Scorecard Spot Check Evaluation BENAZIR INCOME SUPPORT PROGRAM (BISP)

DATA ENTRY SPOT CHECK

PHASE SIX REPORT

February 11, 2012



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Introduction

Background

The Benazir Income Support Program (BISP) was launched in 2008 by the Government of Pakistan as the country's primary social safety net. The idea behind this initiation is to counter the effects of rising food and energy prices on poorer households. The BISP intends to give a cash grant of PKR 1,000 per month to deserving poor families. Since an additional purpose of the program is to empower women, therefore only the adult (above 18) female(s) in a household are eligible to receive the cash grant. Eligibility is determined through the calculation of Proxy Mean Test (PMT) score. Those falling below a predetermined cut off point are determined as eligible to receive benefits through the program.

For this purpose households are surveyed by Partner Organizations (POs). The POs hand over all collected information (T1 forms) to NADRA Headquarters, Islamabad. These are scanned and sent for data entry across the country to the contracted Data Entry Organizations (DEOs). The forms are entered in a MIS developed specifically for this program. This MIS allows for entries such as names, CNIC, address, etc to be verified with NADRA's database. The software calculates the PMT scores of households and houses below the agreed PMT score are identified.

Methodology

IDS has been contracted by BISP to assess the accuracy of data entry conducted by NADRA. This study evaluates the performance of the DEOs contracted by NADRA for data entry. For this purpose a sample (batches) of scorecards selected from those completed by various Partner Organizations (POs) who have been contracted to collect the scorecard information by BISP, are entered for each of NADRA's Data Entry Organization (DEO), by IDS into a MIS system developed specifically for this purpose. This data is then compared with the DEO entered data, to establish accuracy of data entry. The purpose of this component of the spot check evaluation is to determine the performance of the DEO and the MIS. Batches which fall within a pre-defined error margin are deemed to be accepted. Those that do not, will be re-entered by the DEO.

The whole activity is to be divided over eight different phases out of which five phases have been completed. The fifth and sixth, phase for the Data Entry spot check began when IDS was provided scanned copies of the 5,500 forms by BISP on November 6, 2012. The specific objectives of the data entry spot check are as follows:

- Test the accuracy of data entry: determine the frequency of incorrect entries
- Evaluate the performance of the DEOs¹
- Check to see if there are systematic errors e.g. if the frequency of error is higher for particular questions or if frequency of errors are higher in particular offices of the DEOs
- Identify the reasons behind discrepancy in data entry

¹ Performance of DEO refers to how accurately the data entry stations enter data so that a comparison can be made between them.

Sample Size

The total sample size for the Data Entry Spot Check is 22,000 households. These were to be divided among 8 phases, i.e. approximately 2,750 households in each phase. The sample size for the Data Entry Spot Check Phase 5 and 6, i.e 5,500 households, was drawn from the 12,636 matched households of the Targeting Survey Spot Check Phase 2. The sample for Phase 6 of the Data Entry Spot Check has been drawn from matched households from the following districts, as shown in Table 1.

District	Sample Size
MARDAN	544
BUNER	202
SHANGLA	247
DG KHAN	446
JHANG	590
MIRPUR	150
BAGH	208
UMERKOT	359
Total	2746

 Table 1: Data Entry Spot Check Phase 6 Sample

NADRA provided IDS with the sample divided over 10 DEOs for comparison of performance across the different DEOs. The sample size of each DEO was selected in proportion to the number of questionnaire each had entered from the matched Targeting Survey Spot Check Phase 2 households.

Table 2: Data Entry Spot Check Phase 6 Sample-DEO Wise

DEO	Sample Questionnaires
Adv. E-Tech	38
Deloitte	76
DPS	357
HQs	54
IA	881
MYASCO 360	334
NCBMS	62
NIFT	233
Systems	677
Others*	34
Total	2746

*Others represent several DEOs with a very small sample size. These include PHQ Islamabad, PHQ Karachi, PHQ Lahore, RHQ Multan and RHQ Sukkur.

