




THE GENDER INCLUSION TOOLKIT

DOWNLOADABLE QUESTIONNAIRE

THE INCLUSION HUB

This asset is a downloadable question sheet that stakeholders can use to identify specific areas where interventions might be required. Please consider this a working document, one that requires significant input and evolution. In case of any queries or additions you would like to make, please reach out to kunal@aapti.in.



SUB-CATEGORY

QUESTION

AWARENESS

1. Information

When accessing essential digital systems, information plays a significant role to bolster connectivity, reliability, and system interaction. Research indicates that such information is often limited and is hard to access. This often results in the creation of a divide between women and digital ID systems and needs to be considered when building the non-technological layers of such critical infrastructure.

Women often face challenges with information in the following ways:

1. Purpose | 2. Process | 3. Infrastructure | 4. Practices

1.1. Purpose

Understanding the need, benefits, and uses of any identity (or system) is crucial for women when initiating interactions with digital IDs.

1.1.1. Information availability (nature and significance):

Is information on the need, purpose, and significance of obtaining a foundational ID accessible through at least 1 - 2 online and offline formats?

1.1.2. Personal autonomy (ID type):

Does information around the types of pre-existing or alternative IDs (usage and format) exist on a centralised repository and in offline formats?

1.1.3. Information about use cases:

Can users easily access a list of services (in online and offline formats) for which their foundational ID could be used? Is the list updated every 3-4 months ?

1.2. Process

Understanding the process, modalities, and mechanisms of accessing, availing, and using a foundational digital ID.

1.2.1. Personal autonomy (Modality):

Are there standard operating protocols and/or a visual roadmap to guide users in understanding the process of obtaining an ID?

1.2.2. Information about costs/fees (ID registration/update):

Is information about costs (economic and non-economic) to obtain a digital ID and related services made available to people in a centralised (through trusted online and offline formats) repository?

1.2.3. Missing pre-existing/alternative documents:

Can users identify alternative pathways to obtain a foundational ID or other services in case pre-existing ID documents are missing through a centralised (and trusted) online and offline repository?

1.2.4. Information about future implications:

Is information around harms, redressal mechanisms (and processes) documented and shared with users through trusted online and offline formats?

1.2.5. Information availability (safety of digital ID credentials):

Can users easily access relevant information to understand how to keep their ID credentials safe and secure?

	<p>1.2.6 Information availability (Cyber safety):</p> <p>Can users easily access information to understand the safety protocols in place to keep their data secure and out of reach from bad actors?</p>
<p>1.3. Infrastructure</p> <p>Understanding the availability and effectiveness of the infrastructure (existing or otherwise) when accessing digital ID systems.</p>	<p>1.3.1. Information regarding registration centre:</p> <p>Can users easily access information on centre location and its operational times through both offline and online formats? Is this information updated every 3-4 months?</p>
	<p>1.3.2. Information regarding access to registration centers:</p> <p>Can users access information to plan logistics and schedule appointments through both offline and online formats? Is this information updated every 3 months?</p>
	<p>1.3.3. Information regarding accessibility at registration centers:</p> <p>Can users access information about registration centers, including accessibility options when visiting centers in both online and offline formats? Is this information updated every 3-4 months?</p> <p><i>This could range from privacy screens, text-to-voice, multi-language availability, waiting spaces, play spaces, etc.</i></p>
	<p>1.3.4. Information regarding safety at registration centers:</p> <p>Can users view information about the safety mechanisms in place at registration centers (such as protection officers, female attendants, communications officers, etc.) through online and offline formats? Is this information updated every 3-4 months?</p>
<p>1.4. Practices</p> <p>Understanding the pathways to obtain digital IDs through the nature, relevance, and accessibility of the information and the way that it is disseminated is integral to strengthen interactions.</p>	<p>1.4.1. Easy to access information (language):</p> <p>Is the information on the system available in most major, and minor local languages?</p>
	<p>1.4.2. Information availability (Medium):</p> <p>Is the above information available through online and offline mediums/formats?</p> <p><i>Online formats could range from websites to community forums, whereas offline formats could range from community centers to other high community footfall areas.</i></p>
	<p>1.4.3. Information availability (Formats): Is the information on the system also available in visual or flow format for users?</p>
	<p>1.4.4. Information in the form of FAQs:</p> <p>Can users view relevant information in the form of Frequently Asked Questions? Have these questions been vetted through a diverse consultative process?</p>

