

## Justice in Pakistan – World Justice Project Baseline Survey

**Introduction / Confidentiality**

**Read:** Good morning/afternoon/evening. My name is \_\_\_\_\_. I am from \_\_\_\_\_, an independent polling organization. I do not represent the government or any political party. We are doing some important research for the World Justice Project. We want to find out what the people in Pakistan do to resolve their disputes, and we would really appreciate your help and cooperation.

**SC1.** Are you 18 years old or older?

Yes..... 1 (SKIP TO INTRO 2)  
 No..... 2 “Is there an adult in your household that I can speak to?”  
 Don't know/Refused..... 9 “Thank you very much, we are only interviewing adults 18 years old or older” (TERMINATE)

<b>SC2.</b>	Household Identification Number	
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**[FOR ALL] Read:** Before continuing, I need to decide whom I should interview from this household.

	<b>SC3</b>	<b>SC4</b>
Line number	Can you please give me the first names or initials of all the <u>adults aged 18 and above, including adults that are not immediate family, living in your household at the moment?</u>	Is [NAME] a male or a female?  MALE..... 1 FEMALE..... 2
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

**Surveyor: Select adult based on (a) gender quota and (b) Kish Grid.**

**Read:** “The selected adult(s) is (are) [NAME OF SELECTED ADULT]” **[Surveyor: Ask to speak to that person]**

<b>SC5.</b>	Name of Selected Adult	
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**Read:** Good morning/afternoon/evening. My name is \_\_\_\_\_. I am from \_\_\_\_\_, an independent polling organization. I do not represent the government or any political party. We are doing some important research for the

World Justice Project. We want to find out what the people in Pakistan do to resolve their disputes, and we would really appreciate your help and cooperation. This survey is completely voluntary and it will take approximately 45 minutes to complete. Your answers will be kept confidential. We will not ask for your full name and nobody will ever be able to learn how you responded. Your answers will be put together with 2,000 other people we are talking to and we will never disclose your individual opinion. Rather, we will talk about national trends and patterns. There are no wrong or right answers, our researchers value your opinions and want to know what you really think and feel about the topic being discussed. You can leave any questions unanswered, and you may stop the interviews at any time. There is no penalty for refusing to participate.

Do you wish to participate?

Yes..... 1  
 No..... 2 “Thank you very much” (TERMINATE)  
 Don’t know/Refused..... 99 “Thank you very much” (TERMINATE)

**Section A: Household Characteristics**

**Household Roster**

**Read:** We would like to start with some information about you and the head of this household, starting with you.  
**[Surveyor: Gather information about primary respondent and the household head (if not primary respondent). Ask question A1 first. Then ask questions A2-A10 for primary respondent and household head.]**

	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10
M E M B E R  C O D E	Can you please give me your first name or initials, and the first name or initials of the household head?	What is the relationship of [NAME] with the household head?  FOR CODES SEE BELOW	How old is [NAME]? AGE DK/DA_99	What is the ethnicity of [NAME]?  FOR CODES SEE BELOW	What is the current marital status of [NAME]?  FOR CODES SEE BELOW	Can [NAME] read and write?  Yes....1 No....2 DK....99	What is the highest degree or level of formal school (including Islamic school) that [NAME] have completed?  FOR CODES SEE BELOW	Is [NAME] currently attending school?  Yes....1 No....2 DK....99	What type of activity did [NAME] do in the most recent week he/she was working?  FOR CODES SEE BELOW	Was [NAME] self-employed, working as unpaid family or salaried worker, or working as day laborer or employer?  FOR CODES SEE BELOW
1										
2										

Codes for A2 (Relationship with household head)	Codes for A4 (Ethnicity)	Codes for A5 (Marital status)	Codes for A7 (Education)	Codes for A9 (Type of activity)	Codes for A10 (Employment)
1=Household head 2=Wife or husband 3=Son or daughter 4=Son/daughter in law 5=Grandchild 6=Father or mother 7=Nephew or niece 8=Brother or sister 9=Brother/sister in law 10=Other relative 11=Unrelated member 99=DK/NA	1=Punjabi 2=Muhajir 3=Pushtoon 4=Baloch 5=Sindhi 6=Saraiki 7=Other 99=DK/NA	1=Married 2=Divorced or separated 3=Widowed 4=Never married but engaged 5=Never married, not engaged 99=DK/NA	1=No formal/ No schooling 2= 1st to 6th grade 3=7th to 11th grade 4= High school graduate 5=Some University 6= University graduate 7=Madrasa 8=Dar ul ulum 9=Dar ul hefaz 10=Other 99=DK/NA	1= Government Employee 2= Government Employee Mid-Level (Supervisory) 3=Government Employee Senior Level 4= Agricultural Laborer 10=Private Employee Support Staff 11=Private Employee 12=Private Employee Senior Officer 13=Private Business Sole Proprietor 14=Private Business	1=Working full time (40 hours+) 2=Working part-time (less than 40 hours) 3=Unemployed, looking for work 4=Unemployed, not looking for work 5=Housewife (not working outside the

				5=Farming on Own Farm 6=Farm Owner Employing Laborers 7=Unskilled Worker 8=Semi-skilled Worker 9=Skilled Worker	Employing 1-5 Workers 15=Private Business Employing More than 5 Workers 16=Military/Police 17=Other 99=DK/NA	home) 6=Student/Apprentice 7=Retired/Disabled 8=Other 99=DK/NA
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<b>A11</b>	Which of the following statements best describes your household's financial situation?	Money is not enough even for basic necessities and buying clothes is difficult.....1 Can buy basic products but buying clothes is difficult.....2 Can buy basic products and clothes, but not long-term goods....3 Can buy long-term goods, but cannot buy expensive goods.....4 Can afford sufficiently expensive goods.....5 <b>(DON'T READ)</b> Don't know/No answer..... 99
<b>A12</b>	What is your household's total monthly income from all sources, that is, all types of income for all people living at this address? This should include wages and salaries, net income from businesses, pensions, remittances, rent, and any other income received by all members of the household. <b>[Surveyor: Classify response using the following codes.]</b>	Less than 5,000 PKR ..... 1 5,001 — 11,000 PKR ..... 2 11,001 – 14,000 PKR ..... 3 14,001 – 16,000 PKR ..... 4 16,001 – 20,000 PKR ..... 5 20,001 – 37,000 PKR ..... 6 More than 37,000 PKR ..... 7 Don't know/Refused ..... 99

**Household Characteristics**

**Read:** Now I am going to ask you a series of questions about your current dwelling.

<b>A13</b>	What best describes your current dwelling?	Single family house .....1 Part of a shared house .....2 Separate apartment .....3 Shared apartment .....4 Tent ..... 5 (SKIP TO A17) Temporary shelter/shack ..... 6 Other ..... 7 DK/NA ..... 99
<b>A14</b>	<b>[Surveyor: Observe (Do not ask)]</b> What is the major construction material of the <u>exterior walls</u> of the dwelling, in the main living area of the family?	Fired brick/stone .....1 Concrete .....2 Wood .....3 Mud bricks/mud .....4 Stone/mud .....5 Other .....6
<b>A15</b>	<b>[Surveyor: Observe (Do not ask)]</b> What is the major construction material of the <u>roof</u> of the dwelling that protects the main living area of the family from rain?	Concrete .....1 Wood .....2 Tin/metal .....3 Mud bricks/mud .....4 Other .....5
<b>A16</b>	<b>[Surveyor: Observe (Do not ask)]</b> What is the major construction material of the <u>floor</u> of this dwelling, in the main living area of the family?	Dirt/earth .....1 Concrete/tile .....2 Other .....3

