

SURVEY ON CITIZENS' EXPERIENCES OF THE LEGAL SYSTEM 2009

QUESTIONNAIRE



World Bank

Sher-e-Bangla Nagar, Agargaon
Dhaka 1207, Bangladesh

and

Ma MITRA AND ASSOCIATES

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Interview starting time: Hour Minute

Name of Interviewer: _____

Code

Name of Supervisor: _____

Code

Name of Field Editor: _____

Code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Date of interview: day Month Year

HH ID:

Consent statement

1. Identification:

1. IDENTIFICATION	
Name of the Household head(HHH) _____	
Respondent's Name _____	line No: <input type="text"/> <input type="text"/>
Father/husband's Name: _____	Mother's Name: _____
Cluster No: <input type="text"/> <input type="text"/> <input type="text"/>	Area: 1=village 2=city
District _____ code: <input type="text"/> <input type="text"/>	Upazila _____ code: <input type="text"/> <input type="text"/>
Union/ward: _____	Village/neighborhood: _____
Address:	
How long have you lived in this area (this village/urban ward)?	Years <input type="text"/> <input type="text"/>
	Always 95
How long have you lived in this household?	Years <input type="text"/> <input type="text"/>
	Always 95
Religion of the respondent: <input type="checkbox"/>	Ethnicity of the respondent: <input type="checkbox"/>

Code for religion: 1= Muslim 2= Hindu 3= Buddhist 4= Christian 5=Others (specify)
Code for ethnicity: 1=Bengali 2= Bihari origin 3=Tribal 4=Other (specify)

Interview result code:
1=completed 2=Incomplete (If incomplete) Reasons (specify).....

2. Household Roster:

Who are the Household members living in this address? [Please check all that apply and list the numbers]

Line No	Name	2a. Age (in whole Years)	2b. Sex M=1, F=2	2c. Relationship with HHH	2d. Highest level of education (in cases of individuals who are more than 5 years old)	2e. Marital Status (in cases of individuals who are more than 10 years old)	2f. Primary occupation (in cases of individuals who are more than 8 years old)	2g. Does s/he earn income? 1=yes, 2=no
1		<input type="checkbox"/> <input type="checkbox"/>	1 2	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>	1 2
2		<input type="checkbox"/> <input type="checkbox"/>	1 2	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>	1 2
3		<input type="checkbox"/> <input type="checkbox"/>	1 2	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>	1 2
4		<input type="checkbox"/> <input type="checkbox"/>	1 2	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>	1 2
5		<input type="checkbox"/> <input type="checkbox"/>	1 2	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>	1 2
6		<input type="checkbox"/> <input type="checkbox"/>	1 2	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>	1 2
7		<input type="checkbox"/> <input type="checkbox"/>	1 2	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>	1 2
8		<input type="checkbox"/> <input type="checkbox"/>	1 2	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>	1 2
9		<input type="checkbox"/> <input type="checkbox"/>	1 2	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>	1 2
10		<input type="checkbox"/> <input type="checkbox"/>	1 2	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>	1 2
Relationship with the HH head: 01 = HH head 02 = Spouse 03 = Son/daughter 04 = Son/daughter in law~ 05 = Parents 06 = Parents-in-law 07 = Brother/Sister 08 = Brother/sister-in-law 09 = Other relatives 10 = grandchildren 11 = non-relative 12 = others		Education: 00 = No education 01 = education up to class 1 02 = education up to class 2 03 = education up to class 3 04 = education up to class 4 05 = education up to class 5 06 = education up to class 6 07 = education up to class 7 08 = education up to class 8 09 = education up to class 9 10 = SSC or equivalent 11 = HSC or equivalent 12 = university/college graduate (BA/Bcom/BSc) 13 = MA/Mcom/MSc/ 14 = Phd 77 = diploma/vocational 55 = Religious education only 88 = don't know 98 = undertaken some schooling, but don't know how much		Marital Status: 1=Never married, 2=Married (living with spouse), 3=Separated/deserted, 4=Widow/widower		Occupation: 1=Farming (on own and/or others' land); 2=Agricultural day labor or contract labor; 3=Fishing; 4=Poultry and livestock rearing; 5=Non-agricultural day labor or contract labor; 6=Regular salaried employment in Government, NGO or other institutions; 7=Regular salaried employment in some fixed business establishment (shop, factory, hotel, etc.) or in transport sector (bus, truck, etc.) 8=Self employed in business/service provision; 9 = Business owner using hired labor; 10=Rickshaw/rickshaw van puller; 11=Boatman; 12=Unpaid household work (e.g., housewife); 13=Servant/ maid; 14=Student; 15=Beggar; 16=Old/ disabled; 17=Unemployed; 18=driver (taxi cab, tempo, CNG etc) 96=Other (Specify)		

Q3.17 **How often do you:** *[Read out options]*

1		a) 1=everyday	b) 2=A few times a week	c) 3=A few times a month	d) 4=Less than once in a month	e) 5=Never	f) 7=Don't know (either of usage or about the gadget)
1	Use a mobile phone	1	2	3	4	5	7
2	Use a computer	1	2	3	4	5	7
3	Use the internet	1	2	3	4	5	7
4	Travel 10 km or more from the place where you live now	1	2	3	4	5	