	<p>1.4.5. Information made for the users (Tonality):</p> <p>Is the information on the system framed in a manner that puts the user first?</p> <hr/> <p>1.4.6. Reflexive loop to keep strengthen information practices:</p> <p>Can users easily share feedback on the information, process, system, and infrastructure, and challenges faced? Is this information collected in trusted locations (online or offline) and shared in a timely manner with the relevant actors?</p>
<p>2. Education, literacy, and skill development</p> <p>With evolving digital systems guiding society over the past few decades, users are assumed to possess a certain level of pre-existing knowledge and ability to interact with digital identity systems. While divides in literacy, education, and financial realms often exacerbate existing challenges for women, a lack of pathways to strengthen skill or education around newer critical systems create more dynamic challenges for women or other underserved groups to contend with. This could often create friction in the way women interact with digital ID systems and erode engagement over time.</p> <p>This category can be broadly understood through these two sub-categories: 1. Existing knowledge 2. Existing training and connecting pathways</p>	
<p>2.1. Existing knowledge</p> <p>When interacting with digital systems, certain levels of knowledge and ability are often assumed from users about IDs and how they are to be interacted with. With varying levels of literacy, access to education, and access to information, women often lack the knowledge required to interact with digital ID systems.</p>	<p>2.1.1 Digital literacy to access online platforms:</p> <p>In your best estimate, how able (digitally) are users when using the pre-registration, registration (of the foundational ID), or service provision platforms efficiently and with minimal assistance?</p> <hr/> <p>2.1.2. Presence of enabling factors:</p> <p>In your best estimate (as a percentage), how many educational institutions provide courses/resources to girls/women around the need for legal identities?</p>
<p>2.2. Existing training and connecting pathways</p> <p>With newer forms of digital systems, women often lack the skills to navigate digital systems and typically require some form of training or support when interacting with critical digital infrastructure.</p>	<p>2.2.1. Availability of training programs:</p> <p>Are there any existing digital empowerment or skilling programs in place for women (in both rural and urban settings)?</p> <hr/> <p>2.2.2. Training Programs (Rural Digital Literacy): Are training programs organized, particularly in rural areas, to enhance women's digital literacy skills?</p> <hr/> <p>2.2.3. Availability of enabling programs:</p> <p>Can women access financial education and literacy programs easily, through hyper-local pathways such as self-help groups, rural drives, and network service centre approaches?</p>

3. Creation and facilitation of resources

When accessing digital ID systems, residents often require access and agency over a variety of resources. Due to a plethora of constraints and possible inhibiting socio-normative structures, women often lack such resources or face significant hurdles when using these resources. While international and national actors often provide support in specific capacities, specific geographical and strategic actors within the A2U framework play a crucial role in building women's awareness of such systems by: (i) reducing information asymmetry, (ii) facilitating access, or (ii) even providing logistical support.

From the system level, the following actors play key roles in the awareness stage of the A2U framework:
1. ID authority | 2. Formal or recognised intermediaries | 3. Last mile actors

3.1. ID authority (Deployment Unit)

Typically governmental entities responsible for implementing processes and systems for collection, verification, storage, authentication, and credential issuance of identity data. The deployment unit manages day-to-day operations and administrations of core identity services including, but not limited to the dissemination of timely information.

3.1.1. Dissemination of timely information:

Does the ID authority create, disseminate, and share relevant information (by themselves or through other support systems) frequently?

The frequency could vary based on the country and the context, however the balance between relevant and irrelevant information must be balanced.

3.1.2. Strengthening existing knowledge:

Does the ID authority create or support local knowledge creation or educational courses about IDs in their country?

3.2. Registration Center Actors

Actors at the registration centers are often considered the key agents that interact with residents and user of the ID system. Operators are typically tasked with conducting registration and onboarding resident information, providing information on the process and system, and addressing dynamic grievances (from the system and users).