A17	Does your household own, rent, or lease this dwelling? <b>[Surveyor: Allow respondent to answer openly and code nearest answer choice. If necessary, probe for additional details]</b>	Owned (with mortgage) ..... 1 Owned (without mortgage) ..... 2 Partly owned ..... 3 Rent ..... 4 Leased ..... 5 Rent-free ..... 6 Owned by other family members ..... 7 Squatted ..... 8 Other (Please specify) ..... 9 DK/NA ..... 99																		
<table border="1"> <tr> <td data-bbox="813 495 954 625">A17_other If "Other" is selected, specify in this box</td> <td data-bbox="954 495 1435 625"></td> </tr> </table>		A17_other If "Other" is selected, specify in this box																		
A17_other If "Other" is selected, specify in this box																				
A18	What kind of kitchen/cooking facilities does this dwelling have? <b>[Surveyor: Allow respondent to answer openly and code nearest answer choice. If necessary, probe for additional details]</b>	Kitchen is separate room in dwelling ..... 1 Kitchen is part of a room in the dwelling (or part of the tent) ..... 2 Cooking room is in a separate room outside this dwelling ..... 3 Cooking done in the open ..... 4 Other ..... 5 DK/NA ..... 99																		
A19	How many rooms does your household occupy (do not count bathrooms, porches, corridors, balconies, kitchen, laundry room, etc.)	[                    ] Rooms																		
A20	<b>[Surveyor: Record access to dwelling [Do not ask]</b>	Footpath ..... 1 Unpaved road ..... 2 Paved road ..... 3																		
A21	Has your household had electricity at any time in the past month from any of these sources? <b>[Surveyor: Read all options]</b>	<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>a. Electric grid ..... 1</td> <td>1</td> <td>2</td> </tr> <tr> <td>b. Generator ..... 1</td> <td>1</td> <td>2</td> </tr> <tr> <td>c. Solar ..... 1</td> <td>1</td> <td>2</td> </tr> <tr> <td>d. Wind ..... 1</td> <td>1</td> <td>2</td> </tr> <tr> <td>e. Battery ..... 1</td> <td>1</td> <td>2</td> </tr> </tbody> </table>		Yes	No	a. Electric grid ..... 1	1	2	b. Generator ..... 1	1	2	c. Solar ..... 1	1	2	d. Wind ..... 1	1	2	e. Battery ..... 1	1	2
	Yes	No																		
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b. Generator ..... 1	1	2																		
c. Solar ..... 1	1	2																		
d. Wind ..... 1	1	2																		
e. Battery ..... 1	1	2																		
A22	What is the main source of heating for this house in winter? <b>[Surveyor: Allow respondent to answer openly and code nearest answer choice. If necessary, probe for additional details]</b>	No heating in house ..... 1 Bushes (ping), twigs/branches, straw ..... 2 Firewood ..... 3 Animal dung ..... 4 Crop residue, trash ..... 5 Charcoal, coal ..... 6 Kerosene or oil ..... 7 Gas ..... 8 Electricity ..... 9 Other ..... 10 DK/NA ..... 99																		
A23	What main toilet facility does your household use? <b>[Surveyor: Allow respondent to answer openly and code nearest answer choice. If necessary, probe for additional details]</b>	Open pit ..... 1 Traditional covered latrine ..... 2 Improved latrine ..... 3 Flush latrine ..... 4 None (open field, bush) ..... 5 Dearan (not pit) ..... 6 Other ..... 7 DK/NA ..... 99																		
A24	What was the main source of drinking water for	Piped into dwelling ..... 1																		

	members of your household in the past month? <b>[Surveyor: Allow respondent to answer openly and code nearest answer choice. If necessary, probe for additional details]</b>	Piped to yard/plot ..... 2 Public tap/standpipe ..... 3 Tube well or borehole ..... 4 Hand pump - public ..... 5 Hand pump - private ..... 6 Open well - unprotected ..... 7 Open well - protected ..... 8 Spring - unprotected ..... 9 Spring - protected ..... 10 Kariz ..... 11 Water tanker/tanker truck ..... 12 River, lake, channel, pool, drainage ..... 13 Bottled water, mineral water ..... 14 Other ..... 15 DK/NA ..... 99
<b>A25</b>	How many of the following items does your household own? <b>[Surveyor: Read all options. If none, write “0” and continue with next item. If Unknown, enter “99” and continue with next item]</b>	Number a. Bed ..... [ ] b. Electric/gas stove ..... [ ] c. Refrigerator/freezer ..... [ ] d. Washing machine ..... [ ] e. Radio/stereo/CD player ..... [ ] f. Television ..... [ ] g. Telephone – land line ..... [ ] h. Telephone – cellular ..... [ ] i. Computer ..... [ ] j. Motorcycle or scooter ..... [ ] k. Animal-drawn cart ..... [ ] l. Car, truck or bus ..... [ ]
<b>A26</b>	Does this household currently own any livestock, including poultry?	Yes ..... 1 No ..... 2 (SKIP TO A28) DK/NA ..... 99 (SKIP TO A28)
<b>A27</b>	How many of the following animals does your household own? <b>[Surveyor: Read all options. If none, write “0” and continue with next type. If Unknown, enter “99” and continue with next type]</b>	Number A. Cattle (meat and dairy) ..... [ ] B. Oxen, yaks ..... [ ] C. Horses ..... [ ] D. Donkeys ..... [ ] E. Camels ..... [ ] F. Goats ..... [ ] G. Sheep ..... [ ] H. Chickens ..... [ ] I. Turkeys, ducks, geese, other birds ..... [ ]
<b>A28</b>	Does this household currently own agricultural land or a garden plot?	Yes ..... 1 No ..... 2 (SKIP TO A30) DK/NA ..... 99 (SKIP TO A30)
<b>A29</b>	How many acres-Marla of each of the following types of land are owned by this household? <b>[Surveyor: Read all options. If none, write “0” and continue with next type. If Unknown, enter “9998” and continue with next type]</b>	Number of Marla a. Irrigated land ..... [ ] b. Rain-fed land ..... [ ] c. Garden plot ..... [ ]
<b>A30</b>	Does this household use land that is owned by someone else for farming, plantations or animal husbandry?	Yes ..... 1 No ..... 2 (SKIP TO B1) DK/NA ..... 99 (SKIP TO B1)
<b>A31</b>	What is the approximate size of this land in acres-Marla?	Number of acres-Marla ..... [ ] DK/NA ..... 9998

## Section B: Legal Knowledge and Legal Identity

**Read:** With the next few questions, we are trying to find out what people know about the law of Pakistan. I am going to read a series of statements, and for each one, I want you to tell me if it is true, false, or if you don't know about the topic. Please answer according to what you think that the law says, and not according to what you think is most appropriate, or what you think occurs in practice.

We plan to use the answers to help design legal awareness programs. So, it is important for you to tell me if you don't know about the topic that I ask about. We prefer that you don't guess when you answer. Actually, we expect there will be some topics that you don't know about.

