Appendix

Family Social Status Index in Respect of the Community Members

In family social status index, we are interested to know the socio-economic status of community members. Women and especially an elder woman in the family plays most important role in the decision-making, about the pregnant woman's place for delivery and the person by whom the delivery could be conducted. It is assumed that the socio-economic status of the family influenced the decision regarding above situations, besides those related to the health of the mother and the child.

The unit of our study is the wife of the head of the household and in case of her non-availability, we had selected next elder woman in the family. For preparing a socio-economic status index, we had taken three variables: education, occupation and income. With regard to education, we have taken respondent's occupation and income variables, we have taken into consideration the respondents' husbands' occupation and per annum gross family income. All the respondents in our study are hosewives.

Educational status indicates one's socio-economic status. It helps an individual to make a rational choice out of the available services. It provides an opportunity to climb up in the hierarchy to attain a social status in society.
Similarly, an occupation can be regarded as one of the main determinants of social status. Though the status enjoyed by each occupation may differ slightly from one place to another, some pattern is followed everywhere.

Income is also a crucial variable to understand the social status of an individual. It determines one's standard of living, educational level and occupational attainments etc. In modern era, one's status in society is significantly determined by economic factors.

These variables are taken with an assumption that each of it contributes equally in establishing the status of the family. Each variable has been given a point score. A total score per respondent is arrived by adding the three variables' score and these are then graded in the hierarchical order to form the socio-economic groups.

1. Education

In case of education, the higher the educational level, the higher was the score given to an individual.

<table>
<thead>
<tr>
<th>Educational Level</th>
<th>Score for Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illiterate</td>
<td>0</td>
</tr>
<tr>
<td>Primary</td>
<td>1</td>
</tr>
<tr>
<td>Middle</td>
<td>2</td>
</tr>
<tr>
<td>Matric</td>
<td>3</td>
</tr>
<tr>
<td>Graduate</td>
<td>4</td>
</tr>
</tbody>
</table>
2. **Occupation**

The weightage of occupation was phased on the social grading of occupations done in rural areas by D'Souza (1981). He has classified occupations according to their prestige and has given a separate score to each of the occupation. Here, we have given a single score to all the occupations in one category. The more prestigious an occupation, the higher is the score attached to it.

Since all the occupations followed by the respondents' husbands were not ranked, it was decided to arbitrarily form occupational categories for scoring purposes including some of the non-graded occupations quoted from Rina Chowdhry (1986) on the basis of the International Occupational Prestige Index.

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Big farmers</td>
<td>4</td>
</tr>
<tr>
<td>2. Businessman</td>
<td>4</td>
</tr>
<tr>
<td>3. Government employees</td>
<td>3</td>
</tr>
<tr>
<td>(Clerks, Accountants, Line Superintendents etc.)</td>
<td></td>
</tr>
<tr>
<td>4. School Teacher</td>
<td>3</td>
</tr>
<tr>
<td>5. Ex-Servicemen</td>
<td>2</td>
</tr>
<tr>
<td>6. Military Sepoy</td>
<td>2</td>
</tr>
<tr>
<td>7. Small farmer</td>
<td>2</td>
</tr>
<tr>
<td>8. Shopkeeper</td>
<td>2</td>
</tr>
<tr>
<td>9. Hawker/vender</td>
<td>2</td>
</tr>
<tr>
<td>10. Mechanic</td>
<td>2</td>
</tr>
<tr>
<td>11. Fitter</td>
<td>2</td>
</tr>
<tr>
<td>12. Sweetmaker (Halwai)</td>
<td>2</td>
</tr>
<tr>
<td>13. Artisan</td>
<td>1</td>
</tr>
<tr>
<td>14. Tailor</td>
<td>1</td>
</tr>
<tr>
<td>15. Cobbler</td>
<td>1</td>
</tr>
<tr>
<td>16. Factory worker</td>
<td>1</td>
</tr>
<tr>
<td>17. Agricultural labourer</td>
<td>1</td>
</tr>
<tr>
<td>18. Labourer</td>
<td>1</td>
</tr>
<tr>
<td>19. Rickshaw puller</td>
<td>1</td>
</tr>
<tr>
<td>20. Messenger</td>
<td>1</td>
</tr>
<tr>
<td>21. Watchman</td>
<td>1</td>
</tr>
</tbody>
</table>
3. Income