3.2.1. Informational resources:

Do centre operators voluntarily (or are mandated to) produce informational resources for registrants, and do they receive additional incentives for doing so?

<p>3.3. Last mile Actors Actors that support service delivery directly to communities, particularly those located in remote or under-served areas. CBEs/CSOs/NGOs along with informal networks (such as family and community members) can also be considered last mile actors. These entities typically possessing local knowledge, cultural understanding, and <u>logistical capacity</u> that is helpful to navigate the specific challenges and contexts within the communities they serve.</p>	<p>3.3.1. Leveraging levers of change (Family/community): Do last-mile actors in your country actively engage with communities to strengthen awareness around critical infrastructure and the modes to their access?</p>
<p>3.4. Semi-formal intermediaries</p> <p>Typically different or ancillary government agencies that might implement various schemes and services. While they don't operate directly under the ID authority, they are often recognized through formal collaborations. These intermediaries help support the pathways to obtain digital IDs, their relevance, and accessibility of an ID system.</p>	<p>3.4.1. Leveraging existing worker network:</p> <p>Are there vibrant worker networks in your country that engage actively with communities to strengthen information and awareness around critical infrastructures and digital IDs?</p>
<p>4. Influence behavioural change (Individual and Societal)</p> <p>Actors that have some presence at the community or individual level play a crucial role when it comes to strengthening women's awareness, access, agency, and decision making. In addition to conducting essential programmatic services, these actors often have existing relationships that leverage to inform decision making.</p> <p>At the individual level, the following actors play a crucial role: 1. ID authority 2. Last mile actors 3. Deployment authority of foundational ID</p>	
<p>4.1. ID authority (Deployment unit)</p> <p>Typically governmental entities responsible for</p>	<p>4.1.1. Recognising relevant intermediaries:</p> <p>Are private vendors recognised (or partnered with) and allowed to conduct registration or ID related work in your country?</p>

<p>implementing processes and systems for collection, verification, storage and authentication, and credential issuance of identity data. The deployment unit manages day-to-day operations and administrations of core identity services including, but not limited to the dissemination of timely information.</p>	<p>4.1.2. Empowering intermediaries: Do recognised intermediaries receive timely updates and information about the registration process from the primary ID authority? Is this communication channel open for both sides and used for a way to share information for more than just operational updates?</p>
<p>4.2. Last mile Actors</p> <p>Entities that support service delivery directly to communities, particularly those located in remote or under-served areas. CBEs/CSOs/NGOs along with informal networks (such as family and community members) can also be considered last mile actors. These entities typically possessing local knowledge, cultural understanding, and logistical capacity that is helpful to navigate the specific challenges and contexts within the communities they serve.</p>	<p>4.1.3. Leveraging different forms of media:</p> <p>Are various forms of media (such as newspapers, radio, etc.) being leveraged to disseminate information about digital ID?</p> <p>4.2.1. Leveraging levers for change (family/community) for women empowerment:</p> <p>Are family and community level actors actively engaged through multi-stakeholder approaches to help with community mobilisation and awareness building?</p> <p><i>(Multi-stakeholder approaches could include handholding from community based entities or interventions in place to gain feedback from the central authorities)</i></p>
<p>5. Resource Consideration</p> <p>Understanding how to interact with any critical system (digital or otherwise) often requires access to various resources, To strengthen awareness of critical digital infrastructures, the availability and access to various resources plays a key role to improve interaction mechanisms. These resources could be sources of information, types of systems (online or offline), points of information access, and so on.</p>	
<p>5.1 Sources of Information</p> <p>To strengthen awareness of critical digital infrastructures, availability, and access to various resources is crucial. These sources could be in the form of online/offline</p>	<p>5.1.1. Hyper-local networks (formal or informal):</p> <p>Is there a vibrant formal or informal network (at the rural or hyper-local level) in your country that engages more directly with the community and more specifically women users?</p> <p><i>These networks often disseminate information exchange or act as parts of the grievance redressal mechanism.</i></p>

