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Covid-19 Cash Transfer Programme: Final Report

Angkor Research,
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ANGKOR RESEARCH

Acronyms and abbreviations

ARC	Angkor Research & Consulting Ltd.
CT	Cash Transfer
FGD	Focus Group Discussion
G2P	Government-to-Person
IDI	In-depth Interview
KHR	Cambodian Riel
kW/h	Kilowatts per Hour
MEF	Ministry of Economy and Finance
MOH	Ministry of Health
MOP	Ministry of Planning
NGO	Nongovernmental Organization
RGC	Royal Government of Cambodia
USD	US Dollar (1 = 4,000 KHR)
WB	World Bank
WHO	World Health Organization

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Project Background

In May 2020, the World Bank launched the G2Px initiative in partnership with the Bill and Melinda Gates Foundation to improve G2P payments around the globe through digitization in a comprehensive, cross-sectoral, and responsible way that accelerates critical development outcomes. Specifically, this initiative aims to leverage country engagements that support cash transfer programs and integrating them into a digital payment ecosystem, which is fully aligned with ongoing engagements in the current country program. Cambodia was selected to be part of the G2Px initiative.

In this context, the World Bank is assessing the payment system set up for the COVID-19 relief transfer programme in Cambodia. The relief transfer program has been providing monthly cash transfers to ID Poor households since June 2020. Though initially introduced as a two-month program, it has been extended multiple times. Currently, the relief transfers are expected to continue till June 2021 and could potentially be extended beyond the current deadline. The amount of transfer depends on the category of poverty for the household (category 1 or 2) as well as household demographics. The program relies on the network of payment agents of the Wing Bank, a leading mobile payments provider in Cambodia. Eligible beneficiaries register for the transfer program with their ID Poor cards in the presence of commune council members and Wing agents. Every month, the beneficiaries withdraw the cash amounts from the Wing agents closest to them.

Project objectives

The World Bank seeks to assess this payment system aiming to draw lessons for the G2P payments for current and future social assistance programs and other G2P payments (e.g., to social insurance payments).

Report objectives

This report is intended to share the findings of a nationwide inquiry into the mechanisms that comprise the Covid-19 Cash Transfer Program for the poor in the Kingdom of Cambodia. These findings are expected to serve as a template for future social programs, addressing the shortcomings of the existing program. Included will be a discussion of standard procedures and variations in the process experienced by beneficiaries and reported in the in-depth interviews (IDI). Moreover, this report will explore any emerging patterns regarding the experiences of the cash transfer beneficiaries under varying circumstances, such as ID Poor status (i.e., ID Poor level 1 or ID Poor level 2), province, gender, disability, and locality (i.e., urban versus rural).

A. Process for Inclusion

This section details the standard procedure for Cambodian households to be involved in the ID Poor program, as well as the Cash Transfer programme (CT programme hereafter). Variation in both processes have been observed at the provincial level and will be discussed in the results section below. In describing the processes for inclusion, in the interest of brevity and congruency with findings, both will be described primarily from a demand side perspective (i.e., the process for candidate households and local authorities and not the logistics involving the Ministry of Planning or Wing procedures). As only beneficiaries were interviewed, there are unknown factors at the local authority, government, and Wing level. As such, the processes described in this section will only entail beneficiaries and the interactions they are required to have with others.

ID Poor inclusion

To be involved in the CT program, households must first meet criteria for ID Poor status. This status is reserved for the poorest Cambodian families, based on factors including but not limited to income, assets, family size, and disability. Within the program, two tiers exist: ID Poor level 1 and ID Poor level 2, with ID Poor level 1 being the poorer designation. Moreover, determining poverty takes context into consideration, particularly locality; a household that qualifies for ID Poor level 1 in an urban locality, for instance, may only meet criteria for ID Poor level 2 in a rural locality, if at all. The process begins with local authorities meeting with ID Poor candidate households and interviewing[1] them to determine their poverty status. The interview is a comprehensive evaluation of living conditions, based on the following criteria:

- **Number of household members** (up to 14, their relationship to the head of household, age, gender, and occupation);
- **Housing situation** (rent (and cost), own, living rent free, homeless, or institution and floor area of living space);
- **Housing material, water and hygiene, average monthly electricity use** (in kW/h and cost/month);
- **Household items** (television, motor vehicle, cell phone, washing machine, refrigerator, air conditioning, electric fan and the total value);
- **Monthly income of each household member** (categorized by locality)
- **Illness, injury, and disability** (duration, daily difficulty, and negative impact on household living conditions);
- **Household education**;
- **Household debt** (source of debt, purpose, total amount, current balance, and expected payoff);
- **Decline in household livelihood** (such as due to weather, theft, illness, or job loss)
- **Vulnerability** (relocating to an urban area, existing poverty status, age of household members, homelessness, divorce, orphancy, addiction, domestic violence, etc.)
- **Factors improving livelihood** (e.g., receiving support from social programs, NGOs, or personal benefactors; sales of assets, and increased income-earning occupations); and
- **Suspicion of false information** (determined by evaluating discrepancies in the information obtained).

Households earning a score between 45 and 58 points are classified as ID Poor level 2; a score of 59 or higher meets criteria for ID Poor level 1. Worth mentioning is how a household is defined in Cambodia. In the kingdom, a household is considered a “family unit” and may occupy a residence with one or more other families. Authorities classify one family according to the names provided in that family’s family book,

[1] ID Poor interview forms available in Annexes 4.1 and 4.2.

a document that lists the names of all members of one household (see **Figure 1**). Family books are regularly updated when children are born or more people are added to the household roster; likewise, when household members are no longer members of the household, they are to be removed from the family book, though enforcement is not strict and books are often not updated. Changes to the family book are made through the commune hall, where they are approved by government staff. It is worth mentioning that, though uncommon, it is possible for two or more families (i.e., there are two or more family books) living in one home where ID Poor designation may differ between the cohabitating families. For instance, if a beneficiary's family and their sibling's family live in the same home, these are often treated as two distinct families. If one sibling is responsible for providing care for a disabled family member, it is possible that this household receives the ID Poor level 1 designation with the household not caring for a disabled family member receiving ID Poor level 2, in the absence of other circumstances that may qualify this family for ID Poor level 1. The difference in designation often results in a difference in service accessibility typically attributable to differences in services offered to ID Poor level 1 and ID Poor level 2.

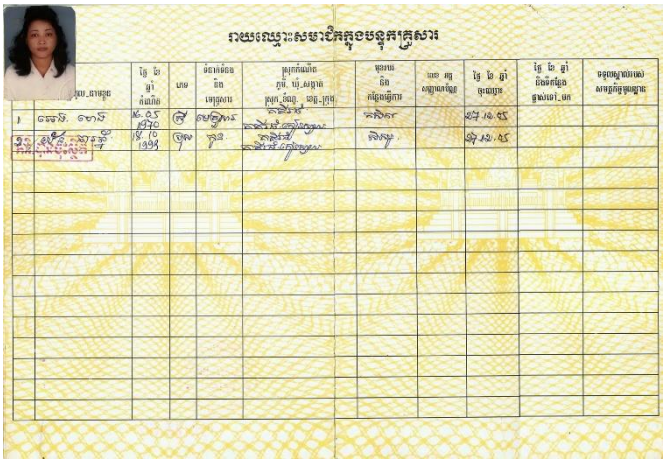

Figure 1: Example of a family book

Typically, families are required to present the family book for ID Poor enrolment, however, an address is also required, and some families are homeless. In such cases, this requirement is circumvented with relevant information still being collected by law enforcement officers locating and asking these families about their houselessness and the number of people in their family. Families may be houseless in the area they are in, but have homes elsewhere (e.g., someone working in Phnom Penh with an address in the provinces). This information is collected by law enforcement, who will issue a temporary family book based on the information obtained. Other forms of documentation are used to supplement the absence of family book, such as national ID and birth certificates.

Elaborating on locality, differences in assessment exist between rural and urban areas in the interview process. In rural localities, the assessment includes items for farming activity, such as income earned from farming, size of farming land, and livestock owned. Some items are exclusively asked for households on the water (i.e., floating homes and households bordering a body of water).

Following an interview, results are discussed and validated at the village and commune levels with input from community leaders. If agreement is reached, families are notified of their ID Poor designation and are required to take a family photo, including all members of the household). After taking photos, ID Poor households receive an Equity Card ("IDP Card hereafter, shown in **Figure 2**[2]) with the photo affixed. Once obtained, the IDP Card can be used to procure services and be involved in social programmes aimed at reducing poverty and supporting the neediest families in Cambodia. It is especially helpful to service providers in identifying ID Poor households without the need for assessment for every service they are the beneficiaries of. One well-known benefit of the IDP Card is access to healthcare services, free of

[2] Photo source: https://www.worldbank.org/en/results/2019/10/30/cambodia-reducing-poverty-and-sharing-prosperity.

charge. Thanks to the ID Poor programme, services can be targeted with the intention of reducing inequality and serves to protect families from becoming poorer by helping to have essentials provided for.

Figure 2: Family holding ID Poor Equity Card

Typically, households maintain their ID Poor status for three years. After which, a re-evaluation is conducted to assess eligibility for the next round to see if conditions have changed (e.g., households have increased income or assets significantly, household size has decreased, etc.). Due to the global pandemic, households have been re-evaluated more rapidly in one- to two-month intervals. That is, new households are added in these intervals, but they are not removed in these intervals (those who obtain an ID Poor designation will remain for the regular cycle of three years). This is a welcome change because, as the pandemic continues, more people are likely to fall into poverty and would qualify for the programme; before this adjustment, if a household fell into poverty after a round of assessments was already completed, they would be unable to claim ID Poor status until the next round three years later.

Cash Transfer programme inclusion

Due to the first cases of Covid-19 being reported in Cambodia in early 2020, businesses were suspended or closed, people had lost sources of income, and assets were sold to provide economic stability for families. At the same time, as many people had fewer economic protections (e.g., ID Poor households), poverty was exacerbated, with more households falling into poverty. In response to these challenges being invoked by the global pandemic, the Royal Government of Cambodia (RGC) has initiated a programme providing economic relief to ID Poor households in the form of a monthly recurring cash transfer (CT), distributed to beneficiaries via Cambodia's Wing Bank. As with the ID Poor inclusion process, variation exists in the CT programme. Similarly, the process will be described according to common procedure and will be from the perspective of beneficiaries. Wing Bank staff, government officials, and local authorities were not interviewed; as such, the process will be described without explanation for their role(s) outside of direct interactions reported by beneficiaries.

Once a household obtains ID Poor status, they are qualified as beneficiaries of the CT programme. To begin the process, ID Poor households are to be notified by their village chief or government staff to attend a meeting where they are given information about the programme, specifically what the programme is, the purpose of it, and how and when to claim benefits. Per standard procedure, the meeting is held at the commune hall, where beneficiaries receive a number (hereafter referred to as "commune code") and the amount of money in Cambodian Riel (KHR) they are entitled to receive monthly from Wing. This meeting was held only once at the beginning of the programme's rollout, meaning anyone who obtained ID Poor status afterward did not attend the meeting at the commune hall. In such cases, newly designated ID Poor households needed to visit their commune hall on their own to receive a commune code and amount to be received.

After obtaining the code and payout amount, the IDP Card-holding member of the household (typically the household head) would be responsible for visiting any Wing site (example shown in **Figure 2**) to retrieve the funds. Funds could be retrieved during a designated period toward the end of the month, typically starting from the beginning of the final full week. On the first occasion, once beneficiaries visit their local Wing location, they are required to share their commune code, IDP Card, and amount they are entitled to. This step is treated as Wing's verification process—staff at Wing are already aware of the amount each household should receive; therefore, it should not be feasible to overreport the CT payout and receive more than ID Poor households are entitled to. Once the beneficiary is verified, they are required to take a photo at Wing. Those who are beneficiaries of the CT programme may go to any Wing and are not required to pay any service charge for receiving the transfer.

