons and the concept was replaced with selection of static vendors at main market. For static vendor, market assessment was a prerequisite to inform market capacity and functionality. Changes in project design should be documented as a learning to inform future project design.
- Transportation cost should be considered when designing similar projects in future to avoid extra burden on effected people
- To avoid delays of payment, the redeemed voucher should be collected on daily basis and payment should be made within specified time.
- To avoid rush at vendor shop, village wise distribution can be practiced or additional vendors should be added to timely entertain the beneficiaries.

Background and Methodology

Introduction

Flood Emergency Response Umerkot, Sindh, a three months' project with overall objective to provide emergency lifesaving food and NFI assistance to flood effected population in district Umerkot.

The overall approach of ERF project was to address the immediate, underlying and basic needs of households through a combination of activities i.e. food commodities, NFI and water.

Food vouchers program is one of the components to improve food availability and consumption of families. The basic criterion to assess and select beneficiaries included female headed household, elderly headed household, disabled and chronic ill headed households, household with pregnant women and households with large family sizes. As per the process, the beneficiary gets the food items and hand over the voucher to the vendor. Vendors are selected on the basis of their capability of arranging necessary specific food items, willingness regarding the policy and procedure of organization and quality and rates of food items. The vendor submits the received vouchers to partner staff for cash transfer to the vendor. NFI includes items for hygiene, water jerry cans and mosquito nets.

This study is designed around food voucher and NFIs distributed to find out operational processes followed, distribution process and satisfaction of beneficiaries. The food voucher was distributed in December 2020 and study was conducted in January 2021.

Research Methodology

Sample Selection

The data collection was held in the month of January (26-28), 2021. Analysis of data and report was written in February 2021. The assistance covered 600 households from the selected district which are considered the study population and sample of 63 is draw using systematic random sampling with 10% of total beneficiaries. Key Informant Interviews were conducted with three vendors and 10 beneficiaries of the project to triangulate the survey information.

General Objective

The overall objective of the study was to explore the ongoing process followed for assistance and its beneficiaries' satisfaction. The specific objectives of the study are;

- To explore the adopted approaches and their relevance to the needs of community;
- To explore the various aspects of food voucher and NFI activities with respect to local practices.
- To find out suggestion/recommendations for future interventions in the lights of the research findings.

Data Collection Tool

The data collection tool was developed with the inputs of program staff and technical heads. Mothers, fathers and elders were the primary respondents of the questionnaire. They were asked about their

background characteristics (age, economic condition) market accessibility, distribution, food consumption, utilization of NFIs and their satisfaction with the support. Detailed interviews were conducted with vendors of food voucher and staff members worked in this project.

Training of Enumerators

A half day training of data enumerators was imparted on data collection tool and study methodology. After successful training field activities were carried out to collect the data.

Data Quality

Each questionnaire and data sheet was checked each night and missing or flagged data identified for rectification.

Ethical Considerations

Verbal consent was sought from gate keepers of each village, respondents and household heads for the voluntary participation in the study.

Data Entry and Analysis

The data was entered in an excel data base and analyzed to draw the inference.

Study Findings

Demographics

The survey data shows that the respondents of the survey includes 59% men and 41% women with an average age of 41 years and 39 years respectively. All the beneficiaries were selected from the flood effected union council Atta Mohammad Palli. During KII the interacted communities shared that the flood affected their houses and agriculture land. Most of them have had to live in tents on the road side for months.

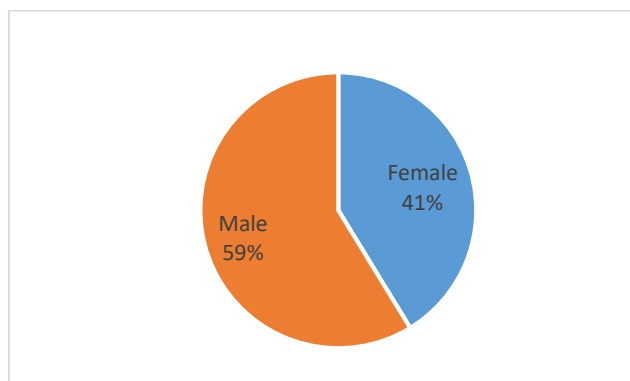


Figure 1: Gender of Survey Respondents

Each household was composed of an average of 3.2 male and 3.4 female members with 6.5 average household size. The age wise population of household members is as under;

Age Group	Male	Female
0-6 Months	0.4	0.8
7-24 Months	0.8	0.9
3-5 Years	1.0	1.2
6-17 Year	1.6	1.6
18-59 Years	1.2	1.1
60 Years and above	0.9	0.9

Table 1: Age Group of Family Members

Income and Expenses

The study shows that the average monthly income of the household was PKR 7507 and average monthly expenses were PKR 11936 per households. The reduction in the household monthly income as reported by the respondents is 24%. This reduction in income is due to lockdown by the government during COVID-19. During KIIs with the beneficiaries, it was revealed that most of the beneficiaries were tenants working in the fields of landlords. Their income majorly depends on yield proportion agreed with the land lord and income of family members working as labour in the local market.