3.18 **How often, if at all, do you receive money remittances from friends or relatives outside of the country?**

[Read out options except for don't know option]

0=Never, 1=Less than once in a year, 2=At least once in a year
 3=At least once in every 6 months 4=At least once in every 3 months
 5=At least once in a month 7=don't know

code

A. Abuses/crimes/disputes: Threat and risk-avoidance

Q4	We might become victims of problems/abuses/crimes/disputes in our everyday life. Now we would like to know something about these.				
	Problems/Abuses/Crimes/ Disputes	4.a) I would like to know if you have been worried about these abuses/crimes/ disputes happening to you or your HH members [to the interviewer: Please read every option slowly to the respondents and write the appropriate code.]	4b1) If you are worried, then why?	4b2) If you are not worried, then why?	4c) [To those who report being 'fairly' or 'very' worried] Have you done anything to avoid these threats and worries? [Multiple answers admissible] (To the interviewer: do not prompt. once an interviewee answers, write it as it is and then fill in the appropriate code. Any answer not included in codes, write as others correctly)
4.1	Abuse ('hoirani') by Service Providers/local authorities, government agencies/utilities				
4.1.1	Harassment by utility service providers (water and sewage, electricity)				<input type="checkbox"/> <input type="checkbox"/>
4.1.2	Harassment by land administration officials				<input type="checkbox"/> <input type="checkbox"/>
4.1.3	Harassment by health care facilities/professionals (non availability of doctors, lack of medicine, facilities etc)				<input type="checkbox"/> <input type="checkbox"/>
4.2	Abuse of law enforcement authorities and processes				
4.2.1	Arrest or detention without any justifiable reason				<input type="checkbox"/> <input type="checkbox"/>
4.2.2	Harassment by police, RAB or joint force				<input type="checkbox"/> <input type="checkbox"/>
4.2.3	False cases lodged against you for the sake of harassment				<input type="checkbox"/> <input type="checkbox"/>
4.3	Abuse at work				
4.3.1	Breach of employment contract by employer (eg. not being paid, not being paid in time)				<input type="checkbox"/> <input type="checkbox"/>

Q4	We might become victims of problems/abuses/crimes/disputes in our everyday life. Now we would like to know something about these.				
	Problems/Abuses/Crimes/ Disputes	4.a) I would like to know if you have been worried about these abuses/crimes/ disputes happening to you or your HH members [to the interviewer: Please read every option slowly to the respondents and write the appropriate code.]	4b1) If you are worried, then why?	4b2) If you are not worried, then why?	4c) [To those who report being 'fairly' or 'very' worried] Have you done anything to avoid these threats and worries? [Multiple answers admissible] (To the interviewer: do not prompt. once an interviewee answers, write it as it is and then fill in the appropriate code. Any answer not included in codes, write as others correctly)
4.3.2	Harassment in work environment (Sexual harassment/ bullying/ ill-mouthing)				<input type="checkbox"/> <input type="checkbox"/>
4.3.3	Dangerous working conditions (e.g handling hazardous materials, construction work without proper helmet and cranes etc)				<input type="checkbox"/> <input type="checkbox"/>
4.3.4	Injury at work				<input type="checkbox"/> <input type="checkbox"/>
4.4	Environmental/consumer related abuse				
4.4.1	Misleading labelling of agricultural inputs (i.e substandard pesticides harming crops)				<input type="checkbox"/> <input type="checkbox"/>
4.4.2	Selling adulterated food (using hazardous chemicals such as formalin to keep fish fresh)				<input type="checkbox"/> <input type="checkbox"/>
4.5	Business matters				
4.5.1	Unable to recover loan,				<input type="checkbox"/> <input type="checkbox"/>
4.5.2	Not getting loans from banks/ FIs despite being fully eligible				<input type="checkbox"/> <input type="checkbox"/>
4.5.3	Difficulties with contract enforcement				<input type="checkbox"/> <input type="checkbox"/>

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	Problems/Abuses/Crimes/ Disputes	4.a) I would like to know if you have been worried about these abuses/crimes/ disputes happening to you or your HH members [to the interviewer: Please read every option slowly to the respondents and write the appropriate code.]	4b1) If you are worried, then why?	4b2) If you are not worried, then why?	4c) [To those who report being 'fairly' or 'very' worried] Have you done anything to avoid these threats and worries? [Multiple answers admissible] (To the interviewer: do not prompt. once an interviewee answers, write it as it is and then fill in the appropriate code. Any answer not included in codes, write as others correctly)
4. 5.4	Difficulties in obtaining government permits/licenses				<input type="checkbox"/> <input type="checkbox"/>
4.6	Drug related abuses/crimes				
4. 6.1	Illegal trading of drugs in immediate environment				<input type="checkbox"/> <input type="checkbox"/>
4.7	Landlord/tenant disputes (payment of rent, repairs, eviction, safety standards, arson)				
4.8	Land/property related problems				
4.8.1	Dispute related to selling or buying property from a private individual				<input type="checkbox"/> <input type="checkbox"/>
4.8.2	disputes with neighbours over boundaries				<input type="checkbox"/> <input type="checkbox"/>
4.8.3	disputes over land title				<input type="checkbox"/> <input type="checkbox"/>
4.8.4	Land expropriated by Government without compensation for development projects				<input type="checkbox"/> <input type="checkbox"/>
4.8.5	Land grabbing (e.g land taken by Government fiat, but at the behest of powerful elites, land taken by powerful individuals)				<input type="checkbox"/> <input type="checkbox"/>

