**To the Customers**

1. **Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. **Gender**

 Male  Female  Others

1. **Age:**

 20-24  25-29  30-34

 35-39  40-60  Above 60

1. **City**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. **How often do you visit a pharmacy?**

 Everyday  Once in a week

 Twice in a month  Once in a month

1. **Have you ever had an experience of getting damaged or expired drugs from the pharmacy?**

 Yes  No

1. **If yes what do you think the possible reasons could be?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| Mishandling of the products at the time of transportation |  |  |  |  |  |
| Lack of temperature-controlled logistics system |  |  |  |  |  |
| Lack of temperature-controlled storage system |  |  |  |  |  |

1. **Do the pharmaceuticals near you have a drugs disposal bin?**

 Yes  No

1. **If no, then how do you dispose of the leftover or expired medicines?**

**** Dump it in the dump yard  Burn it

**** Bury it  Send it to chemical waste disposal centers

1. **Do the pharmacies near you have home delivery system of the required medicines?**

 Yes  No

1. **Did you face any difficulty to buy medicines from the pharmacy during the time of lockdown due to the Covid-19?**

 Yes  No

1. **If yes what was the difficulty that you faced?**

 Unable to reach the pharmacy due to restrictions in the movement of traffic

 Required medicines not being available in the pharmacy

 Unavailability of delivery service in your locality

1. **Do you use online apps to buy your medicines?**

 Yes  No

1. **If No, then what are the reasons for not using online apps to buy medicines? (You can choose more than 1 option)**

 There are no online apps available in my area

 The available apps are not easy to use

 It is difficult to trust online apps

 I don’t have much knowledge about internet and online apps

1. **Do you think there is a need for improved medicine delivery system post Covid-19 situations?**

 Strongly Agree  Agree  Neutral

 Disagree  Strongly Disagree