

We are conducting this survey in order to understand access to justice. If you are willing to participate in this survey, please select yes below.

1. Yes
2. No

Record the name and phone number/address of the person who is not willing to participate in the survey

PART A: Text Fields

Name of surveyor

Name of survey respondent

Phone number of survey respondent

Email address of survey respondent

PART B: Basic information about the survey respondent and household members

What is your age as on date?

1. 18 - 30 years
2. 31 - 45 years
3. 46 - 60 years
4. 61 - 70 years
5. 71 - 80 years
6. 81 - 85 years
7. Above 85 years

What is your gender?

1. Male
2. Female
3. Transgender
4. Don't want to disclose

What is your educational qualification and literacy status?

1. No education and illiterate
2. Literate but no education
3. Primary school/Middle school (1st Standard to 8th Standard)
4. High school/Class X
5. Pre-university/Class XII
6. Diploma
7. Degree
8. Post-graduate/Doctorate

What is your occupation? [Tick all that apply]

1. Agricultural landowner
2. Defence
3. Agricultural labour
4. Non-agricultural labour
5. Government service
6. Private service
7. Self-employed/Business
8. Homemaker
9. Retired
10. Student
11. Unemployed
12. Other

What is your religion?

1. Christianity
2. Hinduism
3. Jainism

4. Sikhism
5. Buddhism
6. Islam
7. Zoroastrianism (Parsi)
8. None
9. Other
10. Don't know
11. Don't wish to disclose

What is your caste?

1. General
2. SC
3. ST
4. OBC
5. Other
6. Don't know
7. Don't wish to disclose
8. N/A

What is your annual family income (estimated)?

1. Less than INR 50,000
2. INR 50,000 - INR 1,00,000
3. INR 1,00,001 - INR 3,00,000
4. INR 3,00,001 - INR 5,00,000
5. INR 5,00,001 - INR 10,00,000
6. More than INR 10,00,000
7. No income
8. Don't want to disclose

What is your marital status?

1. Single
2. Married
3. Cohabiting (living together but not married)
4. Separated
5. Divorced
6. Widowed

How many family members are there in your household, apart from yourself?

1. 0
2. 1
3. 2
4. 3
5. 4
6. 5
7. More than 5 members

What is your house roof type?

1. Kuchcha
2. Semi-pucca
3. Pucca

Which of the following assets do you own? [Tick all that apply]

1. Motorbike/Scooter
2. Car/Jeep/Van
3. Livestock
4. Agricultural land
5. Non-agricultural land
6. House/Apartment
7. Tractor
8. Electricity connection
9. LPG Stove
10. Air conditioner
11. Ceiling fan
12. Microwave
13. Refrigerator
14. Washing machine
15. Television
16. Computer/Laptop
17. Mobile phone
18. Internet connection

PART C: Information about disputes

If you have a dispute, where will you definitely go for information to understand more about your dispute? [Tick all that apply]

1. Family/Friends
2. Village elders/Local political or social leaders
3. Caste panchayats/religious panchayats/religious authorities
4. NGOs/Social service organizations
5. Books/Internet/Media/Newspapers/Television
6. Lawyer
7. Police
8. Labour union
9. Legal services authorities
10. Gram Panchayat/Nyaya Panchayat

If you have a dispute, who will you NOT talk to about your dispute? [Tick all that apply]

1. Family/Friends
2. Village elders/Local political or social leaders
3. Caste panchayats/religious panchayats/religious authorities
4. NGOs/Social service organizations
5. Books/Internet/Media/Newspapers/Television
6. Lawyer
7. Police
8. Labour union
9. Legal services authorities
10. Gram Panchayat/Nyaya Panchayat
11. I do not mind telling anybody about my dispute

If you have a dispute, which of the following mechanisms will you definitely use to resolve the dispute? [Tick all that apply]

1. Negotiation with the other party

2. Mediation/Intervention by family/friends
3. Mediation/Intervention by village elders/local political or social leaders/NGO
4. Mediation/Intervention by caste panchayats/religious panchayats/religious authorities
5. Mediation/Intervention by lawyer
6. Mediation/Intervention by police
7. Gram Panchayat/Nyaya Panchayat
8. Lok Adalat
9. Lok Ayukta/Ombudsman
10. Labour union
11. Court
12. Other

Have you ever given or tried to give a complaint to the police?