Figure 3: Typical Wing location to visit and receive cash transfer

Following the first transaction, Wing no longer requires the commune code, payout amount, or photos to be taken at subsequent transfers, but they still require IDP Cards from beneficiaries. Worth mentioning however is that, if a beneficiary visits any other Wing locations, they follow the same process as they did to receive the first transfer: providing the commune code, amount to be paid out, IDP Card, and taking a photo at the Wing location. This process is repeated for each new Wing visited.

The amount received by each beneficiary varies: status as an ID Poor Level 1 or Level 2 household, number of household members, and locality all contribute to the amount a household is entitled to receive. The amount received should be consistent going forward for the duration of the CT programme. At the time of writing, beneficiaries had received a possible maximum of 12 cash transfers.

B. Methodology

To understand Cambodia's Covid-19 Cash Transfer Programme's disbursement mechanism, Angkor Research and Consulting Ltd. (ARC) conducted telephone interviews with cash transfer recipients in each province, throughout the kingdom. In-depth interviews (IDI) were conducted to gain a deeper understanding of where the programme mechanisms succeed and meet the needs of beneficiaries adequately, as well as areas for improvement where the programme would benefit from reforms, based on the personal experiences of recipients. To capture differences in experience with the CT programme based on location, in addition to provincial considerations, IDIs were conducted in both rural and urban localities.

Instrument design, pre-testing, and staff training

In consultation with The World Bank, an instrument intended to be used in focus group discussions (FGDs) was developed. Due to increasing response and asymmetrical restrictions in Cambodia invoked by the global pandemic, travel to each province for FGD data collection was no longer feasible. To compensate, ARC proposed revising the existing instrument to be used with individuals for telephone interviews.

Following WB's consent, the instrument was adapted, with continued dialogue between ARC and WB on revisions. Because no interprovincial travel was possible, ARC requested a list of ID Poor households from each province (including contact information, location, etc.). Once urban areas were identified, contacts from those areas were omitted or included, depending on whether they came from a province where urban respondents were of interest.

Following the development of the in-depth interview guide (see Annex 5 for final version used in data collection), Angkor Research began training on 8 April 2021. The Fieldwork Manager provided training for two supervisors on pre-testing procedure at the Angkor Research & Consulting office in Phnom Penh. Following training, pre-testing via telephone interviewing began on 9 April with an ID Poor sample located in Battambang province. Results presented two significant challenges discussed during debriefing: reaching beneficiaries, whose contact information was likely to be incorrect or outdated, and duration of interviews, lasting approximately one hour on average. In our experience, one hour by telephone is a significant risk with attrition tending to increase.

Following feedback, the instrument was revised again to be shorter and incorporating suggestions by WB. Once finalised, training began with full data collection staff in early May. Training lasted four days and involved a comprehensive introduction to the study and CT Programme, a review of procedures for successful qualitative data collection, logistics, role play, and debrief, including any issues with the instrument (e.g., lack of clarity on items or suggestions). Afterwards, final adjustments were considered and applied to improve instrument quality. All staff involved in the project were experienced interviewers with a history of positive outcomes in data collection with ARC.

Data collection

In total, 180 IDIs were completed with beneficiaries (shown below in **Table 1**), who were selected from rural areas in every Cambodian province, as well as urban areas of Battambang, Kampong Chhnang, Pailin, Rattanak Kiri, and Phnom Penh. To eliminate any risk of Covid-19 transmission, all data was collected remotely via computer-assisted telephone interviewing (CATI). Data was collected by two teams of 3 interviewers and directly overseen by the supervisor and fieldwork manager. This strategy also served to improve response rate since the absence of an in-person visit would be the most welcome form of interview where the physical risk to beneficiaries for participating is non-existent.

Data collection for the IDIs began on 5 May 2021 and concluded on 10 May 2021. All respondents agreed to be interviewed and recorded, supporting the accuracy of interview transcriptions.

Table 1: IDI beneficiary information

Gender	N	Mean Age	Mean Cash amount received (KHR)	ID Poor Level 1	IDPoor Level 2	Rural	Urban
Male	20	42.3[3]	199,600	20.0%	80.0%	75.0%	25.0%

[3] *1 missing, 2 missing from total sample.*

Female	160	36.4[3]	187,000	30.6%	69.4%	80.6%	19.4%
Total	**180**	**37.1**	**188,400**	**29.4%**	**70.6%**	**80.0%**	**20.0%**

This report includes data shared by beneficiaries of the Cash Transfer Programme from all 24 provinces in Cambodia and the capital city, Phnom Penh. **Annex 1** details the original plan for sampling and the eventual outcome. Sample replacement was uncommon, and the impact is likely negligible.

Limitations

As is common in research, certain biases may impact responses regarding knowledge, attitudes, and in general. For example, a beneficiary may not be aware that the cash transfer programme has seen several extensions. Similarly, beneficiaries may have received conflicting information regarding the amount paid out or the regularity of payments.

Female beneficiaries comprised 88.9% of the interviewed sample, creating potential gender bias. Though previous studies conducted by ARC indicate that ID Poor households are disproportionately female-headed, the sample included in this study may be overrepresent such circumstances. Beneficiaries were randomly selected from a database of beneficiary telephone numbers which comprisied 8:1 female-headed households. As well, only three beneficiaries were identified as having disabilities, making it difficult to generalise findings for this group. This makes it difficult to provide definitive information regarding the challenges for male headed households and those with disabled members. In two provinces, we could not meet our sampling goals due to a lack of up to date contact information for ID Poor families. We therefore oversampled from other provinces to compensate. This was uncommon, occurring in only Kampong Chhnang and Koh Kong. The difference was compensated by over sampling in Phnom Penh and Pailin, respectively.

Though data collection provided valuable information about the experiences of beneficiaries with receiving the cash transfer, it provides insight on just that; any other problems with implementation such as administration, formal changes, etc., were not addressed directly in our interviews with beneficiaries. For a more comprehensive look at the challenges facing the programme, interviews with local authorities to understand the depth of their knowledge and how informed they are of changes; Wing Agents regarding their duties and procedures during designated CT days; and government officials at the Ministry of Planning regarding their enforcement practices would be informative.

Finally, In-depth interviews are more personal than traditional research methods (quantitative), but the respondent-interviewer relationship may impact responses (e.g., factors such as perceived age, experience, or gender of the interviewer). Due to the global pandemic, telephone interviews were conducted making rapport more difficult to establish, given the absence of face to face contact.

C. Findings

Findings below detail challenges to enrolment, experiences with the CT Programme, the most recent status of the CT Programme, and general issues and feedback from beneficiaries.

Enrolment challenges

Most beneficiaries interviewed report receiving the cash transfer since the programme began in June 2020. It was overwhelmingly common for them to receive information from their local authorities (village and commune chiefs). In less common instances, beneficiaries learned about the CT programme from government staff, advertisements on social media, and hearsay. In some cases, beneficiaries learned about the CT programme not during the village meetings at the commune, but after others joined the meetings and shared the information, as instructed by their local authorities. Least common of all was learning about the cash transfer from a nongovernmental organization (NGO), WorldVision (only reported in Kampong Speu province, and not with every beneficiary).

Regarding requirements for involvement, there was significant variation among beneficiaries to obtain ID Poor status and become involved directly with the CT Programme. For the ID Poor designation, beneficiaries would typically be required to provide their family book, national ID of the head of household, birth certificates of household members, and be interviewed by the village chief. Interestingly, beneficiaries forgoing parts of the process was not uncommon. Though beneficiaries within the same provinces have some differences, undergoing the standard enrolment procedure was atypical. In some cases, only the interview was necessary; in others, the interview was omitted from the process entirely. Village chiefs circumventing the interview typically ask a few questions to inform their decisions, but conducting the full interview was uncommon; nearly half of all interviewed beneficiaries (41.7%) reported either not being fully interviewed or not being interviewed at all (see Annex 6 for more details). In these instances, village chiefs presumably provided their estimations of poverty status via observation and reported to the commune. In smaller villages where community members are familiar with each other, this may be more common. However, some beneficiaries in Phnom Penh also reported not being interviewed but have received ID Poor status by providing other documentation (national ID, residence book, and birth certificates). In one instance, a beneficiary reported that their village chief simply observed their living conditions without any inquiry; this would suggest the appropriate documentation was not collected. However, this beneficiary was also designated ID Poor level 1, perhaps because their living conditions were perceivably abject. In general, the process for ID Poor enrolment was followed with some variation and nuance to accommodate the circumstances of the family or region. The most consistently required item for ID Poor inclusion was the national ID of the head of household. This may be a matter of other documentation often being unavailable (e.g., birth certificates) or out of date or unprepared (family books). To add, beneficiaries were able to provide copies of their national IDs in place of the actual card. With birth certificates, at times, this entailed all family members, or sometimes only the birth certificate of the head of household, or the head of household and their spouse. The difference may be indicative of family size (e.g., living alone, being married, or having children) rather than a difference in requirements.

Figure 4: Poor household being interviewed (Source: GIZ)

Involvement in the CT Programme was standard with small variation in procedure. How people become involved is a matter of qualification, i.e., holding ID Poor status. Due to the rapid ID Poor enrolment strategy implemented since the beginning of the CT programme, attending the meeting at commune halls with local authorities was not mandatory. However, beneficiaries were required at some point to visit their commune hall to obtain their commune code and payout amount to be redeemed at a Wing location.

Receiving the cash transfer

This section describes the experience of beneficiaries during the first and second cash transfer, comparing experiences, as well as the process. Once beneficiaries obtain their commune code and the appropriate authority has provided the amount to be received in writing, beneficiaries could visit a Wing location on the designated days. Households with the ID Poor level 1 designation are given priority and can receive the cash transfer from Wing two days before ID Poor level 2 households.

Per standard procedure, during the first transaction, beneficiaries are required to present their IDP Cards, commune codes, and payout amount they are entitled to written down. As previously mentioned, this is a means of verifying that a) the beneficiary requesting the cash transfer is eligible, and b) ensuring that the correct amount is received. The person who goes to receive the cash transfer should be the head of household; this person will have their photo taken at Wing and used to confirm for all subsequent transactions. Overall, beneficiaries have been able to receive the cash transfer with a standard procedure. Wing required the standard documentation, but they may also request supplemental information.

That said, beneficiaries have reported irregularities in their first experience with receiving the cash transfer. For instance, it was not uncommon for Wing agents to request phone numbers of beneficiaries, despite this not being considered a part of the standard procedure. This may be a matter of recordkeeping, however it is common for ID Poor household phone numbers to change, as we have experienced during data collection with many inactive phone numbers. In other cases, Wing staff have asked for pieces of information that were required for ID Poor enrolment such as family book and national ID card. It was also the case that beneficiaries reported deductions amounting between KHR 5,000 to 10,000, stating that they were told by their Wing agent that this was not a service fee, only that the amount deducted was contingent upon the amount received (e.g., a tax).

Regarding issues with receiving the transfer the first time, issues were consistent and can be categorized into two main types of issues: distance and delayed payment. In the case of the former, it was simply a matter of having to travel a long distance to arrive at a local Wing site. In such cases, beneficiaries often needed to borrow transportation from a friend or neighbour to get to their nearest Wing. In the case of the latter, some beneficiaries reported experiencing long queues. Such occurrences were common. Other beneficiaries report their Wing sites having insufficient funds on the day they went. Otherwise, services were unavailable for some reason, or the Wing site had technology malfunctions preventing the completion of the transaction until further notice. Though uncommon, beneficiaries were asked to return another day. In one interview, a beneficiary in Pursat province reported that Wing was closed for one month out of an abundance of caution related to Covid-19. This would be unusual; based on the joint report published by the World Health Organization (WHO) and the Cambodian Ministry of health (MOH),

the Covid-19 Joint WHO-MOH Situation Report[4] from 5 October, countrywide infections were at 280 with 275 recoveries (meaning five cases were active nationally) at the time. This would be approximately one week after the beneficiary would receive the cash transfer, as they began receiving in September 2020. At the time, Covid-19 cases were few and concentrated in provinces with a greater foreign presence (e.g., Phnom Penh, Siem Reap, and Preah Sihanouk).