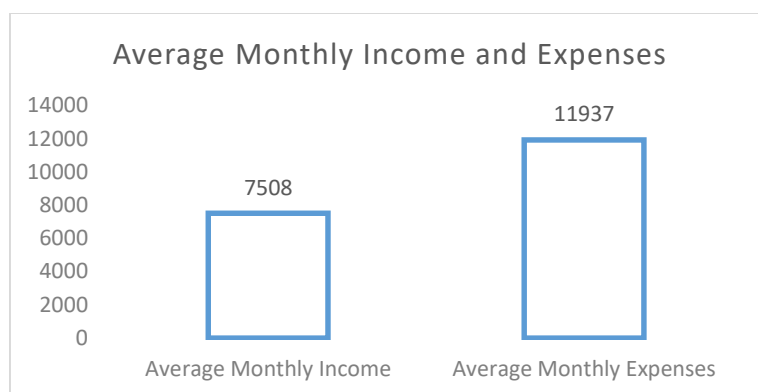


Figure 2: Average Monthly Income and Expenses

Distribution of Voucher

All of them confirmed that they have received voucher from project staff at their village and purchased food items from the vendor's shop in the main the market of Umerkot district.

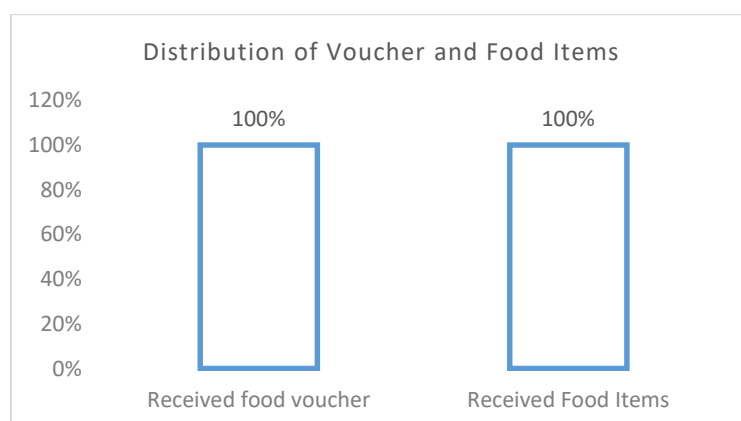


Figure 3: Distribution of Voucher and Food Items

Selection of Beneficiaries

Respondents were asked about the reasons for their selection for the support. 84% respondents were aware of their inclusion in beneficiaries list. Out of them 25% shared that they are impacted by COVID, 14% marked as flood effected, 5% reported as female headed household, 3% child headed household, 5% have child below 5 years of age and 2% have individuals above 60 years of age. Other reported reasons were large family size, disability, widow and poor economic conditions. This shows that the project staff followed the selection criteria mentioned in proposal document.

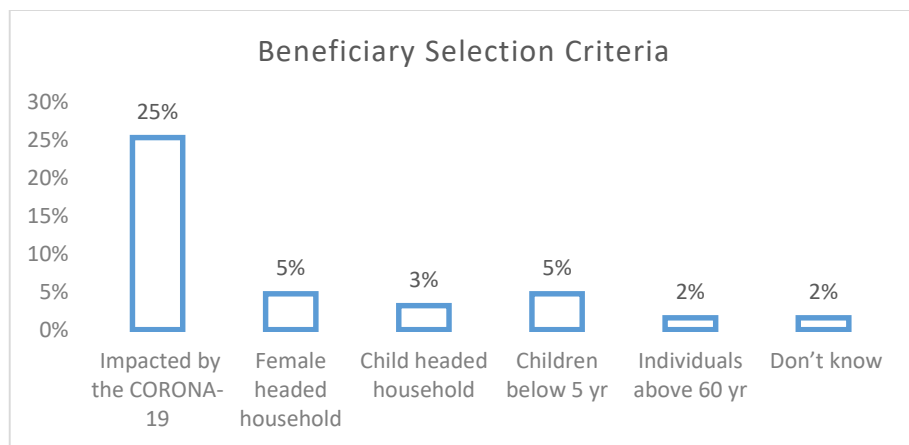


Figure 4: Beneficiary Selection Criteria

Respondents reported that there were few households who were not supported due to their absence, address mentioned in CNIC was not updated as they belonged to other union councils. None of the households paid any amount to get this voucher support.

Information about Voucher and Distribution Process

Before the voucher distribution the beneficiaries were provided with the information related to selection process (56%), which household is selected (26%), explanation about the voucher system (25%), location of shop (32%), time and date of distribution (25%), amount of voucher (41%), other NGOs (29%), documents needed (11%) and how to complain (51%) in case of any issue or feedback.