Analysis tools

Data entered by IDS is matched and compared with data entered by the DEOs. Indicators have been formulated to measure the extent of discrepancies/incorrect entries and identify their source. Analysis is conducted using indicators that look for systematic errors and variability in accuracy across offices (DEOs). As such, the following indicators are used:

- <u>Question Indicator:</u> This indicator measures the percentage of incorrect entries to determine if particular questions have heightened inaccuracy.
- <u>DEO Indicator</u>: This indicator measures the percentage of incorrect entries by each DEO in order to identify DEOs with higher errors.
- <u>PMT Score Indicator</u>: The percentage of households with difference in score calculated by IDS and NADRA/DEO.

This is the Data Entry Spot Check Phase 6 Report which is provided as part of the overall deliverables which are proceeding as scheduled.

Implementation

Work Schedule

Each phase has a three month duration and follows a laid down work plan. During the first month and halfway into the second month, the data is processed, cleaned and entered into IDS's software for data entry. For this purpose, a database has been created at IDS using SQL Server 2000. From the end of the second month and into the third month the data is analyzed and prepared for a report. By the end of the third month, a report is generated with key findings and a conclusion.

However, the start-date for each phase of the Data Entry spot check is dependent on when the sample questionnaires are made available. The start date proposed is when the data entry by the DEOs and validation at NADRA is expected to be completed for any cluster. Scanned copies of forms of the selected beneficiaries for this phase were received on November 6, 2012.

Logistics

Project Coordinator (Operations) is the overall in charge of the whole of Data Entry Spot Check activity. All communication with BISP Headquarters and NADRA including transfer of data, reports at required interval and other deliverables take place through the Project Coordinator (Operations). The IDS head office supervises the overall activity and performance of the team members. The MIS Manager is responsible for managing all tasks that involve data at various stages. His major responsibilities include: receiving data from the BISP office, development of software for data entry and processing, testing of software, supervising the key punch operators (KPOs) and data editors in data entry and cleaning process, processing data to ensure accuracy and readability to carry out further analysis including the indicators defined in the preceding section.

Key Punch Operators (KPOs) are responsible for data entry into the software specially designed for this activity. KPOs work in close coordination with data editors and MIS Manager. The KPOs hired for Phase 6were the same as in the previous phases. These KPOs had already gone through the three days training workshop and had been tested by holding a mock data entry exercise using the developed software in order to qualify for the real task. Since the KPOs had already attended the training sessions, they went through a one day refresher for this phase. Software data editors are responsible for reviewing and cleaning data entered by the KPOs and providing them feedback on their performance in order to rule out human error at data entry stage at IDS. Data analysts work in close coordination with the MIS Manager and department in generating the indicators defined and report writing.

Data Base Development and Data Entry

A database has been created at IDS using SQL Server 2000. Data entry is carried out on the basis of double entry and checked carefully to ensure near perfect accuracy providing a strong base against which to compare the DEOs' data entry. When a form is entered once by a KPO, a unique key is generated, and a colored tag is placed on the form which has information about the name of the KPO, identification code of the KPO who entered the form

into the software, source of data (office) which in this case is NADRA, number of times the form has been entered into the software i.e., first or second entry, unique key generated by the software on completion of each form, survey phase, quarter number and date of data entry. This is to ensure that each form is entered twice and the unique key ensures traceability of the form in case errors during the data entry need to be corrected. The forms entered twice, as indicated by the information completed on the tag are passed on to the MIS department.

Monitoring and Supervision of Data Entry

Once the data had been entered into the software, editors in the MIS department review the data entered of each part of the T1 form in order to clean data of any data entry errors. For further verification, both data sets are transferred to SPSS (at random intervals) in order to allow for a comparison of the software. This allows any bugs in the software to be detected. Once the data is verified, it is made available for analysis. The MIS manager then works in close coordination with the data analysts to get the required outputs for the reports.

Hiring and Training of Staff

Hiring of Staff

All staff hired for the Data Entry Spot Check had at least a bachelor degree; preference was given to staff from IDS's existing roster. A total of 21 Key Punch Operators (KPOs) worked on a full time basis for the period under report. Additionally, IDS hired Quality Control Officers (software) who were responsible for cleaning the data entered by the KPOs and providing feedback on performance in order to minimize human error.

Training

As already stated IDS organized a one day refresher session for the KPOs and Quality Control Officers (QCOs) at the IDS head office on December 6, 2012. The KPOs hired for this phase were the same as the previous phase and were familiar with the questionnaire and the software. The purpose of the one day refresher was to review the understanding of the questionnaire, data entry software and different quality/security protocols for data entry.