At the time of the second transfer, some saw no changes. This means beneficiaries would bring their IDP Card, payout amount, and commune code to their Wing location. Though not an issue, beneficiaries are typically able to receive the transfer after the first time by only presenting their IDP Card: presumably, the reason for Wing taking photos of beneficiaries was to reduce the amount of identification and validation documents required after the first time and expedite the process. This assumes that they did not change their Wing location, which would require beneficiaries to present their IDP Card, amount to be received, and commune code again. Among those who experienced changes since the first transfer, some reported it was easier and that less documentation was required. In cases where beneficiaries were required to provide their phone numbers, that was the only identifier requested by some Wing staff. In general, the process was faster, though some beneficiaries reported 1-day delays and receiving less money; another case reported that their benefits were cut entirely.

Overwhelmingly, beneficiaries were able to go to any Wing location to receive the cash transfer. There was one instance where a beneficiary was told that they could only go to one Wing location. For context, this exception was met with other aberrations due to having a disability limiting mobility. Very few of the beneficiaries interviewed reported any disability, thus, no conclusive observations or statements can be made on the matter.

Current status of cash transfer

At present, the experience of receiving the cash transfer remains largely unchanged since beneficiaries received the first cash transfer. Requirements remaining the same throughout the programme are expected: with the rapid enrolment of ID Poor households, there is merit in keeping requirements consistent. Differences experienced between the beginning of the cash transfer to the present are mainly around payment differences between ID Poor levels, with ID Poor 1 receiving more. Additionally, the original date of the cash transfer's availability has often been delayed. One cited reason was various Wing locations reporting that they do not have funds available on the day of the transfer. This issue was reported by 8.3% of beneficiaries—in all instances, the issue was experienced by women with the issue being most consistent in Ratanak Kiri province (20.0% of occurrences). With the exception of one case in Phnom Penh, the issue has only been reported in rural areas. Some beneficiaries have reported that the dates to receive the cash transfer have been adjusted indefinitely. Most significantly, many beneficiaries reported that they are currently receiving less than they did at the beginning of the programme. This will be discussed in detail in the General issues & feedback section below. Interestingly, some beneficiaries mentioned that their household was not allowed to receive the cash transfer on their designated days.

[4] SOURCE: https://www.who.int/cambodia/internal-publications-detail/covid-19-joint-who-moh-situation-report-14

Differences by locality & ID Poor level

When comparing beneficiary payout by locality (rural versus urban), despite differences in sample size, the proportion of sampled beneficiaries in each ID Poor level are similar. Expectedly, urban households receive a greater average cash payout than their rural counterparts (by approximately 32%). Because there is no information regarding family sizes, any direct comparisons would be inconclusive. The amount received is contingent upon locality and ID Poor level, however family size is another factor that affects how much is received.

Table 2: ID Poor status & amount received (by locality)

Locality	ID Poor Status		Monthly Amount Received (KHR)[5]	
	Level 1	Level 2	Mean	Median
Rural[6]	29.9%	70.1%	177,100	160,000
Urban	27.8%	72.2%	233,800	204,000
Total[5]	**29.4%**	**70.6%**	**188,400**	**176,000**

In implementing the CT Programme, the RGC has published a table of how much each household should receive based on household characteristics (see **Annex 3** for translated version). Because there is no information regarding household size (and very limited information related to household characteristics), minimum-level information was assessed by each group, based on age (>60 years of age or 0-60 years). **Table 3** shows the minimum amount received based on age group, ID Poor level, and locality. All minimums from the >60 years group are greater than the minimums from the 0-60 years group. Assuming households include only one individual with no other household characteristics taken into consideration, the minimum amount received by those with a head of household that is 0-60 years of age should be as follows:

- ID Poor Level 1, Rural area: KHR 80,000;
- ID Poor Level 2, Rural area: KHR 80,000;
- ID Poor Level 1, Urban area: KHR 120,000;
- ID Poor Level 2, Urban area: KHR 120,000.

Similarly, assuming households include only one individual with no other household characteristics taken into consideration, the minimum amount received by those with a head of household that is older than 60 years of age should be as follows:

- ID Poor Level 1, Rural area: KHR 104,000;
- ID Poor Level 2, Rural area: KHR 96,000;
- ID Poor Level 1, Urban area: KHR 160,000;

[5] Based on most recent values reported by beneficiaries.
[6] *2 missing.*

- ID Poor Level 2, Urban area: KHR 148,000.

Table 3: Minimum cash transfer received, by age group

ID Poor Level	Minimum Amount Received by Beneficiaries ≤60 years (KHR) N=162	Minimum Amount Received by Beneficiaries >60 years (KHR) N=16
ID Poor Level 1 (Rural)	128,000	224,000
ID Poor Level 1 (Urban)	152,000	344,000
ID Poor Level 2 (Rural)	96,000	128,000
ID Poor Level 2 (Urban)	112,000	192,000

Based on age, locality, and ID Poor level, all beneficiaries are receiving more than their minimum entitlements, but only based on the criteria set for this evaluation. It is still possible that households are receiving less than they are entitled to, but without the appropriate information related to number of household members, age of other members, their disability statuses, or HIV status, the scale of this evaluation is myopic. It may still be the case that beneficiaries are receiving less than they should, based on other factors. A case for this position can be made based on the deductions many beneficiaries have experienced: despite providing the amount confirmed by the commune hall during the first transfer, many beneficiaries are receiving less than that, with local authorities being unaware of formal programme changes either.

Gender differences

On the issue of gender, a comparison of beneficiaries was conducted. No significant differences were observed in cash transfer payout in the broader context. When comparing means by province however, a significant difference was observed only in Phnom Penh with male heads of household receiving a higher allowance than female headed households ($p<0.05$)[7]. Regarding ID Poor status, significant differences are once again only observed at the provincial level in Battambang ($p=.01$), Kandal ($p=.03$), Mondulkiri ($p=.03$), and Phnom Penh ($p=.01$), with female-headed households being more likely to receive an ID Poor level 1 designation. When analysed at the locality level, female-headed households in Battambang are more likely to be IDPoor level 1 than male-headed households. All results persist, even when weighting cases to account for the differences in gender sampling.

Important to note is that not all provinces had a male sample to compare results; the current findings withstanding, differences are potentially wider spread than the results of this report suggest. Even with sample weighting, comparisons involve particularly small samples, especially at the provincial level, and

[7] Assumes equal variance via Levene's Test for Equality of Variances ($p>0.05$).

should be interpreted with caution. Similarly, urban localities were only considered in four provinces. Regarding the difference in cash received in Phnom Penh, there are various considerations such as disability and family size, which would impact the total amount received. On the issue of ID Poor status, a greater proportion of female-headed households meet criteria for ID Poor Level 1. Worth mentioning is the ratio of female-headed households to male-headed households (8:1). The few gender differences observed in this study may be a matter of sampling an appropriate number of female-headed households (and the spread of ID Poor households is more accurate) and an inadequate number of male-headed households (less accurate spread). ID Poor households are disproportionately female-headed and are expected to experience a broader range of poverty. To gain a greater understanding, future inquiries should address the provincial gap and provide a more comparable sample size for both male and female-headed ID Poor households.

A greater proportion of male-headed households were granted ID Poor status than female-headed households without the interviews. Only nine male-headed households reported receiving the full interview for ID Poor status, compared with 60.0% of female-headed households reporting they were fully interviewed by local authorities. Some reasons to consider as probable causes include gender bias among village chiefs (who are predominantly male), greater perceivable poverty of male-headed households, or family size, or rapport of village chiefs; elaborating on the last consideration, men tend to be more outspoken in Cambodian culture and may be more open to advocating for themselves.

Compared to the beginning of the programme, fluctuations in payout have been reported by nearly one in five (17.8%) beneficiaries. Among those reporting a difference in payments, male-headed households experienced a mean increase in payment of KHR 4,300 with female-headed households experiencing a mean decrease in payment of KHR 2,700. At the locality level, nuanced differences can be observed. In rural areas, male-headed households experienced a mean increase of KHR 5,800 in payout since the early days of the cash transfer. Conversely, female-headed households reported a mean decrease of KHR 3,000 in cash transferred. In urban areas, male-headed households reported no change as female-headed households reported a mean deduction of KHR 1,500. The differences, in both scenarios, occur to the detriment of female-headed households. At first, female-headed households received marginally more but this changed to receiving less by a wider margin.

Table 4: Amount received (by locality & gender)

		Original payout (KHR)		Current payout (KHR)	
Locality	**Gender**	**Mean**	**Median**	**Mean**	**Median**
Rural	**Male (N=15)**	182,200	176,000	188,000	176,000
	Female (N=129)	178,800	165,000	175,800	160,000
Urban	**Male (N=5)**	234,400	224,000	234,400	224,000
	Female (N= 31)	235,200	192,000	233,700	200,000

Total	**Male (N=20)**	195,300	196,000	199,600	196,000
	Female (N=160)	189,700	176,000	187,000	171,000

Worth mentioning is that **Table 4** shown above depicts the total increases and decreases using the entire sample. If focused exclusively on those with a difference in payment however, the differences are more notable, indicating that the increases or decreases, *when they occur*, are in greater amounts. In context (shown in **Table 5** below), differences are larger than the sample means suggest.

Table 5: Mean differences in amount received (by locality & gender)

		Original payout (KHR)		Current payout (KHR)	
Locality	**Gender**	**Mean**	**Median**	**Mean**	**Median**
Rural	**Male (N=3)**	198,000	200,000	227,000	200,000
	Female (N=24)	177,600	167,500	161,900	156,000
Urban	**Male**	—	—	—	—
	Female (N= 5)	281,600	248,000	272,000	224,000
Total	**Male (N=3)**	198,000	200,000	227,000	200,000
	Female (N=29)	195,500	176,000	180,900	160,000
	All (N=32)	195,700	176,000	185,200	160,000

Reported differences between male-headed households and female-headed households are close in the original payment amount with the former group receiving KHR 2,500 more on average. By May 2021, the gap has increased to a mean difference of KHR 46,100. The mean decrease for female-headed households is greater in rural areas (KHR 15,700) than in urban areas (KHR 9,600). At a provincial level, male-headed households in Kampong Cham received the greatest increase (mean increase of KHR 55,000) whereas female-headed households did not see an increase in their cash transfers. Antithetically, female-headed households in Rattanak Kiri experienced the greatest decrease in payment amount (KHR 40,000) with no male-headed households experiencing a mean decrease at the provincial level. To further dissect the experiences of female-headed households with decreased payouts, Phnom Penh was the urban area with the largest decrease (KHR 24,000) and Kampong Cham had the highest rural decrease and the most female-headed households reporting a decrease (KHR 21,300). The final finding is fascinating itself due to Kampong Cham being where male-headed households received the greatest payment increase.

The factors behind these differences are unclear since it may be due to a variety of reasons (e.g., household size and locality), though the sample does include more female-headed households with the ID Poor 1 designation who would be expected to receive more if all other family factors are similar. Though there is a consistent pattern of male-headed households receiving increases and female-headed households receiving decreases in the amount paid, generalising the observed gender differences without knowledge of the factors impacting each family or interviews in more urban areas, extrapolations cannot be made in a more comprehensive manner.