<b>B1</b>	Children below the age of fourteen are prohibited from working in any factory or mine or any other hazardous employment.	True.....1 False.....2 Unsure/Don't know.....99
<b>B2</b>	The State is required to provide free and compulsory education to all children between the ages of five and sixteen.	True.....1 False.....2 Unsure/Don't know.....99
<b>B3</b>	Only the male head of household can be listed on a land certificate.	True.....1 False.....2 Unsure/Don't know.....99
<b>B4</b>	A suspect must be informed of the nature of the accusation immediately upon arrest.	True.....1 False.....2 Unsure/Don't know.....99
<b>B5</b>	A poor person is entitled to free legal representation in criminal matters.	True.....1 False.....2 Unsure/Don't know.....99
<b>B6</b>	A suspected criminal can be detained for as long as needed.	True.....1 False.....2 Unsure/Don't know.....99
<b>B7</b>	The marriage of a girl whose age is less than 16 is allowed by law.	True.....1 False.....2 Unsure/Don't know.....99
<b>B8</b>	A woman can obtain a divorce without the approval of her husband.	True.....1 False.....2 Unsure/Don't know.....99
<b>B9</b>	Women can be exchanged as brides to settle unpaid debts.	True.....1 False.....2 Unsure/Don't know.....99
<b>B10</b>	All citizens, men and women, have equal rights and duties before the law.	True.....1 False.....2 Unsure/Don't know.....99

**Read:** Now, I would like to ask you about documents that some people use for identification or legal purposes, such as national ID cards, birth certificates, or land ownership titles. Not everyone has these documents. If you don't have the document I mention, feel free to tell me so.

<b>B11</b>	Do you have a <u>birth certificate</u> ?	Yes.....1 (SKIP TO B15) No.....2 DK/NA.....99
<b>B12</b>	Have you ever considered trying to obtain one?	Yes.....1 No.....2 (SKIP TO B14)

		DK/NA ..... 99
<b>B13</b>	What was the <u>one</u> main reason why you have not obtained one? [Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]	Did not know how or where to go ..... 1 (SKIP TO B15) Did not have necessary documentation ..... 2 (SKIP TO B15) Issuing office is too far ..... 3 (SKIP TO B15) Administrative costs are too high ..... 4 (SKIP TO B15) I did not want to pay a bribe ..... 5 (SKIP TO B15) Costs of bribes are too high ..... 6 (SKIP TO B15) Other ..... 7 (SKIP TO B15) DK/NA ..... 99 (SKIP TO B15)
<b>B14</b>	Why haven't you considered trying to obtain one? [Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]	Did not know how or where to go ..... 1 (SKIP TO B15) Did not have necessary documentation ..... 2 (SKIP TO B15) Issuing office is too far ..... 3 (SKIP TO B15) Administrative costs are too high ..... 4 (SKIP TO B15) I did not want to pay a bribe ..... 5 (SKIP TO B15) Costs of bribes are too high ..... 6 (SKIP TO B15) Other ..... 8 (SKIP TO B15) DK/NA ..... 99 (SKIP TO B15)

<b>B15</b>	Do you have a current, unexpired <u>national ID card</u> ?	Yes ..... 1 (SKIP TO B19) No ..... 2 DK/NA ..... 99
<b>B16</b>	Have you ever considered trying to obtain one?	Yes ..... 1 No ..... 2 (SKIP TO B18) DK/NA ..... 99
<b>B17</b>	What was the <u>one</u> main reason why you have not obtained one? [Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]	Did not know how or where to go ..... 1 (SKIP TO B19) Did not have necessary documentation ..... 2 (SKIP TO B19) Issuing office is too far ..... 3 (SKIP TO B19) Administrative costs are too high ..... 4 (SKIP TO B19) I did not want to pay a bribe ..... 5 (SKIP TO B19) Costs of bribes are too high ..... 6 (SKIP TO B19) Still waiting ..... 7 (SKIP TO B19) Other ..... 8 (SKIP TO B19) DK/NA ..... 99 (SKIP TO B19)
<b>B18</b>	Why haven't you considered trying to obtain one? [Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]	Did not know how or where to go ..... 1 (SKIP TO B19) Did not have necessary documentation ..... 2 (SKIP TO B19) Issuing office is too far ..... 3 (SKIP TO B19) Administrative costs are too high ..... 4 (SKIP TO B19) I did not want to pay a bribe ..... 5 (SKIP TO B19) Costs of bribes are too high ..... 6 (SKIP TO B19) Other ..... 7 (SKIP TO B19) DK/NA ..... 99 (SKIP TO B19)

**Surveyor: Look at question A5 and ask questions B19-B22 only if respondent is married (Code in A5=1)**

<b>B19</b>	Do you have a <u>government marriage certificate</u> ?	Yes ..... 1 (SKIP TO B23) No ..... 2 DK/NA ..... 99
<b>B20</b>	Have you ever considered trying to obtain one?	Yes ..... 1 No ..... 2 (SKIP TO B22)

		DK/NA ..... 99
<b>B21</b>	What was the <i>one</i> main reason why you have not obtained one? <b>[Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]</b>	Did not know how or where to go ..... 1 (SKIP TO B23) Did not have necessary documentation ..... 2 (SKIP TO B23) Issuing office is too far ..... 3 (SKIP TO B23) Administrative costs are too high ..... 4 (SKIP TO B23) I did not want to pay a bribe ..... 5 (SKIP TO B23) Costs of bribes are too high ..... 6 (SKIP TO B23) Still waiting ..... 7 (SKIP TO B23) Other ..... 8 (SKIP TO B23) DK/NA ..... 99 (SKIP TO B23)
<b>B22</b>	Why haven't you considered trying to obtain one? <b>[Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]</b>	Did not know how or where to go ..... 1 (SKIP TO B23) Did not have necessary documentation ..... 2 (SKIP TO B23) Issuing office is too far ..... 3 (SKIP TO B23) Administrative costs are too high ..... 4 (SKIP TO B23) I did not want to pay a bribe ..... 5 (SKIP TO B23) Costs of bribes are too high ..... 6 (SKIP TO B23) Other ..... 7 (SKIP TO B23) DK/NA ..... 99 (SKIP TO B23)

**Surveyor: Look at question A16 and ask questions B23-B27 only if the household owns their dwelling (Code in A16=1 or 2)**

<b>B23</b>	Does your household have a <u>legal title to your current dwelling</u> or any document that shows ownership?	Yes ..... 1 No ..... 2 (SKIP TO B25) DK/NA ..... 99
<b>B24</b>	What type of title is it?	Full legal title, registered ..... 1 (SKIP TO B28) Legal title, unregistered ..... 2 Purchase receipt ..... 3 Other ..... 4 DK/NA ..... 99
<b>B25</b>	Have you ever considered trying to obtain a full legal title?	Yes ..... 1 No ..... 2 (SKIP TO B27) DK/NA ..... 99
<b>B26</b>	What was the <i>one</i> main reason why you have not obtained one? <b>[Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]</b>	Did not know how or where to go ..... 1 (SKIP TO B28) Did not have necessary documentation ..... 2 (SKIP TO B28) Issuing office is too far ..... 3 (SKIP TO B28) Administrative costs are too high ..... 4 (SKIP TO B28) I did not want to pay a bribe ..... 5 (SKIP TO B28) Costs of bribes are too high ..... 6 (SKIP TO B28) Still waiting ..... 7 (SKIP TO B28) Other ..... 8 (SKIP TO B28) DK/NA ..... 99 (SKIP TO B28)
<b>B27</b>	Why haven't you considered trying to obtain one? <b>[Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]</b>	Did not know how or where to go ..... 1 (SKIP TO B28) Did not have necessary documentation ..... 2 (SKIP TO B28) Issuing office is too far ..... 3 (SKIP TO B28) Administrative costs are too high ..... 4 (SKIP TO B28) I did not want to pay a bribe ..... 5 (SKIP TO B28) Costs of bribes are too high ..... 6 (SKIP TO B28) Other ..... 7 (SKIP TO B28) DK/NA ..... 99 (SKIP TO B28)



**Surveyor: Look at question A27 and ask questions B28-B32 only if the household owns agricultural land (Code in A27=1)**

