Monitoring and Evaluation of the Tanzanian ITN strategy

Retail Audit

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September 2011

IFAKARA HEALTH INSTITUTE
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Acknowledgements

This study was undertaken by the Ifakara Health Institute with support of the stakeholders of the National ITN strategy. We are thankful to the DMOs and Malaria Focal Persons in the districts who facilitated our work in the field and we are indebted to the respondents who voluntarily offered their time for interviews and shared the useful information that made the survey possible. We are very grateful to those who conducted the survey. We thank the Global Fund to fight AIDS, Tuberculosis and Malaria (GFATM) for the financial support made available through the Tanzania Ministry of Health and Social Welfare.

Executive Summary

This report presents findings of the 2010/11 retail audit, where appropriate the 2007/8 results are included for comparison.

Data for the reported retail audit were collected from January to June 2011.The survey included 24 districts that were sampled for the 2008 TNVS household survey. A total of 240 villages were selected for the audit.

A total of 2573 outlets were included in the audit, of which 173 (6.7%) were **stocking ITNs** (Bundled nets or LLINs). On the day of the survey 129 (5%) of the total outlets had ITNs in stock.

Villages with at least one outlet stocking net kits ranged from 10% in some districts to 80% in one district. Overall, 105 (43.8%) of the villages had at least one outlet **stoking ITNs**.

Of the 2573 outlets included in the audit, 74 (2.9%) were **accepting vouchers**.

Out of the 240 villages, 71 (29.6%) had at least one outlet **accepting vouchers**. Coverage of the registered TNVS retailers was very variable across districts. While in some districts 8 out of 10 villages had at least one such outlet some districts had no single village with a registered retailer.

Of the outlets that were not registered TNVS retailers at the time of the survey, 1685 (67.2%) expressed their willingness to **accept vouchers**.

Of the outlets that were accepting vouchers, the majority (82%) reported that they were **satisfied** with the voucher scheme.

Seventy seven percent (75/97) of the outlets in the districts where UCC had been implemented reported decreased sales of ITNs while 52% (34/65) of those where UCC had not been implemented reported a similar experience.

Introduction

In October 2005 the Tanzania government, through funds from the Global Fund for HIV/AIDS, Tuberculosis and Malaria launched the Tanzania National Voucher Scheme (TNVS), a nationwide discounted voucher scheme for ITNs to pregnant women and infants. Vouchers are distributed to pregnant women and infants at Reproductive and Child Health clinics (RCH) and redeemed as part-payment for an ITN at designated private outlets. In the first phase of the programme vouchers had a fixed value but in the late 2009 new upgraded vouchers with fixed top-up value (TZS 500) were introduced. Similar to the initial vouchers, RCH clinics and private ITN outlets remain the channels for delivery of the fixed top-up vouchers and exchange for ITNs.

The implementation of TNVS phase 1 supported a substantial expansion of ITNs use by both pregnant women and infants in the country. Diversification of ITNs delivery models to include mass distribution has translated into massive increase in ITNs owned by households and subsequently higher coverage of ITNs use. To facilitate delivery, one net manufacturer has been contracted to produce LLINs and distribute them directly to programme retailers as well as issuing free nets to households through Under five Catch-up Campaigns (U5CC) and Universal Coverage Campaigns (UCC). While this happens, the remaining private sector continues to manufacture/procure and sell nets to the public through existing channels. The current high ITN coverage will potentially lower the demand of that commodity from the commercial sector and thus impact supply. Considering that success of the voucher scheme (as a keep-up strategy) relies, in part, on the wide availability of nets in the commercial sector, it is relevant therefore to track changes in retail availability of nets throughout Tanzania.

National level Retail audit is part of the current strategy of the NATNETS M&E. Three rounds of retail census were conducted during the implementation of the fixed value vouchers. This is the first one since the introduction of the upgraded fixed top-up vouchers. The timing of this census also coincides with implementation of the Universal Coverage Campaign (UCC). During data collection all districts had received free LLINs to children under-five and some had already completed the UCC (17/24). Another round of retail census will be carried out in 2012 to be able to assess the impact of free net distribution to ITN retailers.

The main objective of the fourth round of the retail census is to determine retail availability of ITNs and assess coverage of voucher operating retailers.

This report presents findings of the 2010/11 retail audit and where appropriate results from the 2007/8 audit are included for comparison.

At the time of drawing the sample for this fourth round of the survey the upgraded fixed top-up voucher had been implemented for about a year in all districts. Universal Coverage Campaign had been implemented in 17 of the surveyed districts but the time that had lapsed by the time of the survey was not long enough to observe a measurable impact on ITN availability. This round can therefore be considered as a baseline upon which the impact of the free ITN distribution on retail availability of that commodity can be evaluated.

Objectives

1. To determine the coverage of ITN and LLIN retail outlets
2. To determine the coverage of upgraded fixed top-up voucher operating retailers
3. To estimate availability of retail ITN/LLINs on the day of interview

Methods

Study site

The census was carried out in the 24 M & E districts that were sampled in 2008 (Household and health facility survey 2008 report). Sampling approach was developed to assess availability of ITNs (including LLINs) and TNVS retail agents at village level.

