

Mapping of Services to Address Sexual and Gender-Based Violence (SGBV) in Sri Lanka

Centre for Equality and Justice and VILUTHU

2024

Survey Questionnaire

INFORMATION NOTE

Instructions for the enumerator:

- Give the survey respondent a copy of the consent form. Ask the survey respondent “Do we have your voluntary consent to participate in this survey?” before proceeding to ask basic information about the respondent.
- Only collect information the respondents are willing to share. (Remember to collect the signed copy of the consent form before the end of the survey).

Background information:

- Thank you for taking the time to come and participate in this study, about which I would like to give you some information before we commence the survey.
- I am an enumerator for CEJ/ Viluthu.
- Our two organisations are currently conducting a study whose purpose is to learn about the types of services which are available to survivors of sexual and gender-based violence, and more importantly, how accessible, reliable, and useful they are to community members. We will be collecting data from people living across different provinces of the country. In order to ensure maximum comfort, we will not ask for or record your name. All demographic information as well as any responses you give me will be combined along with the responses of others, so there will be no way to identify which individual said what.
- Your responses are extremely valuable for our research, and the information you share will contribute towards efforts aiming to strengthen and improve the SGBV response in our country. This is why we encourage you to provide open and honest responses. Also, since our goal is to understand people’s perceptions, there are no right or wrong answers. If there is any question you do not wish to answer or that you do not know the answer to, please feel free to say so and we can skip it. You can also stop the interview at any point without providing a reason.

- We cannot provide any incentives for this research, and it is completely voluntary. However, we will be providing a transportation stipend because you came to [the centre/location] today.
- The survey is expected to take approximately 30 minutes. Before we begin, do you have any questions? [answer any questions]
- Do you confirm that you voluntarily participate in this interview?

Oral permission to proceed given: 1. Yes 2. No → Thank respondent and terminate Interview

Read this to the respondent: for purposes of this survey, a woman is any person who identifies and lives as a woman regardless of the sex they were assigned at birth. This includes cis-gender women as well as transgender women.

For enumerators to fill:

Enumerator's name:

Date:.....

_i District:.....

ii GN Division:.....

iii Start time:.....

For respondents:

z_iv Do you live in a rural/remote or urban/central area?

1. Rural
2. Urban
98. Not sure

Part I: Demographic Questions

1. What is your age?
.....
97. No Response (*Do not prompt*)
2. What is your gender? (*Do not prompt*)
 1. Female
 2. Male
 3. Other
 97. No Response
3. What is your ethnicity? (*Do not prompt*)
 1. Sinhala
 2. Sri Lankan Tamil
 3. Malaiyaha Tamil (Up-country Tamil)
 4. Muslim
 5. Burgher
 - 6 Malay
 7. Other (*Please specify*):
4. What is your religion? (*Do not prompt*)
 1. Buddhism
 2. Hinduism
 3. Islam

4. Roman Catholicism
5. Christianity (Non-RC)
6. Atheist
7. Agnostic
8. Other (*Please specify*):

5. What is your civil status? (*Do not prompt*)

1. Never married ([Go to Q6](#))
2. Currently married
3. Cohabiting with a man, not married ([Go to Q6](#))
4. Cohabiting with a woman, not married ([Go to Q6](#))
5. Spouse has been disappeared
6. Abandoned
7. Separated
8. Divorced
9. Widowed
97. No Response ([Go to Q6](#))

5.1. If you are/were married, what was your age at marriage?

.....

97. No response

6. Do you have a disability? (*Select all that apply; skip logic: 1-5 cannot be selected if "6. None" is selected*)

1. Auditory
2. Visual
3. Physical
4. Intellectual
5. Psychosocial/Mental Health
6. None

7. What is the highest level of education you have received? (*Do not prompt*)

1. No formal education, unable to read/write

2. No formal education, able to read/write
3. Primary School (Grades 1-5)
4. Secondary School (Grades 6-10)
5. Up to GCE O/L
6. Up to and including GCE A/L
7. Certificate/Diploma
8. Technical Institute/Course (VTC)
9. Professional Qualification
10. Bachelor's Degree
11. Post-Graduate Degree
97. No response

8. Are you employed?

1. Yes
2. Retired
3. No, currently a student (*Go to Q.11*)
4. No (*Go to Q.11*)
5. No, but responsible for household unpaid care work (*Go to Q.11*)

9. (*If 1 or 2 above*) Which sector?