Analysis and Findings

NADRA's Data Entry Methodology

NADRA calculates the age of household members according to the rule:

"If Date of birth is given then age is calculated with following formula DOB – Current Fiscal Year (2011-07-01), otherwise given age is considered"

IDS was not issued these instructions by the World Bank or BISP and hence had previously calculated the age of household members as per the date of interview. This has an implication on the number of dependents and children's education.

Room Ratio is a ratio of the number of rooms to the number of household members. As per instructions issued by The World Bank, the total number of household members was to be calculated from the household roster. However, as confirmed, NADRA considers the number of household members as entered for question 24(back side of the questionnaire) when calculating the room ratio².

The analysis in all reports following Phase 1 is based on NADRA's data entry methodology.

Discrepant Households

A discrepancy is identified when there is a difference between data entered for a question by NADRA/DEO and data entered for the same question by IDS. A discrepant household is a household for which there is a discrepancy in at least one question. As the figure 1 shows, overall there were 3.6 percent discrepant households.





Table 3 shows the DEO wise percentage of data entry errors. The percentage of households with erroneous data entry was less than 3 percent for Deloitte, DPS, Systems and Others. There were no data entry errors for the sample of 'Others'. Of the remaining DEOs with discrepancy of higher than 3 percent Adv. E-Tech and MYASCO 360 stood out with 15.8 percent and 7.5 percent discrepant households.

² The number of household members from the household roster and question 24 should be same. However, there were cases where these did not match, identifying enumeration error.

Data Entry Spot Check- Phase 6 Report

DEO	Number of Households Interviewed	Number of Discrepant Households	Discrepant Households (As a Percentage of Total Households Interviewed)
Adv. E-Tech	38	6	15.8%
Deloitte	76	2	2.6%
DPS	357	9	2.5%
HQs	54	0	0.0%
IA	881	33	3.7%
MYASCO 360	334	25	7.5%
NCBMS	62	3	4.8%
NIFT	233	11	4.7%
Systems	677	8	1.2%
Others	34	1	2.9%
Overall	2746	99	3.6%

Table 3: Number of Discrepant Households

Table 4 shows the number of non-discrepant households. Data entry carried out by the DEOs was accurate for 96.4 percent of the selected households.

DEO	Number of Households Interviewed	Number of Non- discrepant Households	Non-Discrepant Households (As a Percentage of Total Households Interviewed)
Adv. E-Tech	38	32	84.2%
Deloitte	76	74	97.4%
DPS	357	348	97.5%
HQs	54	54	100.0%
IA	881	848	96.3%
MYASCO 360	334	309	92.5%
NCBMS	62	59	95.2%
NIFT	233	222	95.3%
Systems	677	669	98.8%
Others	34	33	97.1%
Overall	2746	2647	96.4%

Table 4: Number of Non Discrepant Households

Frequency of Errors

The frequency of errors is measured by the number of questions with erroneous data entry. Table 5 summarizes the number of households for different number of errors. Of the discrepant households 92.9 percent had errors in the data entry of one question. The maximum number of data entry errors for a household was in four questions. There was only one such case.

Table	5:	Number	of	Discrepant	Questions
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DE0	1	2	4
Adv. E-Tech	6	0	0
Deloitte	2	0	0
DPS	9	0	0
HQs	0	0	0
IA	32	1	0
MYASCO 360	23	2	0
NCBMS	2	1	0
NIFT	9	1	1
Systems	8	0	0
Others	1	0	0
Overall	92	5	1

Data Entry Spot Check- Phase 6 Report

Table 6 shows the number of errors for each question. Most of the differences identified were in the data entry of the number of dependents and children's education. The number of dependents and children's education did not match for 48 percent and 19 percent, respectively, of the 99 discrepant households. Both of these are not directly taken from the questionnaire but depend on the age calculated of the household members listed in the roster³. IDS followed the methodology as shared by NADRA for the calculation of age. Hence, the discrepancy in these variables can be attributed to errors in data entry.