Sampling

The database of the wards selected for the national household surveys was used as a sampling frame from which villages were selected. From each of those wards one village was randomly selected. Each selected village was visited in order to undertake an assessment of availability of ITNs (including LLINs).

Training

Prior to the survey, the team was trained by an experienced research officer for 4 days, from 17th -20th January 2011 followed by two days pilot testing in Kisarawe.

The questionnaire

In each outlet a short questionnaire was administered by a trained interviewer which collected information about: Identification of the outlets, Characteristics of the shop; Stocking ITNs, Monthly Sales, Duration in business, knowledge about upgraded fixed top-up voucher, experienced impact of the free distribution of LLINs, Voucher agency and Satisfaction with the programme.

Timing

Data collection for the 2011 retail audit was undertaken between January 2011 and June 2011. Two survey teams each with three enumerators and one field supervisor collected the data from the 24 districts (Attached).

Quality control

To ensure data credibility in the field several mechanisms were put in place, these included i) accompanied interviews by the supervisor ii) daily meetings to review completed work, iii) field visitation by the project research officer for supportive supervision.

Data processing

Data from the survey were double entered using Epi-data software. Data analysis was carried out using STATA v.11 software.

Measuring ITN availability

The census is primarily interested in the extent to which TNVS and free net distribution might influence ITNs availability and the market for ITNs. This is done through measuring ITNs availability and gathering experiences of the retailers. Considering the target of having at least one retailer voucher agent per village, appropriate indicator used to measure availability is whether there is at least one outlet in a village selling ITNs.

Results

Surveyed outlets by types and proportions of those stocking bundled nets or LLINs are shown in Table 1. A total of 2573 outlets were surveyed in the 2010/11 census round. Similar to the third round (2007/8), the majority of the surveyed outlets in the 2010/11 round were general shops (71.1%). In this reported round of census, kiosks ranked second(21%) and drug shops were (7%), the other outlets accounted for only about one percent. Only 173 (6.7%) of the surveyed outlets were stoking nets.

The respondents were asked whether they had nets in stock on the day of the interview and those who responded with a "No" were asked if they had have such stocks within the past three months. As shown in Table 1, only about 7 percent of the outlets had stocked ITNs within the last three months. This estimate was far lower than the 2008 value where about 30% of the surveyed outlets were stocking bundled nets and inclusion of LLINs increased that estimate to 34%. As expected and consistent with previous rounds, general shops were the main sources of ITNs, 8% of the surveyed general shops had ITN stocks within the last three months and 6% had stocks at the day of the survey.

Table 1: Outlet types and shops stocking ITNs - All districts

Type of outlet	**Total outlets surveyed (% of total outlets surveyed)**		**Outlet type stocking bundled nets (% per each outlet type)**	**Outlet type stocking bundled nets or LLIN (% per each outlet type)**	
	2007/8	2011	2007/8	2011	
				On the day of the survey	Within the past three months*
Kiosk	158 (4.7)	546 (21.2)	22 (13.9)	3 (0.6)	6 (1.1)
General shop	2792 (83.7)	1829 (71.1)	887 (31.8)	113 (6.2)	151 (8.3)
Supermarket	2 (0.1)	2 (0.1)	0 (0.0)	0 (0.0)	0 (0.0)
Pharmacy	2 (0.1)	2 (0.1)	0 (0.0)	1 (50.0)	1 (50.0)
Drug shop	354 (10.6)	190 (7.4)	49 (13.8)	9 (4.8)	11 (5.8)
Other	29 (0.9)	4 (0.2)	2 (6.9)	3 (50)	4 (66.7)
Total	3337	2573	963 (28.9)	129 (5.0)	173 (6.7)

*Includes those with stock on the day of the survey

Table 2 shows the proportion of outlets accepting TNVS vouchers. Of the 2573 surveyed outlets, 74 (2.9%) were accepting vouchers. This was lower than the prevalence of 4 percent established in the 2007/8 survey. Comparable to the 2007/8 survey, 3% percent of the most common outlet (general shops) was accepting vouchers.

Table 2: Percentage of shops accepting vouchers - All districts

	2007/8		**2011**	
	Total outlets (N)	**Accept voucher n (%)**	**Total outlets (N)**	**Accept voucher n(%)**
Kiosk	157	3 (1.9)	546	1 (0.2)
General shop	2788	91 (3.3)	1829	59 (3.2)
Supermarket	2	0 (0.0)	2	0 (0.0)
Pharmacy	2	0 (0.0)	2	1 (50)
Drug shop	354	33 (9.3)	190	9 (4.7)
Other	28	4 (14.3)	4	4 (100)
Total	3331	131 (3.9)	2573	74 (2.9)

Tables 3 summarize availability of bundled nets, LLINs and Ngao. Within 3 months, Bundled nets were in stock only in 81 (3%) of the surveyed outlets. Similarly few outlets had LLINs within three months, 120 (4.7%). While the proportions of outlets with LLINs in stock compared closely with the 2007/8 survey, availability of bundled nets was much lower in the 2010/11 survey compared to 29% in the 2007/8 survey. Not surprising, retreatment kits were only in about 8% of the surveyed outlets.
Drugs for treating malaria were stocked in few outlets (10.5%).

