# PMA India (Rajasthan) Phase 1 Survey
## Service Delivery Point Questionnaire

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>001a. Your ID: ${your_name} Is this your ID?</td>
<td>○ Yes</td>
</tr>
<tr>
<td></td>
<td>○ No</td>
</tr>
<tr>
<td>001b. Enter your ID below. Please record your ID</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>002a. Current date and time.</td>
<td>Day:</td>
</tr>
<tr>
<td></td>
<td>Month:</td>
</tr>
<tr>
<td></td>
<td>Year:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Is this date and time correct?</td>
<td>○ Yes</td>
</tr>
<tr>
<td></td>
<td>○ No</td>
</tr>
<tr>
<td>002b. Record the correct date and time.</td>
<td>Day:</td>
</tr>
<tr>
<td></td>
<td>Month:</td>
</tr>
<tr>
<td></td>
<td>Year:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>003a. District</td>
<td>○ Ajmer</td>
</tr>
<tr>
<td></td>
<td>○ Alwar</td>
</tr>
<tr>
<td></td>
<td>○ Banswara</td>
</tr>
<tr>
<td></td>
<td>○ Baran</td>
</tr>
<tr>
<td></td>
<td>○ Barmer</td>
</tr>
<tr>
<td></td>
<td>○ Bharatpur</td>
</tr>
<tr>
<td></td>
<td>○ Bhilwara</td>
</tr>
<tr>
<td></td>
<td>○ Bikaner</td>
</tr>
<tr>
<td></td>
<td>○ Bundi</td>
</tr>
<tr>
<td></td>
<td>○ Chittaurgarh</td>
</tr>
<tr>
<td></td>
<td>○ Churu</td>
</tr>
<tr>
<td></td>
<td>○ Dausa</td>
</tr>
<tr>
<td></td>
<td>○ Dhaulpur</td>
</tr>
<tr>
<td></td>
<td>○ Dungarpur</td>
</tr>
<tr>
<td></td>
<td>○ Ganganagar</td>
</tr>
<tr>
<td></td>
<td>○ Hanumangarh</td>
</tr>
<tr>
<td></td>
<td>○ Jaipur</td>
</tr>
<tr>
<td></td>
<td>○ Jaisalmer</td>
</tr>
<tr>
<td></td>
<td>○ Jalore</td>
</tr>
<tr>
<td></td>
<td>○ Jhalawar</td>
</tr>
<tr>
<td></td>
<td>○ Jhunjhunu</td>
</tr>
<tr>
<td></td>
<td>○ Jodhpur</td>
</tr>
<tr>
<td></td>
<td>○ Karauli</td>
</tr>
<tr>
<td></td>
<td>○ Kota</td>
</tr>
<tr>
<td></td>
<td>○ Nagaur</td>
</tr>
<tr>
<td></td>
<td>○ Pali</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>003b. Tehsil / Taluk</td>
<td>ODK populates a list of appropriate Tehsil / Taluk based on the selected district.</td>
</tr>
<tr>
<td>003c. City / Town / Village</td>
<td>ODK populates a list of appropriate City / Town / Village based on the selected Tehsil / Taluk.</td>
</tr>
<tr>
<td>004. Enumeration Area</td>
<td>ODK populates a list of appropriate EAs based on the selected City / Town / Village.</td>
</tr>
<tr>
<td>005. Facility number</td>
<td>Please record the number of the facility from the listing form.</td>
</tr>
<tr>
<td>006. Type of facility</td>
<td>Please select the type of facility.</td>
</tr>
<tr>
<td>007. Managing authority</td>
<td>Please select the managing authority for the facility.</td>
</tr>
<tr>
<td>008. Is a competent respondent present and available to be interviewed today?</td>
<td>Yes  No</td>
</tr>
</tbody>
</table>

**INFORMED CONSENT**

Find the competent respondent responsible for patient services (main administrator and family planning in-charge) who is present at the facility. Administer the consent procedures.