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	Problems/Abuses/Crimes/ Disputes	4.a) I would like to know if you have been worried about these abuses/crimes/ disputes happening to you or your HH members [to the interviewer: Please read every option slowly to the respondents and write the appropriate code.]	4b1) If you are worried, then why?	4b2) If you are not worried, then why?	4c) [To those who report being 'fairly' or 'very' worried] Have you done anything to avoid these threats and worries? [Multiple answers admissible] (To the interviewer: do not prompt. once an interviewee answers, write it as it is and then fill in the appropriate code. Any answer not included in codes, write as others correctly)
4.9	Family and inheritance				
4.9.1	Dispute involving a divorce/separation (not getting dower, maintenance of wife and children etc),				<input type="checkbox"/> <input type="checkbox"/>
4.9.2	Dispute involving inheritance of land or property				<input type="checkbox"/> <input type="checkbox"/>
4.10	Crimes				
4.10.1	Payment of or soliciting dowry				<input type="checkbox"/> <input type="checkbox"/>
4.10.2	Domestic violence (physical violence by HH members/relatives)				<input type="checkbox"/> <input type="checkbox"/>
4.10.3	Sexual harassment in public places				<input type="checkbox"/> <input type="checkbox"/>
4.10.4	Personal property related theft/burglary (including crop, fish, poultry and animal theft)				<input type="checkbox"/> <input type="checkbox"/>
4.10.5	Robbery				<input type="checkbox"/> <input type="checkbox"/>
4.10.6	Mugging				<input type="checkbox"/> <input type="checkbox"/>

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	Problems/Abuses/Crimes/ Disputes	4.a) I would like to know if you have been worried about these abuses/crimes/ disputes happening to you or your HH members [to the interviewer: Please read every option slowly to the respondents and write the appropriate code.]	4b1) If you are worried, then why?	4b2) If you are not worried, then why?	4c) [To those who report being 'fairly' or 'very' worried] Have you done anything to avoid these threats and worries? [Multiple answers admissible] (To the interviewer: do not prompt. once an interviewee answers, write it as it is and then fill in the appropriate code. Any answer not included in codes, write as others correctly)
4.10.7	Extortion				<input type="checkbox"/> <input type="checkbox"/>
4.10.8	Kidnapping and ransom				<input type="checkbox"/> <input type="checkbox"/>
4.10.9	Violence using firearms				<input type="checkbox"/> <input type="checkbox"/>
4.10.10	Murder				<input type="checkbox"/> <input type="checkbox"/>
4.10.11	Rape				<input type="checkbox"/> <input type="checkbox"/>
4.10.12	Acid Violence				<input type="checkbox"/> <input type="checkbox"/>
4.10.13	Arson				<input type="checkbox"/> <input type="checkbox"/>
4.10.14	Assault by non-family member				<input type="checkbox"/> <input type="checkbox"/>
4.10.15	Religious/ethnic violence				<input type="checkbox"/> <input type="checkbox"/>

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4.11	Violence relating to conflicts between political parties				<input type="checkbox"/> <input type="checkbox"/>
4.12	Other (specify)				<input type="checkbox"/> <input type="checkbox"/>

Code 4a: Very worried 1 Fairly worried..... 2 Not very worried..... 3 Not at all worried..... 4 Not applicable 8	Code 4b1: Happened to me or someone living in my household 1 I have received a credible threat from a potential perpetrator 2 Personally know someone in this community to whom this happened 3 have heard about it happening in this community from news or third-person stories 4 Code 4b2: these incidents happened long ago and do not happen any more 5 have never heard about it happening in this community 6 Did not happen to me or someone living in my household 7 Not applicable 8	Code 4c: Installed new locks, gate 01 Keep valuables in secured cabinets/place 02 Discussed your concerns with the person concerned 03 Gone to the authorities for help in preventing the problem 04 Kept friends / neighbors informed of potential problem 05 Went to the police 06 Went to the UP 07 Consulted a lawyer..... 08 Discussed matter with local elites / NGOs / media persons 09 † Stopped buying the adulterated product 10 Keeping contact with youth leaders / mastaans in case support is needed 11 Accepted the situation (there is no way out and I cannot do anything about it) 12 Stopped trading / interacting with the problematic person 13	Left the job..... 14 Left the household 15 Evicted the tenant..... 16 Avoided travelling to risky areas 17 Avoid leaving the house alone 18 Avoid travelling during certain time of the day (i.e at night) 19 Avoid carrying valuables while travelling 20 Made an extra-legal payment or a bribe (to secure protection / attention / bank loan / business permits or licenses / ...)..... 21 Participated in collective action 22 Attended a public meeting or neighbourhood forum to discuss local issues 23 Formed a new community group to address local problems 24 Attended a protest meeting or joined an action group 25 Bought insurance (on property, life etc) 26 Did not do anything (will be different from 12—could do, but did not do anything because it just was not worth the effort) 27 Other (specify) 99)
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NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
Q5.1	Did any of these incidents happen to you or your HH members? (See Q.4.1.1 to Q.4.12, if in Q.4b1 answers are 1 or 2 means any of your household member face this problems/ abuse/ crimes/ disputes or received a credible threat from potential from perpetrator then circle 1 in this question)	Yes..... 1 No 2	
Q5.2	To the interviewer: Look at Q4c and circle the appropriate code	the interviewee has taken an action 1 the interviewee did not take an action2	If 2, go to section B
Q5.3	If you have acted in trying to reduce potential threats, did your sense of security improve?	Yes..... 1 No 2	