Table 3: Availability of bednets and other related products

Item	2007/8		2010/11	
	N	n (%)	N	n (%)
Bundled nets	3331	963 (28.9)	2573	81 (3.1)
LLINs		176 (5.3)		120 (4.7)
Retreatment kits		1251 (37.6)		198 (7.7)
Anti-malarials	n/a	n/a		271 (10.5)

Availability of bundled nets and LLIN by district

As would be expected Kinondoni district had the highest number of outlets included in the survey but also the largest number of streets with at least one outlet stocking ITNs/LLINs (80%). Karagwe had the minimum number of outlets (43) but was among the two with highest proportion stocking ITNs (14%), 60% of its surveyed villages had at least one outlet stocking ITNs. . Notable are the districts where only one village had at least one outlet stocking nets out of the 10 surveyed villages (10 in each of the two districts), Kisarawe and Muheza.

Table 4: Availability of ITNs by districts

District	Number of outlets	Outlets stocking ITNs in 3 months n (%)	Number of villages	Village/street has at least one outlet stocking ITN in 3 months. n (%)
Arusha Rural	181	5 (2.7)	10	4 (40)
Bahi	86	8 (9.3)	10	7 (70)
Bariadi	69	2 (2.9)	10	2 (20)
Chato	121	17 (14.0)	10	7 (70)
Iringa Rural	58	4 (6.9)	10	4 (40)
Karagwe	43	6 (14.0)	10	6 (60)
Kigoma Urban	84	3 (3.6)	10	3 (30)
Kinondoni	260	28 (10.8)	10	8 (80)
Kisarawe	127	5 (3.9)	10	1 (10)
Makete	47	4 (4.0)	10	3 (30)
Mbeya Urban	221	12 (5.4)	10	5 (50)
Moshi Rural	94	4 (4.3)	10	2 (20)
Mtwara Urban	78	4 (5.1)	10	4 (40)
Muheza	122	1 (0.8)	10	1 (10)
Nachingwea	60	4 (6.7)	10	4 (40)
Namtumbo	58	6 (10.3)	10	5 (50)
Rombo	202	9 (4.5)	10	6 (60)
Rorya	51	3 (5.9)	10	2 (20)
Rufiji	146	9 (6.2)	10	7 (70)
Sengerema	61	2 (3.3)	10	2 (20)
Shinyanga Urban	135	15 (11.1)	10	5 (50)
Simanjiro	86	10 (11.6)	10	7 (70)
Singida Rural	103	5 (4.9)	10	5 (50)
Sumbawanga rural	80	7 (8.8)	10	5 (50)
TOTAL	**2573**	**173 (6.7)**	**240**	**105 (43.8)**

Perceived impact of the free distribution by the ITN retailers

Retailers that reported to have a stock of nets within three months were asked to rate their current sale volumes compared to the period before implementation of the U5CC or UCC. In the districts where UCC had not been implemented, the reference was U5CC. Only 5% of the retailers reported increase, relatively, the majority stated that there had been decrease. Decrease was mentioned by 77% of those in the districts where UCC had been implemented and by 52% where the reference was U5CC.

Table 5: Sale volumes of ITNs with reference to distribution of free ITNs

Sale volumes	UCC implemented N=97	UCC not implemented N=65
	n (%)	n (%)
Increased	0 (0.0)	3 (4.6)
The same	22 (22.7)	27 (41.5)
Decreased	75 (77.3)	34 (52.3
Do not know	0 (0.0)	1 (1.5)

Time in ITN business

As with the previous rounds of audits, the 2010/11 audit round asked respondents to state for how long they had been stocking ITNs. Figure 1 show that a very small proportion of outlets were new in the business of selling bundled nets but substantial proportion started selling LLINs recently. As would be expected, none of the outlets had been selling LLINs for more than six years. The figure is suggestive of switching from bundled nets to LLINs among the outlets that had been in ITN business for 4-6 years. Lack of increase in the proportions (remained 7%) of outlets that had been in ITN (bundled) business for over 6 years is suggestive of drop-outs.

