

**International Rescue Committee
Bangladesh
Integrated health, nutrition ECD intervention**

Q1: Activity Type:

- Monthly Follow-up Call
- IVR response (Call back Req/Missed call)

Q2: Date of missed call/call back request

Q3: Date of assign by supervisor

Q4: Date of response by LF

Q5: Community

- Host
- Camp

Q6: Union Name

- Ratna Palong
- Raja Palong
- Palong Khali
- Holdia Palong
- N/A

Q7: Camp Number

- Camp 2E
- Camp 15
- Camp 22
- N/A

Q8: LF Name_Host

- LF-1
- LF-2
- LF-3
- LF-4
- LF-5

Q9: LF Name_Camp

- LF-1
- LF-2
- LF-3
- LF-4
- LF-5

Q10: LF ID

Q11: Client ID

Q12: User

- LW
- Husband
- MiL
- FiL
- Unknown

Q13: Mobile Number

Q14: IVR Response type

- Call Back Request
- Missed Call Alert
- Call Drop
- Un-Formatted Key Press
- Not Answered
- Not Reachable
- Others
- Temporarily not available
- Internal Server Error
- Service Unavailable
- Switch off/Network Error
- Unknown

Q15: If Others, Please specify

Q16: Response Status

- Answered
- Number Switched Off
- Number Busy/User Busy
- Others
- Number Error
- Call forwarded
- Call not received

Q16.1: Action taken?

- Tried to reach multiple times
- Report to supervisor

Q17: If Others, Please specify

Q18: Child age (in month)

Q19: Gender (Applicable for Unknown Number)

- Male
- Female

Q20: User Type (If existing)

- LW
- Husband
- MiL
- FiL
- Not our client

Q21: Community: (If unknown)

- Host
- Camp

Q22: Client Location: (if identified the location of unknown location)

- Ratna Palong
- Raja Palong
- Palong Khali
- Holdia Palong
- Camp-2E
- Camp-22
- Camp-15
- N/A

Q23: Transition request/ Other issue: required

- N/A
- Not interested
- Dropout request
- Mobile Number Change Request
- Mobile number add request

Q24: Mobile Number Change Request

- LW
- Husband
- MiL
- FiL

Q25: Mobile Number Add Request

- LW
- Husband
- MiL
- FiL

Q26. Select Not Interested/dropout Services

- IVR or In-House Service Only
- In-Person Visit only
- All kinds of services

Q27: Which person are not interested?

- LW
- Husband
- MiL

- FiL

Q28: Why s/he is not interested for this services?

Q29: Activity By LF

- IVR message follow-up
- General awareness
- Providing information
- Emotional support
- Referral/Linkage
- Others

Q29.1: If others, please specify

Q30: How many IVR messages/Contents discussed during the call?

Q31. Feedback from client

Q32. Call duration (in minutes)

THANKS FOR YOUR TIME