B Experience of abuses/crimes/disputes: severity as perceived by respondents

[Note to the interviewer: sections B and C are applicable for HH that experienced problems/abuse/disputes/crimes or received threat from perpetrator. If an experience is reported in Q4b (if the code in Q4b is 1 or 2), the following questions (up to Q14.7) will be asked. Otherwise go to section D]

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
Q6.	<p>Problem/dispute/crime To the interviewer: Look at Q4.1.1 to Q4.12. (write the codes from Q4 if the codes for Q4b are 1 or 2) * the HH members who do not reside in the HH now, but were HH members when a victimization took place, include those incidents also</p> <p>a) Who is the victim? (enter Line No from HH roster; In case of whole HH enter 55, if the victim does not live in the HH now, e.g, is abroad or dead then write 00)</p> <p>b) When did it happen? 1= In 2009 2=within last two years (2007-2008) 3= at least two years ago and within last 7 years (2002-2006) 4=at least 7 years ago (before 2002)</p> <p>c) If the interviewee or his/her HH members experienced more than one incident in last 7 years (from 2002 until now), then write about the most serious incident affecting the interviewer and the HH [write the code from Q6]</p>		
1			
2			
3			
4			
5			
6			
7			

- Q7. Now we would like to know about the perpetrators/law breakers [of the most serious incident]
- 7.1 Number of perpetrators
[if the respondent does not know, put 88, if institution is a perpetrator, then write 77]
- 7.2 Did you know main perpetrator (or the person responsible for the incident) before the incident took place?
Yes..... 1
No 2
Not applicable 8 → Q8
- 7.3 If the main perpetrator is known, then what is his/her

relationship to you (the victim)?

Own HH member or members 1
close relatives (immediate extended family members) 2
distant relatives/other household member or members 3
unknown but a familiar person seen in your area 4
known person from your area 5
member of a gang 6
government 7
Others (specify) 99

7.4 Sex

Male 1
Female 2
Not applicable 8

7.5 Age (approximate)

Age
Not applicable 98

7.6 Social category of perpetrator

- a. Wealth status
- b. Political affiliation (two codes apply)

a. Wealth status
Higher than respondent 1
Same as respondent 2
Lower than respondent 3
Don't know 7

b. Political affiliation
Active supporter/cadre of ruling party... 1
Active supporter/cadre of opposition.. 2
Not known to be affiliated 3
Don't know 7

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
Q8.	What were the consequences of this incident for you/your HH? [most serious one as identified by the respondent] (Code all that apply)		
8.1	During the incident, did any damage to your HH's property take place?	Yes1 No.....2 (If answered No, then go to section C)	
8.2	Who did the damaged property belong to? CODE ALL THAT APPLY (enter Line No from HH roster; In case of whole HH enter 55, if the victim does not live in the HH now, e.g. is abroad or dead then write 00)	Line # <input type="text"/> <input type="text"/> Line # <input type="text"/> <input type="text"/> Line # <input type="text"/> <input type="text"/> Line # <input type="text"/> <input type="text"/>	
8.3	What property was damaged? CODE ALL THAT APPLY	Car/van;..... 1 Motorcycle/scooter/moped/bicycle/rickshaw 2 Property inside the home or flat 3 Outside of home or flat (e.g. doors, windows, walls) 4 Fences, walls, gates or items in the garden 5 Harvest 6 Domestic animals..... 7 Fishing pond 8 Electronics (mobile, watch) 9 cash 10 agricultural machinery (e.g. power tiller) 11 agricultural inputs (e.g seeds, fertilizer) 12 *others (specify).....99	
8.4	a) What was the total value of the damage (in equivalent taka) b) what was your/ your HH's monthly income when your property damaged.	Taka..... <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %.....	
8.5	Did this incident have any economic/livelihood impact on your HH [CODE ALL THAT APPLY]?	no economic/livelihood impact 00 stopped business 01 stopped new investment 02 moved the business to another location 03 hired/paid private organizations/individuals to protect/secure business..... 04 changed business 05 changed/quit jobs 06 reduced current or lifetime income for HH due to member being killed / disabled /injured / arrested or detained by police / suffering prolonged sickness due to inattention by public health care facilities or consumption of adulterated foods 07 reduced household income due to crop damage from environmental factors or use of substandard pesticides 08 time, cost or relocation costs associated with landlord/tenant disputes 09 costs of settling land/property disputes 10 compensation not given on land expropriated by government or by private individuals 11 money/land lost due to divorce/separation disputes or inheritance-related disputes. 12 *others (specify) 99	