<p>infrastructures or information.</p>	<p>5.1.2. Hyper-local community champions or authority figures:</p> <p>Are there local authorities (elected or otherwise) that actively engage with community members (specifically women) to understand on-ground challenges or disseminate information about critical community requirements?</p>
<p>5.1 Information Access Points In cases of digital IDs, supporting infrastructure should be in place to enable more effective usage. While these access points could differ depending on the country context, it could be beneficial for the primary actors to think and intervene to ensure more effective supporting structures.</p>	<p>5.2.1 Digital channels of information: In your best estimate, is the penetration of data networks or digital devices above 30% in your country (including rural areas)?</p> <hr/> <p>5.2.2 Non-digital channels of information:</p> <p>Are there at least 2-3 existing channels through which information can be disseminated at the hyper-local or rural level?</p> <p><i>Examples of this could be radio, newspaper, last mile service providers, etc.</i></p>

ACCESS

1. Infrastructure

Access to critical systems depends on the availability of infrastructure, both online and offline. However, research indicates that such infrastructure is often limited and difficult to access. This creates a substantial gap between women and digital ID systems, highlighting the importance of considering infrastructure availability & accessibility when developing both technological and non-technological aspects of critical infrastructure.

Infrastructure accessibility can be determined through:

1. Availability of infrastructure | 2. Capacity of infrastructure | 3. Capability of infrastructure | 4. Presence of alternate access mechanism

1.1 Availability

Infrastructure availability is crucial for enhancing access to the digital ID system, especially for women and vulnerable populations. This involves establishing enrolment centers in easily reachable locations, mitigating obstacles like long distances and transportation limitations. Ensuring accessible infrastructure extends the reach of the digital ID system, particularly in low-resource settings, facilitating broader inclusion and participation.

<p>1.1.1. Wide network approach:</p> <p>Can users in rural areas access registration centers/service access centers within a 5km radius?</p>
<p>1.1.2. Multi-modal access:</p> <p>Can users register for their IDs through offline mechanisms?</p>
<p>1.1.3. Conducting rural registration drives or frequent updation drives:</p> <p>Does the authority conduct updation drives in rural areas every 5 years? <i>(This could change depending on the validity of the ID expiration)</i></p>
<p>1.1.4. Accessibility to pre-existing IDs/documents:</p> <p>Are the required documents/pre-existing IDs (functional) to register for the ID listed collectively in accessible online/offline repositories?</p>

	<p>1.1.5. Availability of training or upskilling:</p> <p>Do rural areas have physical infrastructure that can train users or provide them access to digital networks?</p>
	<p>1.1.6. Presence of customer support or grievance redressal: Can users access grievance redressal and customer support mechanisms through online and offline formats?</p>
	<p>1.1.7. Safeguards and protection:</p> <p>Are there measures in place that deter bad actors or intermediaries to store, use, or abuse user's shared data?</p>
<p>1.2 Capacity</p> <p>The capacity of infrastructure is determined by various factors that enhance the efficiency of centre operations, including sufficient seating space, the presence of equipment used for conducting enrolment, sanitation facilities, security measures for women, and the availability of female staffing.</p>	<p>1.2.1. Registration centre outfitting:</p> <p>Do all registration centers (mobile or fixed) have at least:</p> <ul style="list-style-type: none"> (i) One fully operational and well-maintained registration kit(s) (ii) Presence of privacy screens (iii) Electricity backup and network connectivity (iv) Availability of a bathroom and waiting spaces
	<p>1.2.2. Time to receive ID:</p> <p>Can registrants receive their digital ID number (or physical artefact in some cases) within a month from when they have pre-registered?</p>
	<p>1.2.3. Registration/service centre timings:</p> <p>Do all registration/service centers have dynamic timings that are conducive specifically for women?</p>
	<p>1.2.4. Mitigation of hidden expenses:</p> <p>Is there a documented process that penalizes hidden or corrupt charges?</p>
<p>1.3. Capability</p> <p>The capability of infrastructure is determined by various factors on the personnel side, such as gender-sensitive and women-friendly staff. These factors contribute significantly to the effectiveness of operations, ensuring a supportive and inclusive environment for all individuals, especially women interacting with the infrastructure.</p>	<p>1.3.1. Registration information quality:</p> <p>Can registration kits and operators conduct dynamic quality tests at the registration stage?</p>
	<p>1.3.2. Upskilling of centre operators:</p> <p>Is the training/upskilling of registration centre operators conducted every 6 months? (Training could include gender sensitisation, socio-cultural training, consent seeking, etc.)</p>
	<p>1.3.3. Troubleshooting and escalations: Can all registration operators perform software and hardware level troubleshooting or escalate grievances in a timely manner?</p>