There are several unknowns related to the reasons for the observed gender differences and what factors directly contribute to these findings. As a possible contribution that is external to the beneficiaries themselves, what is known is that, on a national scale, village chiefs in Cambodia are overwhelmingly male while a significant proportion of ID Poor households are female headed. This indicates that the authorities representing a large proportion of the benefitting heads of household rarely share the same context and their issues may not be given the urgency they deserve. Consequently, there is often less interest in reporting issues to local authorities. Among those with deductions to their payments, less than half (35.7%) complained to anyone, making this infrequent. Among those who complained (most of whom were women from female-headed households), complaints to Wing agents were the most common.

Table 6: Complaints about payment deductions (by gender)

Gender	Experienced deductions	Complained[8]	Complained to village chief	Complained to commune chief	Complained to Wing staff
Male (N=20)	10.0%	10.0%	0.0%	0.0%	100.0%
Female (N=160)	16.3%	34.6%	33.3%	11.1%	55.6%
Total (N=180)	15.6%	35.7%	30.0%	10.0%	60.0%

Though no official statistics were available on the matter, there seems to be greater gender parity among Wing agents than village or commune chiefs. As such, this may be a reason for women who complained about deductions to be most likely to share their concerns with Wing agents, though it may also be a matter of asking the source of the cash payment. In the Cambodian context, it is not uncommon for women to generally withhold their comments, feedback, or participation in the presence of men. Prior studies conducted by ARC that involve FGDs have confirmed this and often creates the need to account for gender dynamics. The village chief being in a position of power, relative to female heads of poor households, may well produce some misunderstanding or dismissal of issues, if they are brought to their attention at all. In the present study, beneficiaries may have withheld comments and complaints out of fear of losing the benefits they currently receive, which may speak to the unresolved issues reported by female heads of household. The data provided in the present study may not offer enough context or information for a comprehensive understanding of gender differences and how they impact beneficiaries'

[8] Shown as a percentage of those experiencing deductions.

experiences, but this is not to say that a gender gap does not exist. There are certainly patterns that are unlikely to occur by chance and should not be overlooked. This is only to suggest that there are other factors outside of the scope of the study that would help confirm the current findings. Further quantitative data would help to provide insight (e.g., how many disabled people are living in the household, the number of household members, the gender of their village chiefs, etc).

General issues & feedback

Few beneficiaries shared any feedback or final thoughts on the CT programme, though some have reported feelings of fear about speaking up about problems they experience during pre-testing. Thus, it is not unreasonable to suggest that some beneficiaries may have concerns but have qualms about sharing them. Some, however, were willing to express their concerns and feedback.

First, a few beneficiaries mentioned that Wing cannot help with lost commune codes. Presumably, this means that beneficiaries need to visit their commune hall to obtain a new commune code. These are intended to serve as personal identification numbers and would seemingly be a small issue, but it does result in a beneficiary possibly not being able to receive their cash transfer that month if they do not have the commune code at the time of going to retrieve it and they have no access to the commune hall (e.g., closed on a weekend). Bearing in mind that there are specific days to retrieve the cash transfer, as discussed with beneficiaries, the programme does not offer backpay, and missing one payment is perceivably detrimental among the neediest in Cambodia. Another issue that ties into the previously mentioned one is the impact of delayed payments. Beneficiaries stated that the delays in payment result in needing to borrow money from others. This potentially exacerbates their poverty if interest is attached to the amount borrowed.

Second, building on the previous point, there were a few reports (2.8%) of beneficiaries having their accounts blocked. Among those who have had their accounts blocked, most were in Preah Sihanouk province. In 40% of cases, blocked accounts were reported to be due to Wing agents entering incorrect commune codes. This would suggest that the issue is beyond beneficiaries' control.. Sixty per cent of the impacted beneficiaries reported the issue to their commune chiefs, which were all successfully resolved. In the other 40% of cases, beneficiaries did not complain, and therefore did not have their concerns addressed. It is unclear in the other instances where accounts were blocked, and beneficiaries were unclear about the reason themselves.

Next, some beneficiaries believe the window of time to receive the payment is too small. Two to four days places restrictions around their schedule. For example, if the designated CT Programme days are in the middle of the week, it may be difficult for a beneficiary to get to their Wing location to retrieve it, especially if they are working. An extension of the transfer window would allow for greater flexibility and planning. As the situation is, delayed payments make it impractical to plan accordingly. Issues around availability were vocalised the most, with some beneficiaries mentioning they would prefer the cash transfer to be available to all eligible households on the same day instead of the designated days by ID Poor level. Finally, direct and indirect accounts of wealthy beneficiaries have been reported by beneficiaries in the study. Whether this is a matter of inadequate monitoring mechanisms, misreporting, dishonesty, rumours, or some form of insider depravity remains unclear. Further, it is unknown how many

degrees removed from this occurrence their account is; it is unclear who they learned about it from, where they heard about it, how close their source is to what is potentially occurring, etc.

Regarding general feedback, beneficiary interests could be nominally described as social programme expansion. Among beneficiaries that had feedback rather than issues, greater investment in social programmes for the poor were the primary interest. First, there is interest in expanding the programme to last at least 2-3 years, some hoping for adoption as a permanent programme providing a basic income. No beneficiaries criticised the CT programme as one they have no interest in and all who expressed their opinion of it wish to see it implemented in perpetuity. Others shared they would like to see the amount increased to support larger families, something beneficiaries with larger families mention as a shortcoming of the programme as is. Lastly, there is interest in the adoption of additional social programmes for poor Cambodians.

D. Annex 1: Completed Sample Table (Planned vs. Actual)

Province	Planned Sample	Actual Sample	Completion Rate	Delta
Banteay Meanchey	6 Rural	6 Rural	100.0%	0
Battambang	6 Rural, 12 Urban	6 Rural, 12 Urban	100.0%	0
Kampong Cham	6 Rural	6 Rural	100.0%	0
Kampong Chhnang	6 Rural, 6 Urban	6 Rural, 2 Urban	66.7%	-4 Urban
Kampong Speu	6 Rural	6 Rural	100.0%	0
Kampong Thom	6 Rural	6 Rural	100.0%	0
Kampot	6 Rural	6 Rural	100.0%	0
Kandal	6 Rural	6 Rural	100.0%	0
Kep	6 Rural	6 Rural	100.0%	0
Koh Kong	6 Rural	4 Rural	66.7%	-2 Rural
Kracheh	6 Rural	6 Rural	100.0%	0
Mondulkiri	6 Rural	6 Rural	100.0%	0
Oddar Meanchey	6 Rural	6 Rural	100.0%	0
Pailin	6 Rural, 6 Urban	8 Rural, 6 Urban	116.7%	+2 Rural
Phnom Penh	6 Urban	10 Urban	166.7%	+4 Urban
Preah Sihanouk	6 Rural	6 Rural	100.0%	0
Preah Vihear	6 Rural	6 Rural	100.0%	0
Prey Veng	6 Rural	6 Rural	100.0%	0
Pursat	6 Rural	6 Rural	100.0%	0
Rattanak Kiri	6 Rural, 6 Urban	6 Rural, 6 Urban	100.0%	0
Siem Reap	6 Rural	6 Rural	100.0%	0
Stung Treng	6 Rural	6 Rural	100.0%	0
Svay Rieng	6 Rural	6 Rural	100.0%	0
Takeo	6 Rural	6 Rural	100.0%	0
Tboung Khmum	6 Rural	6 Rural	100.0%	0
Total	**144 Rural, 36 Urban**	**144 Rural, 36 Urban**	100.0%	**0**

E. Annex 2: Mean Cash Transfer Received (By Province & Locality)

Province	Mean Amount Received Monthly (in KHR, Rural)	Mean Amount Received Monthly (in KHR, Urban)	Mean Amount Received Monthly (in KHR, Total)
Banteay Meanchey	190,700	—	190,700
Battambang[9]	174,700	197,300	189,700
Kampong Cham	206,800	—	206,800
Kampong Chhnang[10]	172,000	286,000	200,500
Kampong Speu	189,000	—	189,000
Kampong Thom	173,300	—	173,300
Kampot	166,000	—	166,000
Kandal	201,300	—	201,300
Kep	162,700	—	162,700
Koh Kong[11]	212,000	—	212,000
Kracheh	156,800	—	156,800
Mondulkiri	159,300	—	159,300
Oddar Meanchey	159,000	—	159,000
Pailin[12]	209,400	276,100	238,000
Phnom Penh[13]	—	191,200	191,200
Preah Sihanouk	194,200	—	194,200
Preah Vihear	181,300	—	181,300
Prey Veng	161,000	—	161,000
Pursat	186,700	—	186,700
Rattanak Kiri	172,000	318,000	245,000
Siem Reap	176,000	—	176,000
Stung Treng	161,300	—	161,300
Svay Rieng	130,700	—	130,700
Takeo	202,700	—	202,700
Tboung Khmum	154,700	—	154,700
Total (KHR)	**177,200**	**233,700**	**188,500**

[9] *N=12 for urban sample.*
[10] *N=2 for urban sample.*
[11] *N=4.*
[12] *N=8 for rural sample.*
[13] *N=10.*

F. Annex 3: ID Poor Cash Transfer Programme Payment Per Category/Condition

ID Poor Level	Category/Condition	Amount to be Received (Urban in Phnom Penh)	Amount to be Received (Urban not Phnom Penh)	Amount to be Received (Rural)
ID Poor Level 1	ID Poor household	KHR 120,000	KHR 120,000	KHR 80,000
	Per family member	KHR 52,000	KHR 52,000	KHR 24,000
	Children (0-5 years)	KHR 40,000	KHR 40,000	KHR 24,000
	Disabled family members	KHR 40,000	KHR 40,000	KHR 24,000
	Elderly family members (60+ years)	KHR 40,000	KHR 40,000	KHR 24,000
	Family members with HIV	KHR 40,000	KHR 40,000	KHR 24,000
ID Poor Level 2	ID Poor household	KHR 120,000	KHR 120,000	KHR 80,000
	Per family member	KHR 36,000	KHR 28,000	KHR 16,000
	Children (0-5 years)	KHR 28,000	KHR 28,000	KHR 16,000
	Disabled family members	KHR 28,000	KHR 40,000	KHR 16,000
	Elderly family members (60+ years)	KHR 28,000	KHR 28,000	KHR 16,000
	Family members with HIV	KHR 28,000	KHR 28,000	KHR 16,000

G. Annex 4.1: ID Poor Questionnaire (English, Rural)

Last updated 10/05/2012

Form 4

HOUSEHOLD QUESTIONNAIRE FOR IDENTIFICATION OF POOR HOUSEHOLDS

SECTION A

(INTERVIEWER: Please fill in before going to interview the household)

1. ID Code:

								—				
Province		District		Commune		Village			Household			

2.	Name of head of household:	
3.	Capital Province:	
4.	Municipality District Khan:	
5.	Commune Sangkat:	
6.	Village:	

(INTERVIEWER: Please fill in just before starting the interview)

7.	Address of interviewee ((house №, street name/№, if exist):	
8.	Name of interviewee (adult):	
9.	Interview date:	_____ / _____ / 201___
10.	Interviewer's name:	
11.	Does the head of household have a national ID card? What is the ID number?	ID Card No.

DATA ENTRY TEAM TO FILL IN:

12. Name of Data Entry Clerk:	
13. Date of data entry:	_____ / _____ / 201___

Poverty Category Calculation:	Poverty Level 1: 59 to 68 points Poverty Level 2: 45 to 58 points Other: 0 to 44 points	Total score from Page 7	

NEEDS DISCUSSION BY VILLAGE REPRESENTATIVE GROUP ◯

SECTION B: DETAILED INFORMATION ABOUT HOUSEHOLD MEMBERS

(INTERVIEWER: Please explain that "only people who share meals from the same pot, or share expenses for food, are considered as one household. Please record all details for all household members.)

	a. Name (surname and first name)	b. Nick Name	c. Relationship to head of household (e.g. head of household, husband/wife, child, nephew/niece)	d. Sex	e. Year of birth	f. Age in full years (if less than 1 year, please write "0")	g. Main activity/ occupation of each household member
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							

SECTION C:

House Situation: ***(INTERVIEWER: Ask Q1 for information but not for scoring)***

Q1. Is this house the property of your household? Or does your household rent it from other people?