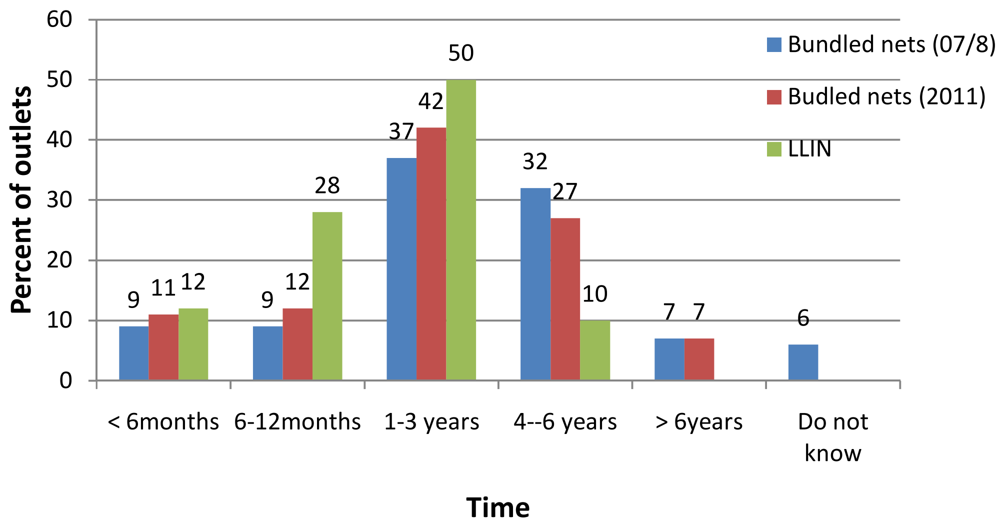

Figure 1: Time in ITN business

Breakdown of the time in LLIN business by outlet status provides a comparison between outlets accepting vouchers and those not on the programme at the time of the survey. As shown in Figure 2, a higher proportion of the outlets accepting vouchers had been selling LLINs for a longer time period than their counterparts. Nearly 70% of the outlets accepting vouchers had been selling LLINs for at least a year and only about 45% of the other outlets.

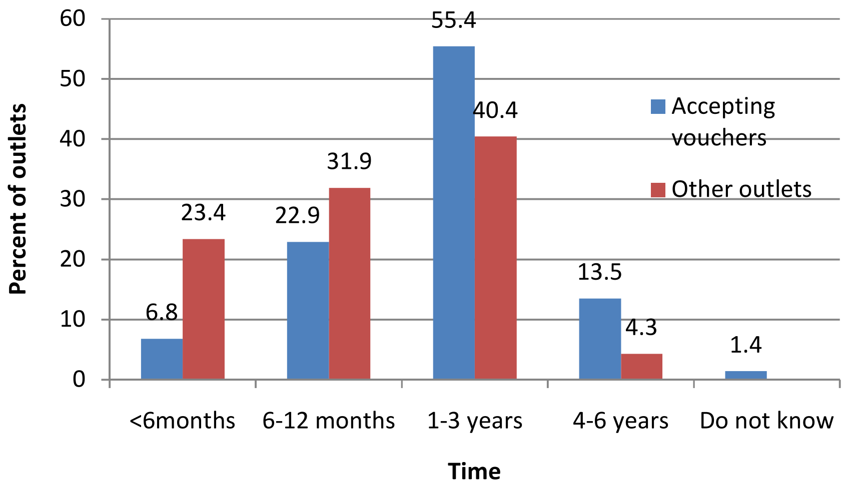

Figure 2: Time in business by voucher acceptance status

TNVS awareness and voucher acceptance

Table 6 shows that the proportion of outlets aware of the Tanzania National Voucher Scheme increased slightly between the two rounds of audits from 92% to 97%. Outlets aware of the fixed top-up voucher were 83% of all the surveyed outlets in 2010/11 round.

Table 6: Voucher awareness – summary

	2007/8		2010/11	
	Number surveyed	**Aware n (%)**	**Number surveyed**	**Aware n (%)**
Aware of TNVS	3331	3059 (91.8)	2568	2477 (96.5)
Aware of the fixed top-up voucher	n/a	n/a		2120 (82.6)

Outlets that were accepting vouchers were checked for point-of-sales materials. Of those checked (66), only 62% had any displayed materials for the fixed top-up voucher.

Voucher acceptance by districts

As shown in Table 7, proportionally, Karagwe had the highest number of outlets accepting vouchers (14% of the surveyed outlets). In absolute numbers, Bahi district had the highest number (7) of outlets accepting vouchers followed by Chato district (6) and Karagwe district (6). Out of 10 villages surveyed in each of the 4 districts, Muheza, Kisarawe, Bariadi and Mbeya Urban each had only one outlet accepting vouchers. Kinondoni, Rorya and Rufiji districts had two outlets accepting vouchers in few of its villages/streets. Of the 10 surveyed villages in Sengerema district none had an outlet accepting vouchers. Of the 240 surveyed villages 71 (30%) had at least one outlet accepting vouchers.

Table 7: Outlets accepting vouchers by district and villages

District	Number of outlets	Outlets accepting vouchers n (%)	Number of villages	Village/street has at least one outlet accepting vouchers n(%)
Arusha Rural	181	3 (1.7)	10	3(30)
Bahi	86	7 (8.1)	10	7(70)
Bariadi	69	1(1.4)	10	1(10)
Chato	121	6(4.9)	10	6(60)
Iringa Rural	58	3(5.2)	10	3(30)
Karagwe	43	6(13.9)	10	6(60)
Kigoma Urban	84	2(2.4)	10	2(20)
Kinondoni	260	3(1.2)	10	**2(20)**
Kisarawe	127	1(0.8)	10	1(10)
Makete	47	3(6.4)	10	3(30)
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Rorya	51	3 (5.9)	10	**2(20)**
Rufiji	146	3 (2.1)	10	**2(20)**
Sengerema	61	0 (0.0)	10	0(0)
Shinyanga Urban	135	3 (2.2)	10	3(30)
Simanjiro	86	4 (4.6)	10	4(40)
Singida Rural	103	5 (4.8)	10	5(50)
Sumbawanga Rural	80	3 (3.8)	10	3(30)
TOTAL	**2573**	**74 (2.9)**	**240**	**71(29.6)**

The retailers that registered for the new phase of TNVS (upgraded fixed top-up vouchers) were commercially empowered by the programme through seed capital in the form of LLINs (10 LLINs). However, only 41/74 (55.4%) of the interviewed retail agents reported that they received those nets, 3/74 (4.1%) of outlets stated that did not know whether they received that support.