Namaskar! My name is ______ and I am working for Indian Institute of Health Management and Research (IIHMR) to assist the government and communities in knowing more about health services. Now I will read a statement explaining the survey. Your facility is randomly selected to participate in this study along with many other health facilities in Rajasthan. We will be asking you questions about family planning and other reproductive health services and will ask to see patient registers. Additionally, many facilities experienced operational challenges during the COVID-19 pandemic, and many regular services were disrupted. We are also interested in
learning about the experiences at your facility. No patient names from the registers will be reviewed, recorded or shared. The information about your facility may be used by health organizations for planning service improvements or further studies of health services. The data collected from your facility will also be used by researchers for analysis. However, the name of your facility will not be provided, and any reports by researchers who use your facility data will only present information in compiled and aggregated form so that your facility cannot be identified. We are asking for your help to ensure that the information we collect is accurate. If there are questions for which someone else is the most appropriate person to provide the information, we would appreciate your introducing us to that person. You may refuse to answer any question or choose to stop the interview at any time and your refusal to participate will have no repercussions on you. If you have any questions about the study and your right as a research participant, you may ask me now or you may also contact Dr. Anoop Khanna at IIHMR University, in Jaipur, Rajasthan at +91-141-3924738.

| 009a. Provide a paper copy of the Consent Form to the respondent and read it. Then, ask: May I begin the interview now? | Yes | No |
| 009b. Respondent's signature | Please ask the respondent to sign or check the box in agreement of their participation. | |
| Checkbox | |
| WARNING: The respondent has not signed or checked the box, despite agreeing to be interviewed in the previous question. To conduct the survey, the respondent must sign or touch the checkbox. You may go back to obtain a signature or check the box or you should go back to the previous question to indicate the respondent does not want to be interviewed. | |
| 010. Interviewer's ID: ${your_name} | Mark your ID as a witness to the consent process. |
| 011. Name of the facility | Please select the name of the facility. |
012. What is your position in this facility?  
Select the highest managerial qualification of the respondent.  

<table>
<thead>
<tr>
<th>Owner</th>
<th>In-charge / manager</th>
<th>Staff</th>
<th>No response</th>
</tr>
</thead>
</table>

**Section 1 – Information About Services**  

*Now I would like to ask about the services provided at this facility.*

101. Now I have some questions about staffing for this facility. For the following questions, please tell me how many staff with this qualification are currently assigned to this facility and provide family planning services. Finally, tell me the total number present at any time today. We want to know the highest technical qualification that any staff may hold regardless of the person's actual assignment or specialist studies. *Enter -88 for do not know and -99 for no response. 0 is a possible answer.*

<table>
<thead>
<tr>
<th>Total number FP: doctors / medical officers</th>
<th></th>
<th>101. Enter -88 for do not know, -99 for no response. 0 is a possible answer.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present today FP: doctors / medical officers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total number FP: staff nurses</th>
<th></th>
<th>101. Enter -88 for do not know, -99 for no response. 0 is a possible answer.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present today FP: staff nurses</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total number FP: auxiliary nurse midwives (ANM)</th>
<th></th>
<th>101. Enter -88 for do not know, -99 for no response. 0 is a possible answer.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present today FP: auxiliary nurse midwives (ANM)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total number FP: pharmacists</th>
<th></th>
<th>101. Enter -88 for do not know, -99 for no response. 0 is a possible answer.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present today FP: pharmacists</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Options</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>----------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>101. Enter -88 for do not know, -99 for no response. 0 is a possible answer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number FP: paramedics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Present today FP: paramedics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>101. Enter -88 for do not know, -99 for no response. 0 is a possible answer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number FP: FP counselors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Present today FP: FP counselors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>101. Enter -88 for do not know, -99 for no response. 0 is a possible answer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number FP: other medical staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Present today FP: other medical staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>101. Enter -88 for do not know, -99 for no response. 0 is a possible answer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number FP: ASHA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Present today FP: ASHA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>102. Does this facility have electricity at this time?</td>
<td>○ Yes</td>
<td></td>
</tr>
<tr>
<td>Select for running electricity only.</td>
<td>○ No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ No response</td>
<td></td>
</tr>
<tr>
<td>103. At any point today, has the electricity been out for two or more hours?</td>
<td>○ Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Do not know</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ No response</td>
<td></td>
</tr>
<tr>
<td>104. Does this facility have running water at this time?</td>
<td>○ Yes</td>
<td></td>
</tr>
<tr>
<td>Select for running water only.</td>
<td>○ No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ No response</td>
<td></td>
</tr>
<tr>
<td>105. At any point today, has running water been unavailable for two or more hours?</td>
<td>○ Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ Do not know</td>
<td></td>
</tr>
<tr>
<td></td>
<td>○ No response</td>
<td></td>
</tr>
<tr>
<td>106. How many handwashing facilities are available on site for staff to use?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enter -88 for do not know, -99 for no response.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>107. May I see a nearby handwashing facility that is used by staff?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handwashing facility must be accessible to most health workers in the facility.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Soap is present</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Stored water is present</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Running water is present</td>
<td></td>
</tr>
</tbody>
</table>
|                                                                              | ☐ Handwashing area is near a
Section 2 – Family Planning Services

Now I would like to ask about family planning services provided at this facility. If there is another provider who would be better able to answer my questions on family planning services in this facility, I would appreciate if you could refer me to the appropriate person.