<b>B28</b>	Does your household have a <u>legal title to the agricultural land you mentioned before</u> or any document that shows ownership?	Yes.....1 No.....2 (SKIP TO B30) DK/NA.....99
<b>B29</b>	What type of title is it?	Full legal title, registered.....1 (SKIP TO B33) Legal title, unregistered.....2 Purchase receipt.....3 Other.....4 DK/NA.....99
<b>B30</b>	Have you ever considered trying to obtain a full legal title?	Yes.....1 No.....2 (SKIP TO B32) DK/NA.....99
<b>B31</b>	What was the <i>one</i> main reason why you were not able to obtain one? <b>[Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]</b>	Did not know how or where to go.....1 (SKIP TO B33) Did not have necessary documentation.....2 (SKIP TO B33) Issuing office is too far.....3 (SKIP TO B33) Administrative costs are too high.....4 (SKIP TO B33) I did not want to pay a bribe.....5 (SKIP TO B33) Costs of bribes are too high.....6 (SKIP TO B33) Still waiting.....7 (SKIP TO B33) Other.....8 (SKIP TO B33) DK/NA.....99 (SKIP TO B33)
<b>B32</b>	Why haven't you considered trying to obtain one? <b>[Surveyor: Do not read response choices. Classify single response using the following categories. If necessary, prompt respondent to give only one response]</b>	Did not know how or where to go.....1 (SKIP TO B33) Did not have necessary documentation.....2 (SKIP TO B33) Issuing office is too far.....3 (SKIP TO B33) Administrative costs are too high.....4 (SKIP TO B33) I did not want to pay a bribe.....5 (SKIP TO B33) Costs of bribes are too high.....6 (SKIP TO B33) Other.....7 (SKIP TO B33) DK/NA.....99 (SKIP TO B33)

**Read:** Now, I would like to ask you a few questions about your sources of information about the law.

<b>B33</b>	What is your primary source of information about the law? <b>[Surveyor: Read options. If necessary, prompt respondent to give only one response]</b>	Radio.....1 Television.....2 Internet (computer).....3 Internet (mobile phone).....4 Newspapers or magazines.....5 Family, friends, community.....6 Government office.....7 Community leader.....8 Religious leader.....9 NGO.....10 Prosecutor.....11 Public Defender.....12 Lawyers.....13 Police.....14 Other (specify)..... DK/NA.....99
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		<b>B33_other</b> If "Other" is selected, specify in this box	
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### Section C: Disputes

**Read:** I am going to read a series of disputes that a household may have with others, including family, individuals, other households or the government. For this section, we are only interested in serious problems that you or your household have experienced during the last 12 months, that is between **[today's month 2015]** and now, and that you or your household were not able to resolve quickly. Note that I am asking only about disputes that you or someone else in your household had during this period of time, not about disputes that you may have heard about from other people. You can tell us about problems that started before **[today's month 2015]** if you still had these problems during the last 12 months. Some of these disputes may be hard to talk about, so we appreciate your courage and honesty. Remember, all your answers are completely confidential and nobody will ever be able to learn how you responded. We will never disclose your individual opinion, rather we will talk about national trends and patterns.

In the past 12 months, has your household experienced any of the following disputes or problems?

	*	<b>Natural Resources</b>	
<b>C1</b>	<b>A</b>	Land disputes (disputes over land title, land grabbing, disputes related to selling or buying property, expropriation, etc.)	Yes ..... 1 No ..... 2 DK/NA/Refused ..... 99
<b>C2</b>	<b>B</b>	Water disputes	Yes ..... 1 No ..... 2 DK/NA/Refused ..... 99
<b>C3</b>	<b>C</b>	Grazing disputes	Yes ..... 1 No ..... 2 DK/NA/Refused ..... 99
		<b>Administrative</b>	
<b>C4</b>	<b>D</b>	Problems obtaining ID cards or birth certificates	Yes ..... 1 No ..... 2 DK/NA/Refused ..... 99
<b>C5</b>	<b>E</b>	Problems obtaining marriage or divorce certificates	Yes ..... 1 No ..... 2 DK/NA/Refused ..... 99
<b>C6</b>	<b>F</b>	Problems obtaining land titles	Yes ..... 1 No ..... 2 DK/NA/Refused ..... 99
<b>C7</b>	<b>G</b>	Problems obtaining public benefits (for example, social security)	Yes ..... 1 No ..... 2 DK/NA/Refused ..... 99
		<b>Family</b>	
<b>C8</b>	<b>H</b>	Baad or forced marriages	Yes ..... 1 No ..... 2 DK/NA/Refused ..... 99

C9	I	Problems obtaining payment of or soliciting of dowry, walwar, or problems related to wedding expenses	Yes.....1 No.....2 DK/NA/Refused.....9
C10	J	Divorce or separation	Yes.....1 No.....2 DK/NA/Refused.....99
C11	K	Child custody or child support	Yes.....1 No.....2 DK/NA/Refused.....99
C12	L	Domestic violence	Yes.....1 No.....2 DK/NA/Refused.....99
C13	M	Dispute involving inheritance of land or property	Yes.....1 No.....2 DK/NA/Refused.....99
<b>Neighbor</b>			
C14	N	Neighbor disputes (disputes over boundaries, shared wall, property, etc.)	Yes.....1 No.....2 DK/NA/Refused.....99
<b>Landlord / Tenant</b>			
C15	O	Landlord / Tenant disputes	Yes.....1 No.....2 DK/NA/Refused.....99
<b>Labor</b>			
C16	P	Workplace disputes (i.e. unpaid wages, harassment, injury at work, wrongful firing)	Yes.....1 No.....2 DK/NA/Refused.....99
<b>Business, Financial, or Consumer</b>			
C17	Q	Disputes over a business agreement	Yes.....1 No.....2 DK/NA/Refused.....99
C18	R	Disputes over an unpaid debt	Yes.....1 No.....2 DK/NA/Refused.....99
C19	S	Disputes over undelivered or incomplete goods or services	Yes.....1 No.....2 DK/NA/Refused.....99
<b>Crime/Disputes between individuals</b>			
C20	T	Murder	Yes.....1 No.....2 DK/NA/Refused.....99
C21	U	Physical assault / fighting / beating	Yes.....1 No.....2 DK/NA/Refused.....99
C22	V	Theft (burglary /looting, pick-pocketing, motor vehicle theft, livestock stolen, etc.)	Yes.....1 No.....2 DK/NA/Refused.....99
C23	W	Extortion or kidnapping	Yes.....1 No.....2 DK/NA/Refused.....99
<b>Traffic</b>			
C24	X	Traffic disputes	Yes.....1 No.....2 DK/NA/Refused.....99
<b>Abuse of law enforcement authorities and processes</b>			

<b>C25</b>	<b>Y</b>	Arrest or detention without any justifiable reason	Yes.....1 No.....2 DK/NA/Refused.....99
<b>C26</b>	<b>Z</b>	Harassment by the police	Yes.....1 No.....2 DK/NA/Refused.....99
<b>Government / Development</b>			
<b>C27</b>	<b>AA</b>	Unequal distribution of aid or assistance	Yes.....1 No.....2 DK/NA/Refused.....99
<b>C28</b>	<b>AB</b>	Corruption, extortion, or bribery	Yes.....1 No.....2 DK/NA/Refused.....99
<b>C29</b>	<b>AC</b>	Use or construction of roads and bridges	Yes.....1 No.....2 DK/NA/Refused.....99
<b>C30</b>	<b>AD</b>	Discrimination	Yes.....1 No.....2 DK/NA/Refused.....99
<b>C31</b>	<b>AE</b>	Other, [SPECIFY]	