TNVS acceptance and satisfaction amongst ITN sellers

Similar to the findings of the previous survey rounds, most of the retailers accepting vouchers (82%) reported that they were satisfied with the redemption process (handled by A to Z). The remaining 18% expressed their sources of dissatisfaction, the most dominant complains were delays in delivering new supplies and poor telecommunications between the retailers and A to Z. Of those outlets not accepting vouchers in this audit round, 67% expressed willingness to be involved in the voucher scheme in the future. This was slightly higher than in the 2007/8 round where 62% indicated willingness.

Table 8: Voucher acceptance and satisfaction

	2007/8		**2010/11**	
	Number of retailers	**n (%)**	**Number of retailers**	**n (%)**
Accepting vouchers	3059	132 (4.3)	2573	74 (2.9)
Satisfied with	132	108 (81.8)	74	61 (82)
Willingness to accept	2928	1801 (61.5)	2508	1685 (67.2)

Drop outs from voucher acceptance

Retailers were asked as to whether they had ever been accepting vouchers in the past, less than one percent (0.8%) responded with “yes” and gave reasons for their decision to drop out. Among various reasons stated by the retailers, the most common ones were i) moving shops to new locations, ii) costs of travelling to town to procure new stocks, iii) not profitable and iv)after universal distribution of free nets women were not coming forth to exchange their vouchers.

Exchange of the voucher for nets

Each retailer who was accepting vouchers was asked to state the frequency of exchange of vouchers for nets, 44% and11% had done so monthly and in less than a month respectively. The actual frequency of voucher exchange did not fully align with their preferences. Thirty three percent would like to exchange vouchers for nets either weekly or every two weeks and 56% preferred that to happen monthly (Table 9). Retailers were also asked to state the time it takes for A to Z to deliver nets after placing order for a new supply. Of those who responded 68/72 (94.4%) stated that it happened within 4 weeks

Table 9: Frequency of voucher exchange for LLINs

	Actual* N=72	Preferred* N=72
	n (%)	n (%)
Weekly	2 (2.8)	12 (16.7)
Every two weeks	6 (8.3)	12 (16.7)
Monthly	32 (44.4%)	40 (55.5)
Over a month	23()	2 (2.8)
Other	5	6 (8.3)

* two missing

Retailers who were accepting vouchers were asked an open-ended question to narrate their views/express their attitudes, experiences and concerns about the process of receiving and exchanging vouchers for new supplies of LLINs.

Record keeping

The TNVS retail agents where asked whether they kept voucher records. Of the 74 such retailers, 53 (72%) reported that they were keeping records. Interviewers asked those who reported of keeping records to show them their registers to identify items that were included. In all registers the name of the voucher recipient was recorded, other information was included only in some of the registers; clinic card number (91%), voucher number (92%), type of voucher (70%), name of the clinic that issued the voucher (72%), street where recipient resides (83%).

Retailers accepting vouchers have prescribed procedures to follow during exchange of a voucher (from the recipient) for LLIN. Those retailers were asked to mention the procedures. Results were as shown.

Check the security mark, 62(84%)

Extract information from the voucher written by health provider, 67 (90%).

Client signs the register, 15 (20%)

Remove the sticker/barcode from the LLIN, 46 (62%)

Stick the barcode into the voucher 46 (62%)

Sales

To have an indication of the volumes of ITNs/LLINs sold, outlets were asked about the number of nets they had sold within the previous month. Figure 3 present the summaries of the reported monthly sells. Up to 11 % and 23% of the outlets accepting vouchers and those not accepting vouchers respectively, did not sell a single ITN/LLIN in the previous month. Comparatively, outlets that were accepting vouchers had much higher sales, about 10% of such outlets sold 41-70 nets in the previous month while only 3% of the other outlets sold nets at that scale. While 8% of the outlets accepting vouchers sold more than 70 nets, none of the other outlets attained that volume.