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
8.6	What were the other consequences of this incident for you/your HH? [Code all that apply]	physical harm to family member 1 distress and worry.....2 loss of social respect or family name3 restricted mobility of the HH members4 stopped sending children to school.....5 Other (specify).....9	

C. Responses to civil disputes and crime

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP		
Q9.	What did you do in response to the [most serious] incident?				
Actions taken		Did you go to these persons/institutions 1=Yes 2=No	Why did you go?	The reasons for going/not going to an institution /advantages/disadvantages/behavior *	
9.1	Acted alone or with help of family members	9.1.1	Talked to the perpetrator/other side		
		9.1.2	Sought help from own family members		
		9.1.3	Threatened the perpetrator		
		9.1.4	Took direct action against perpetrator by damaging his/her property		
		9.1.5	Took direct physical action against perpetrator by using violence		
		9.1.6	Took direct action against perpetrator by using non-violent methods like social boycotting		
9.2	Local Leaders	9.2.1	Went to a local political leader (UP chairman/member, other) [go to the next question if answered 2]		
		9.2.2	Went to a religious leader [go to the next question if answered 2]		
		9.2.3	Went to local unelected community leader [go to the next question if answered 2]		
		9.2.4	Went to employer or landlord [go to the next question if answered 2]		
		9.2.5	Requested a village shalish[go to the next question if answered 2]		
		9.2.6	Went to the local MP [go to the next question if answered 2]		
9.3	Law enforcement agencies	9.3.1	Threatened the other side with legal action [go to the next question if answered 2]		
		9.3.2	Went to the police (If answered 2 then skip b and go to c)		
		9.3.3	Went to RAB (If answered 2 then skip b and go to c)		
		9.3.4	Went to army/joint force camp (If answered 2 then skip b and go to c)		
		9.3.5	Sought legal advice from a private lawyer [go to the next question if answered 2]		
		9.3.6	Went to a Village Court (If answered 2 then skip b and go to c)		
		9.3.7	Sought advice of government legal aid (If answered 2 then skip b and go to c)		

NO.	QUESTIONS AND FILTERS		CODING CATEGORIES	SKIP
		9.3.8	Went to court (If answered 2 then skip b and go to c)	
9.4	NGO	9.4.1	Went to an NGO legal aid service for assistance (If answered 2 then skip b and go to c)	
9.5	Government Officials	9.5.1	Went to the Upazila Nirhabhi Officer or other administrative official (If answered 2 then skip b and go to c)	
9.6	Did nothing			
	Other (specify).....			
9b. Why did you go? 1 = for advice only 2 = for mediation only 3 = both for advice and mediation 4=to seek legal redress in the courts? 5= for personal security in future		9c. The reasons for going to an institution [code all that apply] 01= Grievances were heard appropriately 02= The dispute resolution mechanism has been very prompt 03= The dispute resolution mechanism has access to technical/legal knowledge and lawyers 04= The dispute resolution mechanism is impartial 05= The judges/mediators are competent to understand the law 06= The judges/mediators are competent to understand the community norms 07= The judges/mediators are competent in applying the law fairly/correctly 08= Enforcement of the decision takes place through a combination of community dynamics 09= The system is financially affordable 10=Physical access to system is easy (close by) 11=The system is familiar to me 12=I have confidence in the fairness of the process 13=I have confidence in outcomes		9c The reasons for not going to an institution: 14= I never heard of about this institution 15=Grievances were not heard appropriately 16=The dispute resolution mechanism has been very lengthy 17=The dispute resolution mechanism has no access to technical/legal knowledge and lawyers 18=The dispute resolution mechanism is not impartial 19=The judges/mediators are incompetent to understand the law 20=The judges/mediators are incompetent to understand the community norms 21=The judges/mediators are incompetent in applying the law fairly/correctly 22= Community does not get involved in enforcement (no community participation) 23= The system is financially too costly 24=Physical access to system is difficult (involving travel) 25=The system is unfamiliar to me 26=I have no confidence in the fairness of the process 27=I have no confidence in outcomes 88=Don't know 98=Not applicable 99=Other (specify).....

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
Q10.	In section C, if answered yes to 9.4.1, which NGO did you go to?	Name of the NGO 1 Did not go to an NGO.....8	Go to 12.1
11.	Why did you choose this NGO over others? [Record up to 3 reasons]	1..... 2..... 3.....	
12.1	To the interviewer: See Q9a. (if the respondent did not go to any institution, then ask Q12.2 and go to Section D. otherwise go to Q13)		
12.2	If you did not do anything despite experiencing the incident, why was that? [Code all that apply]	It would cost more than I can afford1 It would take too much time2 I did not know where to go.....3 It was not very important.....4 Thought the other person was right5 Thought the other person was more influential6 Fear of reprisal by offenders7 Would damage the relationship with the other party8 Would damage my family's reputation.....9 It was a private or family matter 10 No material loss/damage took place..... 11 Previous bad experience with traditional shalish 12 Previous bad experience with courts and police 13 Previous bad experience with NGO legal services..... 14 It would be useless anyway ("I am just a little man"/poor person – hopelessness, internalized sense of powerlessness) 15 Others (specify) 99	
13.	[To interviewer: if the respondent went to multiple institutions, if answered yes to 9.3, 9.4 and 9.5, then record the answers for the most important institution as identified by the respondent for his/her dispute resolution]If you did decide to seek resolution through one of these institutions, we would like to know about your experience in detail.		
13.1	If the respondent went to more than one institution, which played the most important role in dispute resolution? [See section C, 9.3, 9.4 and 9.5 and write the line number from Q9] (Write from section C Q9)	<input type="checkbox"/> 9 <input type="checkbox"/> <input type="checkbox"/>	
13.2	What did/do you hope to achieve from this institution? [record all that apply]	a fair application of the law to my dispute/grievance 1 revenge2 right to property/asset 3 apology from the disputant..... 4 monetary compensation 5 Other (specify) 9	
13.3	Source of information about these institutions [record all that apply]	respondent knew about it 1 close relatives.....2 distant relative/friends/neighbors..... 3 local land-based elites 4 local business elites 5 local professional elites (i.e teacher) . 6 local political elites 7 elected local representatives 8 NGO 9 government officials 10 newspaper 11 Electronic media 12 religious leader 13 Other (specify) 99	
13.4	Who were the main actors participating in these	Relatives and neighbors 1	