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>201. Do you usually offer family planning services/products?</td>
<td>☐ Yes ☐ No ☐ No response</td>
</tr>
<tr>
<td>202. How many days in a week are family planning services/products offered/sold here?</td>
<td>Enter a number between 0 and 7. Enter 0 for less than 1 day per week. Enter -88 for do not know, -99 for no response.</td>
</tr>
<tr>
<td>203. Does this facility provide family planning supervision, support, or supplies to community health volunteers?</td>
<td>☐ Yes ☐ No ☐ No response</td>
</tr>
<tr>
<td>203a. Does this facility have a functional family planning counseling corner?</td>
<td>☐ Yes ☐ No ☐ No response</td>
</tr>
<tr>
<td>204. How many community health volunteers are supported by this facility to provide family planning services?</td>
<td>☐ Condoms ☐ Pills ☐ Injectables ☐ None of the above ☐ No response</td>
</tr>
<tr>
<td>Record only who receive supervision, support, or supplies for family planning. If were recorded as employees in 104, please do not include them here as well. Enter -88 for do not know, -99 for no response.</td>
<td></td>
</tr>
<tr>
<td>205. Do the community health volunteers provide any of the following contraceptives:</td>
<td>☐</td>
</tr>
<tr>
<td>206. How many times in the last 6 months has a mobile outreach team visited your facility to deliver supplementary/additional family planning services?</td>
<td>☐</td>
</tr>
<tr>
<td>Enter -88 for do not know, -99 for no response. 0 is a possible answer.</td>
<td></td>
</tr>
<tr>
<td>207. Which of the following family planning services do you offer to unmarried adolescents age 10-19?</td>
<td>☐</td>
</tr>
<tr>
<td>Read all options and select all that apply.</td>
<td>☐ Counsel for contraceptive methods ☐ Provide contraceptive methods ☐ Prescribe / refer for contraceptive methods ☐ None of the above ☐ No response</td>
</tr>
</tbody>
</table>
## Section 3: Provision of Family Planning Methods

401. Which of the following methods are provided to clients at this facility?
*Read all options out loud.*

<table>
<thead>
<tr>
<th>Method</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female sterilization</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Male sterilization</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Implant</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>IUD</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>PPIUD</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>PAIUD</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Injectables</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Pill</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Emergency contraception</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Male condom / nirodh</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Female condom</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Standard days / cycle beads</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>None of the above</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>No response</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

402. Are clients charged for obtaining any of the following methods at this facility?
*Read all options out loud.*

<table>
<thead>
<tr>
<th>Method</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female sterilization</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Male sterilization</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Implant</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>IUD</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>PPIUD</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>PAIUD</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Injectables</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Pill</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Emergency contraception</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Male condom / nirodh</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Female condom</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Standard days / cycle beads</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Did the respondent answer the questions or give no response?

<table>
<thead>
<tr>
<th>Response</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent answered</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>No response</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

403. How much do you charge for one unit of each method that you provide?

*Enter all prices in rupees. Enter -88 for do not know, -99 for no response.*
<table>
<thead>
<tr>
<th>Service</th>
<th>Cost Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female sterilization</td>
<td>Full cost of procedure</td>
</tr>
<tr>
<td>Male sterilization</td>
<td>Full cost of procedure</td>
</tr>
<tr>
<td>Implants</td>
<td>Full cost of the implant and insertion</td>
</tr>
<tr>
<td>IUD</td>
<td>Full cost of the IUD and insertion</td>
</tr>
<tr>
<td>PPIUD</td>
<td>Full cost of the IUD and insertion</td>
</tr>
<tr>
<td>PAIUD</td>
<td>Full cost of the IUD and insertion</td>
</tr>
<tr>
<td>One shot of 3-month injectable</td>
<td></td>
</tr>
<tr>
<td>One month supply of pills</td>
<td></td>
</tr>
<tr>
<td>A single dose of emergency contraception</td>
<td></td>
</tr>
<tr>
<td>One male condom</td>
<td></td>
</tr>
<tr>
<td>One female condom</td>
<td></td>
</tr>
<tr>
<td>Standard days / cycle beads</td>
<td></td>
</tr>
</tbody>
</table>

404. Do family planning clients need to pay any fees in order to be seen by a provider in this facility even if they do not obtain a method of contraception? These may be consultation or registration fees charged to everyone who is seen in this facility or may be specific to family planning clients.