(INTERVIEWER: Do not read out)	***(INTERVIEWER: Please tick one circle below)***
Not own house and pay rent	○
Not own house but don't pay rent	○
Own house or live with parents	○

Q1 NO SCORE

Q2. Main construction material of the house's roof. ***(INTERVIEWER: Observe—do not ask)***

(INTERVIEWER: Do not read out)	**POINTS**
- Thatch, palm leaves, plastic sheet, tarpaulin or other soft materials **- OR not own house (rent-free, or paying rent)**	**8**
Corrugated iron	**4**
Tiles, fibrous cement, or concrete	**0**

Q2 SCORE

Q3. Main construction material of the house's exterior walls. ***(INTERVIEWER: Observe—do not ask)***

(INTERVIEWER: Do not read out)	**POINTS**
- Saplings, bamboo, thatch, palm leaves, or other soft materials **- OR not own house (rent-free, or paying rent)**	**4**
Wood, sawn boards, plywood, corrugated iron	**2**
Cement, bricks, concrete	**0**

Q3 SCORE

Q4. General condition of the house. ***(INTERVIEWER: Observe—do not ask)***

(INTERVIEWER: Do not read out)	**POINTS**
- In dilapidated condition **- OR not own house (rent-free, or paying rent)**	**4**
In average condition, liveable	**2**
In good condition and safe	**0**

Q4 SCORE

Q5. ***(INTERVIEWER: Ask and observe)***: How many meters by how many meters is the floor area of your house?

(INTERVIEWER: Do not read out)	**POINTS**
- 20 meters square or less **- OR not own house (rent-free, or paying rent)**	**4**
21-50 meters	**2**
51 meters or more	**0**

Q5 SCORE

Q6a. Which activity is the main income source for your household: growing rice or other crops or orchard; fishing; or other activities?

Growing rice or other crops or orchard	O	→ *Ask Q6b*
Fishing	O	→ *Ask Q6c*
Other activities	O	→ *Ask Q6d*

} ***Ask only one question***

Q6 SCORE ***(Interviewer must write the score for only one question: Q6b, Q6c or Q6d)***

(Interviewer: Ask only one of these three questions)

(INTERVIEWER: Ask only households that grow rice, other crops or an orchard as the main source of income)***

Q6b How many *ar* of land does your household use for growing rice, other crops or an orchard? (Please include your own land, land rented from others, and land around the house.)

Unit calculation	**NUMBER OF AR**		***(Interviewer: do not read out)***	**SCORE**
1 kong ≈ 10 ar 1 ha ≈ 100 ar 1 ar = 100 m² 1 rai ≈ 16 ar	☐☐☐	=	From 0 to 20 ar	**8**
			From 20 to 50 ar	**4**
			Over 50 ar	**0**

(INTERVIEWER: Ask only households for whom fishing is the main source of income)***

Q6c. What types of fishing equipment do you have? (not including boats)

(INTERVIEWER: Do not read out)		
Fishing equipment	**Quantity**	**Size and quality**
O Line hooks	☐☐	
O Throw net	☐☐	
O Set net	☐☐	
O Drag net	☐☐	
O Other ***(please specify the types of equipment)***: …… …… ……	☐☐	

	(INTERVIEWER: Do not read out)	**POINTS**
(INTERVIEWER: Please make your own judgment of the quantity size and quality of the equipment listed above)	None or very little equipment and in poor condition	**8**
	Little equipment and in fair condition	**4**
	Enough equipment and of good quality	**0**

(INTERVIEWER: Ask only households for whom "other activities" are the main source of income for the household)***

Q6d. What activity provides the main source of income for your household?

(INTERVIEWER: Do not read out)	**SCORE**
Work as labourer, supported by others, beg, etc	**8**
Micro business, skilled labourer or job with monthly permanent wage	**4**
Medium- or large-size business	**0**

(Interviewer: Ask only one of these questions, NOT both)

(INTERVIEWER: Ask only households living on land (not on water)***

Q7a. For households living on land. Does your household have pigs? goats? cows? buffaloes? horses? How many..? (count weaners and older). Among these animals, how many do you share *(provas)* with others? ***(INTERVIEWER: Please write the number of animals in the boxes below. Count any animal which is provas as only half an animal.)***

Pigs	☐☐	Cows	☐☐	Buffaloes	☐☐
Goats	☐☐	Horses	☐☐		

And does your household raise fish for sale? Yes○ No○

(INTERVIEWER: Do not read out)	POINTS
• No pigs or goats • No cows, buffaloes or horses • **NO** fish raising for sale	10
• 1-3 pigs • OR 1-5 goats • OR 1-2 cows, buffaloes or horses • **NO** fish raising for sale	5
• 4-9 pigs • AND/OR 6-19 goats • AND/OR 3-9 cows, buffaloes or horses • AND/OR does fish raising for sale	0
• 10 or more pigs • AND/OR 20 or more goats • AND/OR 10 or more cows, buffaloes or horses (total)	**Disqualify**

(INTERVIEWER: Ask only households living on water)***

Q7b. For households living on water. Does your household have pigs? How many are weaners and older? Among these pigs, how many do you share *(provas)* with others? ***(INTERVIEWER: Please write the number of pigs in the boxes below. Count any pig which is provas as only half an animal.)***

Pigs	☐☐

And does your household do fish raising for sale? Yes○ No○

(INTERVIEWER: Do not read out)	POINTS
• No pigs • No fish raising for sale	**10**
• 1-3 pigs OR fish raising for sale, but not both	**5**
• 4 or more pigs • AND/OR does fish raising for sale	**0**

Q7 SCORE ***(INTERVIEW-ER: Write the score for Q7a OR Q7b, NOT BOTH)***

Q8. (This question focuss on the Food ability) During the last 12 months, did your household owe rice or borrow rice from other people? For how many months?

Number of months		*(INTERVIEWER: Do not read out)*	POINTS
☐☐	=	8-12 months	**8**
		3-7 months	**4**
		0-2 months	**0**

Q8 SCORE

Q9a. ***(INTERVIEWER: Please write down the total number of household members by checking the table of all household members in Section B of the questionnaire)*** ☐☐

Q9b. How many persons in your household **cannot** produce an income (because of young or old age, school pupil, poor health, disability, looking after children, or any other reasons)? ☐☐

(INTERVIEWER: Do not read out)	POINTS
More than half of all household members	**8**
Equal to or less than a half, but more than one quarter of all household members	**4**
Equal to or less than one quarter of all household members	**0**

Q9 SCORE

Q10. Does your household have … ? How many?

(INTERVIEWER: Please write the number of assets in each box below)			
small radio? ☐	stereo? ☐	colour TV? ☐	video camera? ☐
large radio? ☐	B&W TV? ☐	video player/ karaoke machine? ☐	mobile telephone? ☐
water pump? ☐	threshing machine? ☐	rice milling machine? ☐	generator? ☐
battery charger? ☐			

(INTERVIEWER: Do not read out)	POINTS
Nothing or one small radio	**6**
Large radio OR black and white TV OR mobile telephone	**3**
Colour TV and/or stereo and/or video player/karaoke machine and/or water pump	**0**
Video camera or threshing machine or rice milling machine or generator	**Disqualify**

Q10 SCORE

Q11. Does your household have any means of transport? How many?

(INTERVIEWER: Please write the number of means of transport in each box below)			
bicycle? ☐	horse/oxen cart? ☐	kou yon? ☐	small rowboat or canoe (no motor)? ☐
motorbike? ☐	motorbike remorque? TUK TUK? ☐	car/van/ truck? ☐	boat with motor? ☐
tractor? ☐			

(INTERVIEWER: Please calculate the approximate total value of all forms of transportation)	*(INTERVIEWER: Do not read out)*	POINTS
	(total value less than 150,000 riel) • No means of transportation • OR one old bicycle only • OR one small, old rowboat or canoe	**8**
	(total value from 150,000 to less than 500,000 riel) • Old bicycle • Very old motorbike • Old horse or oxen cart • Old, medium-size rowboat (without motor)	**4**
	(total value over 500,000 riel) • Bicycle in fair condition • Motorcycle in fair condition • New horse/oxen cart • New, large rowboat or canoe OR boat with motor • Motorbike remorque • Kou yon (hand tractor)	**0**
	(very high total value) • Tractor • Car/van/truck	**Disqualify**

Q11 SCORE

(VILLAGE REPRESENTATIVE GROUP: Please total up all the points from the right-hand column and write the total in the TOTAL SCORE box to the right. SPECIAL NOTE: If any household had animals or assets which earned the "Disqualify" score, please write "DISQUALIFIED" in the box to the right. This means that a household will be given a Total Score of zero.)

TOTAL SCORE

SECTION D: ADDITIONAL HOUSEHOLD INFORMATION FOR CONSIDERATION BY VILLAGE REPRESENTATIVE GROUP

Q12. During the last 12 months, did your household suffer from any major problems or crises that caused your household to lose income, have a shortage of food, sell assets, or borrow money?

YES ○ (Let respondent describe the situation)
NO ○ (Interviewer: skip to Q13a)

(INTERVIEWER: Do not read out)		*Please describe*
Serious illness/death of household member(s)	○	
Loss of work of household member	○	
Serious illness/death of animal(s)	○	
Seriously reduced crop production	○	
Theft of property	○	
Other	○	

Q12

Could this situation cause a reduction in living standard?

YES ○
NO ○

If "yes", please also tick at the bottom of the first page of the questionnaire

Q13a. How many children in this household are 6-11 years of age? Please tell their names.
(INTERVIEWER: Please look at Table in Section B and then write the number of children aged 6-11 in the box on the right. If there are no children of aged 6-11, write "00" and go to Q14 ☐☐

Write the names of the children here
.....
.....
.....
.....

Q13b. How many of the children aged 6-11 years that you just mentioned, missed school for at least 1 month in the last 12 months? (except vacations) ☐☐

(INTERVIEWER: Ask this question if any children missed school in Q13b)
Q13c. For what reason did these children not go to school?

(INTERVIEWER:Do not read out)	*Tick in the circle(s)*
Serious illness	○
Work for others for money or for food	○
Domestic work or taking care of young siblings	○
Long distance to school	○
No money for school fees or uniform	○
Other (please specify).....	○

Q13

Does this situation show that this household is poor?

YES ○
NO ○

If "yes", please also tick at the bottom of the first page of the questionnaire

Q14. **SPECIAL HOUSEHOLD CIRCUMSTANCES WHICH CAUSE REDUCTION IN LIVING STANDARD**
(INTERVIEWER: Please re-check whether this household has any special circumstances which make them vulnerable)

(INTERVIEWER: Do not read out)	*Tick in the circle(s)*
Severely disabled head of household or spouse of head of household (unable to earn income, or spends money for treatment)	O
Head of household or spouse of head of household who is chronically sick (unable to earn income, or spends money for treatment)	O
All adults of the family are elderly, over 60 years of age and no labour forces	O
Divorced or widowed head of household with three or more children who are all under 12 years of age and no labour force	O
No adults (persons aged 18 years or older) living in the household who provide support to the household	O
Other ***(INTERVIEWER: Please record the details of the situation)***	O

Q14

Could this situation cause a reduction in living standard?

YES O
NO O

If "yes", please also tick at the bottom of the first page of the questionnaire

Q15. **SPECIAL HOUSEHOLD CIRCUMSTANCES WHICH CAUSE IMPROVEMENT IN LIVING STANDARD**

Q15a. In the last 12 months, has your household received assistance from children or other relatives?

NO O YES O→ What kind of assistance was this?