1. Government
2. Semi-government
3. Private sector
4. Non-governmental (NGO)
5. Estate sector (*Go to Q.11*)
6. Self-employment (*Go to Q.11*)
7. Informal sector
8. Other (*Please specify*):

10. What is the type of employment?

1. Education sector
2. Healthcare worker

3. Finance or banking
4. Legal
5. Hospitality
6. Military and law enforcement
7. Agriculture
8. Information technology (IT)
9. Administration
10. Domestic helper
11. Apparel sector
12. Retail (Salesgirl/ shop assistant)
13. Unskilled labour
14. Other (*Please specify*):
15. Prefer not to say

11. What is your (individual) average total income per month?

1. No income
2. Less than Rs.10,000
3. Between 10,001- 20,000
4. Between 20,001- 50,000
5. Between 50,001- 100,000
6. Between 100,001- 250,000
7. Between 250,001- 500,000
8. Above 500,000
97. No response

Part II: Availability and accessibility to SGBV service provision

12. Do you know what Sexual and Gender Based Violence is?

1. Yes, very well
2. Yes, to some extent
3. No, not at all
98. Not sure

Note to researchers: No matter what their response is, provide them with this definition of SGBV: Just to be clear, SGBV is violence and abuse against someone based on their gender. It can be physical, sexual, emotional or online. Main types include rape, sexual assault, physical assault, forced marriage/abortions, femicide, Female Genital Mutilation (FGM), trafficking for forced labour or sexual exploitation, denial of resources /opportunities or services such as access to education or remunerated employment, and psychological and emotional abuse

13. When a woman is subjected to violence in your community, does she usually report it to authorities or support services?
1. Always
 2. Usually
 3. Sometimes
 4. Rarely
 5. Never
 98. I do not know
14. *(If sometimes->never)* what are the most common reasons for survivors to not report such incidents of SGBV? *(Multiple responses may be selected. Do not prompt)*
1. Social stigma
 2. Fear for her and her children's reputation
 3. Normalisation of SGBV
 4. Fear of retaliation by the perpetrator
 5. Fear that her husband will divorce her
 6. Shame
 7. Economic dependence on the perpetrator
 8. Family pressure to protect the perpetrator, if the perpetrator is a family member
 9. Lack of awareness of available services
 10. Lack of awareness of how to access available services
 11. Lack of understanding that her experience constitutes violence/criminal activity
 12. Discrimination at local service structures
 13. Services are not affordable
 14. Services are not accessible (far/distance)

15. Services are not accessible (inability to leave the house to access them due to reasons such as childcare/ elderly care, or family members preventing women from leaving the house, etc.)
16. Services are not accessible (hours of operation clash with daily schedules).
17. Services are not accessible (victim-survivors with disabilities)
18. Inadequate follow-up and referral services
19. Mistrust of institutions
20. Concerns related to confidentiality (for example, the service providers informing her family, or her information not being kept secret)
21. High level of tolerance of the society towards violence
22. Other (*Please specify*)

15. When people decide to report SGBV in your community, what do you believe are the most commonly used channels for reporting incidents? (*Use a show card. Multiple responses may be selected*)

1. Family member or friend
2. Children & Women's desks at the local police stations
3. Police Emergency Hotline 119
4. Women Development Officers (WDO)
5. National Women's Hotline 1938
6. Grama Niladhari
7. Midwives
8. Medical staff- doctors
9. Medical staff- nurses
10. Medical staff- attendants and other personnel
11. Human Rights Commission of Sri Lanka (HRCSL)
12. Human Resources Departments or SGBV focal points at workplaces
13. Psychotherapists/counsellors/Mental Health specialists
14. NGOs in the community
15. CBOs in the community
16. Women activists in the community
17. Other (*Please specify*)