<b>C32</b>	Of those disputes that you or your household experienced, can you please tell me the <u><b>MOST IMPORTANT</b></u> to you or your household?	Most important: ____ [Enter letter code of dispute type (A-AE)] <b>(DON'T READ)</b> Don't know/Refused...99
<b>C33</b>	Who was the dispute with? <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	1=Your family 2=Another family 3=An individual 4=A group of people or an organization 5=A company 6=The police 6=The local government 7=The national government 8=Other 99=Don't know/No answer
<b>C34</b>	On a scale where 1 represents a dispute or problem that is NOT serious and 5 represents a dispute or problem that is EXTREMELY serious, how serious was this dispute or problem to you or your household from 1 to 5?	1=Not serious 2 3 4 5=Extremely serious 99=Don't know/No answer
<b>C35</b>	Has this dispute been settled?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
<b>C36</b>	Did any of the parties resort to threats or physical violence during the dispute or in the process of settling the dispute?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99

**Read:** Now, I am going to ask you some questions about how you or other members of your household resolved the dispute that you indicated as the most important one. **[Surveyor: Indicate the question number or the code of dispute that the respondent indicated as most important in question C32]**

<b>C37</b>	During the dispute resolution process, did you or anyone in your household <u>receive</u> legal advice or legal help from another person or group, for example, a friend, a local leader, an attorney, or a paralegal?	Yes ..... 1 No ..... 2 (SKIP TO C41) Don't know/Refused ..... 99 (SKIP TO C41)																													
<b>C38</b>	From whom did you receive it?	<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>a. A family member or a friend .....</td> <td>1</td> <td>2</td> </tr> <tr> <td>b. A local religious leader .....</td> <td>1</td> <td>2</td> </tr> <tr> <td>c. A local community leader .....</td> <td>1</td> <td>2</td> </tr> <tr> <td>d. A private attorney or law firm .....</td> <td>1</td> <td>2</td> </tr> <tr> <td>e. A government legal aid office .....</td> <td>1</td> <td>2</td> </tr> <tr> <td>f. A paralegal .....</td> <td>1</td> <td>2</td> </tr> <tr> <td>g. A civil society organization .....</td> <td>1</td> <td>2</td> </tr> <tr> <td>h. Other (specify) .....</td> <td>1</td> <td>2</td> </tr> </tbody> </table> <table border="1"> <tr> <td><b>C38_other</b> If "Other" is selected, specify in this box</td> <td></td> </tr> </table>		Yes	No	a. A family member or a friend .....	1	2	b. A local religious leader .....	1	2	c. A local community leader .....	1	2	d. A private attorney or law firm .....	1	2	e. A government legal aid office .....	1	2	f. A paralegal .....	1	2	g. A civil society organization .....	1	2	h. Other (specify) .....	1	2	<b>C38_other</b> If "Other" is selected, specify in this box	
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<b>C38_other</b> If "Other" is selected, specify in this box																															
<b>C39</b>	How much money (if anything) did your household spend in legal aid fees?	Less than 5,000 PKR ..... 1 5,001 — 11,000 PKR ..... 2 11,001 – 14,000 PKR ..... 3 14,001 – 16,000 PKR ..... 4 16,001 – 20,000 PKR ..... 5 20,001 – 37,000 PKR ..... 6 More than 37,000 PKR ..... 7 Don't know/Refused ..... 99																													
<b>C40</b>	How satisfied are you with the legal advice or legal help you received?	Very satisfied ..... 1 (SKIP TO C42) Satisfied ..... 2 (SKIP TO C42) Neither satisfied nor unsatisfied ..... 3 (SKIP TO C42) Unsatisfied ..... 4 (SKIP TO C42) Very unsatisfied ..... 5 (SKIP TO C42) Don't know/Refuse ..... 99 (SKIP TO C42)																													
<b>C41</b>	Why didn't you attempt to get legal advice or legal aid? <b>[Surveyor: Do not read response choices. Allow respondent to answer freely. Then use codes below to classify the answer][Code all that apply]</b>	I did not think I needed advice or legal help ..... 1 I did not know who to call ..... 2 I did not think that I could afford a legal assistant or a lawyer ..... 3 I do not trust legal assistants or lawyers ..... 4 Lawyers and legal aid offices are ineffective ..... 5 Other (specify) ..... Don't know/Refused ..... 99 <table border="1"> <tr> <td><b>C41_other</b> If "Other" is selected, specify in this box</td> <td></td> </tr> </table>	<b>C41_other</b> If "Other" is selected, specify in this box																												
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**Read:** Now, I am going to ask you some questions about how you or other members of your household resolved the dispute that you indicated as the most important one

<b>C42</b>	Did you (or the person in your household) or the other party go to a person, group, or institution to look for a resolution to your problem or dispute?	Yes ..... 1 (SKIP TO C44) No ..... 2 Don't know/Refused ..... 99
<b>C43</b>	Why did you or other members of your household <u>not</u> go to another person, group, or institution to look for a resolution to your problem or dispute?	1=A peaceful resolution was reached by the two parties 2=I caused the problem/I thought the other person was right 3= Not important enough/No material loss or damage took place

	<p><b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ALL MENTIONED ANSWERS]</b></p>	<p>4=It would only waste time/ It would be useless anyway (sense of powerlessness) 5=Did not have evidence</p> <p>6=Did not know what to do or where to go 7=The person who could assist was too far 8=It would cost too much 9=The courts are too lengthy</p> <p>10=Afraid it would result in violence 11=The other party is much more powerful than we are/No chance of winning</p> <p>12=It would create problems for my family 13=It would damage the relationship with the other party 14=It was a private family matter</p> <p>15=The courts are not impartial/The courts are incompetent</p> <p>16=The Panchayats/Faislos/Jirgas are not impartial 17=The Panchayats/Faislos/Jirgas are Incompetent 18= Panchayats/Faislos/Jirgas decide only in favor of men</p> <p>19=Other [SPECIFY]</p> <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 30%; padding: 5px;"> <p><b>C43_other</b> If "Other" is selected, specify in this box</p> </td> <td style="width: 70%; height: 40px;"></td> </tr> </table> <p><b>[SURVEYOR: GO TO C47]</b></p>	<p><b>C43_other</b> If "Other" is selected, specify in this box</p>	
<p><b>C43_other</b> If "Other" is selected, specify in this box</p>				

**SURVEYOR: The C44 battery should be completed if the respondent answered (1=Yes) on C42.**

	<b>C44</b>
a. Where was the dispute taken?	<p>1=A local political leader 2=A local Panchayat/Faislo/Jirga 3= A Biradari 4=A local elder 5=Neighborhood (Mohalla) system 6=A mullah 7=The police 8=A Magistrate court 9=A Community Development Council 10=An NGO 11=Another government office 12=Extended family (Khandaan) 13=Malik 99=Don't know/Refuse</p>
b. Who chose to take the dispute to this person, group, or institution?	<p>1=You or your household 2= The other party (GO TO C44d) 3= Both 99=(<b>Don't Read</b>) Don't know/No answer</p>
c. What was the main reason why you or someone in your household decided to go to this particular person, group, or institution instead of going somewhere else?	<p>1=Cost 2=Person/group/institution has community respect 3= Person/group/institution has skills/knowledge 4= Person/group/institution is impartial</p>