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
	institutions? [record all that apply]	common village dwellers2 local MP3 local land-based elites4 local business elites5 local professional elites (i.e teacher) .6 local political elites7 elected local representatives8 NGO.....9 government officials 10 religious leaders 11 lawyers 12 other court officials 13 police 14 judge 15 community police 16 Other (specify) 99	
13.5	Did you understand the procedure that the institutions followed?	Yes 1 No.....2	
13.6	Were the procedures easy/difficult to understand?	Easy 1 Difficult.....2	
13.7	Did someone explain them to you/answer your questions about the procedure?	Yes 1 No.....2	
13.8	Did both the parties get a chance to tell their side?	both parties got a chance 1 only I got a chance2 only the other party got a chance3 Not applicable.....8	
13.9	Did you think that the <i>procedure</i> that the institution followed fair?	Yes 1 No.....2 Don't know7	
13.10	Do you think that the police/shalishkars/lawyers/judges consider/understand a) the relevant laws and	Yes 1 No.....2 Don't know 7	
	b) community norms [related to your case]?	Yes 1 No.....2 Don't know 7	
13.11	Do you think the <i>outcome</i> was fair?	Yes 1 No.....2 Not resolved yet.....3	
13.12	Did the community think that the <i>outcome</i> was fair?	Yes 1 No.....2 Not resolved yet.....3 Don't know 7	
13.13	Would you go to the same institution for any future problem?	Yes 1 No.....2 Don't know..... 7	
Q14.	[For those who sought resolution through an institution] we would like to know more details about the dispute?		
14.1	Has the dispute been settled?	Yes 1 No.....2	
14.2	If answered yes in Q14.1, time taken between reporting the incident and the settlement (in months)	Months..... <input type="text"/> <input type="text"/> the case is still going on.....98	
14.3	a) How much money (approx) did you spend to resolve this dispute for court fees and other legal expenses?	taka <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> no expenses.....999998	
	b) How much money (approx) did you spend to resolve this dispute as bribe or speed money?	taka <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> no expenses.....999998	

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
	c) How much money (approx) did you spend to resolve this dispute as other expenses (e.g conveyance, food etc) (d) How much money did you recover through the dispute settlement, if any?	taka <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> no expenses.....999998 taka <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> No money was recovered.....999998	
14.4	Did you comply with the decision (if answered yes to Q14.1)?	Yes 1 No.....2 Not resolved yet.....3	
14.5	What are the reasons for compliance or non-compliance? [record up to 3 reasons]	a. Reasons for compliance..... b. Reasons for non-compliance.....	
14.6	Did the other party comply with the decision?	Yes 1 No.....2	
14.7	What are the reasons for the other party's compliance or non-compliance? [record up to 3 reasons]	a. Reasons for compliance..... b. Reasons for non-compliance.....	

D. Applicable for all respondents

SI		Q15a. Have any family members ever...	Q15b. how long ago
15.1	Been detained by the police/RAB?	1 = yes 2 = no	year..... <input type="checkbox"/> <input type="checkbox"/>
15.2	Been charged of an offence, and imprisoned awaiting a trial (without being convicted)	1 = yes 2 = no	year..... <input type="checkbox"/> <input type="checkbox"/>
15.3	Appeared before the courts after being summoned	1 = yes 2 = no	year..... <input type="checkbox"/> <input type="checkbox"/>
15.4	Been convicted	1 = yes 2 = no	year..... <input type="checkbox"/> <input type="checkbox"/>

To the interviewer: See Q15b and if the incident took place within last 7 years, then ask Q16 and Q17 (In cases of multiple incidents record the most recent incident; If no incident took place, then go to Section E)

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
Q16.	(If answered yes to any of Q15, then how were they treated by the a) police?	very well 1 fairly well 2 badly 3 very badly..... 4 inhumanely 5 brutally 6 other (specify)..... 9	

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
	b) prison guards?	very well 1 fairly well 2 badly 3 very badly..... 4 inhumanely 5 brutally 6 other (specify)..... 9	
	c) courts?	very well 1 fairly well 2 badly 3 very badly..... 4 inhumanely 5 brutally 6 other (specify)..... 9	
Q17.	a)) Did this encounter with police/prison/courts change your view about these institutions?	Yes 1 No..... 2	
	b) If yes, then how?	view them with more respect 1 remained the same..... 2 view them with less respect 3 don't respect them at all..... 4	