Similarly each income category has been assigned a score. We have taken per annum income from all sources. The higher the income, the higher the score:

<table>
<thead>
<tr>
<th>Income (in Rs.)</th>
<th>Score for income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upto Rs. 6,000</td>
<td>1</td>
</tr>
<tr>
<td>Rs. 6,001 to Rs. 18,000</td>
<td>2</td>
</tr>
<tr>
<td>Rs. 18,001 to Rs. 30,000</td>
<td>3</td>
</tr>
</tbody>
</table>

Family Social Status Index

A total score for each family is obtained by adding all the three variables' (education, occupation and income) scores and the families are grouped in a stratified order. The average score comes out to be 7.5 which has been taken as a central cut off point and the lower and higher groups are built up by an equal interval of score on both sides. Broadly, the socio-economic grouping of the families


has been stratified in three vertical groups. Group I and III represent the lowest and higher family social status index respectively.

<table>
<thead>
<tr>
<th>Family Social Status Index</th>
<th>Score Obtained</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Low</td>
<td>2-5</td>
</tr>
<tr>
<td>2. Medium</td>
<td>6-9</td>
</tr>
<tr>
<td>3. High</td>
<td>10-13</td>
</tr>
</tbody>
</table>

These relative status of community members are indicative of the differential social status of families for comparative purposes.
Traditional Birth Attendant (Dai) and Auxiliary Nurse Midwife: A Comparative Analysis of Their Roles in Punjab Villages.

Interview Schedule 'A' - DAIS

1. (a) Name
   (b) Age
       (in completed years on last birthday)
   (c) Religion
   (d) Caste
   (e) Educational Level: Illiterate/Literate to Primary/Middle/Matric
   (f) Marital Status: Single/Married/Widowed/Divorced
   (g) If married/widowed, Husband's
       (i) Educational level: Illiterate/Literate to Primary/Middle/Matric
       (ii) Occupation
   (h) If married/widowed, Number of living children:
   (i) Number of earning members in the family:
   (j) Income
       (in Rs. per annum).
2. (a) At what age you started learning this occupation?

(b) Since how many years you have been working as a Dai (TBA)?

(c) Who motivated you to adopt the occupation of midwifery?

(d) Who inducted you in midwifery occupation?

i) Mother/Mother-in-law/Sister/LHV/ANM/Nobody
(Please tick mark the appropriate one)

ii) If by mother/mother-in-law/sister, is midwifery your hereditary occupation?
Yes/No

If yes, is it hereditary in your parents' family/parents-in-law's family
(Please mark the appropriate one)

(e) What were the reasons uppermost in your mind before adopting midwifery as an occupation?

1. Economic reasons
2. Recognition of the occupation in the community
3. Gaining social circle
4. Service to people
(Please tick one or more)

3. Did you get any formal training in midwifery?
Yes/No

(i) If yes, please specify the duration and place of training:
Period of training Place of training

(ii) If no, would you like to get training?
Yes/No

If no, give reasons.
4. Had you worked in association with any health agent, before adopting midwifery as an occupation? Yes/No

(i) If yes, please state the occupational status of the person:

(ii) What skills you had learnt during:

(a) Apprenticeship period (Please specify)

(b) Training:

5. What are your expectations in regard to the role of:

(a) ANM :
(b) LHV (Lady Health Visitor):
(c) Medical Officer :
(d) Community Members:

6. Do you think 'Dai' is an important part of society? Yes/No

i. If yes, what are your duties and functions? Give details

ii. What are those which you actually perform (Please specify)

7. What are your perceptions of ANM's duties and functions? (Please specify)

8. According to you, what do the ANM, LHV, Medical Officer and Community Members expect from you? (Please specify)

(a) ANM :
(b) LHV :
(c) Medical Officer:
(d) Community Members:
9. On the basis of your perception of the expectations of ANMs, what are the activities you actually perform? (Please specify)

10. How many deliveries have been conducted by you during the last one year?

11. Could you please specify the average number of hours you work in a day?

12. Where do you conduct deliveries? In own village/In own as well as in other village

   (a) If only in own village, why don't you conduct deliveries in other villages also? Please specify the reasons.