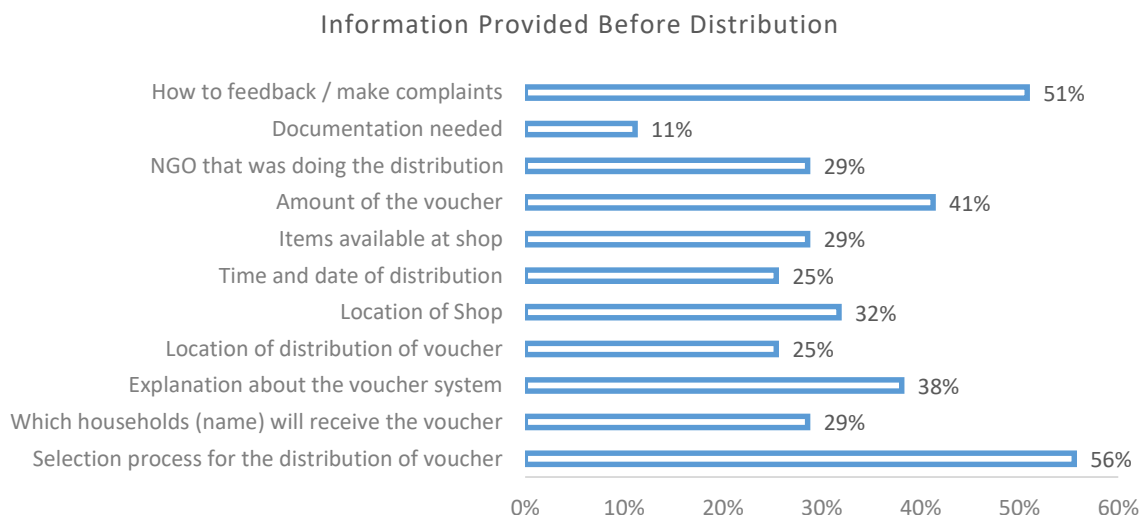


Figure 5: Information Provided Before Distribution

Who Received the Voucher

68% respondents received vouchers by themselves and 23% reported that their family members (husband, brother, sister and father) received the voucher. The vouchers were distributed at their door step by the field team.

Distance to the Vendor Shop

92% reported that it took 30 minute to one hour to go to the vendor shop, 5% reported 1 hours and 3 hours and 3% reported less than 30 minutes of time. HANDS X-Staff member shared that they have faced problem in selecting vendors to provide food items to the beneficiaries at union council level as well as main market of the district. Village level vendors do not have the capacity to provide food items. The vendors of the main market were not ready to provide food items on delayed payment against the voucher. Only three vendors were ready to sign the contract with HANDS.

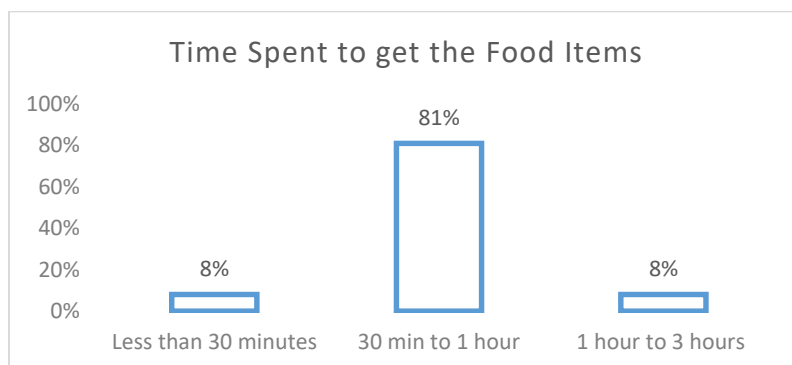


Figure 6: Time Spent to get Food Items

According to the proposal, mobile stores were to visit the village twice a week and beneficiaries would purchase food items directly from these mobile stores. It was not practiced during implementation as the selection of vendors at the village level was a challenge faced by the project team.

Mode of Transportation

The main mode of transportation mentioned by 81% beneficiaries was that they used a rickshaw, 8% used bicycle and 8% used other mode of transportation to collect the food items from the vendor shop. Overall 600 households have paid 126600 PKR as transportation cost which is quite high for vulnerable and flood affected households.

Transportation Cost

Overall each household had to pay PKR 211 to transport the food items from the vendor's shop to their home.

Food Items Provided

A question was asked to know choices other than food vouchers, 52% selected cash and the rest were happy with the food voucher scheme. 100% respondents confirmed that the amount of voucher was 8500 PKR and they have received flour (40 KG), rice (20 KG), sugar (5 KG), *daal chana* (Split chickpeas - 63 KG), cooking oil (5 litters and salt (0.8 KG) from the vendor's shop. 100% mentioned that the quality of each items was very good and the items were very useful and relevant to the needs of households.