16. Which support services are available in your area for survivors of SGBV? (*Use a show card. Multiple responses may be selected*)

1. State Medical care (*Go to Q18*)
 2. Private medical care (*Go to Q18*)
 3. Forensic medicine services/rape kits (*Go to Q18*)
 4. Free legal services (*Go to Q18*)
 5. Private legal services (Fee levying) (*Go to Q18*)
 6. 6. Psychosocial and psychiatric support (*Go to Q18*)
 7. Police (*Go to Q18*)
 8. Emergency housing or shelters (Short-term) (*Go to Q18*)
 9. Safe housing (Long-term) (*Go to Q18*)
 10. Financial assistance for transport, medical care, legal representation, self-employment, entrepreneurship etc. for survivors (*Go to Q18*)
 11. Food and other material assistance (*Go to Q18*)
 12. Livelihood development support including skills training (*Go to Q18*)
 13. Awareness-raising on SGBV prevention (*Go to Q18*)
 14. Awareness-raising on available SGBV support services including legal options (*Go to Q18*)
 15. Rapid response/emergency hotlines (state) (*Go to Q18*)
 16. Emergency hotlines (CSOs) (*Go to Q18*)
 17. Other (*Please specify*) (*Go to Q18*)
 18. No services are available in my community (*Go to Q17*)
 19. I am not aware/ I do not know (*Go to Q20...*)
17. If no services are available in your community, are there SGBV support services available beyond your area?
1. Yes
 2. No (*Go to Q20*)
 98. I am not sure (*Go to Q20*)
18. When you think of the SGBV support services we discussed before (or if no services are available in your community), what physical and institutional barriers do women in your community face when accessing these services? (*Use a show card. Multiple responses may be selected*)
1. Transport
 2. Distance from home

3. Financial costs
4. Lack of childcare and/or eldercare facilities
5. Delays in the processes
6. Language barriers
7. Lack of a trusted person to accompany
8. Mobility issues (Eg: Physical disability)
9. Lack of awareness about available services
10. Lack of information on how to navigate service structures
11. Other *(Please specify)*

Part III: Community opinions and experiences regarding SGBV support services

19. Please answer the following based on the available services identified above (either in your immediate community or beyond):

SGBV support service	(A) Is this service available in your community or beyond?	(B) (If yes to 19A) Have you accessed this service or have you accompanied somebody who accessed this service?	(C) Please select which of the following statements reflect your experience/ opinions in accessing this service <i>(Multiple responses possible)</i>
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i. State Medical care	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges¹ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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ii. Private medical care	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges ² prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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² Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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iii. Forensic medicine services/rape kits	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges ³ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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³ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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iv. Free legal services	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges ⁴ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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⁴ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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v. Private legal services (Fee levying)	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges ⁵ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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⁵ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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vi. Psychosocial and psychiatric support	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges ⁶ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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⁶ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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vii. Police	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges⁷ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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⁷ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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viii. Emergency housing or shelters (Short-term)	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges ⁸ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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⁸ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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ix. Safe housing (Long-term)	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges ⁹ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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⁹ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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x. Financial assistance for transport, medical care, legal representation, self-employment, entrepreneurship etc. for survivors	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges¹⁰ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹⁰ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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xi. Food and other material assistance	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges ¹¹ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹¹ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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xii. Livelihood development support including skills training	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges¹² prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹² Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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xiii. Awareness-raising on SGBV prevention	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges ¹³ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹³ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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xiv. Awareness-raising on available SGBV support services including legal options	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges¹⁴ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹⁴ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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xv. Rapid response/emergency hotlines (state)	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges¹⁵ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹⁵ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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xvi. Emergency hotlines (CSOs)	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges¹⁶ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹⁶ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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xvii. Other (Please specify)	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges¹⁷ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹⁷ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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xviii. Other (Please specify)	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges ¹⁸ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹⁸ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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xix. Other (Please specify)	1. Yes 2. No 98. Don't know/ Not sure	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Public or private transportation is not available to reach the service. 2. Transportation to reach the service is costly. 3. Childcare responsibilities are a barrier to accessing support services, as children cannot be left alone at home. 4. Lack of energy due to hunger/ food scarcity prevents access to support services. 5. Support services cannot be accessed if it means foregoing daily wages. 6. Inability to leave home due to physical challenges¹⁹ prevents access to services. 7. Lack of trust in or belief that service provider would help 8. Inability to leave the home due to the lack of permission from the perpetrator prevents access. 9. Inability to leave the home due to fear of the perpetrator prevents access. 10. Social Stigma or shame prevents women from accessing services. 11. Women may not access support services due to a lack of awareness of available services
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¹⁹ Note to enumerators: If a respondent selects this option, ask and note which types of physical challenges they encounter.