   (b) While conducting in other villages:
      i) What mode of transport do you use?
      ii) Special remuneration if any:

13. a) How often do you communicate with the expectant mothers regarding neo-natal stage?

      Often/Sometimes/Rarely/Not at all

      (Please tick the appropriate one.)

      b) If rarely, or not at all, give reasons.

14. How do you come into the contact of expectant mothers during Natal stage?

      Through message/Through prior personal contacts

15. In case of any complication in conducting delivery do you advise expectant mother's family to consult doctor/LHV/ANM of their area immediately?

      Yes/No

      If no, why? (give reason )
16. Do you take antiseptic precautions at the time of delivery? Yes/No
   a) If yes, (a) What are those?
      (b) Why do you think these as necessary?
      (c) If 'no', what are the reasons?

17. What sort of equipments do you use for delivery?

18. What type of instruments do you use for cutting the umbilical cord?
   1. Domestic scissor
   2. Blade
   3. Own sterilized scissors
   4. Knife
   5. Ramba (Trowel) (Please mark one or more.)

19. Do you sterilize your instruments before cutting the umbilical cord?
   Always/Sometimes/Never
   If 'never', why not? (Give reasons)

20. What type of measures you have adopted for umbilical cord care?
   1. Butter
   2. Ghee/Oil
   3. Talcum/dusting powder
   4. Antiseptic lotion
   5. Turmeric powder
   6. No care
      (Please mark one or more)

21. Do you communicate with mothers in their postnatal stage? Yes/No
    If 'yes', specify the areas on which you communicate.
22. What do you advise to mothers regarding their diet in post-natal stage?

23. (a) What rewards are provided to you for providing maternity services?
   i) In kind
   ii) In cash

   (b) Are you satisfied with it? Yes/No
      If 'no', give reasons for your reply.

24. In case of illness, do you give full treatment to mother and child? Yes/No

25. Do you advise expectant mothers or mothers about family planning methods? Yes/No
   
      (a) If 'yes', please name those methods;
      (b) If 'no', give the reasons;
      (c) How many mothers agree to use family planning method?
         All/Some/None

26. Do you approve abortion? Yes/No

27. What are those castes to whom you render your services?
   1.
   2.
   3.

28. Are you satisfied with your role performance? Yes/No
    
      a) If 'yes', to what extent?
         Most satisfied/satisfied/less satisfied
         (Please mark the appropriate one)
      b) If 'no', why not? Give reasons.
29. Do you seek guidance or help from ANM?  
   Yes/No  

Give reasons for your reply

30. Do you render any help to the ANM?  
   Yes/No  

If yes, state your ways of rendering help to ANM  

If 'no', give reasons.

31. Are you willing to work with ANM?  
   Yes/No  

If no, give reasons.

32. Do you have any working relation with ANM  
   Yes/No  

a) If yes, how are your relations?  
   Satisfactory/Less satisfactory/Least satisfactory  
   (Mark the appropriate one.)  

If least satisfactory, give reasons.  

(b) If having no working relation, give reasons.

33. Do you think, ANM hinders your functioning or facilitates your functioning?  
   Yes/No  

(Please tick the appropriate)  

Specify reasons for your reply.

34. In order to make 'Dais' role more effective, is it necessary to co-ordinate with the health functionaries?  
   Yes/No  

If yes, in what ways.
35. What are the problems or difficulties encountered by you in this occupation?

1. Poor rewards or incentives
2. Conflict and tensions with fellow Dais (TBAs)
3. Conflict and tensions with ANMs
4. Non-availability of equipments
5. Non-co-operation of the community
6. Lack of training facilities
7. Any other (specify)

(Please tick one or more)

36. Do you think with the establishment of more PHCs/Sub-Centres/Rural Dispensaries or other Medical Facilities, the role of a "Dai", will be abolished from the village social structure?

Yes/No

Give reasons:

37. How can the role of a "Dai", be made more effective in providing Primary Health Care to the Mother and child? Give suggestions.

1.
2.
3.
4.
5.