During interviews with the vendors, they shared that overall the distribution was good but they faced problems to arrange food package for 300 beneficiaries which was organized for Deputy Commissioner to showcase the support. During discussion with the vendors they shared, *“We have not yet received the payment against the voucher submitted for food provided to the beneficiaries. HANDS promised to pay us before 28 January 2021 but the payment was not processed till today”*

One of the vendor shared, *“To avoid rush of beneficiaries at vendor shop, voucher can be distributed in a systematic way that one village gets food and the other village gets vouchers to get food on the very next day”*

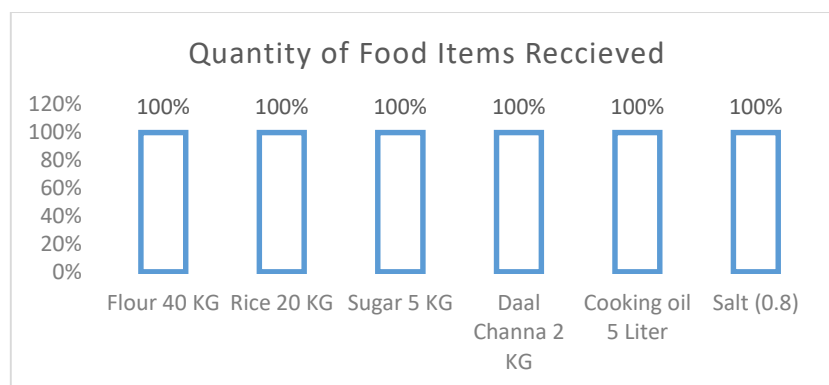


Figure 7: Quantity of Food Items Received

Food Consumption

This validated through KIIs that all of the interviewed beneficiaries received food items. Most of them reported that they have consumed the food items within a month however very few shared that they have some pulses and salt to be consumed.

Satisfaction with Vendor

95% respondents were strongly agreeing that the vendor was well organized, 3% agreed and 2% disagreed the statement. 100% confirmed that they did not face any problem during purchasing of food items

Proposed Food Items

87% respondents proposed to add tea in food package, 71% proposed chilies, 16% pulses, 40% proposed vegetables and 2% requested for milk. All provided food items were consumed at household level.

In contrast to the idea of community voucher the food items and their quantity was specified and beneficiaries have no choice to select other than listed items or increase or decrease the quantity of any item packaged.

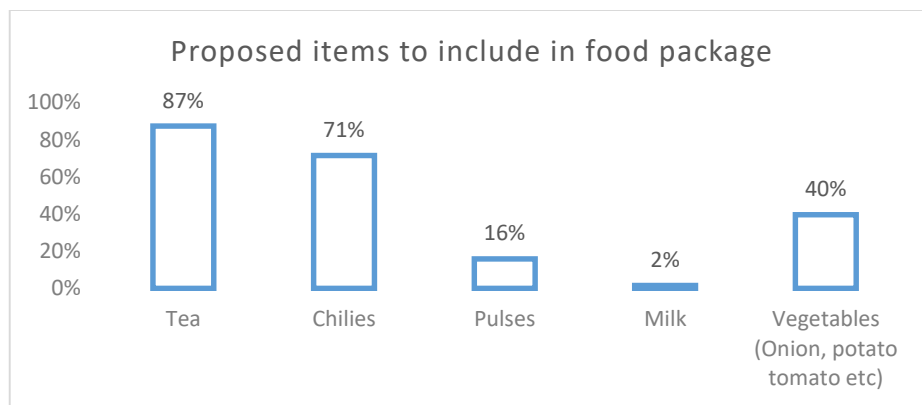


Figure 8: Items Proposed by Beneficiaries

Hygiene/Dignity Kit

100% beneficiaries confirmed that they have received hygiene kit from project staff at their villages. The kit includes seven clothes washing soaps, seven bathing soaps, two cotton flannel clothes piece, two jerry cans, one bag and one pair of panties. They further shared that the items in hygiene kit was useful and utilized by members of the household.