☐ Yes  ☐ No  ☐ No response

405. On days when you offer family planning services, does this facility have trained personnel able to insert implants?

☐ Yes  ☐ No  ☐ No response

406. On days when you offer family planning services, does this facility have trained personnel able to remove implants?

☐ Yes  ☐ No  ☐ No response

407. On days when you offer family planning services, does this facility have trained personnel able to insert IUDs?

☐ Yes  ☐ No  ☐ No response

408. On days when you offer family planning services, does this facility have trained personnel able to remove IUDs?

☐ Yes  ☐ No  ☐ No response

409. Does this facility have the following supplies needed to insert and/or remove implants?

- Clean Gloves
- Antiseptic
- Sterile Gauze Pad or Cotton Wool
- Local Anesthetic
- Sealed Implant Pack
- Surgical Blade
- Mosquito forceps (straight or curved)
- None of the above
- No response
410. If a woman came in today needing an implant inserted, could that service be provided to her today onsite?
- Yes
- No
- No response

411. If a woman came today needing her implant removed, could that service be provided to her today onsite?
- Yes
- No
- No response

412. If a woman comes to your facility today needing her implant removed, but it is deeply placed, could that service be provided to her today onsite?
- Yes
- No
- No response

413. Would someone at this facility know where to send her to have the implant removed?
- Yes
- No
- No response

414. Does this facility have the following supplies needed to insert and/or remove IUDs:
- Exam gloves
- Antiseptic (povidone iodine)
- Drapes
- Scissors
- Sponge-holding forceps
- Speculums (large and medium)
- Tenaculum
- Uterine Sound
- None of the above
- No response

415a. May I see your family planning register from the last completed month?
- Yes
- No
- No response

From family planning register, record:
1) The total number of family planning visits (new and continuing) in the last completed month, for each method.
2) The number of new clients who received family planning services in the last completed month, for each method.

| 415a. Total number of visits: Female Sterilization |  
| 415a. Total number of visits: Male Sterilization |  
| 415a. Total number of visits: Implants |  
| 415a. Number of new clients: Implants |  

Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
Enter for past completed month. Enter -88 for do not know, enter -99 for no response.

<table>
<thead>
<tr>
<th>415a. Total number of visits: IUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>415a. Number of new clients: IUD</td>
</tr>
</tbody>
</table>

Enter for past completed month. Enter -88 for do not know, enter -99 for no response.

<table>
<thead>
<tr>
<th>415a. Total number of visits: PPIUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>415a. Number of new clients: PPIUD</td>
</tr>
</tbody>
</table>

Enter for past completed month. Enter -88 for do not know, enter -99 for no response.

<table>
<thead>
<tr>
<th>415a. Total number of visits: PAIUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>415a. Number of new clients: PAIUD</td>
</tr>
</tbody>
</table>

Enter for past completed month. Enter -88 for do not know, enter -99 for no response.

<table>
<thead>
<tr>
<th>415a. Total number of visits: Injectables - Depo Provera</th>
</tr>
</thead>
<tbody>
<tr>
<td>415a. Number of new clients: Injectables - Depo Provera</td>
</tr>
</tbody>
</table>

Enter for past completed month. Enter -88 for do not know, enter -99 for no response.

<table>
<thead>
<tr>
<th>415a. Total number of visits: Pill</th>
</tr>
</thead>
<tbody>
<tr>
<td>415a. Number of new clients: Pill</td>
</tr>
</tbody>
</table>

Enter for past completed month. Enter -88 for do not know, enter -99 for no response.

<table>
<thead>
<tr>
<th>415a. Total number of visits: Emergency contraception</th>
</tr>
</thead>
<tbody>
<tr>
<td>415a. Number of new clients: Emergency contraception</td>
</tr>
</tbody>
</table>

Enter for past completed month. Enter -88 for do not know, enter -99 for no response.