<p>1.4 Alternate Access Mechanism</p> <p>Practices and strategies in place that allow access to registration or services through non-traditional mechanisms.</p>	<p>1.4.1. Co-location strategies: Can users register for their IDs through other facilities? (Could include schools, community centers, SHG convening, etc.)</p> <p>1.4.2. Availability of alternative pathways: Can women leverage other forms/systems to access services or receive benefits without a foundational ID?</p> <p>1.4.3. Governing interlinked access strategies: Are these alternate mechanisms supervised and corrected in any way by the deploying authority?</p>
<p>2. Resource Ownership In order to effectively access registration or service centers, ownership and autonomy over resources is often a prerequisite. Resources could include devices, documents, or finances.</p>	
<p>2.1 Digital Resources</p> <p>With countries relying on digitisation to improve systems efficiency, public infrastructure is evolving to leverage digital interfaces and devices that provide access to digital portals. This typically requires users to own some form of digital resources to access such systems. The ownership levels could vary from and within countries, creating digital divides based on various socio-economic factors.</p>	<p>2.1.1. Digital Access (Individual):</p> <p>What percentage of women in your country own personal smartphones or devices with access to the internet?</p> <hr/> <p>2.1.2. Digital Access (Family):</p> <p>Is there high digital ownership among family units in your country? (At least one device per household)</p>
<p>2.2. Different Identity documents</p> <p>To access the registration process for foundational IDs, ownership over required documents is crucial and can significantly change interaction mechanisms.</p>	<p>2.2.1. Pre-existing ID availability:</p> <p>What percentage of women own some form of essential ID credentials (functional or previously foundational) in your country?</p>
<p>3. Logistical and emerging costs</p> <p>Logistical costs encompass the planning, allocation, and management of resources at the individual level to access digital systems. These costs emerge both in economic and non-economic terms as individuals progress in their interaction with digital systems.</p> <p>Non-economic factors are costs that do not involve direct monetary transactions but are reflected in terms of time and effort expended.</p>	

<p>3.1. Economic and Non-economic costs</p> <p>Logistics for accessing digital IDs encompasses ensuring the availability and efficient management of resources, considering factors such as minimizing disruptions to women's daily responsibilities. Additionally, logistical support may involve garnering assistance from family or community members to facilitate access to digital ID services.</p>	<p>3.1.1. Affordability of the entire journey: Can users obtain ID without any personal cost? (Costs could include cost of ID, cost of physical artefact, cost of registration through intermediaries and so on)</p> <p>3.1.2. Minimising the cost of transportation: Is there any special transport accommodation made for vulnerable or far flung populations when registering or updating their ID credentials or accessing service centers?</p> <p>3.1.3. Cost of obtaining pre-existing ID or documents: Is it free to obtain alternative or pre-existing ID (functional or otherwise)?</p>
<p>4. Creation and facilitation of backward and forward linkages Actors at different stages of deployment play a critical role in facilitating access to IDs by supporting communities or individuals in addressing existing gaps in their ID journey. They often provide support in accessing resources such as devices, pre-existing IDs/documents, or other financial resources by conducting essential programmatic services. The following actors play a crucial role in creation and facilitation of backward and forward linkages. 1. ID authority 2. Ancillary government agencies 3. Last mile actors</p>	
<p>4.1 ID Authority (Technical Unit)</p> <p>The ID <u>authorities</u> are specialised entities responsible for implementing processes and system for collection, verification, storage and authentication of identity data it is also responsible for credential issuance. The technical unit of ID authority manages technical aspect of system which includes developing an interoperable technological infrastructure and maintaining the system on daily basis.</p>	<p>4.1.1. Understanding registration/update denial:</p> <p>In case digital ID applications are rejected (duplication, incorrect biometric credentials, etc.), is information/rationale shared with users?</p>