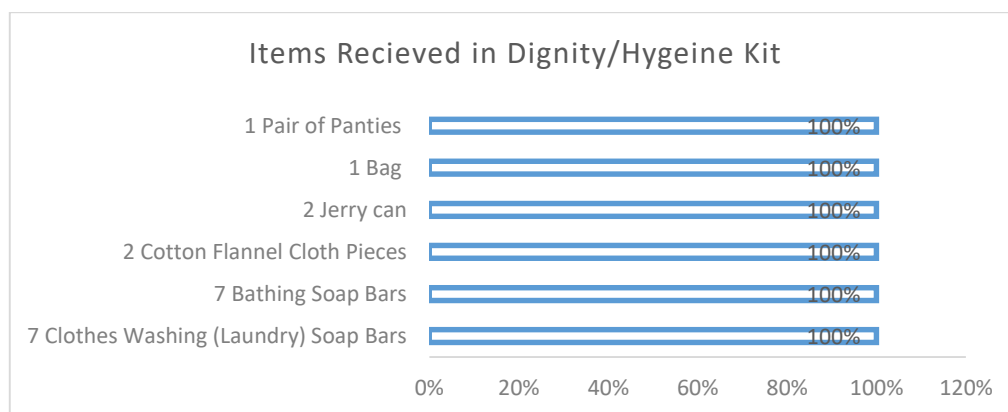


Figure 9: Items Received in Dignity/Hygiene Kit

80% respondents reported that HANDS staff informed the beneficiaries about hygiene kit distribution. 50% were involved in distribution process. 97% reported that the distribution of kit was smooth but 3% shared that there was some issue in distribution. 100% respondents received jerry cans from the project team at village level and all of them are utilizing it at household level to store water.

Beneficiary Satisfaction

100% respondents shared that staff conduct was appropriate and respectful. 100% were satisfied with quality and quantity of the items provided.

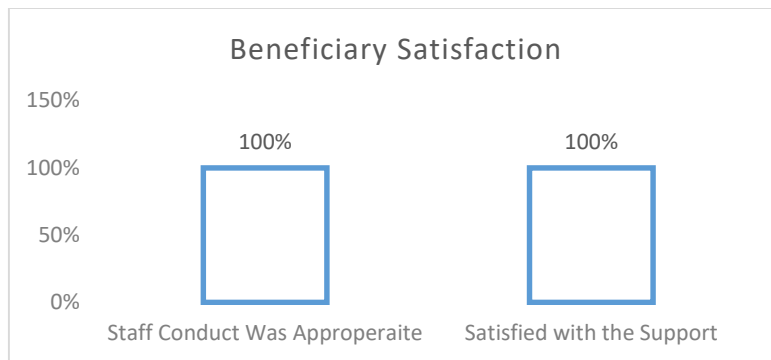


Figure 10: Beneficiary Satisfaction

Feedback and Complaint Mechanism

93% were aware of how to report, complaint or provide feedback. 3% were aware of availability of complain desk and toll free number to share their complaint or feedback. Four respondents confirmed that they have shared their feedback/complaint to the staff at help desk. The complainant was happy with the response of the staff.

Suggestions and Recommendations

Suggestions and Recommendations	
1	The support covered the lost income of household due to lock down or flood. Similar support should be continued to help the most vulnerable communities during emergencies.
2	The study shows that criteria of beneficiary selection was followed. This practice should be continued for similar project in future
3	To provide choices to the beneficiaries, booklet with leaflets having face value of 500 PKR 1000 PKR and 2000 PKR to buy the required quantity and variety of food items from the vendor's shop.
4	The mobile store concept was not implemented due to unknown reasons and the concept was replaced with selection of static vendors at main market. For static vendor, market assessment was a prerequisite to inform market capacity and functionality. Changes in project design should be documented as a learning to inform future project design. Similarly, prerequisites of modality adopted should be clarified and implementation team should be oriented on it.
5	To avoid delays of payment, the redeemed voucher should be collected on daily basis and payment should be made within specified time.
6	To avoid rush at vendor shop, village was beneficiary distribution can be practiced or vendor should be added to time entertain the beneficiaries.
7	Transportation cost should be considered when designing similar projects in future to avoid extra burden on effected people.
8	100% beneficiaries were happy with the process followed and support provided; which is success of the project and should be documented as a learning.

Voucher & Hygiene Kit and Jerry Can Post Distribution Monitoring (PDM) Tool

Introduction and key messages

Hello, my name is I am working with CARE's Monitoring Team.

Purpose of the questionnaire

I am conducting a survey with you since you have benefit from items distribution with CARE. The aim is to better understand if you appreciated the selection process, the condition of distribution and if you were satisfied with the items you received. I would like to ask you some questions. This will take at most 30 minutes. The information you provide me will remain totally confidential. Your answers will not have any impact on your future participation in CARE programs. The information you provide will only be used to help us improve the services provided to the community.

If under the age of 18, consent must be obtained from a parent or authorized caregiver, who must also be present during the interview.