[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]	5= Person/group/institution is very prompt 6=Would cause least disruption to life 7= Person/group/institution is familiar to me 8=Everybody goes to this person/group/institution 9=They have responsibility/authority 10=I am most comfortable with this person/group/institution 99=(Don't Read) Don't know/No answer
d. What was the <u>one</u> main outcome that you hoped to achieve from this person, group, or institution? [SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]	1=A fair application of the law to my dispute/grievance 2=Revenge 3=Apology 4=Monetary compensation 5=Other 99=Don't know/No answer
e. Was the dispute resolution process conducted in your preferred language?	Yes.....1 (GO TO C44g) No.....2 (DON'T READ) Don't know/No answer.....99 (GO TO C44g)
f. Did you have access to an interpreter?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
g. Did you understand the procedure that the person, group or institution followed?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
h. Did this institution come to a resolution for the dispute?	Yes.....1 No.....2 (GO TO C44t) (DON'T READ) Don't know/No answer.....99 (GO TO C44t)
i. How long did it take between taking the dispute to this person, group, or institution and finding a resolution?	Less than one month.....1 Between one month and one year.....2 Between one and three years.....3 More than three years.....4 (DON'T READ) Don't know/No answer.....99
j. Did you comply with this resolution?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
k. Did the other party comply with this resolution?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
l. During the process were you asked to pay a bribe?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
m. In total, how much money (if anything) did your household spend trying to solve the dispute through this person, group, or institution (for example, on lawyers, court fees, bribes, etc.)?	Less than 5,000 PKR ..... 1 5,001 – 11,000 PKR ..... 2 11,001 – 14,000 PKR ..... 3 14,001 – 16,000 PKR ..... 4 16,001 – 20,000 PKR ..... 5 20,001 – 37,000 PKR ..... 6 More than 37,000 PKR ..... 7 Don't know/Refused ..... 99

n. Do you think that this resolution was fair?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
o. How satisfied are you with this <u>resolution</u> ?	Very satisfied.....1 Satisfied.....2 Unsatisfied.....3 Very unsatisfied.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
p. After the resolution was reached, did you have another dispute or conflict with the same party?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
q. Regardless of the outcome, do you think that the <u>process</u> was fair?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
r. Do you think that the <u>process</u> was slow?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
s. Do you think that the <u>process</u> was expensive?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
t. If this problem occurred again, would you go to the same person, group or institution?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
u. In addition to this person, group, or institution, did someone in your household, or the other party, take the dispute somewhere else? For example, to look for a different outcome, appeal the decision, or find a faster solution?	Yes.....1 (GO TO C45a) No.....2 (GO TO C47) <b>(DON'T READ)</b> Don't know/No answer.....99 (GO TO C47)

**SURVEYOR: The C45 battery is identical to the C44 battery. It should only be asked if the respondent answered (1=Yes) on C44u.**

	<b>C45</b>
a. Where was the dispute taken?	1=A local political leader 2=A local Panchayat/Faislo/Jirga 3= A Biradari 4=A local elder 5=Neighborhood (Mohalla) system 6=A mullah 7=The police 8=A Magistrate court 9=A Community Development Council 10=An NGO 11=Another government office 12=Extended family (Khandaan) 13=Malik 99=Don't know/Refuse
b. Who chose to take the dispute to this person, group, or institution?	1=You or your household 2= The other party (GO TO C45d) 3= Both



	99=( <b>Don't Read</b> ) Don't know/No answer
c. What was the main reason why you or someone in your household decided to go to this particular person, group, or institution instead of going somewhere else?  <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	1=Cost 2=Person/group/institution has community respect 3= Person/group/institution has skills/knowledge 4= Person/group/institution is impartial 5= Person/group/institution is very prompt 6=Would cause least disruption to life 7= Person/group/institution is familiar to me 8=Everybody goes to this person/group/institution 9=They have responsibility/authority 10=I am most comfortable with this person/group/institution 99=( <b>Don't Read</b> ) Don't know/No answer
d. What was the <u>one</u> main outcome that you hoped to achieve from this person, group, or institution? <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	1=A fair application of the law to my dispute/grievance 2=Revenge 3=Apology 4=Monetary compensation 5=Other 99=Don't know/No answer
e. Was the dispute resolution process conducted in your preferred language?	Yes.....1 (GO TO C45g) No.....2 ( <b>DON'T READ</b> ) Don't know/No answer....99 (GO TO C45g)
f. Did you have access to an interpreter?	Yes.....1 No.....2 ( <b>DON'T READ</b> ) Don't know/No answer....99
g. Did you understand the procedure that the person, group or institution followed?	Yes.....1 No.....2 ( <b>DON'T READ</b> ) Don't know/No answer....99
h. Did this institution come to a resolution for the dispute?	Yes.....1 No.....2 (GO TO C45t) ( <b>DON'T READ</b> ) Don't know/No answer....99 (GO TO C45t)
i. How long did it take between taking the dispute to this person, group, or institution and finding a resolution?	Less than one month.....1 Between one month and one year.....2 Between one and three years.....3 More than three years.....4 ( <b>DON'T READ</b> ) Don't know/No answer....99
j. Did you comply with this resolution?	Yes.....1 No.....2 ( <b>DON'T READ</b> ) Don't know/No answer....99
k. Did the other party comply with this resolution?	Yes.....1 No.....2 ( <b>DON'T READ</b> ) Don't know/No answer.....99
l. During the process were you asked to pay a bribe?	Yes.....1 No.....2 ( <b>DON'T READ</b> ) Don't know/No answer....99
m. In total, how much money (if anything) did your household spend trying to solve the dispute through this person, group, or institution	Less than 5,000 PKR.....1 5,001 —11,000 PKR.....2

(for example, on lawyers, court fees, bribes, etc.)?	11,001 – 14,000 PKR.....3 14,001 – 16,000 PKR.....4 16,001 – 20,000 PKR.....5 20,001 – 37,000 PKR.....6 More than 37,000 PKR.....7 Don't know/Refused.....99
n. Do you think that this resolution was fair?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
o. How satisfied are you with this <u>resolution</u> ?	Very satisfied.....1 Satisfied.....2 Unsatisfied.....3 Very unsatisfied.....4 (DON'T READ) Don't know/No answer.....99
p. After the resolution was reached, did you have another dispute or conflict with the same party?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q. Regardless of the outcome, do you think that the <u>process</u> was fair?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
r. Do you think that the <u>process</u> was slow?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
s. Do you think that the <u>process</u> was expensive?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
t. If this problem occurred again, would you go to the same person, group or institution?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer....99
u. In addition to this person, group, or institution, did someone in your household, or the other party, take the dispute somewhere else? For example, to look for a different outcome, appeal the decision, or find a faster solution?	Yes.....1 (GO TO C46a) No.....2 (GO TO C47) (DON'T READ) Don't know/No answer....99 (GO TO C47)

**SURVEYOR: The C46 battery is identical to the C45 battery. It should only be asked if the respondent answered (1=Yes) on C46u.**

	C46
a. Where was the dispute taken?	1=A local political leader 2=A local Panchayat/Faislo/Jirga 3= A Biradari 4=A local elder 5=Neighborhood (Mohalla) system 6=A mullah 7=The police 8=A Magistrate court 9=A Community Development Council 10=An NGO