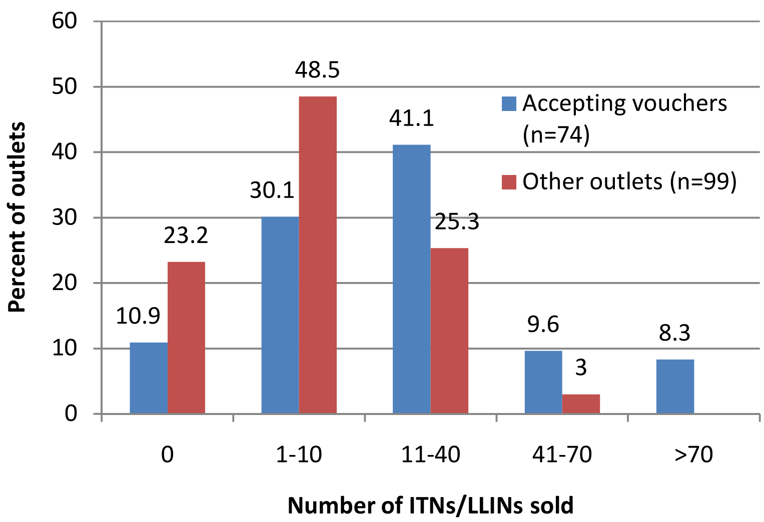

Figure 3: ITN sales

Field observations

Whilst undertaking the retail census, the field teams were asked to report their own findings from the field. We again emphasize that it is important to appreciate that these observations are not necessarily representative of the TNVS more generally. Rather, they provide a feel for some of the issues facing the implementation of the programme on the ground which may require further investigation.

- Some retailers stopped selling nets due to mass distribution of nets to the community through U5CC and UCC. The retailer said that the free net campaigns have decreased demand of the nets from their customers. *"if the government is giving free nets to each household, to whom will the retailer sell nets?" (a retailer)*
- The field team observed decreased stocking of nets both in volumes and the number of retailers as compared to the past years.
- Most retailers were aware that supply and demand for insecticide (ngao) had declined due to the fact that free and TNVS nets were pre-treated. However, in Iringa Rural and Singida Rural, the retailers reported that demand for Ngao was very high and did not know the reason for non-availability of that commodity.
- Exchange of vouchers for nets (by women) was perceived as slow by the retailers and they thought that was an impact of the distribution of free nets.
- Retailers reported about women complaints against the size and mesh of the nets supplied by A to Z.
- Record keeping was not taken seriously by most retailers except in Kinondoni district were most of the interviewed retailers who were accepting vouchers had good practice in record keeping
- In some districts, retailers complained about delays in supplies of the nets by A to Z. *For* example, in Kigoma urban one retailer reported a delay of 5 months. Another retailer in Simanjiro reported a delay of the same duration (5 months). Kinondoni district was sighted for prompt supplies from A to Z.
- Retailers reported experiences of stock outs of vouchers in health facilities as a barrier to their nets sales (LLINs).
- Several retailers expressed interest of being recruited for accepting vouchers but they said that they do not know the procedures for recruitment.
- In Singida rural, some retailers complained about the practice of A to Z net suppliers removing stickers from some nets without giving any explanation. One retailer reported that in a batch of 50 nets the A to Z suppliers removed stickers from 30 nets.
- Few retailers had not been given identity cards (eg. Bahi district)
- Some retailers travel to towns to collect nets as instructed by the supplier (A to Z). The supplier refund their transport cost (Bahi, Singida etc.).
- In Shinyanga urban, retailers said that women wanted the programme LLINs for free instead of paying a top up of TZS 500.
- In Rorya, a retailer who accepts vouchers said that sometimes he charges TZS 1000 as a top up to the upgraded vouchers because A-Z do not supply him with nets on time. He sometimes travels to collect the nets at his own cost which he then recovers by charging TZS 1000 instead of TZS 500.

Appendix

QUESTIONNAIRE - TNVS RETAIL AUDIT OF OUTLETS 2011 (Questionnaire)

<table>
<tr><th colspan="3">Interview information</th></tr>
<tr><td>A1</td><td>Interviewer initials</td><td>|__|__|</td></tr>
<tr><td>A2</td><td>Date of Interview (dd/mm/yyyy)</td><td>|__||__|/|__||__|/|__|__|__|__|</td></tr>
<tr><td>A3</td><td>District name (write)</td><td>|__|__|__|__|__|__|__|__|__|__|__|__|</td></tr>
<tr><td>A4</td><td>District code</td><td>|__|__|</td></tr>
<tr><td>A5</td><td>Date of implementation of U5CC (mm/yyyy)</td><td>|__||__|/|__|__|__|__|</td></tr>
<tr><td>A6</td><td>Has UCC been implemented in this district?
1=Yes
2=No</td><td>|__|
If No, go to A8</td></tr>
<tr><td>A7</td><td>When was it implemented (mm/yyyy)</td><td>|__||__|/|__|__|__|__|</td></tr>
<tr><td>A8</td><td>Ward Name</td><td>|__|__|__|__|__|__|__|__|__|__|__|__|</td></tr>
<tr><td>A9</td><td>Ward code</td><td>|__|__|__|__|</td></tr>
<tr><td>A10</td><td>Name of the village/street</td><td>|__|__|__|__|__|__|__|__|__|__|__|__|</td></tr>
<tr><td>A11</td><td>Village code</td><td>|__|__|</td></tr>
<tr><td>A12</td><td>Is the road passable throughout the year?
1=Yes
2=No</td><td>|__|</td></tr>
<tr><td>A13</td><td>Would you consider this village as a hard to reach area?
1=Yes
2=No</td><td>|__|</td></tr>
<tr><td>A14</td><td>Name of outlet</td><td>|__|__|__|__||__|__|__|__||__|__|__|</td></tr>
<tr><td>A15</td><td>Retailer ID (If is not a HP retailer write 88888)</td><td>|__|__|__|__|__|</td></tr>
<tr><th colspan="3">B Background information and type of retailer</th></tr>
<tr><td>B1</td><td>Name of respondent</td><td>|__|__|__||__|__|__|__||__|__|</td></tr>
<tr><td>B2</td><td>Name of shop owner (if different from above)</td><td>|__|__|__||__||__|__|__|__|__|</td></tr>
<tr><td>B3</td><td>Are you the:
1 = Shop/kiosk owner
2 = Shop/kiosk assistant
3 = Family member
4 = Other (Specify)</td><td>|__|
________________________</td></tr>
</table>