A. DEMOGRAPHICS

1. Name of interviewer	[_____]				
2. Date of interview	[_____]				
3. Do you give your consent to continue with the questionnaire?	1. Yes 2. No (If NO, thank the respondent and end survey)				
4. Gender	[_____]				
5. Age	[_____]				
6. Type of household?					
A. Child Headed household	[_____]				
B. Women headed household					
C. With Pregnant and lactating woman	[_____]				
D. Person with disabilities					
7. District	[_____]				
8. Taluka /UC	[_____]				
9. Village	[_____]				
10. What type of support you have been provided?					
a) Food Voucher	[_____]				
b) Hygiene Dignity Kit					
c) Potable water through water tanker					
11. Where you impacted by the rain flood? Yes= 1, No=2					

Age Categories	No. of Males	No. of Females	Age Categories	No. of Males	No. of Females

12.	0-6 months	[_____]	[_____]	13.	6-17 years	[_____]	[_____]
14.	7-24 months	[_____]	[_____]	15.	18-59 years	[_____]	[_____]
16.	3-5 years	[_____]	[_____]	17.	60 years and above	[_____]	[_____]
18.	How much income does your household generate in a month? <i>(Cash income in PKR)?</i>					[_____]	
19.	What is the observed reduction in income at the onset of rain flood (percentage)					[_____]	
20.	Average expenditure of a household in a month in PKR? (Expenditure in PKR)?					[_____]	
I. Food Voucher							
21. Did you receive voucher from HANDS in the last month(s)? <i>(Continue the questionnaire if answer is Yes)</i>			1. Yes 2. No			[_____]	
22. Have you purchased food items with the voucher?			1. Yes 2. No			[_____]	
23. Did you receive similar items distributed by other NGOs in the last month?			1. Yes 2. No 99. Don't know			[_____]	
B. SELECTION PROCESS							
24. Do you know why you and some other people were included in the distribution list?			1. Yes 2. No			[_____]	
25. If YES, what was the selection criteria? 26.			1. Impacted by the rain flood 2. Female headed household 3. Child headed household 4. Children below 5 yr 5. Individuals above 60 yr 6. Others 99. Don't know			[_____]	
27. In exchange for being included in the distribution list, did you have to pay any fee, or give a favor in return?			1. Yes 2. No 99. Don't know			[_____]	
28. IF YES, to whom did you pay this fee or give this favor to?			1. CARE Staff 2. Volunteers / mobilisers 3. Government staff 4. Committees 5. Local leaders 6. Others <i>(text to specify)</i>			[_____] [_____] [_____] [_____] [_____]	

	99. Don't know / don't want to say	
29. Were some people excluded although they met the eligibility criteria?	1. Yes, some people were excluded 2. No, the selection was fair 99. Don't know	[_____]
30. If yes, Why?	_____	
C. VOUCHER DISTRIBUTION PROCESS		
31. Before the day of the voucher distribution, what information did you receive?	1. Selection process for the distribution of voucher 2. Which households (name) will receive the voucher 3. Explanation about the voucher system 4. Location of distribution of voucher 5. Location of Shop(s) 6. Time and date of distribution 7. Amount of the voucher 8. Items available at shop 9. NGO that was doing the distribution 10. Documentation needed 11. How to feedback / make complaints 12. No information received 99. Don't know	[_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____]
32. On the day of the voucher distribution, what information did you receive?	1. Selection process for the distribution of voucher 2. Which households (name) will receive the voucher 3. Explanation about the voucher system 4. Location of distribution of voucher 5. Location of shop 6. Time and date of distribution 7. Amount of the voucher 8. Items available at shop 9. Documentation needed 10. How to feedback / make complaints 11. No information received 99. Don't know	[_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____]
33. Did you collect the voucher at the distribution point yourself? If no, try to get the person who actually participated to the distribution to answer the questions about the distribution process	1. Yes 2. No	[_____]

34. If no, who collected it for you?	1. My wife 2. My husband 3. My children 4. My brother or sister 5. Someone else (specify _____)	[_____]
35. How long did it take to go from your home to the distribution point?	1. Less than 30 minutes 2. 30 min to 1 hour 3. 1 hour to 3 hours 4. More than 3 hours 99. Don't know	[_____]
36. What was the main mode of transportation to go to the distribution point?	1. On foot 2. Bicycle 3. Animal 4. Motor vehicle (bus, taxi, car, motorcycle, truck) 5. Other	[_____]
37. How much did you spend on transport from the vendor shop back to your home?	Amount in PKR	[_____]
38. Overall, would you say the voucher distribution was well organized?	1. Strongly agree 2. Agree 3. Neither agree nor disagree 4. Disagree 5. Strongly disagree	[_____]
39. Did you face any problems or safety issues at the voucher distribution sites?	1. No problem 2. Lack special arrangement for people with medical conditions (pregnant, sick, elderly, ...) 3. Bullying and pushing among beneficiaries during distribution 4. Long waiting time 5. No shading or water at the distribution site 6. Abusive behavior from staff or volunteers 7. Abusive behavior from local leaders 8. I did not feel safe 9. Other (specify)	[_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____]