1. Yes
2. No

What happened to the FIR/complaint?

1. The FIR/complaint was registered
2. I did not file, because I was advised by my friends/family not to file it
3. I did not file, because I was advised by the police not to file
4. I did not file, because I was advised by others not to file
5. I did not file, because I was paid not to
6. I did not file, because the police harassed/threatened me
7. I filed, but the police did not take it forward
8. I filed, but I was pressurized/threatened not to pursue it
9. I filed, but I was scared to pursue it
10. I filed, but did not pursue it because it was not needed
11. I filed, but did not pursue it because I was paid money to drop it
12. I filed, but did not pursue it because it would take too much time/effort/money

Surveyors please note that we only want to know information regarding disputes faced by the survey respondent or family members of the survey respondent who live in the same household. We do NOT want to know information of family members who do NOT live in the same household as the survey respondent.

Have you had a dispute in the last 5 years?

1. Yes
2. No

If yes, how many disputes have you had in the last 5 years?

1. 1
2. 2
3. 3
4. 4
5. 5
6. More than 5 disputes

If yes, what are/were the disputes about? [Tick all that apply]

1. Land/property

2. Recovery of money
3. Insurance
4. Labour, employment and service
5. Family
6. Intellectual property
7. Crime
8. Education
9. Motor vehicle accident/compensation
10. Consumer
11. Environment
12. Dispute with government
13. Dispute with police
14. Other

What is/was the nature of the land under dispute? [Tick all that apply]

1. Agricultural
2. Non-agricultural
3. Forest land
4. Government land
5. Kharab land

What are/were the land disputes about? [Tick all that apply]

1. Ownership
2. Inheritance/partition
3. Tenancy claims
4. Land acquisition/compensation
5. Property encroachment by government or third party
6. Right of way
7. Land records
8. Other

What are/were the family disputes about? [Tick all that apply]

1. Divorce/separation/maintenance
2. Custody/guardianship/adoption
3. Other

What are/were the criminal disputes about? [Tick all that apply]

1. Theft, cheating, etc.
2. Murder, assault, beating, etc.
3. Rape, sexual assault, etc.
4. Domestic violence, dowry harassment, dowry death
5. Riots
6. Trespass
7. Cyber crime
8. SC/ST atrocities
9. Others

Please press "next" to continue

Of the disputes you had faced, as indicated above, which dispute is/was the most difficult to resolve?

1. Land/property
2. Recovery of money
3. Insurance
4. Labour, employment and service
5. Family
6. Intellectual property
7. Crime
8. Education
9. Motor vehicle accident/compensation
10. Consumer
11. Environment
12. Dispute with government
13. Dispute with police
14. Other

ANSWER THE FOLLOWING QUESTIONS WITH RESPECT TO THE MOST DIFFICULT DISPUTE TO RESOLVE AS STATED IN THE PREVIOUS QUESTION

Have you resolved the dispute?

1. Yes
2. No, it is ongoing
3. No, I don't want to resolve it

If you do not want to resolve the dispute, what is the most likely reason for not resolving the dispute? [Tick all that apply]

1. It will be very costly
2. It will take very long
3. It will be too complicated
4. Parties do not respect the decision/outcome from dispute resolution mechanisms
5. Corruption/the decision maker can be easily influenced
6. Previous experience with courts
7. Previous experience with other dispute resolution mechanisms
8. I am scared of social stigma/I am concerned about the safety of my family
9. I was pressurized not to pursue it (E.g. by the other party, elders/family, unknown persons, etc.)
10. The police tortured/beat me up/threatened me
11. Other

How did you resolve/are you resolving the dispute?