Question	Number of Errors
Discrepancy in Number of Dependents	48
Discrepancy in Children Education	19
Discrepancy in Sheep Ownership	6
Discrepancy in Motorcycle Ownership	4
Discrepancy in Buffalo Ownership	3
Discrepancy in Cow Ownership	3
Discrepancy in Land Unit	3
Discrepancy in Household Head Education	2
Discrepancy in Freezer Ownership	2
Discrepancy in Washing Machine Ownership	2
Discrepancy in Cooking Stove Ownership	2
Discrepancy in TV Ownership	2
Discrepancy in Car Ownership	2
Discrepancy in Goat Ownership	2
Discrepancy in Number of Household Members(Based on Part B)	2
Discrepancy in Room Ratio	1
Discrepancy in Air Cooler Ownership	1
Discrepancy in Bull Ownership	1
Discrepancy in Land Area	1

Table 6: Number of Errors per Question

When analyzed across DEOs, number of dependents and children's education remain questions with the most discrepancies. (See *Annex 1 for DEO wise results*)

³ For questionnaires following the old format children's education and dependents was taken from the back side and did not depend on the age calculation.

Calculation of PMT Score

Figure 2 shows that PMT scores were not calculated by NADRA for only 3.5 percent of the total households interviewed. Thus, the PMT score calculation has been compared for the remaining 96.5 percent of the households interviewed.

Figure 2: Calculation of PMT Score



Of the total households interviewed for each DEO, Adv. E-Tech had the higher proportion of households for which PMT scores were not calculated, i.e. 7.9 percent. For all other DEOs this percentage was higher than 3 percent. See table 9 below.

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DEO	Number of Households Interviewed	PMT Score Calculated by NADRA	Percentage of Total Households Interviewed	PMT Score Not Calculated by NADRA	Percentage of Total Households Interviewed
Adv. E-Tech	38	35	92.1%	3	7.9%
Deloitte	76	72	94.7%	4	5.3%
DPS	357	346	96.9%	11	3.1%
HQs	54	51	94.4%	3	5.6%
IA	881	855	97.0%	26	3.0%
MYASCO 360	334	321	96.1%	13	3.9%
NCBMS	62	62	100.0%	0	0.0%
NIFT	233	223	95.7%	10	4.3%
Systems	677	653	96.5%	24	3.5%
Others	34	32	94.1%	2	5.9%
Total	2746	2650	96.5%	96	3.5%

NADRA does not calculate the PMT scores for households that are marked as empty, annulled or discrepant. As per NADRA a discrepant household is defined as a household for which there are enumeration errors in the questionnaire, for example, a response was not selected for one or more questions or multiple responses were chosen for a single response question. In this case it is not possible to determine the true answer. Thus, the household is marked as discrepant and the score is not calculated.

Table 7: DEO Wise PMT Score Calculation

Figure 3 shows that for the sampled households the scores were not calculated for households that were marked as discrepant or empty. The scores for 94.8 percent households could not be calculated as they were discrepant households.

As Table 8 shows that across all DEOs the most common reason for not calculating PMT score was discrepant households. For all DEOs except Information Architect, MYASCO 360 and NIFT, this was the only reason for not



calculating PMT scores.

Figure 3 Reasons for Not Calculating Scores

DEO	Discrepant Household	Empty
Adv. E-Tech	100.0%	0.0%
Deloitte	100.0%	0.0%
DPS	100.0%	0.0%
HQs	100.0%	0.0%
IA	96.2%	3.8%
MYASCO 360	76.9%	23.1%
NIFT	90.0%	10.0%
Systems	100.0%	0.0%
Others	100.0%	0.0%
Overall	94.8%	5.2%



PMT Score Discrepancy

IDS was left with 2,746 households for PMT score comparison. Out of these households, 3.1 percent had discrepancy in PMT score, i.e. the scores calculated by IDS did not match the scores calculated by NADRA. The PMT scores matched for the remaining 96.9 percent.



Table 9 shows the score discrepancies for each DEO. Although 'Others' did not have any data entry errors, there was a higher proportion of households with score discrepancy. Such cases are analysed later. HQ also had higher proportion of score discrepancy, i.e. 11.8 percent of its selected households. For the remaining DEOs the percentage of this error was less than

6 percent. DPS and Systems had the least discrepancy in scores. Both DPS and Systems had variation in score of less than 2 percent of their respective samples.