[Note: Section E will be asked to ALL respondents irrespective of their experience/non-experience]

E. General Perception about Justice Systems/Rule of Law

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
Q18.	Who do you think should be responsible for preventing and solving the following in your area? a) abuse [record all that apply]	Community groups1 Community leaders2 Religious leaders3 UP/Ward chairman/members4 Courts5 Parents, guardians and families6 Police7 Community police8 Upazila or District officials9 RAB..... 10 Army/BDR 11 MPs..... 12 Local political leaders..... 13 Other (specify)..... 99	
	b) civil disputes? [record all that apply]	Community groups1 Community leaders2 Religious leaders3 UP/Ward chairman/members4 Courts5 Parents, guardians and families6 Police7 Community police8 Upazila or District officials9 RAB..... 10 Army/BDR 11 MPs..... 12 Local political leaders..... 13 Other (specify)..... 99	
	c) crimes? [record all that apply]	Community groups1 Community leaders2 Religious leaders3 UP/Ward chairman/members4 Courts5 Parents, guardians and families6 Police7 Community police8 Upazila or District officials9 RAB..... 10	

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
		Army/BDR 11 MPs..... 12 Local political leaders..... 13 Other (specify)..... 99	
Q19.	Where do you get information about how to resolve abuses, disputes or crimes? [code all that apply]	Newspaper1 Radio or television2 Posters, leaflets.....3 School or college.....4 Co-workers.....5 Family, friends and neighbors6 Community meeting.....7 NGOs.....8 UP chairmen/member.....9 Upazila officials 10 Police station 11 Mosque/Church/Religious organization.....12 Other (specify)..... 99	

Q20. How much confidence do you have in the following institutions? How would you rate them in terms of their honesty or corruption? Do they treat everyone - rich and poor, Muslim and non-Muslim, Bengali or non-Bengali, women and men equally? Is it equally easy for everyone – rich and poor, Muslim and non-Muslim, Bengali or non-Bengali, women and men – to access these institutions and services? Which of these institutions would be the fairest and most accessible for poor people, women, and minority groups?

Sl	Justice Institution	Confidence 1=very confident 2=confident 3=fairly confident 4=not at all confident 8=DK	Honesty and corruption 1 = very honest 2 =honest 3=somewhat honest 4 = somewhat corrupt 5 = very corrupt 8=DK	Equal treatment 1=Yes 2=No 8=DK	Equal access 1=Yes 2=No 8=DK	If beneficial to these groups		
						Poor 1=bene- ficial 2=some- how benefici- al 3=not benefici- al 8=DK	women 1=bene- ficial 2=some- how benefici- al 3=not benefici- al 8=DK	Minority groups 1=bene- ficial 2=some- how benefici- al 3=not benefici- al 8=DK
1	TDR	1 2 3 4 8	1 2 3 4 5 8	1 2 8	1 2 8	1 2 3 8	1 2 3 8	1 2 3 8
2	Village court/ UP arbitration Council	1 2 3 4 8	1 2 3 4 5 8	1 2 8	1 2 8	1 2 3 8	1 2 3 8	1 2 3 8
3	NGO sponsored shalish	1 2 3 4 8	1 2 3 4 5 8	1 2 8	1 2 8	1 2 3 8	1 2 3 8	1 2 3 8
4	High court/supreme court	1 2 3 4 8	1 2 3 4 5 8	1 2 8	1 2 8	1 2 3 8	1 2 3 8	1 2 3 8
5	courts (other than supreme/High court)	1 2 3 4 8	1 2 3 4 5 8	1 2 8	1 2 8	1 2 3 8	1 2 3 8	1 2 3 8
6	Land settlement office	1 2 3 4 8	1 2 3 4 5 8	1 2 8	1 2 8	1 2 3 8	1 2 3 8	1 2 3 8
7	Police	1 2 3 4 8	1 2 3 4 5 8	1 2 8	1 2 8	1 2 3 8	1 2 3 8	1 2 3 8
8	RAB	1 2 3 4 8	1 2 3 4 5 8	1 2 8	1 2 8	1 2 3 8	1 2 3 8	1 2 3 8
9	Joint forces camp	1 2 3 4 8	1 2 3 4 5 8	1 2 8	1 2 8	1 2 3 8	1 2 3 8	1 2 3 8
10	Anti-corruption commission	1 2 3 4 8	1 2 3 4 5 8	1 2 8	1 2 8	1 2 3 8	1 2 3 8	1 2 3 8

Q21. Please think about past years. Tell me if you perceive any changes in these organizations since 1982. [Please read every option slowly to the respondents and check the appropriate box. To receive data about 25 years ago, help the respondent by reminding specific national incidents that happened around that time e.g. death of Ziaur Rahman, beginning of Ershad's regime, introducing upazila system]