1. I filed a case
2. A case was filed against me
3. Through other means

PART D: If you are engaged in civil/criminal litigation

What is the subject matter of the case?

1. Land/property
2. Recovery of money

3. Insurance
4. Labour, employment and service
5. Family
6. Intellectual property
7. Crime
8. Education
9. Motor vehicle accident/compensation
10. Consumer
11. Environment
12. Dispute with government
13. Dispute with police
14. Other

Please press "next" to continue

What is the nature of the land under dispute?

1. Agricultural
2. Non-agricultural
3. Forest land
4. Government land
5. Kharab land

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6. Right of way
7. Land records
8. Other

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1. Divorce/separation/maintenance
2. Custody/guardianship/adoption
3. Other

What is the criminal dispute about?

1. Theft, cheating, etc.
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3. Rape, sexual assault, etc.
4. Domestic violence, dowry harassment, dowry death
5. Riots
6. Trespass
7. Cyber crime
8. SC/ST atrocities
9. Others



Please press "next" to continue

Did the court refer you to reconciliation/mediation at any point in time?

1. Yes
2. No

If yes, was the dispute resolved by such reconciliation/mediation?

1. Yes, it was resolved
2. No, the reconciliation/mediation is ongoing
3. No, the reconciliation/mediation did not work

Who is a party to the court case? [Tick all that apply]

1. Myself
2. Other family members who live in the same house as me

Which party are you in the case?

1. Plaintiff/Petitioner
2. Defendant/Respondent
3. Complainant
4. Accused

Which party is your family member in the case?

1. Plaintiff/Petitioner
2. Defendant/Respondent
3. Complainant
4. Accused

Did you try approaching the other party for a solution before approaching the court?

1. Yes
2. No

Did you search/ask for information regarding resolving your issue before going to court?

1. Yes
2. No

Did you try any alternate dispute resolution methods before going to court? (E.g. negotiations, lok adalat, panchayat)

1. Yes
2. No
3. Don't know

What is your case number?

Which court is your case in?

How long has it been since your case was filed?

1. Less than 1 year
2. 1 - 3 years
3. 3 - 5 years
4. More than 5 years

What is your relationship with the other party?

1. Family
2. Business partners/Associates
3. Employer/Employee
4. Landlord/Tenant
5. Neighbour/Friend/Close acquaintance
6. Other
7. Not related

Who is the other party?

1. Individual - family member
2. Individual - non-family member
3. Company/Partnership
4. Government
5. Governmental body
6. Other

What is the other party's gender?

1. Male
2. Female
3. Transgender
4. Don't know

What is the other party's religion?

1. Christianity
2. Hindism
3. Jainism
4. Sikhism

5. Buddhism
6. Islam
7. Zoroastrianism (Parsi)
8. None
9. Other
10. Don't know

What is the other party's caste?

1. General
2. SC
3. ST
4. OBC
5. Other
6. Don't know
7. N/A

Does the other party live in an urban or rural location?

1. Urban
2. Rural
3. Don't know

Did you have to interact with the police during the course of your case?

1. Yes
2. Yes, I filed/tried to file an FIR
3. No

Did a third party have to intervene for the police to register the FIR?

1. Yes, a higher police official
2. Yes, a lawyer
3. Yes, a magistrate
4. Yes, my parents/older persons/village elders
5. Yes, local political leaders/MLA/corporator/MP/party worker
6. Yes, a panchayat member
7. Yes, an influential person (E.g. media/NGO)
8. Yes, a religious authority (E.g. imam, swamiji, priest, etc.)
9. No

How long did the police take to register the FIR?