<table>
<thead>
<tr>
<th>415a. Total number of visits: Male condom</th>
</tr>
</thead>
<tbody>
<tr>
<td>415a. Number of new clients: Male condom</td>
</tr>
<tr>
<td>Question</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>415a. Total number of visits: Female condom</td>
</tr>
<tr>
<td>415a. Number of new clients: Female condom</td>
</tr>
<tr>
<td>415a. Total number of visits: Standard days / cycle beads</td>
</tr>
<tr>
<td>415a. Number of new clients: Standard days / cycle beads</td>
</tr>
<tr>
<td>415b. May I see your family planning record book from the last completed month?</td>
</tr>
<tr>
<td>Number of units sold or provided: Implants</td>
</tr>
<tr>
<td>Number of units sold or provided: IUD / PPIUD / PAIUD</td>
</tr>
<tr>
<td>Number of units sold or provided: Injectables</td>
</tr>
<tr>
<td>Number of units sold or provided: Pill</td>
</tr>
<tr>
<td>Number of units sold or provided: Emergency contraception</td>
</tr>
<tr>
<td>Number of units sold or provided: Male condom</td>
</tr>
<tr>
<td>Number of units sold or provided: Female condom</td>
</tr>
<tr>
<td>Number of units sold or provided: Standard days / cycle beads</td>
</tr>
<tr>
<td>NOTE: Questions 417a-e will repeat for each of the methods provided at this SDP. Methods selected in 401: $[methods_selected]$</td>
</tr>
</tbody>
</table>
| 417a. You mentioned that you typically provide Implants at this facility, can you show them to me? If no, probe: Is the implant out of stock today? | ○ In-stock and observed  
○ In-stock but not observed  
○ Out of stock  
○ No response |
| 417b. How many days have Implants been out of stock? Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response. | ○ Yes  
○ No |
<p>| 417c. Have Implants been out of stock at any time in the last 3 months?  |                                                        |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>417d. Why is this facility out of stock for Implants?</td>
<td>○ Do not know ○ No response</td>
</tr>
<tr>
<td>PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?</td>
<td>○ Did not place order for shipment ○ Ordered but did not receive shipment ○ Did not order right quantities ○ Ordered but did not receive right quantities ○ Unexpected increase in consumption ○ Stock-out due to Coronavirus (COVID-19) disruption ○ Other ○ Don’t know ○ No response</td>
</tr>
<tr>
<td>417e. When do you expect to receive your next shipment of Implants?</td>
<td>○ X weeks ○ X months ○ Don’t know ○ No response</td>
</tr>
<tr>
<td>417e. Enter a value for <code>ship_implants_lab</code>:</td>
<td></td>
</tr>
<tr>
<td>417a. You mentioned that you typically provide IUD / PPIUD / PAIUDs at this facility, can you show them to me?</td>
<td>○ In-stock and observed ○ In-stock but not observed ○ Out of stock ○ No response</td>
</tr>
<tr>
<td>417b. How many days have IUDs been out of stock?</td>
<td>○ Yes ○ No ○ Do not know ○ No response</td>
</tr>
<tr>
<td>Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.</td>
<td></td>
</tr>
<tr>
<td>417c. Have IUDs been out of stock at any time in the last 3 months?</td>
<td>○ Did not place order for shipment ○ Ordered but did not receive shipment ○ Did not order right quantities ○ Ordered but did not receive right quantities ○ Unexpected increase in consumption ○ Stock-out due to Coronavirus (COVID-19) disruption ○ Other ○ Don’t know ○ No response</td>
</tr>
<tr>
<td>417d. Why is this facility out of stock for IUD?</td>
<td>○ X weeks ○ X months ○ Don’t know ○ No response</td>
</tr>
<tr>
<td>PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?</td>
<td></td>
</tr>
<tr>
<td>417e. When do you expect to receive your next shipment of IUDs?</td>
<td>○ X weeks ○ X months ○ Don’t know ○ No response</td>
</tr>
</tbody>
</table>
417e. Enter a value for ${{ship\_IUD\_lab}}$:

417a. You mentioned that you typically provide Injectables at this facility, can you show them to me? If no, probe: Is the Injectables out of stock today?

- In-stock and observed
- In-stock but not observed
- Out of stock
- No response

417b. How many days have Injectables been out of stock? Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.

- Yes
- No
- Do not know
- No response

417c. Have Injectables been out of stock at any time in the last 3 months?

- Did not place order for shipment
- Ordered but did not receive shipment
- Did not order right quantities
- Ordered but did not receive right quantities
- Unexpected increase in consumption
- Stock-out due to Coronavirus (COVID-19) disruption
- Other
- Don’t know
- No response

417d. Why is this facility out of stock for Injectables? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?