<p>4.2 Ancillary government agencies</p> <p>Ancillary government authorities are those that do not operate under the ID authority but are responsible for implementing other essential state services like healthcare/education/other welfare services. These authorities often possess skilled human resources for the implementation of state services. In the context of strengthening access points of the ID system, formal collaborations with such government authorities are often considered to leverage their existing infrastructure and human resources for ID-related work.</p>	<p>4.2.1. Identifying and connecting ID linkage:</p> <p>Do most service providers (public or private) provide opportunities to register for IDs within their facilities?</p>
<p>4.3 Last Mile Actors</p> <p>Last-mile actors are entities that support service delivery directly to communities, particularly those located in remote or under-served areas. These actors serve as the crucial link between service providers and the end users who potentially require support. CBEs/CSOs/NGOs along with informal networks (such as family and community members) can also be considered last mile actors. These entities typically possessing local knowledge, cultural understanding, and logistical capacity that is helpful to navigate the specific challenges and contexts within the communities they serve.</p>	<p>4.3.1. Facilitating access: Do CSOs engage in strengthening women's access to their IDs and other services?</p>

5. Improving deployment and creating support for community

To enhance the efficiency of digital systems, attention should be directed towards non-technological aspects during deployment. This includes focusing on incentive mechanisms and capacity building for intermediaries, expanding access points, and utilizing last-mile actors to improve accessibility.

Actors playing a prominent role in above mentioned functions are:

1. ID Authority (Deployment unit) | 2. Ancillary government agencies | 3. Semi-formal intermediaries | 4. Last Mile Actors | 5. Private Sector

5.1. ID authority (Deployment Unit)

Typically governmental entities responsible for implementing processes and systems for collection, verification, storage, authentication, and credential issuance of identity data. The deployment unit manages day-to-day operations and administrations of core identity services including, but not limited to the dissemination of timely information.

5.1.1. Incentivising recognised intermediaries:

Are formal intermediaries provided additional incentives to keep the registration centre hospitable?

5.1.2. Concerns of centre operators:

Are centre operators held accountable for mishaps or bad actions through penalties?

5.1.3. Capacity building programs:

Does the ID authority conduct capacity-building programs for intermediaries every 6 months?

5.2 Ancillary government agencies

Ancillary government authorities are those that do not operate under the ID authority but are responsible for implementing other essential state services like healthcare/education/other welfare services. These authorities often possess skilled human resources for the implementation of state services. In the context of strengthening access points of the ID system, formal collaborations with such government authorities are often considered to leverage their existing infrastructure and human resources for ID-related work.

5.2.1. Utilising existing infrastructure: Are there provisions or practices in place for ID registration drives to leverage existing public or private infrastructure?

<p>5.3. Semi-formal intermediaries</p> <p>Semi-formal intermediaries are typically different or ancillary government agencies that might implement various schemes and services. While they don't operate directly under the ID authority, they are often recognized through formal collaborations. These intermediaries help support the pathways to obtain digital IDs, their relevance, and accessibility of an ID system.</p>	<p>5.3.1. Utilising semi-formal intermediaries:</p> <p>Are there provisions to use semi-formal intermediaries working within different government administrations for ID related work (registration/updation)?</p>
<p>5.4. Last Mile Actors</p> <p>Last-mile actors are entities that support service delivery directly to communities, particularly those located in remote or under-served areas. These actors serve as the crucial link between service providers and the end users who potentially require support. CBEs/CSOs/NGOs along with informal networks (such as family and community members) can also be considered last mile actors. These entities typically possessing local knowledge, cultural understanding, and logistical capacity that is helpful to navigate the specific challenges and contexts within the communities they serve.</p>	<p>5.4.1. Role of last mile actors:</p> <p>Are CSOs/NGOs/CBEs playing a role in facilitating women's access to resources and logistics?</p> <hr/> <p>5.4.2. Role of family/community: Are family and community level actors playing a role in facilitating women's access to resources and logistics?</p>

<p>5.5. Private Sector</p> <p>The private sector serves a dual purpose in the access and usage of digital IDs. During deployment, the ID authority often authorizes private vendors to handle registration/updating tasks related to IDs. In terms of usage, the private sector plays a crucial role in enabling access to services through digital IDs. Authorized by the ID authority, these entities conduct authentication while providing services to users.</p>	<p>5.5.1. Authorising private sector:</p> <p>Are private sector entities allowed to conduct registration or authentication?</p>
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USAGE