1. Immediately
2. After a few hours
3. The next day
4. After few days
5. They did not register the FIR

Why did the police not register the FIR immediately? [Tick all that apply]

1. The police did not give a reason
2. The police did not believe me
3. The police wanted me and the opposite party to compromise

4. The police said it is better for me to not file a case
5. The police did not think my dispute was serious
6. They did not register it because I am a woman/transgender (hijra)
7. They did not register it because I am from a certain caste
8. They did not register it because I am from a certain economic background
9. They did not register it because of my age
10. They did not register it because I am from a certain community/tribe
11. They did not register it because I speak a different language from the police/region
12. They did not register it because of my educational/literacy background
13. They did not register it because I did not pay a bribe
14. They did not register it because of my profession
15. They did not register it because they were pressurized/threatened by the other party
16. They did not register after knowing the identity of the other party

Did the government appoint the lawyer representing you?

1. Yes
2. No

If yes, are you paying the fees for the lawyer appointed by the government?

1. Yes
2. No
3. Sometimes

Are you yourself paying the lawyers' fees?

1. Yes
2. No, somebody else is paying the lawyer on my behalf
3. No, a pro bono lawyer is representing me

Is your lawyer the same gender as you?

1. Yes
2. No

Is your lawyer from the same religion as you?

1. Yes
2. No
3. Don't know

Is your lawyer from the same caste as you?

1. Yes
2. No
3. Don't know

Did your lawyer explain your rights and solutions to you?

1. Yes
2. No
3. I did not understand them

4. I do not know if the lawyer explained it to me
5. Don't remember

During the course of your case, were you arrested/detained by the police?

1. Yes, I was arrested
2. Yes, I was detained
3. No

Were you given access to a lawyer at the time of arrest/detention?

1. Yes
2. No
3. Don't know
4. Don't remember

Were you informed of the grounds for arrest/detention?

1. Yes
2. No
3. Don't know
4. Don't remember

Were you allowed to make a phone call to your family members or friends at the time of arrest/detention?

1. Yes
2. No
3. Don't know
4. Don't remember

Were you harmed/subject to torture or violence at any time before, during or after the arrest/detention?

1. Yes, before
2. Yes, during interrogation
3. Yes, after
4. Yes, before, after and during interrogation
5. No
6. Don't want to disclose

Were you able to understand and follow the court proceedings?

1. Yes
2. No
3. Sometimes

Was any order/judgment passed in your case?

1. Yes
2. No

Did you understand the orders/judgment in your case?

1. Yes
2. No

Has a final judgment been passed in your case?

1. Yes
2. No

What is the distance you have to travel to the court (approx.)?

1. Less than 10 km
2. 10 km - 25 km
3. 26 km - 50 km
4. 51 km - 100 km
5. 101 km - 150 km
6. 151 km - 300 km
7. More than 300 km

How much do you spend on an average, per day, when you attend a court hearing (other than lawyers fees)?

1. Less than INR 200
2. INR 201 - INR 500
3. INR 501 - INR 1,000
4. INR 1,001 - INR 2,500
5. INR 2,501 - INR 5,000
6. More than INR 5,000

How much have you spent on this case?

1. Less than INR 10,000
2. INR 10,001 - INR 50,000
3. INR 50,001 - INR 1,00,000
4. INR 1,00,001 - INR 2,00,000
5. More than INR 2,00,000

What other costs do you incur when you attend a court hearing? [Tick all that apply]

1. Loss of pay/loss of business
2. Loss of vacation days/casual leave
3. No food/less food for self/family
4. Other
5. N/A

Did you have any of the following problems as a result of the dispute? [Tick all that apply]

1. Threats and pressure
2. Violence against my property
3. Violence against myself
4. Violence against my friends/family
5. Physical/mental stress
6. Financial problems
7. Social ostracization
8. N/A

Have you had any previous experience with courts?

1. Yes
2. No

Did your previous experience with courts encourage you to go to court this time?

1. Yes
2. No
3. Don't know

Have you had any previous experience with any non-court mechanisms?

1. Yes
2. No

Did your previous experience with non-court mechanisms encourage you to go to court this time?

1. Yes
2. No
3. Don't know

Will you choose litigation again in the future if the need arises?

