APPENDIX 12: Sample Questionnaire on Drinking Water Services

Name of Investigator: ______________________ Starting Time: ______________________
Date: ___________________________________ Ending Time: _______________________

**Investigator Introduction:**
Hello, my name is ______________, and I work for ____________, a Social Science Survey Agency that is collecting information on drinking water services in ______________. May I speak to an adult member of your household? *(Modify the introduction to sound as natural as possible.)*

**Instruction to investigator:** please use pencils and circle the code where applicable and write the answers in legible handwriting in the spaces provided for responses.

### Section I. Demographic Questions

1. What is your name?

2. Gender of respondent  
   1- Male  
   2- Female

3. What is your age? ----- years

4. Location/ Address:

5. Type of family  
   1-Nuclear  
   2-Joint/ extended

6. a. Number of adult males in the household
       
   b. Number of adult females in the household
       
   c. Number of male children
       
   d. Number of female children

7. How many members in the household are employed?

8. What is the monthly household income?  
   1- <1000 Rs  
   2- 1001-2500 Rs  
   3- 2501-5000 Rs  
   4- 5001-10000 Rs  
   5- > 10000 Rs

### Section II. Drinking Water

**General**

9. Which of the following sources of drinking water are available in your neighborhood? (Multiple responses are possible)
   1- Bore well/ hand pump  
   2- Public tap  
   3- Community well  
   4- Household water supply (piped)  
   5- Other

10. Which of the following sources of drinking water does your household use? (Multiple responses are possible)
    1- Bore well/ hand pump  
    2- Public tap  
    3- Open well  
    4- Household water supply (piped)  
    5- Other
11 What is your main source of water? Single response
1- Bore well/ hand pump (skip to q. 12)
2- Public tap (skip to q.18)
3- Open well (skip to q.28)
4- Household water supply/ piped (skip to q. 32)
5- Other specify ------------------ (skip to Q36)

Bore well/ hand pump

12 How far (in meters) is the bore well/ hand pump that you use?

13 How long (in minutes) does it take to fetch water and return home?

14 Who fetches water most often?

15 Has the bore well/ hand pump broken down in the past one year?

16 How frequently has the bore well/ hand pump broken down during the past one year?

17 Is the bore well/ hand pump fixed promptly when it breaks down?

Public tap

18 How far (in meters) is the public tap that you use?

19 How long (in minutes) does it take to fetch water and return home?

20 Who fetches water most often?

21 What is the frequency of water supply?

22 Is this frequency sufficient for your needs?

23 How often would you like to get water?

24 On the days that you get water, how many hours do you usually get water for?
25 Has the public tap broken down in the past one year?
   1- Yes
   2- No (skip to q. 36)

26 How frequently has it broken down?
   1- Once a week
   2- Once a fortnight
   3- Once a quarter
   4- Once in six months
   5- Once a year

27 Is the public tap fixed promptly when it breaks down?
   1- Yes
   2- No

Open well

28 How far (in meters) is the open well from which you get water?

29 How long (in minutes) does it take to fetch water and return home?

30 Who fetches water most often?
   1- Adult male
   2- Adult female
   3- Male child
   4- Female child
   1- Once in a quarter
   2- Once in six months
   3- Once a year
   4- Not cleaned in the last year

Household water supply (piped)

32 What is the frequency of water supply?
   1- 24 hour supply (skip to q. 36)
   2- More than once a day
   3- Once a day
   4- Once in two days
   5- Once in three days
   6- Other
   1- Yes (skip to q. 36)
   2- No

33 Is this frequency sufficient for your needs?
   1- Yes (skip to q. 36)
   2- No

34 How often would you like to get water?
   1- More than once a day
   2- Once a day
   3- Other

35 On the days that you get water, how many hours do you usually get water for?

Common Questions

36 Is the quantity of water that you receive (from your main source of water) adequate?
   1- Yes
   2- No

37 Is water available (from your main source) throughout the year?
   1- Yes (skip to q. 39)
   2- No

38 Which months do you face scarcity? Multiple
   1- January

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39 Generally, how does the water smell? 
   1- No smell 
   2- Foul smell

40 Generally, does the water have a taste? 
   1- Yes 
   2- No (tasteless)

41 Generally, what does the water look like? 
   1- Clear 
   2- Cloudy/ dirty

42 Do you pay for water? 
   1- Yes 
   2- No (skip to q. 45)

43 How much do you pay a month? 

44 Are the bills that you receive accurate? 
   1- Yes 
   2- No

45 Have you made a complaint related to your drinking water service in the past one year? 
   1- Yes 
   2- No (skip to q. 48 )

46 To whom did you complain? 

47 What was the result of the complaint? 
   1- Prompt action taken 
   2- Delayed action taken 
   3- No action taken

48 Overall, are you satisfied with your drinking water service? 
   1- Satisfied 
   2- Dissatisfied (skip to q. 50)

49 What is the extent of your satisfaction? 
   1- Complete (skip to q. 51) 
   2- Partial (skip to q. 5)

50 What are the reasons for your dissatisfaction? (list up to three) 

51 Have you paid a bribe for any service related to drinking water in the last one-year? 
   1- Yes 
   2- No (interview complete)

52 For what purpose have you most recently paid a bribe? 
   1- To get a connection/ to access water supply 
   2- To finish repair work 
   3- Other

53 How much did you pay? 

54 Was the bribe demanded (or did you pay on your own) 
   1- Yes 
   2- No

55 Did the work get done after paying the bribe? 
   1- Yes 
   2- No 

(Interview Complete)