- X weeks
- X months
- Don’t know
- No response

417e. When do you expect to receive your next shipment of Injectables?

- Enter a value for ${{ship\_infectables\_lab}}$:

417a. You mentioned that you typically provide Pills at this facility, can you show it to me? If no, probe: Is the Pills out of stock today?

- In-stock and observed
- In-stock but not observed
- Out of stock
- No response

417b. How many days have Pills been out of stock? Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.

- Yes
- No
- Do not know
- No response

417c. Have Pills been out of stock at any time in the last 3 months?

- Did not place order for shipment
- Ordered but did not receive shipment
- Did not order right quantities
- Ordered but did not receive right quantities
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>417e. When do you expect to receive your next shipment of Pills?</td>
<td>○ X weeks ○ X months ○ Don’t know ○ No response</td>
</tr>
<tr>
<td>417e. Enter a value for ${\text{ship_pills_lab}}$:</td>
<td></td>
</tr>
<tr>
<td>417a. You mentioned that you typically provide Emergency Contraception</td>
<td>○ In-stock and observed ○ In-stock but not observed ○ Out of stock ○ No</td>
</tr>
<tr>
<td>at this facility, can you show it to me? If no, probe: Is the Emergency</td>
<td>response</td>
</tr>
<tr>
<td>Contraception out of stock today?</td>
<td></td>
</tr>
<tr>
<td>417b. How many days has Emergency Contraception been out of stock?</td>
<td>○ Yes ○ No ○ Do not know ○ No response</td>
</tr>
<tr>
<td>Enter 1 if only today. Enter -88 for do not know. Enter -99 for no</td>
<td></td>
</tr>
<tr>
<td>response.</td>
<td></td>
</tr>
<tr>
<td>417c. Has Emergency Contraception been out of stock at any time in the</td>
<td>○ Did not place order for shipment ○ Ordered but did not receive</td>
</tr>
<tr>
<td>last 3 months?</td>
<td>shipment ○ Did not order right quantities ○ Ordered but did not receive</td>
</tr>
<tr>
<td></td>
<td>right quantities ○ Unexpected increase in consumption ○ Stock-out due</td>
</tr>
<tr>
<td></td>
<td>to Coronavirus (COVID-19) disruption ○ Other ○ Don’t know ○ No response</td>
</tr>
<tr>
<td>417d. Why is this facility out of stock for Emergency Contraception?</td>
<td>○ X weeks ○ X months ○ Don’t know ○ No response</td>
</tr>
<tr>
<td>PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?</td>
<td></td>
</tr>
<tr>
<td>417e. When do you expect to receive your next shipment of Emergency</td>
<td>○ In-stock and observed ○ In-stock but not observed ○ Out of stock ○ No</td>
</tr>
<tr>
<td>Contraception?</td>
<td>response</td>
</tr>
<tr>
<td>417e. Enter a value for ${\text{ship_ec_lab}}$:</td>
<td></td>
</tr>
<tr>
<td>417a. You mentioned that you typically provide Male condoms at this</td>
<td>○ In-stock and observed ○ In-stock but not observed ○ Out of stock ○ No</td>
</tr>
<tr>
<td>facility, can you show it to me? If no, probe: Is the Male condoms out</td>
<td>response</td>
</tr>
<tr>
<td>of stock today?</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Options</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 417b. How many days have Male condoms been out of stock?                 | ○ Yes  
○ No  
○ Do not know  
○ No response                                                                         |
| 417c. Have Male condoms been out of stock at any time in the last 3 months? | ○ Did not place order for shipment  
○ Ordered but did not receive shipment  
○ Did not order right quantities  
○ Ordered but did not receive right quantities  
○ Unexpected increase in consumption  
○ Stock-out due to Coronavirus (COVID-19) disruption  
○ Other  
○ Don’t know  
○ No response                                                                         |
| 417d. Why is this facility out of stock for Male condoms?                | ○ X weeks  
○ X months  
○ Don’t know  
○ No response                                                                         |
| 417e. When do you expect to receive your next shipment of Male condoms?  | ○ In-stock and observed  
○ In-stock but not observed  
○ Out of stock  
○ No response                                                                         |
| 417a. You mentioned that you typically provide Female condoms at this facility, can you show it to me? If no, probe: Is the Female condoms out of stock today? | ○ In-stock and observed  
○ In-stock but not observed  
○ Out of stock  
○ No response                                                                         |
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
</table>
| 417e. When do you expect to receive your next shipment of Female condoms? | ○ Other  
○ Don’t know  
○ No response |
| 417e. Enter a value for $\(\text{ship\_female\_condoms\_lab}\)$:         | ○ X weeks  
○ X months  
○ Don’t know  
○ No response |
| 417a. You mentioned that you typically provide Standard Days/Cycle Beads at this facility, can you show them to me?  
If no, probe: Is the Standard Days/Cycle Beads out of stock today? | ○ In-stock and observed  
○ In-stock but not observed  
○ Out of stock  
○ No response |
| 417b. How many days have Standard Days/Cycle Beads been out of stock?  
Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response. | ○ Yes  
○ No  
○ Do not know  
○ No response |
| 417c. Have Standard Days/Cycle Beads been out of stock at any time in the last 3 months? | ○ Did not place order for shipment  
○ Ordered but did not receive shipment  
○ Did not order right quantities  
○ Ordered but did not receive right quantities  
○ Unexpected increase in consumption  
○ Stock-out due to Coronavirus (COVID-19) disruption  
○ Other  
○ Don’t know  
○ No response |
| 417d. Why is this facility out of stock for Standard Days/Cycle Beads?  
PROBE IF MULTIPLE REASONS GIVEN: What was the main reason? | ○ X weeks  
○ X months  
○ Don’t know  
○ No response |
| 417e. When do you expect to receive your next shipment of Standard Days/Cycle Beads? | ○ X weeks  
○ X months  
○ Don’t know  
○ No response |
| 417e. Enter a value for $\(\text{ship\_beads\_lab}\)$:                     | ○ Yes  
○ No  
○ Do not know  
○ No response |
| 418. Is misoprostol available in the facility for management of postpartum hemorrhage or other gynecologic issues? | ○ In-stock and observed  
○ In-stock but not observed  
○ Out of stock  
○ No response |
| 419. Can you show it to me?  
If no, probe: Is it out of stock today? | ○ In-stock and observed  
○ In-stock but not observed  
○ Out of stock  
○ No response |
420. Is combi-pack (misoprostol & mifepristone) available in the facility for management of postpartum hemorrhage or other gynecologic issues?