40. Did you feel safe at the venue for the distribution?	1. Very safe 2. Safe 3. Neither safe nor unsafe 4. Unsafe 5. Very unsafe	[_____]
41. If Unsafe or very unsafe, why?	_____ _____	
42. How long did you wait at the voucher distribution site to receive your voucher?	1. Less than 30 minutes 2. 30 min to 1 hour 3. 1 hour to 3 hours 4. More than 3 hours 99. Don't know	[_____]
43. Is there anything that could have been improved in the organization of the voucher distribution?	1. Location of the distribution site. 2. Space available in waiting area. 3. Time spent in waiting area. 4. Shade in waiting area. 5. Crowd management throughout the distribution. 6. Registration process. 7. Voucher delivery process. 8. Support to people with specific needs 9. Nothing 10. Other (text to specify)	[_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____]
D. Redeeming of Voucher		
44. How long did it take to go from home to the shop?	1. Less than 30 minutes 2. 30 min to 1 hour 3. 1 hour to 3 hours 4. More than 3 hours 5. Don't know	[_____]
45. What was the main mode of transportation between the shop your home?	1. On foot 2. Bicycle 3. Animal 4. Motor vehicle (bus, taxi, car, motorcycle, truck) 5. Other	[_____]
46. How much did you spend on transport from the shop back to your home?	Amount in in PKR	[_____]
47. How did you transport your items from the shop back to your home?	1. Carried it myself 2. Someone else carried it for free 3. Paid someone to carry it 4. Used a vehicle for free 5. Paid for a vehicle 6. Kit was distributed to my home	[_____]

	7. Don't know 8. Other (text to specify)	
48. Overall, would you say the vendor was well organized?	1. Strongly agree 2. Agree 3. Neither agree nor disagree 4. Disagree 5. Strongly disagree	[_____]
49. Did you face any problems during purchasing of food?	1. No problem 2. Difficult to understand the voucher system 3. The value of vouchers was not adapted for my purchase. We need smaller valued voucher. 4. Vendors increased the prices. 5. The items I wanted were on the list but not available anymore 6. The items I wanted were not on the list of available items 7. Lack special arrangement for people with medical conditions (pregnant, sick, elderly, ...) 8. Bullying and pushing among beneficiaries during distribution 9. Long waiting time 10. No shading or water at the distribution site 11. Abusive behavior from staff or volunteers 12. Abusive behavior from vendors 13. Other (specify)	[_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____]
50. Did you have to give money, goods or favors to receive your items or did you have to share your items?	1. Yes 2. No 3. Don't know	[_____]
51. If yes, what or how much ?	_____ –	
52. If yes, to whom? (Do not read the options available. (Tick the ones mentioned by the respondent)	1. HANDS Staff 2. Volunteer / mobilisers 3. Government staff 4. Leaders 5. Share with other community members 6. Others (text to specify) 7. Don't know / don't want to say	[_____] [_____] [_____] [_____] [_____] [_____]
53. Did you face problems after visiting the shop to collect your items?	1. Safety and security problems on the way home	[_____] [_____]

<p>(Do not read the options available. Tick the ones mentioned by the respondent)</p>	2. Safety and security problems at home 3. Tensions in the community 4. Tensions in the family 5. Long distance to home 6. Heavy items to carry home 7. Abusive behavior from staff and/or volunteers 8. Abusive behavior from local leaders 9. Others (specify)	[_____] [_____] [_____] [_____] [_____] [_____]
54. If you had the choice, would you rather receive cash, voucher or the items?	1. Cash in kind 2. Voucher with vendors 3. Don't know	[_____]
E. FOOD VOUCHER ITEMS RECEIVED		
55. What was the amount of your voucher?	Amount in PKR	[_____]
56. Which food item did you purchase with your voucher?	1. Flour 40 KG 2. Rice 20 KG 3. Sugar 5 KG 4. Daal Channa 2 KG 5. Cooking oil 5 Liter 6. Salt (0.8) 7. Cash in return of voucher 8. Any other _____	[_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____]
57. If Cash in return of voucher, then how much in cash?	Amount in PKR	[_____]
58. What was the quantity of each item provided? Please verify what the respondent said to you from the list	1. Flour 40 KG 2. Rice 20 KG 3. Sugar 5 KG 4. Daal Channa 2 KG 5. Cooking oil 5 Liter 6. Salt (0.8) 7. Cash in return of voucher 8. Any other _____	[_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____]
59. What did you think of the quality of the items available overall? 1. Very good 2. Good 3. Average 4. Poor 5. Very poor	1. Flour 40 KG 2. Rice 20 KG 3. Sugar 5 KG 4. Daal Channa 2 KG 5. Cooking oil 5 Liter 6. Salt (0.8) 7. Cash in return of voucher 8. Any other _____	[_____] [_____] [_____] [_____] [_____] [_____] [_____] [_____]