B4	Do you sell? 1= Retail only 2 = Wholesale only 3 = Wholesale and retail 9= Don't know	|__| If Wholesale only go to section H1
B5	IfB4=1 or 3 ask Do you have nets in stock today? 1=Yes 2=No	|__| If Yes, go to C1 If No go to B6
B6	Have you had nets in stock within the past three months? 1=Yes 2=No	|__| If No-go to C(iv)

C Stocking nets and anti-malarials

Type of nets/antimalarials	**C1 In stock today? 1=Yes 2=No**	**C2 In stock in the last 3 months? 1=Yes 2=No**	**C3 For how long have you been selling (months)?**	**C4 How many units did you sell last month?**
(Ci) Unbundled net	|__|	|__|	|__|__|	|__|__|__|
(Cii) Net kits (net and Insecticide- bundled)	|__|	|__|	|__|__|	|__|__|__|
(Ciii) Factory pre treated nets (LLIN)	|__|	|__|	|__|__|	|__|__|__|
(Civ) Insecticide – Ngao long lasting (KOTAB 123)	|__|	|__|	|__|__|	|__|__|__|
(Cv) Insecticide – Ngao long lasting (Icon max)	|__|	|__|	|__|__|	|__|__|__|
(Cvi) Anti-Malarial Drugs	|__|	|__|	|__|__|	

If B6=NO, now go to D1. If B6=YES, continue with C5

C5	*If none of the net is in stock today* Please give reason(s) why you do not have nets in stock today? ____ ______________	
C6	When do you stock nets? 1 = All year round 2 = Seasonally 3 = On request 4 = Other (specify) 9 = Don't know	|__|

*Interviewer ask this question to retailers in districts where UCC **has not** been implemented. Remind the respondent month and year of implementing U5CC]*

C7	How do you rate your current sale volumes compared to the period before distribution of free nets (U5CC)? 1=Increased 2= About the same 3= Decreased 8=Not applicable/was not selling nets before U5CC 9=Don't know	|__|
Interviewer ask this question to retailers in districts where UCC ***has been*** *implemented. Remind the respondent month and year of implementing UCC]*		
C8	How do you rate your current sale volumes compared to the period before distribution of free nets (UCC)? 1=Increased 2= About the same 3= Decreased 8=Not applicable/ was not selling nets before UCC 9=Don't know	|__|

D Knowledge and involvement in the TNVS		
D1	Have you heard of the voucher scheme for ITNs? 1 = Yes 2 = No 9 = Don't know	|__|
D2	Have you heard of the new (upgraded) voucher? 1 = Yes 2 = No 9 = Don't know	|__|
D3	Do you currently accept upgraded vouchers for ITNs 1 = Yes 2 = No 9=Don't know *Write 9 if dot known, 8 not related*	|__| **If 'No' or 'Don't know' skip to section G**
D4	Have you received seed capital in a form of nets (10 free nets)? 1= Yes 2 = No 9= Don't know *Write 9 if dot known, 8 not related*	|__|__|__|__|
D5	When did you start accepting pregnant women Vouchers? (mm/yyyy) *Write 9999 if not known, 8888 not related*	|__|__|/|__|__|__|__|
D6	When did you start accepting infant vouchers? (mm/yyyy). *Write 9999 if not known, 8888 not related*	|__|__|/|__|__|__|__|

<table>
<tr><td>D7</td><td>When was the last time you received an upgraded voucher in exchange with a LLIN?
1 = Today
2 = Within a week
3 = Within a month
4 = More than a month ago
9 = Don’t know
Write 8 if not related</td><td>|__|</td></tr>
<tr><td>D8</td><td>How much money did you charge as the top-up price for LLIN? (TZS)</td><td>|__|__|__|__|</td></tr>
<tr><td>D9</td><td>How often do you redeem upgraded vouchers?
1 = Weekly
2 = Every 2 weeks
3 = Monthly
4 = Other (please specify)
5 = Have not yet redeemed
9 = Don’t know
Write 8 if not related</td><td>|__|</td></tr>
<tr><td>D10</td><td>How often would you like to redeem your vouchers?
1= Weekly
2 = Every 2 weeks
3 = Monthly
4 = Other (please specify)
9 = Don’t know
Write 8 if not related</td><td>|__|</td></tr>
<tr><td>D11</td><td>Has the sale volumes by voucher increased or decreased after introduction of upgraded voucher? (ask only the current voucher retailers who were recruited from phase1-started accepting vouchers before 2009)
1=Increased
2= About the same
3= Decreased
9=Don’t know</td><td>|__|</td></tr>
</table>