- Yes
- No
- Do not know
- No response

421. Can you show it to me?
If no, probe: Is it out of stock today?

- In-stock and observed
- In-stock but not observed
- Out of stock
- No response

### Section 4: Family Planning Service Integration

#### 501. Which of the following services are provided at this facility?
*Read all options and select all that apply.*

- Antenatal
- Delivery
- Postnatal
- Abortion
- Post-abortion
- None of the above
- No response

#### 502. Which of the following is discussed with the mother during an antenatal care visit?
*Read all options and select all that apply. If your respondent is not involved in antenatal care, ask if they can refer you to someone at the facility who provides these services.*

- Return to fertility
- Healthy timing and spacing of pregnancies
- Immediate and exclusive breastfeeding
- Family planning methods available to use while breastfeeding
- Lactational Amenorrhea Method and transition to other methods
- Long-acting method options
- None of the above
- No response

#### 503. Which of the following is discussed with the mother after delivery and before discharge from the facility?
*Read all options and select all that apply. If your respondent is not involved in delivery or postnatal care, ask if they can refer you to someone at the facility who provides these services.*

- Return to fertility
- Healthy timing and spacing of pregnancies
- Immediate and exclusive breastfeeding
- Family planning methods available to use while breastfeeding
- Lactational Amenorrhea Method and transition to other methods
- Long-acting method options
- None of the above
- No response

#### 504. Is the woman offered a method of family planning after delivery and before discharge from the facility?

- Yes
- No
- No response

#### 505. Which of the following is discussed with the mother during a postnatal care visit?

- Return to fertility
- Healthy timing and spacing of pregnancies
- Immediate and exclusive...
Read all options and select all that apply. If your respondent is not involved in delivery or postnatal care, ask they can refer you to someone at the facility who provides these services.