	11=Another government office 12=Extended family (Khandaan) 13=Malik 99=Don't know/Refuse
b. Who chose to take the dispute to this person, group, or institution?	1=You or your household 2= The other party (GO TO C46d) 3= Both 99=( <b>Don't Read</b> ) Don't know/No answer
c. What was the main reason why you or someone in your household decided to go to this particular person, group, or institution instead of going somewhere else?  <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	1=Cost 2=Person/group/institution has community respect 3= Person/group/institution has skills/knowledge 4= Person/group/institution is impartial 5= Person/group/institution is very prompt 6=Would cause least disruption to life 7= Person/group/institution is familiar to me 8=Everybody goes to this person/group/institution 9=They have responsibility/authority 10=I am most comfortable with this person/group/institution 99=( <b>Don't Read</b> ) Don't know/No answer
d. What was the <u>one</u> main outcome that you hoped to achieve from this person, group, or institution? <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	1=A fair application of the law to my dispute/grievance 2=Revenge 3=Apology 4=Monetary compensation 5=Other 99=Don't know/No answer
e. Was the dispute resolution process conducted in your preferred language?	Yes.....1 (GO TO C46g) No.....2 <b>(DON'T READ)</b> Don't know/No answer....99 (GO TO C46g)
f. Did you have access to an interpreter?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
g. Did you understand the procedure that the person, group or institution followed?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
h. Did this institution come to a resolution for the dispute?	Yes.....1 No.....2 (GO TO C46t) <b>(DON'T READ)</b> Don't know/No answer....99 (GO TO C46t)
i. How long did it take between taking the dispute to this person, group, or institution and finding a resolution?	Less than one month.....1 Between one month and one year.....2 Between one and three years.....3 More than three years.....4 <b>(DON'T READ)</b> Don't know/No answer.....99
j. Did you comply with this resolution?	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99
k. Did the other party comply with this resolution?	Yes.....1 No.....2

	(DON'T READ) Don't know/No answer.....99
l. During the process were you asked to pay a bribe?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
m. In total, how much money (if anything) did your household spend trying to solve the dispute through this person, group, or institution (for example, on lawyers, court fees, bribes, etc.)?	Less than 5,000 PKR ..... 1 5,001 – 11,000 PKR ..... 2 11,001 – 14,000 PKR ..... 3 14,001 – 16,000 PKR ..... 4 16,001 – 20,000 PKR ..... 5 20,001 – 37,000 PKR ..... 6 More than 37,000 PKR ..... 7 Don't know/Refused ..... 99
n. Do you think that this resolution was fair?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
o. How satisfied are you with this <u>resolution</u> ?	Very satisfied.....1 Satisfied.....2 Unsatisfied.....3 Very unsatisfied.....4 (DON'T READ) Don't know/No answer.....99
p. After the resolution was reached, did you have another dispute or conflict with the same party?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
q. Regardless of the outcome, do you think that the <u>process</u> was fair?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
r. Do you think that the <u>process</u> was slow?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
s. Do you think that the <u>process</u> was expensive?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99
t. If this problem occurred again, would you go to the same person, group or institution?	Yes.....1 No.....2 (DON'T READ) Don't know/No answer.....99

**Read:** I'm going to ask you about the impact that the dispute had on your household.

<b>C47</b>	What was the economic / livelihood impact of the dispute on your household? <b>[Surveyor: Do not read response choices. Allow respondent to answer freely. Then use codes below to classify the answer][Code all</b>	No economic impact..... 1
		Stopped business or investment..... 2
		Move business or investment to another location..... 3
		Hired individuals to protect business..... 4
		Changed business or jobs..... 5

	<b>that apply]</b>	Reduced household income due to member being killed, injured, or arrested, ..... 6 Reduced household income due to crop damage ..... 7 Time and cost associated with relocating ..... 8 Time and cost of settling land/property disputes ..... 9 Compensation not given on seized or expropriated land ..... 10 Money lost due to divorce/separation ..... 11 Cost associated with inheritance disputes ..... 12 Other (specify) ..... 13 Don't know/Refused ..... 99		
		<table border="1"> <tr> <td><b>C47_other</b> If "Other" is selected, specify in this box</td> <td></td> </tr> </table>	<b>C47_other</b> If "Other" is selected, specify in this box	
<b>C47_other</b> If "Other" is selected, specify in this box				
<b>C48</b>	Were there other consequences of this incident for you or your household? <b>[Surveyor: Do not read response choices. Allow respondent to answer freely. Then use codes below to classify the answer][Code all that apply]</b>	No other consequences ..... 1 Physical harm to family member ..... 2 Distress and worry ..... 3 Loss of social respect or family name ..... 4 Restricting mobility of the household members ..... 5 Stopped sending children to school ..... 6 Other (specify) ..... Don't know/Refused ..... 99		
		<table border="1"> <tr> <td><b>C51_other</b> If "Other" is selected, specify in this box</td> <td></td> </tr> </table>	<b>C51_other</b> If "Other" is selected, specify in this box	
<b>C51_other</b> If "Other" is selected, specify in this box				

**Section D: Perceptions About Dispute Resolution**

**Read:** Now, I am going to read a list of problems or disputes that may arise among individuals or households. For each one I read, please tell me who would be the one person, group or institution to which you would take it to try to resolve it, if anyone **[Surveyor: Do not read response choices. Classify single response using the code below. If necessary, prompt respondent to give only one response]**

<b>D1</b>	Minor land disputes	
<b>D2</b>	Major land disputes	
<b>D3</b>	Minor water disputes	
<b>D4</b>	Major water disputes	
<b>D5</b>	Minor crimes	
<b>D6</b>	Serious crimes	
<b>D7</b>	Domestic disputes	
<b>D8</b>	Separation or divorce	
<b>D9</b>	Inheritance problems	
<b>D10</b>	Traffic disputes	

<b>Codes for D1 to D10</b>		
1=A local political leader	6=A mullah	11=Another government office
2=A local Panchayat/Faislo/Jirga	7=The police	12=Extended family (Khandaan)
3= A Biradari	8=A Magistrate court	13=Malik
4=A local elder	9=A Community Development Council	14=Other (Specify)
5=Neighborhood (Mohalla) system	10=An NGO	99=Don't know/Refuse

	<b>D1_other to D10_other</b> If "Other" is selected, specify in this box	
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**Read:** Next, I am going to read a list of statements about the Panchayats/Faislos/Jirgas of your village, the courts, and the Provincial Police. For each one I read, please tell me whether you strongly agree, agree somewhat, disagree somewhat, or strongly disagree with them.

<b>D11</b>	Local Panchayats/Faislos/Jirgas are accessible to me	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>D12</b>	Local Panchayats/Faislos/Jirgas are fair and trusted	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>D13</b>	Local Panchayats/Faislos/Jirgas follow the local norms and values of our people	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>D14</b>	Local Panchayats/Faislos/Jirgas resolve cases timely and promptly	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>D15</b>	Magistrate courts are accessible to me	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>D16</b>	Magistrate courts are fair and trusted	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>D17</b>	Magistrate courts follow the local norms and values of our people	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>D18</b>	Magistrate courts resolve cases timely and promptly	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>D19</b>	The Provincial Police is fair and trusted	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4

		Don't know/Refused.....	99
D20	The Provincial Police acts according to the law	Strongly agree.....	1
		Agree somewhat.....	2
		Disagree somewhat.....	3
		Strongly disagree.....	4
		Don't know/Refused.....	99