			12. Other...
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20. In your opinion, what are the top 5 most important support services for survivors of SGBV? Rank the following services from 1-5 according to their importance for SGBV survivors (*Use the table below to record responses*)

1. State medical care
2. Private medical care
3. Forensic medicine services/rape kits
4. Free legal services
5. Private legal services (fee-levying)
6. Psychosocial and psychiatric support
7. Police
8. Emergency housing or shelters (Short-term)
9. Safe housing (Long-term)

10. Financial assistance for transport, medical care, legal representation, self-employment, entrepreneurship etc. for survivors
11. Food and other material assistance
12. Livelihood development support including skills training
13. Awareness-raising on SGBV prevention
14. Awareness-raising on available SGBV support services including legal options
15. Rapid response/emergency hotlines (state)
16. Emergency hotlines (CSOs)
17. Other (*Please specify*)

	Insert appropriate response number from the above list
19_i) Rank 1	
19_ii) Rank 2	
19_iii) Rank 3	
19_iv) Rank 4	
19_v) Rank 5	

(If the respondent selected '19. I am not aware/ I do not know' for Q16 or '2. No'/'98. I am not sure' for Q17, go to Q26)

21. Thinking back to the SGBV support services available in your community (or beyond) for survivors of SGBV, please respond to the following, if you or someone you know has accessed one or more of these services:

SGBV support service	(A) Have you accessed this service or have you accompanied somebody who accessed this service?	(B) (If yes to Q21A) How would you rate the promptness/responsiveness of service delivery?	(C) (If yes to Q21A) How would you rate the safety of the services?	(D) (If yes to Q21A) How would you rate the usefulness of the service?	(E) (If yes to Q21A) How would you rate the level of maintaining the survivor's confidentiality?
i. State Medical care	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know

ii. Private medical care	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know
iii. Forensic medicine services/rape kits	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know

iv. Free legal services	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know
v. Private legal services (fee-levying)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know

vi. Psychosocial and psychiatric support	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know
vii. Police	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know

viii. Emergency housing or shelters (Short-term)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know
ix. Safe housing (Long-term)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know

x. Financial assistance for transport, medical care, legal representation, self-employment, entrepreneurship etc. for survivors	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know
xi. Food and other material assistance	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know

xii. Livelihood development support including skills training	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know
xiii. Awareness-raising on SGBV prevention	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know

xiv. Awareness-raising on available SGBV support services including legal options	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know
xv. Rapid response/emergency hotlines (state)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know

xvi. Emergency hotlines (CSOs)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know
xvii. Other (<i>Please specify</i>)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know

xviii. Other (<i>Please specify</i>)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know
xix. Other (<i>Please specify</i>)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know	1. Very satisfactory 2. Satisfactory 3. Neutral/Somewhat satisfactory 4. Unsatisfactory 5. Completely unsatisfactory 98. Do not know

22. Do SGBV services available in your community discriminate against some women survivors of SGBV?
1. Yes, some services are discriminatory against some survivors
 2. Yes, most services are discriminatory against some survivors
 3. Yes, all services are discriminatory against some survivors
 4. No, all survivors are treated equally (*Go to Q. 24*)
 98. I do not know (*Go to Q. 24*)
23. If yes, on which basis are those survivors discriminated against? (*Multiple responses may be selected*)
1. On the basis of ethnicity
 2. On the basis of poverty
 3. On the basis of class
 4. On the basis of language
 5. On the basis of caste
 6. On the basis of age
 7. On the basis of disability
 8. On the basis of SOGI
 9. On the basis of the type of violence suffered
 10. On the basis of employment/stigmatised livelihood activities
 11. On the basis of personal biases
 12. On the basis of the identity, reputation, influence of the perpetrator
 13. On the basis of personal habits such as drug use
 14. Other (*Please specify*)
24. The following battery of questions is designed to understand if service providers ensure/ take measures to ensure the confidentiality of the client

SGBV support service	(A) Have you accessed this service or have you accompanied somebody who accessed this service?	(B) (If yes to Q24A) Do service providers usually make sure to provide a safe and private place to talk, away from other people?	(C) (If yes to Q24A) Do service providers explain what confidentiality means and provide the survivors with a consent form to read and sign before services/ referrals are provided?	(D) (If yes to Q24A) Do service providers ask permission before writing/ recording the information shared by the victim-survivor
i. State Medical care	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
ii. Private medical care	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)

iii. Forensic medicine services/ rape kits	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
iv. Free legal services	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
v. Private legal services (fee-levying)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)

vi. Psychosocial and psychiatric support	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
vii. Police	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
viii. Emergency housing or shelters (Short-term)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)

ix. Safe housing (Long-term)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
x. Financial assistance for transport, medical care, legal representation, self-employment, entrepreneurship etc. for survivors	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
xi. Food and other material assistance	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)

xii. Livelihood development support including skills training	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
xiii. Awareness-raising on SGBV prevention	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
xiv. Awareness-raising on available SGBV support services including legal options	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)

xv. Rapid response/emergency hotlines (state) s	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
xvi. Emergency hotlines (CSOs)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
xvii. Other (<i>Please specify</i>)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)

xviii. Other (<i>Please specify</i>)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)
xix. Other (<i>Please specify</i>)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)	1. Yes 2. No 98. I don't know 99. Not Applicable (N/A)

25. The following battery of questions is designed to understand if service providers are aware of and consider the differences, needs, and experiences of different genders, i.e. understand how certain gender norms, stereotypes, and biases may disadvantage or marginalise certain genders and take steps to address these.

SGBV support service	(A) Have you accessed this service or have you accompanied somebody who accessed this service?	(B) <i>(If yes to Q25A)</i> Does this service provider usually have an adequate number of female staff to respond?	(C) <i>(If yes to Q25A)</i> Does this service provider usually treat survivors in a non-stigmatizing attitude? (Eg: sex workers, pregnant unmarried women, raped women, women with STIs, women who use drugs, etc.)	(D) <i>(If yes to Q25A)</i> Are this service provider's personnel usually kind and compassionate when dealing with survivors?	(E) <i>(If yes to Q25A)</i> Does this service provider usually provide sufficient information to the survivor?
i. State Medical care	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
ii. Private medical care	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know

	3. No 97. No response				
iii. Forensic medicine services/rape kits	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
iv. Free legal services	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
v. Private legal services	1. Yes, I accessed this service	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know

	2. Yes, I accompanied somebody who accessed this service 3. No 97. No response				
vi. Psychosocial and psychiatric support	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
vii. Police	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know

viii. Emergency housing or shelters (Short-term)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
ix. Safe housing (Long-term)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
x. Financial assistance for transport, medical care, legal representation, self-employment, entrepreneurship etc. for survivors	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know

xi. Food and other material assistance	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
xii. Livelihood development support including skills training	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
xiii. Awareness-raising on SGBV prevention	1. Yes, I accessed this service	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know

	2. Yes, I accompanied somebody who accessed this service 3. No 97. No response				
xiv. Awareness-raising on available SGBV support services including legal options	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
xv. Rapid response/emergency hotlines (state)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know

xvi. Emergency hotlines (CSOs)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
xvii. Other (<i>Please specify</i>)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
xviii. Other (<i>Please specify</i>)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know

xix. Other (<i>Please specify</i>)	1. Yes, I accessed this service 2. Yes, I accompanied somebody who accessed this service 3. No 97. No response	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know	1. Yes 2. No 98. I don't know
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26. In your opinion, what are the most important measures that must be taken to prevent SGBV and to improve SGBV support services further? (*Multiple responses may be given*)

1. Awareness-raising for the community and service providers on different forms of violence women may face
2. Community awareness-raising on SGBV support services available for survivors and how to access those services
3. Providing women livelihood support and skills training.
4. Expanding SGBV service provision in the communities
5. Providing adequate knowledge, training, and sensitization to SGBV service providers to effectively carry out service provision to women survivors
6. Strengthening the legal framework, policies, and procedures concerning SGBV
7. Working with men and boys to raise awareness and prevent SGBV
8. Other (*specify*)

Part IV: Access to information and awareness

27. How do women in your community know which organisations/ persons to approach for help, if they are survivors of SGBV? (*Use a show card. Multiple responses may be selected*)

1. From newspapers

2. From TV/ Radio
 3. From social media
 4. From family or neighbours
 5. Through meeting Government officials at the district/ divisional secretariat
 6. Through meeting NGO/CBOs in the community
 7. From awareness programmes conducted by NGOs/CBOs for the community
 8. From awareness programmes conducted by government officials for the community
 9. Hospitals
 10. Midwives
 11. Public Health Inspectors (PHI)
 12. Mental health practitioners
 13. Police stations
 14. Other (*Please specify*)
 15. The community is not aware at all
28. What do you think are the top 3 most important channels that should be used to raise knowledge and community awareness on SGBV against women?
1. Articles or advertisements in newspapers
 2. TV/ Radio programmes
 3. TV/ Radio advertisements
 4. Social media posts/ videos/ messages
 5. Public Bulletin boards in the community
 6. NGO representatives in the community
 7. CBO representatives in the community
 8. Community awareness programmes conducted by NGO/CBO
 9. Community awareness programmes conducted by government officials
 10. Self Help Groups (SHG)
 11. Government officials at the district/ divisional secretariat
 12. Printed informational material such as brochures/ booklets disseminated by NGOs/ CBOs
 13. School curriculum
 14. University curriculum

- 15. Hospitals
- 16. Midwives
- 17. Public Health Inspectors (PHI)
- 18. Other (*Please specify*)

29. Are there any women who are unlikely to receive this information?

- 1. Yes
- 2. No (*Skip to Q.31*)
- 98. I do not know (*Skip to Q.31*)

30. If yes, who are those? (*Use a show card. Multiple responses may be selected*)

- 1. Illiterate women
- 2. Women who do not have time due to household and care work
- 3. Women belonging to language minorities (Language barriers women belonging to ethnic minorities face)
- 4. Women in geographically isolated communities (due to regionally present geographical accessibility barriers)
- 5. Women with auditory disabilities
- 6. Women with visual disabilities
- 7. Women with intellectual disabilities
- 8. Women with physical disabilities
- 9. Other (*Please specify*).....

31. What technologies/ forums do you usually use to communicate and receive information in your everyday life? (*Multiple responses may be selected*)

- 1. Telephone
- 2. Mobile
- 3. Email
- 4. Short messages (SMS)
- 5. Social media apps (FB/ WhatsApp/ Viber/ Imo etc.)
- 6. Community meeting points such as women's associations
- 7. Public Bulletin boards in the community
- 8. Conversations with family, friends and other community members

9. Other (*Please specify*).....

32. Is there any other information you would like to share with us about access to support services of women survivors of SGBV?

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Thank you for your time and valuable participation.