Table 9: PMT score Discrepancy									
DEO	Number of Households with Scores Calculated by NADRA	Households with Discrepant Score	Households with Discrepant Score	Households with no Discrepancy in Score	Households with no Discrepancy in Score				
Adv. E-Tech	35	2	5.7%	33	94.3%				
Deloitte	72	1	1.4%	71	98.6%				
DPS	346	6	1.7%	340	98.3%				
HQs	51	6	11.8%	45	88.2%				
IA	855	33	3.9%	822	96.1%				
MYASCO 360	321	12	3.7%	309	96.3%				
NCBMS	62	2	3.2%	60	96.8%				
NIFT	223	11	4.9%	212	95.1%				
Systems	653	4	0.6%	649	99.4%				
Others	32	6	18.8%	26	81.3%				
Overall	2650	83	3.1%	2567	96.9%				

The degree of discrepancy in score varies for the 3.1 percent households with differences in scores. Figure 5 summarizes differences in the two scores. The smallest range of difference was of 0-2.99, which was the most common margin of error, with 59 percent of the score discrepant households falling in this range. The second most common range of difference was 5-7.99, with 21.7 percent of the score discrepant households within this range. Remaining 16.9 percent had a difference of 3 to 4.99 score points while only 2.4 percent had a difference equal to or greater than 11 score points.

Figure 5: Score Difference Range



Table 10 reports the differences in the scores calculated by NADRA and IDS across the ten DEOs.

	Adv. E-Tech	Deloitte	DPS	HQs	IA	MYASC O 360	NCBMS	NIFT	Systems	Others
0-2.99 (±)	50.0%	100.0%	16.7%	100.0%	57.6%	58.3%	50.0%	63.6%	0.0%	100.0%
3-4.99(±)	50.0%	0.0%	50.0%	0.0%	12.1%	16.7%	50.0%	27.3%	0.0%	0.0%
5-7.99 (±)	0.0%	0.0%	33.3%	0.0%	24.2%	25.0%	0.0%	9.1%	100.0%	0.0%
8-10.99 (±)	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%
≥ 11 (±)	50.0%	100.0%	16.7%	100.0%	57.6%	58.3%	50.0%	63.6%	0.0%	100.0%
Total	100	100	100	100	100	100	100	100	100	100

Table 10: DEO wise Difference in Score Range

Discrepancy in PMT Scores of Non-Discrepant Households

Out of the total sample of 2,746 households, 96.4 percent or 2,647 households were nondiscrepant households. Table 11 shows the variation in the scores of these households. Households that have their data entered correctly should not have a variation in the two scores. However, there were 33 cases for which the scores did not match. These households account for 1.3 percent of the non-discrepant households.

DEO	Non-Discrepant Households	Score Calculation by NADRA of Non- Discrepant Households	Non-Discrepant Households with difference in Score	Percentage
Adv. E-Tech	32	31	0	-
Deloitte	74	70	0	-
DPS	348	337	0	-
HQs	54	51	6	11.8%
IA	848	824	15	1.8%
MYASCO 360	309	298	0	-
NCBMS	59	59	0	-
NIFT	222	215	6	2.8%
Systems	669	645	0	-
Others	33	31	6	19.4%
Total	2647	2561	33	1.3%

Table 11: Non-discrepant households with Discrepancy in PMT scores

An analysis of the score discrepancy of these households reveals that the interview of these households was administered on the questionnaires designed according to the old format. For these households the PMT score was calculated up to two decimal places by NADRA. Hence, IDS calculated and compared the scores up to two decimal places for these households. Consequently, there was no discrepancy in the scores of 16 of these cases. The difference in scores of the remaining 17 households fell within the range of 0.01 to 0.02. This difference is negligible and could be attributed to variations in rounding off by NADRA and IDS