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
</table>
| 506. Is the woman offered a method of family planning during a postnatal care visit? | ☐ Yes  
☐ No  
☐ No response |
| 507. Which of the following is discussed with the woman during a post-abortion visit? | ☐ Post-abortion mental health  
☐ Return to fertility  
☐ Healthy timing and spacing of pregnancies  
☐ Long-acting method options  
☐ Family planning methods  
☐ None of the above  
☐ No response |
| 508. Is the woman offered a method of family planning during a post-abortion visit? | ☐ Yes  
☐ No  
☐ No response |
| 509. Does this facility offer any service related to diagnosis, treatment, or supportive services for HIV? | ☐ Yes  
☐ No  
☐ No response |
| 510. When a client comes in for HIV services, are they offered condoms by the HIV service provider? | ☐ Yes  
☐ No  
☐ Do not know  
☐ No response |
| 511. Does the HIV service provider offer them any other method of contraception besides condoms? | ☐ Yes  
☐ No  
☐ Do not know  
☐ No response |

### Section 5 – Coronavirus (COVID-19)

We know that many facilities experienced operational challenges during the Coronavirus (COVID-19) pandemic and many regular services were disrupted. We are interested in learning about the experiences at your facility. Please remember that your answers are confidential and that no one outside the study team will know the identity of the facilities we interview.

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
</table>
| COV_1. Did this facility completely close when it otherwise would have been open at any time during the Coronavirus (COVID-19) lockdown? | ☐ Yes  
☐ No  
☐ No response |
| COV_2. For how long was the facility closed? | ☐ Less than one week  
☐ 1-2 weeks  
☐ 3-4 weeks |
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>COV_3. During the time of Coronavirus (COVID-19) lockdown, did this facility reduce hours or days of operation?</td>
<td>Yes, No, No response</td>
</tr>
<tr>
<td>COV_4. During the time of Coronavirus (COVID-19) lockdown, were personnel reassigned from family planning services to Covid-19 related duties?</td>
<td>Yes, No, No response</td>
</tr>
<tr>
<td>COV_5. During the time of the Coronavirus (COVID-19) lockdown, were family planning services suspended?</td>
<td>Yes, No, No response</td>
</tr>
<tr>
<td>COV_6. For how long were family planning services suspended?</td>
<td>Less than one week, 1-2 weeks, 3-4 weeks, One month or longer, No response</td>
</tr>
<tr>
<td>COV_7. During the time of Coronavirus (COVID-19) lockdown, did this facility experience increased absenteeism of personnel?</td>
<td>Yes, No, No response</td>
</tr>
<tr>
<td>COV_8. During the time of Coronavirus (COVID-19) lockdown, was support to the CHW services disrupted?</td>
<td>Yes, No, No response</td>
</tr>
<tr>
<td>COV_9. For how long were CHW support services disrupted?</td>
<td>Less than one week, 1-2 weeks, 3-4 weeks, One month or longer, No response</td>
</tr>
<tr>
<td>COV_10. During the time of Coronavirus (COVID-19) lockdown, were you able to keep the records of family planning clients up to date?</td>
<td>Yes, No, No response</td>
</tr>
<tr>
<td>COV_11. During the time of Coronavirus (COVID-19) lockdown, was there a period of time when provider administered methods (such as implant/sterilization/IUD/injectables) were not offered due to the lockdown?</td>
<td>Yes, No, No response</td>
</tr>
<tr>
<td>COV_12. For how long were provider administered methods not offered?</td>
<td>Less than one week, 1-2 weeks, 3-4 weeks, One month or longer, No response</td>
</tr>
<tr>
<td>COV_13. How regular was the supply of family planning methods to this facility during the time of Coronavirus (COVID-19) lockdown?</td>
<td>No change/regular, More irregular, Stopped completely, Do not know, No response</td>
</tr>
</tbody>
</table>
COV.14. During the time of Coronavirus (COVID-19) lockdown, did your facility experience any reduction in the number of family planning clients (or purchase of contraceptive products) compared to your usual client numbers?

- No reduction
- Small reduction
- Moderate reduction
- Large reduction
- No response

094. Ask permission to take a photo of the entrance of the facility. Did you get consent to take the photo?

- Yes
- No

Thank the respondent for his / her time. The respondent is finished, but there are still more questions for you to complete outside the facility.

### Location and Questionnaire result

- SDP is not selected for client exit interviews
- SDP is selected for client exit interviews. Interview as many women as possible in two days.

095. Ensure that no people are in the photo.

096. Take a GPS point outside near the entrance to the facility. Record location when the accuracy is smaller than 6m.

097. How many times have you visited this service delivery point for this interview?

- 1st time
- 2nd time
- 3rd time

098. In what language was this interview conducted?

- English
- Hindi
- Other

099. Questionnaire Result

Record the result of the questionnaire.

- Completed
- Not at facility
- Postponed
- Refused
- Partly completed
- Other