1. Yes
2. No
3. Don't know

If yes, why would you choose litigation in the future? [Tick all that apply]

1. It is the most fair
2. It is the cheapest
3. It is the quickest

If no, why would you not choose litigation in the future? [Tick all that apply]

1. It is very costly
2. It is not fair
3. It took very long
4. Parties do not respect the decision/outcome from this mechanism
5. Corruption/the decision can be easily influenced
6. It affected the safety of my family/resulted in social stigma

Would you recommend litigation to someone else?

1. Yes
2. No
3. Don't know

Sensitive questions - please handover the device to the survey respondent

Did the police want you to stop pursuing the case?

1. Yes
2. No

Did the police tell you what to say in court?

1. Yes
2. No
3. Don't know

Were you asked to pay a bribe at any point of the process?

1. Yes
2. No
3. Don't want to disclose

Were you asked to pay a bribe to the court clerks/staff?

1. Yes
2. No

To your lawyer?

1. Yes
2. No

To the other party's lawyer

1. Yes
2. No

To the judge?

1. Yes
2. No

To the other party?

1. Yes
2. No

Did you pay a bribe at any point of the process?

1. Yes
2. No
3. Don't want to disclose



PART E: If you have not filed a case/are not engaged in litigation

Why did you not file a case in court? [Tick all that apply]

1. The other party opted for a non-judicial method
2. Cost of litigation is too high (including lawyer's fees, travel, etc.)
3. Previous experience with non-judicial methods
4. Previous court experience
5. I don't know how to file a case/the legal system is too complex
6. Cases take too long to be resolved in court
7. Corruption/the decision can be easily influenced
8. I was pressurized not to file a case (E.g. by the other party, elders/family, unknown persons, etc.)
9. The police tortured/beat me up/threatened me
10. The police did not register the FIR
11. I did not want to be involved with the police
12. I did not have enough evidence to file a case in court

What is the subject matter of your dispute?

1. Land/property
2. Recovery of money
3. Insurance
4. Labour, employment and service
5. Family
6. Intellectual property
7. Crime
8. Education
9. Motor vehicle accident/compensation
10. Consumer
11. Environment
12. Dispute with government
13. Dispute with police
14. Other

Please press "next" to continue

What is the nature of the land under dispute?

1. Agricultural
2. Non-agricultural
3. Forest land
4. Government land
5. Kharab land

What is the land dispute about?

1. Ownership
2. Inheritance/partition
3. Tenancy claims
4. Land acquisition/compensation
5. Property encroachment by government or third party
6. Right of way
7. Land records
8. Other

What is the family dispute about?

1. Divorce/separation/maintenance
2. Custody/guardianship/adoption
3. Other

What is the criminal dispute about?

1. Theft, cheating, etc.
2. Murder, assault, beating, etc.
3. Rape, sexual assault, etc.
4. Domestic violence, dowry harassment, dowry death
5. Riots
6. Trespass
7. Cyber crime
8. SC/ST atrocities
9. Others

Please press "next" to continue

Whose rights have been affected due to the dispute? [Tick all that apply]

1. Myself
2. Other family members who live in the same house as me

Which mechanism/s did you try in order to resolve the dispute? [Tick all that apply]

1. Negotiation with the other party
2. Mediation/intervention by family/friends
3. Mediation/intervention by village elders/local political or social leaders/NGO
4. Mediation/intervention by caste panchayats or religious panchayats or religious authorities
5. Mediation/intervention by lawyer
6. Mediation/intervention by police
7. Gram panchayat/nyaya panchayat
8. Lok Adalat
9. Lok Ayukta/Ombudsman
10. Labour Union
11. Arbitrator
12. Other

Which mechanism/s helped you resolve the dispute? [Tick all that apply]

1. Negotiation with the other party
2. Mediation/intervention by family/friends
3. Mediation/intervention by village elders/local political or social leaders/NGO
4. Mediation/intervention by caste panchayats or religious panchayats or religious authorities
5. Mediation/intervention by lawyer
6. Mediation/intervention by police
7. Gram panchayat/nyaya panchayat
8. Lok Adalat
9. Lok Ayukta/Ombudsman
10. Labour Union

11. Arbitrator
12. Other

Why did you choose these mechanisms to resolve your dispute? [Tick all that apply]

1. I thought it will be fair
2. I thought it will be cheap
3. I thought it will be quick
4. I thought it will be more confidential
5. I did not want to file a case

How long has it been since your dispute started?