(INTERVIEWER: Do not read out)		
Food	O	What is the approximate monetary value per month? .....
Money	O	Approximately how much per month? .....
Other	O	Please specify.....

Q15b. In the last 12 months, were there any other circumstances that improved the living standard of your household?

(INTERVIEWER: Please probe)		
Sell land	O	What was the approximate monetary value? .....
Other	O	Please specify.....

Q15

Could this situation cause an improvement in living standard?

YES O
NO O

If "yes", please also tick at the bottom of the first page of the questionnaire

Q16. ***(INTERVIEWER: Please consider whether there are any responses or information that is suspicious or untrue?***

Nothing suspicious O

Suspicious O → Please specify.....

H. Annex 4.2: ID Poor Questionnaire (English, Urban)

Form 3.4

IDPOOR URBAN AREAS HOUSEHOLD QUESTIONNAIRE

SECTION A: COVER PAGE

Name and GIS Code				
Capital/ Province		Code		
Municipality/District/Khan		Code		
Commune/Sangkat		Code		
Village /Zone		Code		

Household code			

Address (Tel no., house number, street….)

	Name of household head	Name of Spouse of household head
Name		

For Interviewer					
Name of Interviewer		Tel no.		Interview date	____/____/____

TOTAL SCORE (Max. 68)		REQUIRES DISCUSSION BY VILLAGE REPRESENTATIVE GROUP (FROM SECTION D)	○

For Respondent					
Name of main respondent		Tel no.		Relationship to the head of household	

For Commune/Sangkat Working Group		
Spot Checker's name		Were any inaccuracies observed in the questionnaire? 1 = YES ☐ 2 = NO ☐
Tel no.		
Date spot check conducted		If " YES ", have these inaccuracies been corrected? 1 = YES ☐ 2 = NO ☐
Spot Checker's signature		
If there were inaccuracies, indicate the number of the question(s) affected by inaccuracies and describe the inaccuracies as well as the corrections made, if any:		
Number of question(s) to be revised	Description	

For Village Representative Group			
Reviewer's name		Poverty category based on total points in Section C (from page 10)	
Tel no.			
Date of review		Adjusted poverty category following discussion of special circumstances	
Reviewer's signature			
Reasons for changing classification of poor household (please explain clearly and accurately)			

For Data Entry Team					
Name of data entry clerk		ID no.		Date of data entry	____/____/____

IDPOOR URBAN AREAS HOUSEHOLD QUESTIONNAIRE

SECTION B: HOUSEHOLD MEMBER DETAILS

INTERVIEWER: Please explain that a household is considered to be "people who share meals from the same pot, or share expenses for food" but may also include single individuals, people living among informal groups, or in shared accommodation, and people who have no fixed place of residence.

RESPONDENTS for whole questionnaire must be the head of household, and/or spouse of the head of household. In case both head and spouse are absent, adult household member shall be respondent.

HOUSEHOLD MEMBER DETAILS TABLE

ID NUMBER OF HH MEMBER	Names of all household members, starting with head of the household, who usually reside in this household. **A person is counted as a household member if he/she lives here or has been absent for less than 6 months**	Sex 1 = M 2 = F	What is [NAME] 's year of birth or Age? **Write one column is enough** Year **Write ' - ' if don´t know**	Years Old (completed years) **Write '0' if less than one year of age, and " - " if don´t know**	ID CARD Number which **[NAME]** is holding? **For household members with age from 15 years old** **Write '0' if have no " - " if don´t know**	Relationship to the head of household 01 = Head of Household 02 = Wife/ Husband 03 = Child 04 = Parents 05 = Other relative[1] 06 = Non-relative[2]	Main activity or occupation? 01 = employee/ 02 = Vendor/ business 03 = Student 04 = Housewife 05 = unemployment/ old aging 90 = OTHER (SPECIFY)	Education grade (currently studying or completed) 00 = Non scholar 01 = Pre-school (for children aged 3-5 years old) 02 = Primary (GRADE 1 - 3) 03 = Primary (GRADE 4 - 6) 04 = Lower secondary (GRADE 7 - 9) 05 = Upper secondary (GRADE 10 - 12) 06 = Technical Vocational Education Training 07 = University & Institute 90 = OTHER (SPECIFY)	**For children of aged 6 - 17** If there are no children of age 6 – 17 continue with section C. Is **[NAME]** currently attending school? 1 = YES 2 = NO	Why is **[NAME]** not attending (has never attended) school? 1 = Child health 2 = Doesn't want to 3 = Difficulties following class 4 = Unable to afford to 5 = Help household work 90 = OTHER (SPECIFY)
B.1	**B.2**	**B.3**	**B.4**	**B.5**	**B.6**	**B.7**	**B.8**	**B.9**	**B.10**	**B.11**
01(H)										
02										
03										
04										
05										
06										
07										
08										
09										
10										
11										
12										
13										

[1] Other relative including grandparent, parent-in-law, stepchild, adopted/foster child, son/daughter-in-law, great-grandchild, sibling, sibling-in-law, cousin, niece/nephew, older / younger uncle/aunt.
[2] Non-relative including servant or other unrelated person.

IDPOOR URBAN AREAS HOUSEHOLD QUESTIONNAIRE

C1.1.7 Primary construction material of the **ROOF** of the housing / dwelling / room occupied by the household?

Categorisation

Do NOT read out. Choose only ONE answer.	**POINTS**	(√)	SCORES C1.1.7
- Thatch, leaves, tarpaulin/plastic, all old/salvaged corrugated iron, old wood, other lightweight materials - Homeless, living on street or in institution	**9**	○	
- Some Old/salvaged corrugated iron and mix with some new	**6**	○	
- Tiles, fibrous cement, concrete, new corrugated iron	**0**	○	

C1.1.8 Overall **CONDITION** of the house/dwelling/room

Categorisation

Do NOT read out. Choose only ONE answer.	**POINTS**	(√)	**SCORES** C1.1.8
- Dilapidated condition - Homeless, living on street or in institution	**9**	○	
- Average condition, habitable	**6**	○	
- Good condition	**0**	○	

C1.1.9 Access to **Water and hygiene**
C1.1.9 (a) Does the household have access to a **hygienic toilet** (e.g. a pour flush or a flush toilet)?

Categorisation

Do NOT read out. Choose only ONE answer.	**POINTS**	(√)	**SCORES** C1.1.9
- Does not have access to hygienic toilet - Homeless, living on street or in institution	**6**	○	
- Has access to hygienic toilet that is shared with other households	**4**	○	
- Has own hygienic toilet	**0**	○	

C1.1.9 (b) What is your household's main source of water?
Do NOT read out. Choose only ONE.

01 = Piped in dwelling or on premises
02 = Public tap
03 = Tubed/piped well or borehole
04 = Pond, river or stream
05 = rainwater collection
06 = Water bought from tanker truck or vendor

Select Code

IDPOOR URBAN AREAS HOUSEHOLD QUESTIONNAIRE

SECTION C: HOUSEHOLD'S SITUATION

C1. MASTER CRITERIA

C1.1. HOUSING AND FACILITIES

C1.1.1 How long has this household been living in this accommodation?
If less than 1 YEAR, enter "MONTH" box

Completed years	Completed months
if 12 months or less => C1.1.2	

C1.1.2 What was the name of CP/ MDK/ CS/V that you were previously living in?

C/P	
MDK	
CS	
Village (if known)	

C1.1.3 What kind of housing situation is your household living in?

Do NOT read out. Choose only ONE answer.	Code	Tick one (√)
Homeless, living on street	1	○ For questions C1.1.6, C1.1.7, C1.1.8, C1.1.9 and C1.1.10 put the maximum score, you do not need to ask the questions.
House / dwelling / room not owned by household but household does not pay rent (e.g. living with relatives or friends, or it is provided for free by them)	2	○
Rented house / dwelling / room	3	○
House / dwelling / room owned by household	4	○
Institution e.g. NGO centre, refuge/shelter, dormitory, pagoda, school	5	○ For questions C1.1.6, C1.1.7, C1.1.8, C1.1.9 and C1.1.10 put the maximum score, you do not need to ask the questions. Name of Institute: _____ Tel. no.: _____

C1.1.4 What is the total number of people who live in the same house / dwelling / room as your household, including all your household members?

Total (persons)

C1.1.5 how much rent did your household have to pay per month?
Please provide with an actual rent cost (in the last month) and go to "categorization"

Last month payment in USD

C1.1.6 What is the **floor area** of the house / dwelling / room in which your household is living?
Main house ground floor: Length= ..... Width= ..... Area (L x W) = ...
Main house other floor if any: Length= ..... Width= ..... Area (L x W) = ...
If Homeless, living on street OR living in institution, **write "00"**

Floor Area (in m^2)

Categorisation

Do NOT read out. Choose only ONE answer.		POINTS	(√)	SCORES C1.1.6
For households owning accommodation, not paying rent, homeless, living on street or in institution (use number of persons from C1.1.4 and area from C1.1.6):	**For households RENTING accommodation only (use number of HH members from section B and rent from C1.1.5):**			
- Homeless, living on street or in institution - For 1 to 3 persons: area less than $21m^2$ - For 4 to 6 persons: area less than $31m^2$ - For 7 to 10 persons: area less than $41m^2$ - For more than 10 persons: area less than $51m^2$	- For 1 to 3 HH members: rent less than 21$ - For 4 to 6 HH members: rent less than 31$ - For 7 to 10 HH members: rent less than 46$ - For more than10 HH members: rent less than 61$	12	○	
- For 1 to 3 persons: area between $21m^2$ - $30m^2$ - For 4 to 6 persons: area between $31m^2$ - $40m^2$ - For 7 to 10 persons: area between $40m^2$ - $55m^2$ - For more than 10 persons: area between $55m^2$ - $65m^2$	- For 1 to 3 HH members: rent between 21$ - 45$ - For 4 to 6 HH members: rent between 31$ - 60$ - For 7 to 10 HH members: rent between 46$ - 75$ - For more than 10 HH members: rent between 60$ - 90$	8	○	
- For 1 to 3 persons: area more than $30m^2$ - For 4 to 6 persons: area more than $40m^2$ - For 7 to 10 persons: area more than $55m^2$ - For more than 10 persons: area more than $65m^2$	- For 1 to 3 HH members: rent more than 45$ - For 4 to 6 HH members: rent more than 60$ - For 7 to 10 HH members: rent more than 75$ - For more than 10 HH members: rent more than 90$	0	○	

IDPOOR URBAN AREAS HOUSEHOLD QUESTIONNAIRE

C1.1.10 **ELECTRICITY** use

If your household is connected to the electricty grid, answer the question below. If it is not connected to the grid, go straight to "categorisation".

