**Annexure 1: Interview schedule**

1. Do you think the current trends in outsourcing in the government have a positive impact on service delivery?
   1. (probe) If yes, how? If not, why not?
2. What are the different types of outsourcing arrangements you have come across in your experience? (Spectrum can be a one-time outsourcing of delivery of service to complete privatization)
   1. How did you perceive the efficacy of these different types of arrangements?
3. What do you think about the current skill set of government officials for managing outsourcing?
4. Your take on OCEMs (Online Continuous Monitoring Systems/dashboards, etc.) reliability?
   1. Are they reducing the need for physical inspection?
5. Related to the outsourcing arrangements, what type of role boundaries between government officials and service providers have you seen in terms of accountability, coordination, etc.?
6. Are outsourcing arrangements used for functions mandated for the government by law, totally or partially?
   1. If yes, what is your opinion about these relationships?
7. Is the data and knowledge gathered by the outsourcing agency shared with the government in a structured manner?
   1. If yes, how has it been achieved?
8. In your opinion, do government servants have the capacity to manage outsourcing arrangements in general?
   1. (Probe) If no, what are areas where they are lacking and capacity augmentation is needed?
9. Your take on the statement ‘There is a difference in the emoluments received by the government officials vis-a-vis comparable officials in the outsourcing agencies.”
   1. How does this influence the outsourcing arrangement?
10. Are you aware of the Akshaya Patra Scheme for Mid-day meals directly or indirectly?
    1. If yes, what are the key problems this scheme is designed to resolve?
    2. What is the success rate?
    3. Is there any scope for improvement?
11. Are you aware of the passport Sewa Kendra scheme directly/indirectly or as a user?
    1. If yes, what are the key problems this scheme is designed to resolve?
    2. What is the success rate?
    3. Is there any scope for improvement?