60. If poor or very poor, what was the problem?		_____	
9. Were the items available useful and relevant to your needs? <ul style="list-style-type: none"> • Very useful, relevant • Useful, relevant • Average • Not useful and irrelevant • Very not useful and irrelevant 	1. Flour 40 KG	[_____]	
	2. Rice 20 KG	[_____]	
	3. Sugar 5 KG	[_____]	
	4. Daal Channa 2 KG	[_____]	
	5. Cooking oil 5 Liter	[_____]	
	6. Salt (0.8)	[_____]	
61. If not, why?		_____	
62. Is there any other items that you think should be included in the future fairs?		_____	
63. Is there any item that you think should be removed or changed for future fairs?		_____	
64. What did you do with the items receive? <ul style="list-style-type: none"> • Used • Stored • Used and stored • Sold • Exchange • Gifted • Stolen 	1. Flour 40 KG	[_____]	
	2. Rice 20 KG	[_____]	
	3. Sugar 5 KG	[_____]	
	4. Daal Channa 2 KG	[_____]	
	5. Cooking oil 5 Liter	[_____]	
	6. Salt (0.8)	[_____]	
II. Hygiene /Dignity Kits			
65.	Did you received hygiene/Dignity kit?	1. Yes 2. No	[_____]
66. If No, then why?		_____	
67.	Please confirm the items and quantity of each item. Note: Numerator has to ask about each item and the quantity.	1. 7 Clothes Washing (Laundry) Soap Bars 2. 7 Bathing Soap Bars 3. 2 Cotton Flannel Cloth Pieces 4. 2 Jerry can 5. 1 Bag 6. 1 Pair of Panties	[_____] [_____] [_____] [_____] [_____] [_____]
68.	What did you do with the kit you received?	1. Utilized 2. Not Utilized 3. Sold 4. Gifted	[_____]
69.	If utilized, is there any usefulness of the kit?	1. Very Useful 2. Useful	

		3. Not Useful	[_____]
70	Have you done any payment for the kit	1. Yes 2. No	[_____]
71	If Yes, whom have you paid	1. HANDS Staff 2. Committee member 3. Agent 4. Others	[_____]
72	Was the distribution process convenient for you?	1. Yes 2. No	[_____]
73	If No, Why	1. Took too long 2. Far away 3. No arrangements 4. Others	[_____]
74	How did you get information about distribution	1. From HANDS staff 2. Through VC 3. From Friends 4. Others	[_____]
75	Were you involved in the planning process of distribution in your village	1. Yes, 2. No	[_____]
76	Did you observed any dispute in the village due to CIP distribution	1. Yes 2. No	[_____]
77	Where there people in your community who could be benefited but were missed	1. Yes 2. No	[_____]
78	Staff conduct was appropriate	1. Yes 2. No	[_____]
79	Are you satisfied with the quality of the kit items	1. Yes 2. No	[_____]
80	Are you satisfied with the quantity of the kit items	1. Yes 2. No	[_____]
81	Have you received Jerry Can from CARE staff or HANDS?	1. Yes 2. No	
82	Have you received mosquito kit from CARE staff or HANDS?	3.	
83	What did you do with the Jerry Can and mosquito net you received?	1. Utilized 2. Not Utilized 3. Sold 4. Gifted	[_____]

84.	If utilized, is there any usefulness of it?	1. Very Useful 2. Useful 3. Not Useful	[_____]
85.	Have you done any payment for getting it?	1. Yes 2. No	[_____]
86.	If Yes, whom have you paid	1. HANDS Staff 2. Committee member 3. Agent 4. Others	[_____]
III. ACCOUNTABILITY			
87.	Was the attitude of CARE (and partner) team member correct and respectful at all times?	1. Yes 2. No 99 Don't know	[_____]
88.	Do you know how you can report problems or ask for help, make a suggestion or complaints?	1. Yes 2. No 99 Don't know	[_____]
89.	If yes, what channels or mechanisms do you know about and can access easily?	1. Suggestion boxes 2. Tool free line 3. Help desk during distributions 4. The use of complaints handling committees 5. Other (<i>text to specify</i>)	[_____] [_____] [_____] [_____] [_____]
90.	Did you ever made a complaint or feedback?	1. Yes 2. No 99 Don't know	[_____]
91.	If yes, which mechanisms did you use?	1. Suggestion boxes 2. Tool free line 3. Help desk during distributions 4. The use of complaints handling committees 5. Other (<i>text to specify</i>)	[_____] [_____] [_____] [_____] [_____]
92.	Were you satisfied with the response to your feedback or complaint?	1. Very satisfied 2. Satisfied 3. Average 4. Not satisfied 5. Very unsatisfied	[_____]
93.	Why do you think some people do not make feedback or complaint?	1. Limited Mobility 2. Shyness 3. Fear of bad consequences for me or my family 4. Don't know how to make feedback or complaint? 5. Don't trust the mechanisms to be safe and confidential	[_____] [_____] [_____] [_____] [_____]

	6. I think nothing will change after making Feedback or complaint 7. Others	[_____] [_____] [_____]
94. Do you want to share a feedback or complaint with me today?	1. Yes 2. No	[_____]
Any Other Observation		
Thank you		