<p>1. Ecosystem Infrastructure</p> <p>Once obtained, IDs are often an effective mechanism that enables service access, however in cases where systems are not interoperable, interlinked, or are unable to connect to each other, could result in the creation of an inefficient and laborious system. While building out core ID systems, understanding and guiding ecosystem infrastructure to leverage the full effect of a hospitable ecosystem.</p>	
<p>1.1. Availability</p> <p>Infrastructure availability is pivotal for improving service access, particularly for women and vulnerable populations. This entails setting up remote infrastructure in easily accessible locations to overcome challenges such as long distances and transportation limitations. By ensuring accessible infrastructure, services can reach broader audiences, especially in low-resource settings, promoting greater inclusion and participation.</p>	<p>1.1.1. Presence of offline mechanisms for authentication:</p> <p>Can services be accessed using offline authentication?</p>
	<p>1.1.2. Presence of digital access infrastructure:</p> <p>Do rural areas have alternative pathways to access multiple services in one location?</p>
	<p>1.1.3. Integrated grievance redressal: Can users access grievance redressal for different service portals/platforms with limited resource spend?</p>
	<p>1.1.4. Robustness of grievance redressal:</p> <p>Does the grievance redressal mechanism have the safety features, tracking mechanism, and multilingual support?</p>
<p>1.2 Capacity</p> <p>The tools, resources, practices, and protocols in place that help improve</p>	<p>1.2.1 ID portal features:</p> <p>Do digital ID portals or service delivery platforms provide multilingual support, visual depiction of information, and a user guide?</p>

access to and with non-technical layers of digital ID systems.	<p>1.2.2. Authentication accuracy:</p> <p>Do users face frequent authentication failure while accessing services with digital ID?</p>
<p>2. Resource Ownership</p> <p>In order to effectively access registration or service centers, ownership and autonomy over resources is often a prerequisite. Resources could include devices, documents, or finances.</p>	
<p>2.1 Different Identity documents</p> <p>Ownership of both foundational and functional IDs seems to be essential for users to effectively access services or prove their identity. Without such IDs, users could face significant barriers to essential benefits and services. Ensuring women have ownership of these IDs is pivotal for fostering their inclusion and empowerment.</p>	<p>2.1.1. Requirement of functional IDs for Service access:</p> <p>Is there requirement of any pre-existing or additional ID/documents along with foundational ID when accessing services?</p>
	<p>2.1.2. Ownership over ID/documents:</p> <p>Do most women in your country own crucial functional IDs? (for e.g. passports, health cards, ration cards, welfare cards etc.)</p>
	<p>2.1.3. Ownership over physical artefact:</p> <p>Do most people in your country have or require physical ID cards (even when they have digital ID numbers) for foundational IDs?</p>
<p>3. Logistics and Emerging costs</p> <p>Logistical costs encompass the planning, allocation, and management of resources at the individual level to access crucial services using foundational ID. These costs emerge both in economic and non-economic terms as individuals progress in their interaction with different systems for accessing services.</p> <p>Non-economic factors are costs that do not involve direct monetary transactions but are reflected in terms of time and effort expended.</p>	
<p>3.1 Economic and Non-Economic Factors</p> <p>Logistics for accessing services encompasses ensuring the availability and efficient management of resources, considering factors such as minimizing disruptions to women's daily responsibilities. Additionally, logistical support may involve garnering assistance from family or community members to facilitate access to services using digital ID.</p>	<p>3.1.1. Affordable service access: Can users access services with minimal personal cost? (These costs could include enrolment fees, other logistical costs)</p>

4. Creation of infrastructure and facilitation of resources and logistics

When utilizing foundational IDs to access services, users frequently encounter challenges stemming from inadequate infrastructure and resources. Women, in particular, face barriers due to various socio-normative constraints. While actors on the usage stage offer support, they focus on: i) Utilizing last-mile actors to improve usage experience, ii) Developing women-specific use cases for foundational IDs, and iii) Collaborating with ancillary government authorities.