1. Less than 6 months
2. 6 months - 1 year
3. 1 year - 3 years
4. 3 years - 5 years
5. More than 5 years

What is your relationship with the other party?

1. Family
2. Business partners/associates
3. Employer/employee
4. Landlord/tenant
5. Neighbour/friend/close acquaintance
6. Other
7. Not related

Who is the other party to your dispute?

1. Individual - family member
2. Individual - non-family member
3. Company/partnership
4. Government
5. Governmental body
6. Other

What is the other party's gender?

1. Male
2. Female
3. Transgender
4. Don't know

What is the other party's religion?

1. Christianity
2. Hinduism
3. Jainism
4. Sikhism
5. Buddhism
6. Islam
7. Zoroastrianism (Parsi)

8. None
9. Other
10. Don't know

What is the other party's caste?

1. General
2. SC
3. ST
4. OBC
5. Other
6. Don't know
7. N/A

Does the other party live in an urban or rural location?

1. Urban
2. Rural
3. Don't know

Did you have to interact with the police during the course of our dispute?

1. Yes
2. Yes, I filed/tried to file an FIR
3. No

Did a third party have to intervene for the police to register the FIR?

1. Yes, a higher police official
2. Yes, a lawyer
3. Yes, a magistrate
4. Yes, my parents/older persons/village elders
5. Yes, local political leaders/MLA/corporator/MP/party worker
6. Yes, a panchayat member
7. Yes, an influential person (E.g. media/NGO)
8. Yes, a religious authority (E.g. imam, swamiji, priest, etc.)
9. No

How long did the police take to register the FIR?

1. Immediately
2. After a few hours
3. The next day
4. After few days
5. They did not register the FIR

Why did the police not register the FIR immediately? [Tick all that apply]

1. The police did not give a reason
2. The police did not believe me
3. The police wanted me and the opposite party to compromise
4. The police said it is better for me to not file a case
5. The police did not think my dispute was serious
6. They did not register it because I am a woman/transgender (hijra)

7. They did not register it because I am from a certain caste
8. They did not register it because I am from a certain economic background
9. They did not register it because of my age
10. They did not register it because I am from a certain community/tribe
11. They did not register it because I speak a different language from the police/region
12. They did not register it because of my educational/literacy background
13. They did not register it because I did not pay a bribe
14. They did not register it because of my profession
15. They did not register it because they were pressurized/threatened by the other party
16. They did not register after knowing the identity of the other party

Was any person acting as your representative during the course of this dispute resolution mechanism?

1. Yes
2. No

Who is your representative?

1. Lawyer
2. Family member
3. Village elders
4. Local leaders
5. Neighbour/colleague/friend
6. Religious leader (E.g. imam, swamiji, priest, etc.)
7. Local political/social leaders (E.g. MLA/corporator/MP/Party worker)

Is your representative the same gender as you?

1. Yes
2. No

Is your representative from the same religion as you?

1. Yes
2. No
3. Don't know

Is your representative from the same caste as you?

1. Yes
2. No
3. Don't know

Were you arrested/detained by the police during the course of this dispute?

1. Yes, I was detained
2. Yes, I was arrested
3. No

Were you given access to a lawyer at the time of arrest/detention?

1. Yes
2. No

3. Don't know
4. Don't remember

Were you informed about the grounds for arrest/detention?

1. Yes
2. No
3. Don't know
4. Don't remember

Were you allowed to make a phone call to your family members/friends at the time of arrest/detention?

1. Yes
2. No
3. Don't know
4. Don't remember

Were you harmed or subject to torture/violence at any time before, during or after the arrest/detention?