38. Could you narrate verbally a critical incidence of conducting the delivery during your occupation as a "Dai" (Please narrate in 10-15 lines).
Traditional Birth Attendant (Dai) and Auxiliary Nurse Midwife: A Comparative Analysis of Their Roles in Punjab Villages

INTERVIEW SCHEDULE 'B' - ANMs

1.(a) Name:

(b) Age:
   (in completed years on last birthday)

(c) Religion:

(d) Caste:

(e) Place where you spent most of the time of your schooling:
    Village/Town/City

(f) Education:

(g) Marital status: Single/Married/Widowed/Divorced

(h) If married/widowed, Number of living children.

(i) Income (in Rs. per month)

(j) Family background:

<table>
<thead>
<tr>
<th>SNo</th>
<th>Relation</th>
<th>Education</th>
<th>Occupation</th>
<th>Income (in Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Father</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Mother</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Husband</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. (a) (i) What was your age at the time of joining this occupation?
(ii) Since how many years you have been working as an ANM?
(b) Is it your first employment? Yes/No
If no, where had you worked earlier?
(i) Nature of job :
(ii) Length of service :
(c) When did you join this occupation?
Before/After marriage

3. Who motivated you for adopting Auxiliary Nursing Midwifery occupation?

4. What were the uppermost reasons in your mind before taking Auxiliary Nursing Midwifery as an occupation?

1. Economic reasons
2. Family member in this job
3. Easy to get a job
4. Liking for the occupation
5. Any other (Please tick one or more)

5. (a) What was the duration of your training?
(b) What skills did you learn:
   (i) During training
   (ii) In association with supervisors, trained TBAs (Please specify)

6. What are your expectations in regard to the role of:
   (a) TBA :
   (b) Supervisors :
       1. LHV
       ii. Medical Officers
   (c) Community Members:

7. Being an ANM, what are the jobs that you are expected to perform?
8. According to you, what are the main duties and functions of Dais?

9. According to you, what are the main duties and functions expected of you by:
   (a) TBA (Dai):
   (b) Supervisor:
       i. LHV
       ii. Medical Officer
   (c) Community Members

10. Being a Multipurpose Health Worker, do you think you can cope up with your present work load?  
     Yes/No

     If no, give reasons.

11. After the completion of Auxiliary Midwifery Training, were you prepared to work in the rural areas before going through the centre?  
     Yes/No

12. A. Do you meet all the demands of your job?  
     Yes/No

     B. If 'yes' were you fully trained for ANM's job during the training?  
     Yes/No

13. Do you always succeed in making satisfactory social adjustments in villages?  
     Yes/No

     If 'no', is it because:
     (1) You have an urban background
     (2) Lack of drug supply and other necessary equipments
     (3) Accommodation problem
     (4) Any other reasons (specify)

14. Have you ever been transferred during your job?  
     Yes/No

     (a) If yes, how often:
     (b) What was the reason behind your transfer?  (Please specify)
     (c) Did the frequent transfer affect your performance?  
        Yes/No

     Give reasons in either case)
15. In the light of your perception of ANMs' role, what are the main activities you actually perform in:
   a) Health Centre
   b) Field
      (Please specify)

16. What is the actual pattern of your working in:
   a) Periphery villages (near to PHC/Rural Dispensary/Sub-Centre)
   b) Remote villages
      (Please specify)

17. On the basis of your perception of the expectations of LHV's, what are the main functions you actually perform?
    (Please specify)

18. Do you communicate with the expectant mothers during the Neo-natal stage in remote villages?
    Yes/No
    If 'yes', how often: Quite Often/Often/Some times/Rarely/Not at all
    (Please mark the appropriate one)
    If rarely, or not at all, what are the main reasons?

19. Do you conduct delivery in villages? Yes/No

20. What sort of equipments do you use for delivery?
    1.
    2.
    3.
    4.
    5.

21. A. What type of instruments do you use for cutting the umbilical cord?
    a) Domestic scissors
    b) Kitchen knives
    c) Sterilized blades
    d) Sterilized scissors
    (Please tick mark one or more)
B. What type of measures do you adopt for the care of the cord?

1. Antiseptic lotion
2. Butter/ghee
3. No cord care
4. Talcum powder
5. Any other

(mark one or more)

22. A. Do you communicate with mothers in post-natal stage?  
    Yes/No

If no, do you visit the mothers only at the time of delivery?