Make sure that you get answers to at least two questions C.1.1.10 (a) and C.1.1.10(c) (review in the last 3 months)

C1.1.10(a) On average, how many kilowatt hours (KW/h) of electricity does your household use each month? **Ask to look at 3 latest bills if they exist. If information not available, leave blank.**	**C1.1.10(b)** How much does your household pay per kilowatt hour (KWh)? **Ask to look at 3 latest bills if they exist. If information not available, leave blank.**	**C1.1.10(c)** On average, how much does the household spend on electricity each month (including lights and cooking)? **Enter "0" if does not spend anything Leave blank if don't know.**
KWh/month	**Riels/kWh**	**Riels/month**

Categorisation

Do NOT read out. Choose only ONE answer.	**POINTS**	(√)	SCORES C1.1.10
Household with connection to electricity grid: - Household spent 15,000 Riels or less - Household used 20 kWh or less of electricity Household without connection to electricity grid: - Kerosene lamp or other light sources - Homeless, living on street OR living in institution	**8**	O	
Household with connection to electricity grid: - Household spent from 15,100 - 30,000 Riels - Household used 21 - 49 kWh of electricity Household without connection to electricity grid: - Battery	**5**	O	
Household with connection to electricity grid: - Household spent from 30,500 Riels or more - Household used 50 kWh or more of electricity Household without connection to electricity grid: - Own generator	**0**	O	

C1.1.11 Household **POSSESSIONS**

No.	Items	Quantities	Unit Price (USD) According to current prices, what do you think you could get if you sold these items?	Total (USD) = Quantity x Unit Price
01	Television (TV)			
02	Motorcycle/ motorbike remorque			
03	Cell phone			
04	Washing machine			
05	Refrigerator			
06	Air conditioner			
07	Electric fan			
			Total	

Categorisation

Do NOT read out. Choose only ONE answer.	**POINTS**	(√)	SCORES C1.1.11
Total value of items is $0 to $250	**8**	O	
Total value of items is $251 to $500	**5**	O	
Total value of items is $501 or more	**0**	O	

IDPOOR URBAN AREAS HOUSEHOLD QUESTIONNAIRE

C1.2. HOUSEHOLD MEMBERS' INCOME

Write only household members who are earning money for this household: ID number from table in page 2	Age in completed years	**Main Occupations** 01 = Public staff 02 = Garment worker/ employee 03 = Businesses (small shop / street vendors) 04 = Petty vendors (basket / wheel) 05 = Construction worker 06 = Skilled worker 07 = Rubbish collector 08 = Cart worker/puller 09 = Moto/Romorque taxi driver 10 = Migrant worker 90 = OTHER (SPECIFY)	Approximately how much income does [NAME] earn income in Riels? [Average estimated in the last 6 months] Put only one type of work to earn income				**Monthly Work Earning** Total income does [NAME] earn per month
			Daily Work Earning Please write the figure in C.1.2.2 and C.1.2.3, and calculate the total income does [NAME] earn per month in C.1.2.6		**Weekly Work Earning** Please write the figure in C.1.2.4 and C.1.2.5, and calculate the total income does [NAME] earn per month in C.1.2.6		
			RIELS PER DAY	Work day per month **Write 24 if "DON'T KNOW"**	RIELS PER WEEK	Work week per month **Write 3.3 if "DON'T KNOW"**	
		C.1.2.1	C.1.2.2	C.1.2.3	C.1.2.4	C.1.2.5	C.1.2.6
Average monthly financial assistance from relatives, friends or other benefactors (remittances) – take into account any financial assistance received in the past year:							
						Total	

TOTAL MONTHLY HOUSEHOLD INCOME PER HOUSEHOLD MEMBER [TOTAL MONTHLY INCOME DIVIDED BY TOTAL NUMBER OF HOUSEHOLD MEMBERS]

Categorisation

Do NOT read out. Choose only ONE answer.	**POINTS**	(√)	SCORES C1.2.7
- TOTAL MONTHLY HOUSEHOLD INCOME PER HOUSEHOLD MEMBER: o For Phnom Penh = **LESS** than 165.000 Riels o For other urban areas = **LESS** than 138.000 Riels	**16**	O	
- TOTAL MONTHLY HOUSEHOLD INCOME PER HOUSEHOLD MEMBER: o For Phnom Penh = **BETWEEN** 165.100 Riels - 336.000 Riels o For Other Urban areas = **BETWEEEN** 138.100 Riels - 231.000 Riels	**11**	O	
- TOTAL MONTHLY HOUSEHOLD INCOME PER HOUSEHOLD MEMBER: o For Phnom Penh = **MORE** than 336.100 Riels o For Other Urban areas = **MORE** than 231.100 Riels	**0**	O	

C1.2.8 Working children

Total number of WORKING CHILDREN earning income for this household (under 18 years old)

Scores C1.2.8 = Number of working children x 2pts

SCORES C1.2.8

TOTAL POINTS FOR SECTION "C1.2. HOUSEHOLD MEMBER'S INCOME " and write the total (Max. 16) HERE → **SCORES " C1.2 "**

C1.2.7 + C1.2.8 = C1.2

Maximum 16 points

TOTAL POINTS FOR SECTION " C1 : MASTER CRITERIA " → **SCORES** **and write the total (Max. 68) HERE** **" C1 "**

C1.1.6	+	C1.1.7	+	C1.1.8	+	C1.1.9	+	C1.1.10	+	C1.1.11	+	C1.2	=	C1

C2. ADDITIONAL CRITERIA

C2.1. ILLNESS, INJURY, AND DISABILITY

Interviewer : Write only household members who are living with illnes, injury or diability, by using ID number from table in Section B.

Is someone of your family member has chronic disease/ injury and/or disability? 1 = YES, >> please complete the information in table below ○ 2 = NO, >> categorization and SCORES, C2.1 ○

	(a) information about illness or injury		(b) information about disability						(c) Negative impact on Household living condition	
ID Number from Table in Page 2	What kind of illness or injury did [NAME] have in the past 12 months? 1 = sugar diabetes 2 = high blood pressure 3 = Tuberculosis 4 = Cancer 5 = Surgery (including injury) 80 = OTHER chronic disease 90 = OTHER illness or injury	Has [NAME] had this illness for more than one year already? 1 = YES 2 = NO	Does [NAME] have any of the following: 01 = difficulty seeing, even if wearing glasses? 02 = difficulty hearing, even if using a hearing aid? 03 = difficulty walking or climbing steps? 04 = difficulty remembering or concentrating? 05 = difficulty (with self-care such as) washing all over or dressing? 06 = have difficulty communicating, (for example understanding others or others understanding {him/her}, because of a physical, mental of emotional health condition? 90 = OTHER (SPECIFY) **Enter '0' if none** **[Enter the 3 most important]**			How pronounced is the difficulty? 1 = no difficulty 2 = some difficulty 3 = a lot of difficulty 4 = Cannot do at all **Enter one code for each difficulty reported in Col C2.1.1(b), C2.1.2(b) and C 2.1.3(b)**			Is [NAME] able to obtain education/ work to earn some income for the household? 1= YES 2= NO 90= OTHER (small children, old person, etc.)	Approximately how much does your household spend on costs directly related to the illness and/or injury and/or disabilities of [NAME] each month? [Including travel cost/ meals/ treatment when coming to health service center; care-taking fee, and moment? treatment, walking stick buying and other non-medical expenses] **[in Riels]**
	C2.1.1 (a)	C2.1.2 (a)	C2.1.1 (b)	C2.1.2 (b)	C2.1.3 (b)	C2.1.4 (b)	C2.1.5 (b)	C2.1.6 (b)	C2.1.1(c)	C2.1.2(c)
									Total	

If total expenditure is high, consider household special circumstances (section D).

C2.1.7 Are there any adult household members NOT able to earn income **because of taking care of seriously/chronically ill or severely disabled household members?**	1 = YES ○	2 = NO ○

Categorisation

Do NOT read out. Choose only ONE answer.	**POINTS**	**(√)**	SCORES C2.1
Household fulfills at least one of the three criteria: - Head of household is unable to earn income for household because of serious/chronic illness OR severe disability* - At least 2 household members are unable to earn income/to obtain education due to serious/chronic illness OR severe disability* - At least one household member is unable to earn income/to obtain education due to serious/chronic illness OR severe disability* AND one adult is unable to earn income because of care taking duties.	**10**	○	
- One household member is unable to earn income/to obtain education because of serious/chronic illness OR severe disability*	**7**	○	
- None of the above applies	**0**	○	

* Severe disability = at least one disability with difficulty 3 (a lot of difficulty) in **in Col C2.1.1(b), C2.1.2(b) and C 2.1.3(b)** or at least 2 disabilities with difficulty 2 (some difficulty) in **in Col C2.1.1(b), C2.1.2(b) and C 2.1.3(b)**, or worse.

C2.2. HOUSEHOLD EDUCATION

Categorisation

Do NOT read out. Choose only ONE answer.	**POINTS**	**(√)**	**SCORES** C2.2
Household fulfills at least one of the criteria below: - Head of household or spouse or two other adults (18 years and above) have completed education grade 3 or lower - At least 2 children (under 18 years) do NOT ATTEND OR DROPPED OUT OF SCHOOL	**4**	○	
Household fulfills at least one of the criteria below: - Head of household or spouse or two other adults (18 years and above) have completed education grade 6 or lower - One child (under 18 years) does NOT ATTEND OR DROPPED OUT OF SCHOOL	**2**	○	
- None of the above applies	**0**	○	

IDPOOR URBAN AREAS HOUSEHOLD QUESTIONNAIRE

C2.3. HOUSEHOLD DEBT

C2.3.1 Does your household have outstanding debts/loans

1 = YES >> C2.3.2	○	2 = NO >> C2.3.3	○

LOAN NUMBER	From whom did your household obtain the loan? 01 = Relatives 02 = Friends/ neighbours (e.g. Tontine, Day-Counting) 03 = Moneylender 04 = Bank/ Microfinance 05 = NGO (non-profit and profit) 90 = OTHER (SPECIFY)	What was the primary purpose for which your household borrowed the money? 01 = improve livelihood activities 02 = Purchase food 03 = Pay for health services/ birth delivery 04 = Rent and/or purchase/ improvement of dwelling 05 = Support to children study 06 = Pay interest, Pay back existing debts 90 = OTHER (SPECIFY)	What was the total amount borrowed?	How much is the outstanding loan now (this month)?	In how many months do you expect that the debt / loan will be fully paid back? **Put '0' if less than one month**
			Riels	**Riels**	**Months**
	C2.3.2 (a)	**C2.3.2 (b)**	**C2.3.2 (c)**		**C2.3.2 (d)**
		TOTAL			

Has your household tried to obtain a loan in the last 12 months but was rejected? 1 = YES =>> **C2.3.3(b)** 2 = NO =>>**SCORES**	How much money did you request to borrow? **Write in ONLY ONE column is enough**		Why was the loan request rejected? Choose only ONE. 1 = Too much loan 2 = did not have any collateral (household assets or land title to guarantee the loan) 90 = OTHER (SPECIFY)
	Riels	**USD**	
C2.3.3 (a)	**C2.3.3 (b)**		**C2.3.3 (c)**

Categorisation

Do NOT read out. Choose only ONE answer.	**POINTS**	(√)	SCORES C2.3
- Household was rejected for a loan of less than **$100** - Household expects to be able to pay loan back fully in **12 months or more**	**3**	○	
- Household was rejected for a loan **$100 - $200** - Household expects to be able to pay loan back fully in **6 - 12 months**	**2**	○	
- Household has no debt - Household expects to be able to pay loan back fully in **6 months or less**	**0**	○	

TOTAL POINTS FOR SECTION "C2 : ADDITIONAL CRITERIA " and write the total (Max. 17) HERE → **SCORES " C2 "**

C2.1	+	C2.2	+	C2.3	=	C2

TOTAL POINTS FOR SECTION C : HOUSEHOLDS'SITUATION	→	SCORES SECTION "C1"	+	SCORES SECTION "C2"	=	SCORES SECTION "C"
if the sum of C1 and C2 is greater than 68, still enter 68		(Max. = 68)		(Max. = 17)		(Max. = 68)

SECTION D: HOUSEHOLD'S SPECIAL CIRCUMSTANCES

THIS SECTION IS VERY IMPORTANT AND MUST BE COMPLETED BY ALL INTERVIEWERS. The information below may be used to modify the score and poverty classification of a household. The impact of the circumstances below must be considered carefully by the VRG before deciding on any changes to the score or poverty classification.

D1. SITUATIONS CAUSING HOUSEHOLD LIVELIHOOD DECLINE

D1.1 UNEXPECTED PROBLEMS OR SERIOUS CRISES

In the last 12 months, has your household experienced any unexpected problems or serious crises that have caused your household to lose a main source of income, have insufficient food, sell key assets, or borrow money from others?