1. Yes, before
2. Yes, during interrogation
3. Yes, after
4. Yes, before, during and after
5. No
6. Don't wish to disclose

Were you asked to sign any papers relating to the dispute?

1. Yes
2. No
3. Don't know

If yes, who asked you to sign the papers?

1. Police
2. Magistrate
3. Other party
4. Lawyer
5. Other party's lawyers
6. My family/friends

If yes, did you know or understand what you were signing?

1. Yes
2. No

Were you able to understand and follow the dispute resolution process?

1. Yes
2. No
3. Sometimes

Have you resolved the dispute?

1. Yes
2. No

If resolved, was there a mutual settlement?

1. Yes
2. No

Were you forced to give up some of your rights/entitlements?

1. Yes
2. No

If resolved, are you happy with the outcome?

1. Yes
2. No

What is the distance you have to travel to the dispute resolution location? (approx.)

1. Less than 10 km
2. 10 km - 25 km
3. 26 km - 50 km
4. 51 km - 100 km
5. 101 km - 150 km
6. 151 km - 300 km
7. More than 300 km

How much do you spend on an average per day when you go to participate in the dispute resolution process (other than lawyer/representative fees)?

1. Less than INR 200
2. INR 201 - INR 500
3. INR 501 - INR 1,000
4. INR 1,001 - INR 2,500
5. INR 2,501 - INR 5,000
6. More than INR 5,000
7. No money is spent

How much have you spent on resolving this dispute?

1. Less than INR 5,000
2. INR 5,001 - INR 10,000
3. INR 10,001 - INR 15,000
4. INR 15,001 - INR 30,000
5. INR 30,001 - INR 50,000
6. INR 50,001 - INR 75,000
7. INR 75,001 - INR 1,00,000
8. More than INR 1,00,000
9. No money is spent

What other costs do you incur when you go to participate in the dispute resolution process? [Tick all that apply]

1. Loss of pay/loss of business
2. Loss of vacation days/casual leave
3. No food/less food for self/family
4. Other
5. N/A

Did you have any of the following problems as a result of the dispute? [Tick all that apply]

1. Threats and pressure
2. Violence against my property
3. Violence against myself
4. Violence against my friends/family
5. Physical/mental stress
6. Financial problems
7. Social ostracization
8. N/A

Have you had any previous experience with any non-court mechanisms?

1. Yes
2. No

Did your previous experience with non-court mechanisms encourage you to use a non-court mechanism this time?

1. Yes
2. No
3. Don't know

Have you had you previous experience with courts?

1. Yes
2. No

Did your previous experience with courts encourage you to use a non-court mechanism this time?

1. Yes
2. No
3. Don't know

Will you use this dispute resolution mechanism/s again in the future if the need arises?

1. Yes
2. No
3. Don't know

If yes, why would you choose this dispute resolution mechanism in the future? [Tick all that apply]

1. It is the most fair
2. It is the cheapest
3. It is the quickest
4. It it the most confidential



If no, why would you not choose this dispute resolution mechanism in the future? [Tick all that apply]

1. It is very costly
2. It is not fair
3. It took very long
4. Parties do not respect the decision/outcome from this mechanism
5. Corruption/the decision can be easily influenced

Would you recommend this dispute resolution mechanism to someone else?

1. Yes
2. No
3. Don't know

Sensitive questions - please handover the device to the survey respondent

Did the police want you to stop pursuing the case?

1. Yes
2. No

Did the police tell you what to say in the dispute resolution forum?

1. Yes
2. No
3. Don't know

Please press "next" to continue

Were you asked to pay a bribe at any point of the process?

1. Yes
2. No
3. Don't want to disclose

Were you asked to pay a bribe to the court clerks/staff?

1. Yes
2. No

To your lawyer/representative?

1. Yes
2. No

To the other party's lawyer/representative?

1. Yes
2. No

To the decision maker?

1. Yes
2. No

To the other party?

1. Yes
2. No

Did you pay a bribe at any point of the process?

1. Yes
2. No
3. Don't want to disclose