<table>
<tr><td colspan="3">E: Tell the respondent that you now want them to think about the last time they redeemed vouchers. If the respondent has not yet redeemed any upgraded vouchers skip to J1</td></tr>
<tr><td>E1</td><td>When was the last time you redeemed some upgraded pregnant women vouchers? (dd/mm/yy)
Write 8888 if not related</td><td>|__|__|/|__|__|/|__|__|__|__|</td></tr>
<tr><td>E2</td><td>Approximately how many upgraded pregnant women vouchers did you redeem on this occasion? (write number)
Write 9999 if not known, 8888 if not related/not launched</td><td>|__||__|__|__|</td></tr>
<tr><td>E3</td><td>When was the last time you redeemed some upgraded infant vouchers?
dd/mm/yy
8888 if not related</td><td>|__|__|/|__|__|/|__|__|__|__|</td></tr>
</table>

E4	Approximately how many infant vouchers did you redeem on this occasion? (write number) *Write 9999 if not known, 8888 if not related*	**|__||__|__|__|**
F Interviewer inform the respondent that you will now ask some few questions about supplies of LLINs and exchange of the voucher for a net		
F1	How long does it take A to Z to bring you supplies (LLINs) after you have sent a request? *Fill in weeks if less than a week write 00*	|__|__| Weeks
F2	Are you happy with A to Z responsiveness to your request? 1=Yes 2=No	|__| If YES go to F4
F3	If the redemption process (exchange of vouchers for money/more supplies) is not satisfactory please explain why ____	
Interviewer: Ask the question and probe about the specific issues listed		
F4	Tell me about the good things and challenges you face in the process of voucher implementation as a retailer. *(Probe: Interaction with voucher holders, Maintaining stock, Adherence to the fixed-value top-up, Interaction with suppliers)* ____ ____ ____	
F5	Do you usually keep records of vouchers and LLIN? 1=Yes 2=No	**|__|** **If No go to F7**
Interviewer request the retailer to show you the register		
F6	Are the following items recorded in the register 1=Name of the voucher recipient... 2=Clinic card number.. 3= Voucher number.. 4=Type of voucher... 5= Name of the clinic that issued the voucher... 6=Street where recipient resides... 7=Name of tencell leader..	Recorded=1 Not recorded=2 |__| |__| |__| |__| |__| |__| |__|
F7	Could you tell us the procedures you use during exchange of the voucher with a LLIN? ***(Interviewer do not prompt. Write 1 for those mentioned and 2 for those not mentioned).*** 1=Check the security mark .... 2=Extract information from the voucher written by the provider... 3=Client signs the register .... 4=Remove the sticker/barcode from the LLIN....................... 5=Stick the barcode into the voucher...............................	Mentioned =1 Not mentioned =2 |__| |__| |__| |__| |__|

G: For shops not currently accepting vouchers		
G1	Have you ever accepted vouchers in the past and then stopped? 1= Yes 2 = No 9 = Don't know	**|__|** If 'No/don't know', go to G3
G2	Why do you not currently accept vouchers? *(write reason here)*	
G3	Would you like to be involved in a voucher scheme in future? 1= Yes 2 = No 9= Don't know	**|__|**

H: Other outlets selling ITN products in the area		
H1	Do you know of any outlets in your area that sell nets and/or insecticides? 1= Yes 2 = No 9 = Don't know	**|__|** If 'No' or 'don't know' skip to J1
H2	Give their names and physical addresses	____________________ ____________________ ____________________ ____________________ ____________________ ____________________

J: This section is only for retailers that are accepting vouchers do not ask the wholesalers) Inform the respondent that you are now going to write down details of the shop and check what point of sales materials are on display.		
J1	Are point-of-sales materials on display for Nets? 1= Yes 2 = No	|__| *interviewer fill without asking*
J2	Are point-of-sales materials on display for Ngao? 1= Yes 2=No	|__| *interviewer fill without asking*
J3	Are point-of-sales materials on display for the upgraded voucher? 1= Yes 2=No	|__| *interviewer fill without asking*

J4	Location of outlet *(Give as much detail as possible)*	
J5	Write down the GPS co-ordinates of outlet	*E*_______ 0 ______.__________ *S* ________ 0 _____.__________
J6	Type of outlet 1 =Kiosk/Kibanda 2 = Shop 3 = Supermarket 4 = Pharmacy (Part 1) 5 = Drug shop (over the counter – Part 2) 6 = Other (please specify) 9 = Don't know/can't tell	**I__I**
J7	Status of Interview 1 = Interview was completed 2 = Outlet is closed temporarily *(take note to come back later)* 3 = Outlet is closed permanently *(report to supervisor)* 4 = Respondent is busy *(make appointment to come at convenient time)* 5 = No cooperation 6 = Other (*specify*)	**I__I**

Thank the Respondent