23. Do you educate mothers and expectant mothers about nutrition and cleanliness?  
    Yes/NO

If yes, give details:

24. Apart from providing ante and post-natal care and conducting deliveries, do you persuade women to accept family planning?  
    Yes/No

a) If yes, specify the number of cases you have motivated and for which methods during the last one year.

b) Could you narrate some incident when mothers have refused to accept your advice.

25. Do you distribute conventional contraceptives?  
    Yes/No

(B) Which contraceptives are most popular among:

i. Eligible women
ii. Eligible men

26. Is training of indigenous dais a part of your job?  
    Yes/No

If yes, how many you have trained last year?
27. Do you think there have been constraints in your job operations/personal life which have been responsible for your inadequate performance.

Give reasons: i) Job operations
ii) Personal life

28. Do you think family life is a hindrance to your job? Yes/No

If yes, does this job come in the way of:

a) Getting married
b) Relations with husband/children/other relatives
c) Any other

(Please specify)

(Mark the appropriate)

29. Are you satisfied with your performance? Yes/No

Give reasons in either case.

30. Does TBAs seek guidance or help from you in their role performance? Yes/No

If yes, in what ways.
If no, give reasons

31. Do you supervise TBAs' work regularly? Yes/No

If no, please specify the reasons.

32. Do you have any working relations with Dais? Yes/No

If yes, how are your relations?
Satisfactory/Less satisfactory/Least satisfactory

(Please tick the appropriate)

If least satisfactory, give reasons.
If having no working relation, give reasons.
33. Do you think a Dai hinders your functioning or facilitate your functioning? (Please tick the appropriate)
   Yes/No
   Specify reasons for your reply.

34. The indigenous dai maintains a highly dependable rapport with mothers and expectant mothers and is accepted by community leaders/mothers/children and family members, what steps would you suggest to establish good rapport with the community.
   (Please give details)

35. If TBAs are properly trained, can they act as positive change agents for introducing modern ideas about Health Care in villages where you work? Yes/No
   If 'yes', give suggestions for making their role (TBA) more effective.

36. What steps would you suggest to make your own role more effective?
Traditional Birth Attendant (Dal) and Auxiliary Nurse Midwife: A Comparative Analysis of Their Roles in Punjab Villages.

INTERVIEW SCHEDULE 'C' - Wife of the Head of Household

1. (a) Name:
   (b) Age:
       (in completed years on last birthday)
   (c) Religion:
   (d) Caste:
   (e) Educational level: Illiterate/Literate to Primary/Middle/Matric/Graduate
       (Please tick the appropriate)
   (f) Family structure: Nuclear/Joint
       (Please tick the appropriate)
   (g) Number of living children:
   (h) Husband's:
       i) Educational level: Illiterate/Literate to Primary/Middle/Matric/Graduate
           (Please tick the appropriate)
       ii) Occupation:
   (j) Occupation of sons:
   (k) Number of earning members in the family:
   (l) Income (in Rs. per annum):
2. What are your perceptions about Dais and their duties and functions? (Please specify)

3. (a) Do you know there is an ANM provided by the Health Centre for providing Primary Health Care services? Yes/No

(b) If yes, do you know what are her duties and functions? Yes/No

(c) If yes, give details

4. What are your expectations in regard to the role of:

(a) T&O (Dai)

(b) ANM

(c) ANM's supervisors: i) LHV

ii) Medical Officer

5. Whom you consulted for the confirmation of pregnancy in the family?

1. None
2. Dai (TBA)
3. ANM
4. Gynaecologist

(Please tick the appropriate one)

6. Where do you prefer to get the delivery conducted?
At home/in hospital/in nursing home/in PHC

7. (a) Who conducted the last delivery in the family?
1. Local Dai
2. Doctor
3. Local Dai and ANM
4. Local Dai and Private Nurse

(Please tick the appropriate one)

(b) Who prompted you to make this choice?
Mother -in-law/mother/Self/Husband/Close female relatives/Doctor

(Please mark the appropriate one)
8. Who cut the umbilical cord of a new born baby?
Dai/ANM/Doctor/Private Nurse/Oldest woman in the family
(Please tick the appropriate one)