1 = Yes (Please see and select situation in below table) ○	2 = No (=>Ask Q. D1.2) ○

Do NOT read out. Multiple selection possible	CODE	(√)	Please clearly describe situation and its impact on the household's livelihood
Household member(s) have serious or chronic illness OR Death	1	○	
Household member(s) lost their job or income-generating activity, or experienced significant decline in income	2	○	
Drought	3	○	
Flood	4	○	
Typhoon / wind storm	5	○	
Theft of property (major assets)	6	○	
OTHER (SPECIFY)	90	○	

Interviewer

In your opinion, could this situation cause a decline in living standards for the household?

1= YES ○
=> Please tick the COVER PAGE of the questionnaire

2 = NO ○

D1.2. VULNERABILITY

Interviewer should also review (information collected in Sections B and C of the questionnaire), whether there are any special circumstances that deepen this household's vulnerable situation?

Do NOT read out. Multiple selection possible	**CODE**	**(√)**	**Please clearly describe factors and its impact on reducing the household's vulnerability or improving its livelihood**
In the last 3 years, has your household been identified as poor OR vulnerable family/household? **[please ask him/her to show the Card/document if it is available]** Other cards (that household may have): Health equity fund Card, health insurance Card, health warranty Card, Family health insurance book, certificate of support for health equity fund.	**1**	○	**Equity Card** (from IDPoor progrmme) Card No. _____ Issued Date ____/____/____
		○	**Priority Card** (Health Equity Fund, HEF) Card No. _____ Issued Date ____/____/____
		○	**Other Cards** (please specify_____) Card No. _____ Issued Date ____/____/____
		○	**Other Cards** (please specify_____) Card No. _____ Issued Date ____/____/____
Household is homeless OR living on street OR living in institution	**2**	○	
Household moved to urban area during last 12 months	**3**	○	
All adult household members are over 60 years old	**4**	○	
There are no adults in the household (aged 18 or over) to support the household livelihood	**5**	○	
Household head is divorced or widowed with at least three children under the age of 12	**6**	○	
Household head is divorced or widowed with old dependents/ parents over age of 60	**7**	○	
Orphans or other vulnerable children with no support from their parents are living in this household	**8**	○	
There is domestic violence in the household	**9**	○	
Household member(s) addicted to drugs or alcohol	**10**	○	
Household is living in crowded conditions (at least seven people per 20 square metres)	**11**	○	
Other (please specify)	**90**	○	

Interviewer

In your opinion, could this situation cause a **decline** in living standards for the household?

1= YES ○
=> Please tick the COVER PAGE of the questionnaire

2 = NO ○

IDPOOR URBAN AREAS HOUSEHOLD QUESTIONNAIRE

D2. FACTORS IMPROVING THE LIVELIHOOD

In the last 12 months, have there been any positive factors that have helped to **decrease the vulnerability**, or **have improved the livelihood**, of your household? I will read out some factors, and please tell me whether any of these factors apply to your household.

READ OUT and also ask about other factors. Multiple selection possible	CODE	(√)	Please clearly describe factor and its impact to improving its livelihood
In the last 12 months, Household receives financial or other social services from Government AND/OR NGOs	1	○	Equity Card (from IDPoor progrmme) ☐ Health Services ☐ Food ☐ Housing ☐ Land ☐ Other Social Services (please specify _____)
		○	Priority Cards (from Health Equity Fund, HEF) ☐ Health Services ☐ Other Social Services (please specify)
		○	Other Cards (please specify_____) ☐ Health Services ☐ Food ☐ Housing ☐ Land ☐ Other Social Services (please specify _____)
		○	Other Cards (please specify_____) ☐ Health Services ☐ Food ☐ Housing ☐ Land ☐ Other Social Services (please specify _____)
Household receives financial or other assistance from relatives, friends, or other benefactors	2	○	
Money from sale of property (land, house)	3	○	
Increased income-earning occupations	4	○	
OTHER (SPECIFY)	90	○	

Interviewer

In your opinion, has this caused a **long lasting improvement** in living standard?

1= YES ○
=> Please tick the Cover page of the questionnaire

2 = NO ○

D3. SUSPICIOUS OR UNTRUE INFORMATION

INTERVIEWER: Please consider whether there are any responses or information that are suspicious or untrue and record the details below.

		Description of suspicious or untrue information
1 = Yes	○ => Please tick at the above of the Cover page of the questionnaire	
2 = No	○	

I. Annex 5.1: Cash Transfer Study Interview Guide (English)

Covid-19 Cash Transfer Programme

Question Guide

Location					
PROVINCE:					
DISTRICT:					
COMMUNE:					
VILLAGE:					
Contact Attempts					
	1st attempt	1st appointment	2nd attempt	2nd appointment	3rd attempt
Date	/ /21	/ /21	/ /21	/ /21	/ /21
Time	____ : ____	____ : ____	____ : ____	____ : ____	____ : ____
Interviewer					
Respondent Characteristics					
GENDER:				Prefer not to answer Male Female	0 1 2
AGE:					
# OF CASH TRANSFERS RECEIVED:					
CURRENT IDPOOR STATUS:				IDPoor Level 1 IDPoor Level 2	1 2

In-Depth Interview

Covid-19 Cash Transfer Programme Recipients

Consent Form

Hello. My name is _____ , a research staff at Angkor Research and Consulting. We are working with the World Bank and the Ministry of Cambodia to conduct research on the Covid-19 Cash Transfer Programme in Cambodia. The information we are gathering will help the Cambodian government improve future cash transfer services and programmes for IDPoor households. Now, we would like to speak with the head of the household.

Your house was chosen among others to participate in the research. The interview will take about 30 – 45 minutes. During the discussion we will ask about your experience with the Covid-19 cash transfer. We will discuss experiences with receiving the cash transfer, information you have received, and how communication about the IDPoor programme and Covid-19 cash transfer have been. Participants will not directly benefit from the study at this time but may receive an improved experience with cash transfers in the future.

Participation in the interview is completely voluntary. All responses shared by you will be kept strictly confidential and will not be shared with anyone. We hope that you will agree to participate since your views are important for this study. You can stop the interview or ask about any question that you do not understand at any time. If I ask you any question that you do not want to answer, then just let me know and I will move on to the next question.

If you have any questions about this research or the discussion, you can contact the Research Administrator of Angkor Research **Mr. Khim Sarun Tel: 023 222 501.**

Do you have a question you want to ask me?

Do you agree to participate in the interview?

Yes ___ No ___ If yes, continue to the next question; if no, stop the interview.

Can we begin now?

TOPICS TO BE EXPLORED:

I. **Registration process:** The process of IDPoor households becoming involved in the cash transfer programme, issues with getting registered, and how the issues have been resolved.

II. **Process of receiving the cash transfer:** How the cash transfer was received, differences observed over time by recipients, issues with the process that have been resolved, and new issues that have come up since the beginning.

III. **General issues:** Programme limitations related to IDPoor designation by time of enrolment and location, as well as general feedback from participants of what works and what does not, and their recommendations to resolve what does not work.

SECTION 1: BECOMING INVOLVED

1. **For my first question, I would like to ask how you received information about the cash transfer programme? Who or where did you hear about it? What were you told about the cash transfer programme?**

2. **If you heard about the cash transfer programme after June 2020, it is possible that your household was recently given IDPoor status. How long has your household had IDPoor status? [PROBE: How long after your household was given IDPoor status did you begin receiving the cash transfer? Were you paid extra for missing the earlier months?]**

3. **As a beneficiary of the cash transfer programme, I would like to know more about how you became involved in the programme. What documents did you need to become involved in the cash transfer programme? Who did you need to speak with (local authorities, government staff, NGO staff, etc.)? (PROBE: is the person you were told to speak with different from the person you actually needed to speak to?)**

4. **When becoming involved, what problems did you experience, if any? How long did it take to resolve? How did the problems get resolved?**

SECTION 2: RECEIVING THE CASH TRANSFER – FIRST TIME

5. **Because you are the head of your household and are responsible for getting the cash transfer, I would like to know how you are notified of when the cash transfer becomes available? How do you know when to pick it up?**

6. **To receive the cash transfer, you are asked to visit a Wing Bank in your area. Please think back to the first time you went to retrieve the cash transfer. What was required to receive the payment? This may include ID, paying a service charge, supporting documents, or anything else.**

7. **The first time you received the cash transfer, what problems, if any, did you have receiving it (e.g., Wing bank did not have enough cash or the payment was not yet available)? How were the problems solved (if they were)? (PROBE: Did you have any problems traveling to the Wing Bank for any reasons such as distance, cost or time to travel, etc.)?**

SECTION 3: RECEIVING THE CASH TRANSFER – SECOND TIME

8. **Now, I would like to discuss the second time you went to receive the cash transfer. What has changed since the first time? [PROBE: different cash amount? Available sooner/later? Documents/IDs needed? Was it any easier than the first time? Why was it easier?]**

9. **If you had problems the first time, which problems have improved since the first transfer? Who helped them to improve? Which old problems have not improved? What new problems do you experience?**

SECTION 4: CURRENT STATUS OF CASH TRANSFER

10. **To receive the cash transfer, did you need to go to a specific Wing Bank site, or could you go to any Wing Bank? For example, if I am living in one commune, would I be able to visit the Wing Bank in the neighbouring commune and still receive the cash transfer, or is this not possible? Please share any experiences you may have with this.**

11. **I would like to ask about any situation where you could not get the cash transfer from your local Wing Bank for any reasons. Maybe waiting took too long or the bank did not have enough money. Have you had this experience? [PROBE: What was the problem and how was the problem addressed? How long did it take for a solution to come?]**

12. **Have there been any changes in what is needed from you to receive the cash transfer (e.g., ID card, PIN number, etc.)? [PROBE: what has changed?]**

SECTION 5: GENERAL ISSUES & FEEDBACK

13. **When you receive the cash transfer, is there anything about your experience that is different from other people you know? [PROBE: What is different?]**

14. **Please share any final thoughts about the cash transfer. It can be about what you think would make it easier to receive, more convenient, how you think the process can be improved, etc.**

Thank you for your time today

J. Annex 6: Beneficiaries receiving ID Poor status without full interview (by province, locality, & gender)

Province	Not fully interviewed	Locality		Gender	
		Rural	Urban	Male	Female
Banteay Meanchey	66.7%	100.0%	—	—	100.0%
Battambang	50.0%	33.3%	66.7%	—	100.0%
Kampong Cham	66.7%	100.0%	—	66.7%	33.3%
Kampong Chhnang	25.0%	100.0%	—	50.0%	50.0%
Kampong Speu	33.3%	100.0%	—	—	100.0%
Kampong Thom	33.3%	100.0%	—	—	100.0%
Kampot	66.7%	100.0%	—	—	100.0%
Kandal	66.7%	100.0%	—	50.0%	50.0%
Kep	33.3%	100.0%	—	—	100.0%
Koh Kong	50.0%	100.0%	—	—	100.0%
Kratie	16.7%	100.0%	—	—	100.0%
Mondulkiri	50.0%	100.0%	—	33.3%	66.7%
Oddar Meanchey	16.7%	100.0%	—	—	100.0%
Pailin	50.0%	42.9%	57.1%	42.9%	57.1%
Phnom Penh	50.0%	—	100.0%	—	100.0%
Preah Sihanouk	66.7%	100.0%	—	—	100.0%
Preah Vihear	16.7%	100.0%	—	—	100.0%
Prey Veng	33.3%	100.0%	—	—	100.0%
Pursat	33.3%	100.0%	—	—	100.0%
Ratanak Kiri	41.7%	60.0%	40.0%	20.0%	80.0%
Siem Reap	16.7%	100.0%	—	—	100.0%
Steung Treng	33.3%	100.0%	—	50.0%	50.0%
Svay Rieng	16.7%	100.0%	—	—	100.0%
Takeo	100.0%	100.0%	—	—	100.0%
Total	41.7%	78.7%	21.3%	14.7%	85.3%