**Read:** Please tell me:

D21	In your opinion, what is the <u>one</u> main advantage of resolving a dispute or problem through the use of Panchayats/Jirgas? <b>[Surveyor: Do not read response choices. Classify single response using the code below. If necessary, prompt respondent to give only one response]</b>	Prompt procedure.....	1
		Lower monetary costs.....	2
		Less corruption.....	3
		It is a trustworthy institution.....	4
		Panchayats/Jirgas represent our community.....	5
		Panchayats/Jirgas understand cultural needs and norms more than other institutions.....	6
		The conflict is solved permanently.....	7
		The outcome satisfies both sides.....	8
		The relationship between parties improves.....	9
		Panchayats/Jirgas do not have advantages.....	10
		Other (specify).....	11
		Don't know/Refused.....	99
		<b>D21_other</b> If "Other" is selected, specify in this box	
D22	In your opinion, what is the <u>one</u> main disadvantage of resolving a dispute or problem through the use of Panchayats/Jirgas? <b>[Surveyor: Do not read response choices. Classify single response using the code below. If necessary, prompt respondent to give only one response]</b>	Lack authority to implement solutions.....	1
		Sometimes solutions are not permanent.....	2
		Corruption.....	3
		Panchayats/Jirgas sometimes apply rules that go against Islam.....	4
		Panchayats/Jirgas members often lack qualification.....	5
		Panchayats/Jirgas do not consider documents.....	6
		Sometimes Panchayats/Jirga members take sides.....	7
		Panchayats/Jirgas/ are biased against women.....	8
		Sometimes Panchayats/Jirgas make decisions against human rights.....	9
		No disadvantages.....	10
		Other (specify).....	11
		Don't know/Refused.....	99
		<b>D22_other</b> If "Other" is selected, specify in this box	
D23	In your opinion, what is the <u>one</u> main advantage of resolving a dispute or problem through the use of Magistrate courts?	Have authority to solve big cases.....	1
		Courts are formal bodies.....	2

	<p><b>[Surveyor: Do not read response choices. Classify single response using the code below. If necessary, prompt respondent to give only one response]</b></p>	<p>Courts consider the law ..... 3  Courts apply Islamic law ..... 4  It is a trustworthy institution ..... 5  Court decisions are enforceable ..... 6  Court decisions are permanent ..... 7  Courts do not have advantages ..... 8  Other (specify) ..... 9  Don't know/Refused ..... 99</p> <table border="1" data-bbox="943 436 1443 583"> <tr> <td data-bbox="943 436 1068 583"> <b>D23_other</b>  If "Other"  is  selected,  specify in  this box </td> <td data-bbox="1068 436 1443 583"></td> </tr> </table>	<b>D23_other</b> If "Other" is selected, specify in this box	
<b>D23_other</b> If "Other" is selected, specify in this box				
<b>D24</b>	<p>In your opinion, what is the <i>one</i> main disadvantage of resolving a dispute or problem through the use of Magistrate courts?  <b>[Surveyor: Do not read response choices. Classify single response using the code below. If necessary, prompt respondent to give only one response]</b></p>	<p>Court procedures are time-consuming... 1  Cost ..... 2  Corruption ..... 3  Unfair or biased decisions ..... 4  Win-lose solutions ..... 5  Conflicts are not solved completely ..... 6  Lack of professionalism ..... 7  Foreign to community ..... 8  No disadvantages ..... 9  Other (specify) ..... 10  Don't know/Refused ..... 99</p> <table border="1" data-bbox="943 919 1443 1066"> <tr> <td data-bbox="943 919 1068 1066"> <b>D24_other</b>  If "Other"  is  selected,  specify in  this box </td> <td data-bbox="1068 919 1443 1066"></td> </tr> </table>	<b>D24_other</b> If "Other" is selected, specify in this box	
<b>D24_other</b> If "Other" is selected, specify in this box				

### Section E: Community Conflict and Women's Issues

**Read:** I am now going to read a list of statements about conflict affecting your community. For each one I read, please tell me whether you strongly agree, agree somewhat, disagree somewhat, or strongly disagree with them.

<b>E1</b>	Conflicts between households are a serious problem in this village/community	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>E2</b>	Conflicts between individuals living in the same household are a serious problem in this village/community	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>E3</b>	Conflicts between this village and other villages are a serious problem in this village/community	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>E4</b>	Conflicts between ethnic or religious groups are a serious problem in this village/community	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99



<b>E5</b>	Conflicts between this village/community and displaced people are a serious problem in this village/community	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>E6</b>	Conflicts between security forces and villagers are a serious problem in this village/community	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99
<b>E7</b>	Conflicts between Taliban insurgents and villagers are a serious problem in this village/community	Strongly agree ..... 1 Agree somewhat ..... 2 Disagree somewhat ..... 3 Strongly disagree ..... 4 Don't know/Refused ..... 99

**Read:** For this part of the survey, I am going to read pairs of statements about women's role in the Pakistani society. For each one I read, please tell me which is closest to your view.

<b>E8</b>	A. A married daughter is not entitled to her father's estate because she is under the care of her husband B. All children are entitled to a portion of their parent's estate	Agree with A ..... 1 Agree with B ..... 2 Agree with neither ..... 3 Agree with both ..... 4 Don't know/Refused ..... 99
<b>E9</b>	A. A woman should be able to divorce without the approval of her husband B. A woman should obtain the approval of her husband for divorce	Agree with A ..... 1 Agree with B ..... 2 Agree with neither ..... 3 Agree with both ..... 4 Don't know/Refused ..... 99
<b>E10</b>	A. A married man has the right to hit his wife if she misbehaves B. A married man does not have the right to hit his wife and should be stopped	Agree with A ..... 1 Agree with B ..... 2 Agree with neither ..... 3 Agree with both ..... 4 Don't know/Refused ..... 99
<b>E11</b>	A. A woman should be allowed to work outside the home B. A woman should not be allowed to work outside the home	Agree with A ..... 1 Agree with B ..... 2 Agree with neither ..... 3 Agree with both ..... 4 Don't know/Refused ..... 99
<b>E12</b>	A. Women should engage in local dispute resolution B. Women should stay out of local dispute resolution	Agree with A ..... 1 Agree with B ..... 2 Agree with neither ..... 3 Agree with both ..... 4 Don't know/Refused ..... 99

## Section F: Household Dynamics and Domestic Violence

**Surveyor:** Look at question A5 and ask questions F1-F6 only if respondent is married (Code in A5=1)

**Read:** Finally, you mentioned that you were married. Throughout the course of a marriage, spouses inevitably disagree, they get frustrated with each other, or they have different expectations about their partnership. Couples fight for many reasons and resort to different methods for resolving their problems. If you don't mind, I would like to

ask you a few questions about disputes in your household. We know that some of these disputes may be hard to talk about, so we appreciate your courage and honesty. Remember, all your answers are completely confidential and your individual responses will never be known or shared with outside parties.

<b>F1</b>	During the past <u>twelve months</u> , have you and your spouse had a serious argument?	Yes.....1 No.....2 (THANKS2) Don't know/Refused.....99 (THANKS2)		
<b>F2</b>	During that argument, was your spouse receptive to hearing your side of the story?	Yes.....1 No.....2 Don't know/Refused.....99		
<b>F3</b>	Sometimes arguments can escalate. At any point did the argument become violent?	Yes.....1 No.....2 Don't know/Refused.....99		
<b>F4</b>	At any point during the argument were you concerned about your safety?	Yes.....1 No.....2 Don't know/Refused.....99		
<b>F5</b>	Following the argument, did you seek help?	Yes.....1 No.....2 Don't know/Refused.....99		
<b>F6</b>	Where did you turn for help? <b>[Surveyor: Do not read response choices. Allow respondent to answer freely. Then use codes below to classify the answer][Code all that apply]</b>	Family.....1 Friends.....2 Clinic or hospital.....3 Hotline.....4 Shelter.....5 Police.....6 NGO's.....7 Religious leader.....8 Community leader.....9 Courts.....10 Other (specify) Don't know/Refused.....99 <table border="1" data-bbox="941 1144 1429 1291"> <tr> <td><b>F6_other</b> If "Other" is selected, specify in this box</td> <td></td> </tr> </table>	<b>F6_other</b> If "Other" is selected, specify in this box	
<b>F6_other</b> If "Other" is selected, specify in this box				

**THANKS 2:** "Those are all the questions I have for you. Thank you for taking the time to help us with this survey. Have a nice (Day/Evening)"

**TERMINATE**