The following actors play key roles in the usage stage of the A2U framework:

1. ID authority (Deployment) | 2. Semi-formal intermediaries | 3. Last Mile Actors

4.1 ID Authority (Deployment Unit)

Typically governmental entities responsible for implementing processes and systems for collection, verification, storage, authentication, and credential issuance of identity data. The deployment unit manages day-to-day operations and administrations of core identity services including, but not limited to the dissemination of timely information.

4.1.1. Use cases for foundational ID:

Are there use-cases in place for a foundational ID?

4.2 Semi-Formal Intermediaries

Semi-formal intermediaries are typically different or ancillary government agencies that might implement various schemes and services. While they don't operate directly under the ID authority, they are often recognized through formal collaborations. These intermediaries help support the pathways to obtain digital IDs, their relevance, and accessibility of an ID system.

4.2.1. Leveraging semi-formal intermediaries: Is worker network being leveraged to enable service access? Are there any incentives attached for them?

<p>4.3 Last Mile Actors</p> <p>Last-mile actors are entities that support service delivery directly to communities, particularly those located in remote or under-served areas. These actors serve as the crucial link between service providers and the end users who potentially require support. CBEs/CSOs/NGOs along with informal networks (such as family and community members) can also be considered last mile actors. These entities typically possessing local knowledge, cultural understanding, and logistical capacity that is helpful to navigate the specific challenges and contexts within the communities they serve.</p>	<p>4.3.1. Leveraging hyper local network: Are last mile actors being leveraged to enable service access using ID?</p> <hr/> <p>4.3.2. Do family and community level actors play a role in facilitating women's access to resources and logistics ?</p>
<p>5. Facilitating Authentication</p> <p>Authorizing the private sector to authenticate users and enable services contributes to building the authentication infrastructure, reducing fraud and developing use cases for digital foundational IDs.</p>	
<p>5.1 Private SectorThe private sector serves a dual purpose in the access and usage of digital IDs. During deployment, the ID authority often authorizes private vendors to handle registration/updating tasks related to IDs. In terms of usage, the private sector plays a crucial role in enabling access to services through digital IDs. Authorized by the ID authority, these entities conduct authentication while providing services to users.</p>	<p>5.1.1. Authentication by private sector: Is the private sector recognised or able to conduct authentication using or for foundational ID?</p>

6. Creating and disseminating progress

Last-mile actors, closely connected to grassroots communities, play a crucial role in facilitating individual's access to resources and aiding in logistical planning such that users can further effectively interact with the systems at the usage stage. This support is often provided through programs aimed at enhancing access to resources.

6.1 Last Mile Actors

Last-mile actors are entities that support service delivery directly to communities, particularly those located in remote or under-served areas. These actors serve as the crucial link between service providers and the end users who potentially require support.

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These entities typically possessing local knowledge, cultural understanding, and logistical capacity that is helpful to navigate the specific challenges and contexts within the communities they serve.

6.1.1. Creating programs that enables access to services:

Are there last mile programs in your country that facilitate access to services?

Policy Questions

Cost of obtaining digital ID:

- Are digital IDs free to obtain?
- Are there policies in place that establish charges for ID-related services?
- Are there policies in place that establish charges for ID-related services?
- Policies to provide free ID services for women till a certain time?

Documents requirement for getting ID:

- Is there a policy in place to make users aware of the updated document requirements to obtain or update ID?

ID credential updation:

- Is there a policy to inform users about limits on updating ID credentials?

Cost for ID and related services:

- Is there a policy in place to provide information about cost for ID related services?

Timely updates on ID:

- Is there a timeline within which the registrants are entitled to receive an update on their ID? (tracking- postal , message)

Grievance redressal:

- Are there processes in place for the registrants to receive updates on grievance redressal?

Technical/ authentication failure:

- Are there policies in place to reduce authentication failure? (Biometric updation)

Policy Safeguards and Legal Recourse for Digital ID Misuse:

- Is their policy safeguard in place that fixes liability on bad actors for misusing the women's digital ID data?
- Does the existing policy enable an individual to take legal action for identity theft and compensate the victims of fraud?