	Institutions	(____) did any change in performance of the institution take place within last two years (2007-2008) compared to 1991-2006 (during political regimes of Khaleda/hasina)	Principal reason for perceived improvement or decline	(____) did any change in performance of the institution take place during 1991-2006 compared to 1982-1991	Principal reason for perceived improvement or decline	(____) did any change in performance of the institution take place during 1982-1990 compared to years before this time	Principal reason for perceived improvement or decline
1	TDR						
2	Village court/ UP arbitration Council						
3	NGO sponsored shalish						
4	High court/supreme court						
5	courts (other than supreme/High court)						
6	Land settlement office						
7	Police						
8	RAB						
9	Joint forces camp						
10	Anti-corruption commission						

Codes for changes:	Reasons codes for improvement	Reasons codes for decline
excellent..... 1	citizens are more aware about their rights in general 1	citizens are not aware about their rights in general 9
very good 2	the system has become more responsive to citizens 2	the system has become less responsive to citizens 10
good..... 3	because of government's new better policies..... 3	because of no new government's policies 11
fair 4	because of democracy 4	because of absence of democracy 12
poor..... 5	because of positive NGO activities 5	because of negative NGO activities 13
No change took place..... 6	because of free media 6	because of absence of free media 14
don't know..... 7	because of positive social/normative change 7	because of negative social change 15
	don't know the reasons..... 8	Others (specify _____) 99

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES					SKIP
Q22	In the case of traditional/informal shalish, who are the shalishkars in your local area at present? [please record the identity following the code below; not their name]	Land-based elites 1 business elites..... 2 religious leader/Imams..... 3 Political leaders;..... 4 UP chairman/city or Municipality mayor ... 5 Male UP members/ward commissioners.. 6 female UP members/ward commissioner 7 Local MP 8 regular job holder (govt.) 9 regular job holder (non-govt.)..... 10 school teacher..... 11 lawyers 12 other court officials 13 police 14 judge..... 15 15 community police..... 16 common village dwellers 17 NGO.....18 Other (specify _____) 99					
Q23	Do you think that law enforcement during the Caretaker Government period is likely to act as a constraint on the future behaviour of politicians, businessmen and government officials?	a. Businessmen will make the situation better/they will act more responsibly....1 will make no difference....2 will make the situation worse.....3	b. Government officials will make the situation better/they will act more responsibly....1 will make no difference....2 will make the situation worse.....3	c. National politicians will make the situation better/they will act more responsibly....1 will make no difference....2 will make the situation worse.....3	d. Local politicians will make the situation better/they will act more responsibly....1 will make no difference....2 will make the situation worse.....3	e. Organized criminal networks at the local level will make the situation better/they will act more responsibly....1 will make no difference....2 will make the situation worse.....3	
Q24	When would you support taking the law into your own hands to resolve problems/abuse of power /crimes/civil disputes? [Please read every option slowly to the respondents and check the appropriate answer]						
24.1	Only in response to very serious crimes involving violence	I support it 1 I do not support it 2					
24.2	To protect one's belongings from theft	I support it 1 I do not support it 2					
24.3	If the perpetrator is well-known to be involved in serious criminal activity	I support it 1 I do not support it 2					
24.4	When the whole community is affected by a crime	I support it 1 I do not support it 2					
24.5	When police fail to respond appropriately	I support it 1 I do not support it 2					
24.6	If one doesn't get resolution through formal/informal institutional processes	I support it 1 I do not support it 2					
24.7	Others (specify)	I support it 1 I do not support it 2					
Q25	Do you strongly agree/agree/disagree/strongly disagree with the following statements?						
25.1	The law serves the interests of the government, not citizens.	strongly agree 1 agree 2 disagree 3 strongly disagree 4					
25.2	People who assert their rights are selfish, rather than simply asserting their entitlements.	strongly agree 1 agree 2 disagree 3 strongly disagree 4					
25.3	The law only protects the interests of the wealthy, not the poor.	strongly agree 1 agree 2					

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
		disagree 3 strongly disagree 4	
25.4	Courts are an important way for citizens to enforce their rights, even if they access them only on rare occasions.	strongly agree 1 agree 2 disagree 3 strongly disagree 4	
25.5	It is important for citizens to know about their legal rights and responsibilities.	strongly agree 1 agree 2 disagree 3 strongly disagree 4	
25.6	Laws act as a restraint on behaviour of the rich and powerful.	strongly agree 1 agree 2 disagree 3 strongly disagree 4	
25.7	It is better to settle disputes by negotiating than going to court.	strongly agree 1 agree 2 disagree 3 strongly disagree 4	
25.8	It should be the responsibility of the state to provide free legal assistance to citizens in need, regardless of how few people access it.	strongly agree 1 agree 2 disagree 3 strongly disagree 4	
25.9	Recently the service of the police has improved	strongly agree 1 agree 2 disagree 3 strongly disagree 4	
25.10	Instead of the existing secular laws, Shariah laws should be followed.	strongly agree 1 agree 2 disagree 3 strongly disagree 4	
25.11	Because of NGO legal services, many more women can access redress for domestic violence now than 25 years ago.	strongly agree 1 agree 2 disagree 3 strongly disagree 4	
25.12	The poor get justice from Allah, not from the existing formal or informal systems.	strongly agree 1 agree 2 disagree 3 strongly disagree 4	
25.13	I feel more secure now than I did ten years ago	strongly agree 1 agree 2 disagree 3 strongly disagree 4	

Interview ending time hour minute