Findings

- Despite the numerous safeguards such as the double entry system, inbuilt checks and rigorous monitoring systems, used by the DEOs, data entry errors exist
- Discrepancy in data entry was found to be 3.6% in the sample of 2,746 households
- For all DEOs except DPS and System Limited the percentage of this error was more than 3 percent. It was highest for MYASCO 360 and Adv.E-Tech, i.e. 7.5% and 15.8% of their respective samples with errors in data entry.
- Data entry errors were only in 1 question for 92.9 % of the total discrepant households
- Two questions in which discrepancy is larger are: 1) Number of dependents 48% and 2) Children's education 19%,
- NADRA for reasons specified earlier has been unable to calculate the PMT score of 3.5% of the sample households.
- Of the remaining 96.5 % (2,650) households whose PMT score was calculated, 96.9% of the PMT scores calculated by NADRA and IDS matched. In case of 3.1% or 83 households the PMT Score did not match. This is primarily because of the 3.6% discrepant households where data entry errors were committed.
- Of the 2,647 non-discrepant households, the PMT scores did not match for 1.2% (33 households).
- For these 33 households the PMT score was calculated up to two decimal places by NADRA. Comparison of the scores up to two decimal places for these households revealed that there was no discrepancy in the scores of 16 of these cases. The difference in scores of the remaining 17 households fell within the range of 0.01 to 0.02 score points. This difference is negligible and could be attributed to variations in rounding off by NADRA and IDS.
- The discrepancy in data entry and PMT score calculation is summarized below

DEO	Errors in Data Entry	PMT Score not Calculated by NADRA	Discrepancy in PMT Score
Adv. E-Tech	15.8%	7.9%	5.7%
Deloitte	2.6%	5.3%	1.4%
DPS	2.5%	3.1%	1.7%
HQs	0.0%	5.6%	11.8%
IA	3.7%	3.0%	3.9%
MYASCO 360	7.5%	3.9%	3.7%
NCBMS	4.8%	0.0%	3.2%
NIFT	4.7%	4.3%	4.9%
Systems	1.2%	3.5%	0.6%
Others	2.9%	5.9%	18.8%
Total	3.6%	3.5%	3.1%

Table 12: Difference in data entry for the DEOs

Conclusion

The sixth phase of Data Entry Spot Check was carried out to give a detailed outline of the quality of the data entry in the DEO's that were mentioned earlier. This analysis shows us that Deloitte, Systems and DPS had errors below 3%, which made them the DEO's with the lowest number of errors. Consequently, they also had the lowest difference in PMT scores. DEOs grouped as 'Others' had no discrepancy in data entry. However there was a higher proportion of households with variation in the scores calculated by 'Other' and IDS. The difference in the score in the case of households with no data entry errors was on account of difference in the number of decimal spaces of the scores. On the other hand, MYASCO 360 and Adv. E-Tech showed the greatest errors in data entry as well as the greatest difference in PMT scores.

Annex 1: DEO wise discrepancy in questions

	Adv. E-Tech	Deloitte	SdQ	HQS	Ы	MYASCO 360	NCBMS	NIFT	Systems	Others	Total
Discrepancy in Number of Dependents	4	1	4	0	18	9	2	4	5	1	48
Discrepancy in Children Education	0	0	2	0	5	9	1	0	2	0	19
Discrepancy in Sheep Ownership	1	1	0	0	1	3	0	0	0	0	6
Discrepancy in Motorcycle Ownership	0	0	0	0	1	1	0	1	1	0	4
Discrepancy in Buffalo Ownership	0	0	0	0	0	0	0	3	0	0	3
Discrepancy in Cow Ownership	0	0	0	0	1	2	0	0	0	0	3
Discrepancy in Land Unit	0	0	2	0	1	0	0	0	0	0	3
Discrepancy in Number of Household Members(Based on Part B)	0	0	0	0	0	1	0	1	0	0	2
Discrepancy in Household Head Education	0	0	0	0	1	0	0	1	0	0	2
Discrepancy in Freezer Ownership	0	0	0	0	1	0	0	1	0	0	2
Discrepancy in Washing Machine Ownership	1	0	0	0	0	0	0	1	0	0	2
Discrepancy in Cooking Stove Ownership	0	0	0	0	1	0	0	1	0	0	2
Discrepancy in TV Ownership	0	0	0	0	0	0	0	2	0	0	2
Discrepancy in Goat Ownership	0	0	0	0	0	1	1	0	0	0	2
Discrepancy in Room Ratio	0	0	0	0	0	1	0	0	0	0	1
Discrepancy in Air Cooler Ownership	0	0	0	0	1	0	0	0	0	0	1
Discrepancy in Bull Ownership	0	0	0	0	1	0	0	0	0	0	1
Discrepancy in Land Area	0	0	1	0	0	0	0	0	0	0	1
Total	38	76	357	54	881	334	62	233	677	34	2746