9. If you ever had an emergency in the family, were you able to avail the services of a doctor working in Rural Dispensary?
Yes/No

10. (a) Where do you prefer to get the treatment for minor ailments?
1. From Private Physician
2. Rural Dispensary
3. Registered Medical Practitioner (RMP
4. PHC
5. Civil Hospital
(Please mark the appropriate one)

(b) If not from PHC/Rural Dispensary, Is it because of:
1. Irregular visit of the doctor at the Health Centre
2. Lack of drug supply and other necessary equipments
3. Lack of faith in government provided facilities
4. Favourable behaviour of the doctor or the rude behaviour of the Health Centre's staff
5. Lack of faith on ANM
6. Distance and time involved in travelling
7. Busy schedule of work
8. Any other (specify)
(Please mark one or more)
11. What according to you are main reasons for which you or your family member/s visit the sub-centre/Rural Dispensary/PHC?

<table>
<thead>
<tr>
<th>Reasons</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Anti-natal care</td>
<td></td>
</tr>
<tr>
<td>2. Emergency situation</td>
<td></td>
</tr>
<tr>
<td>3. Family planning advice</td>
<td></td>
</tr>
<tr>
<td>4. Immunization</td>
<td></td>
</tr>
<tr>
<td>5. Treatment for illness</td>
<td></td>
</tr>
</tbody>
</table>

12. Do you feel the role of a 'Dai' has not diminished in its importance in the village set-up despite various maternity services provided by the government? 

Yes/No

If yes, give reasons.

13. Do you think 'Dai' being a part of your community is accepted more in providing primary health care to the mother and child than the ANM?

Yes/No

If yes, in what ways? 
If no, why?

14. Do you prefer to call a 'Dai' even when an ANM is available? 

Yes/No

If yes, give reasons:

(a) Better post-natal care
(b) Beliefs and customs
(c) Previous deliveries conducted by her and satisfied with her services
(d) Experience of conducting still births and breach deliveries
(e) Any other (specify)

(Please mark one or more)

15. Who nurses the new born child and the mother?

Dai/Old Ladies/Female Relatives/ANM

(Mark the appropriate one)
16. Did 'Dai' take antiseptic precautions before conducting the delivery? Yes/No
If yes, what are those?
If no, did you ask her to take antiseptic precautions Yes/No

17. If the last delivery in the family was conducted by a 'Dai' how much you had paid her for her services?
   (a) In cash (Rs.);
   (b) In kind:

18. (a) Did 'Dai' require immediate payment in cash? Yes/No
    (b) Do you pay her rewards after the completion of post-natal period Yes/No

19. Do 'Dais' perform their duties and functions as expected by you? Yes/No
    If yes, evaluate their performance (give details)
    If 'no', specify the reasons.

20. Does an ANM stay in her village headquarter? Yes/No
    If no, does she regularly visit the village Yes/No

21. If you ever had any complication in pregnancy or delivery, did you ever try to seek the services of an ANM? Yes/No
    If yes, were you able to get her?
    Immediately/After sometime/Not at all
    (Please tick the appropriate one)
    If not at all, then whom did you call?
22. (a) If you called an ANM for conducting the delivery, did she perform all the jobs that a 'Dai' provides? Yes/No

(b) If no, what type of services you expected from an ANM, which she failed to meet? (Please specify)

(c) Did she demand any reward in cash for attending the delivery? Yes/No
   If yes, how much?

(d) Did she require an immediate payment? Yes/No
   If yes, how did you manage? (Please specify)

23. Do you approve family planning practices? Yes/No
   Please give reasons in either case.

24. Do ANMs perform their duties and functions as expected by you? Yes/No
   If yes, evaluate their performance (give details)
   If no, specify the reasons for their inadequate performance

25. Do you feel satisfied with the services rendered by a Dai? Yes/No
   Fairly satisfied/Satisfied/Less satisfied/Dissatisfied (Please mark the appropriate one)
   If dissatisfied, give reasons

26. Do you feel satisfied with the services rendered by an ANM? Fairly satisfied/Satisfied/Less satisfied/Dissatisfied (Please mark the appropriate one)
   If dissatisfied, give reasons: