Supplementary Appendix

Supplement to: Mira Johri, Sumeet Agarwal, Aman Khullar, Dinesh Chandra, Vijay Sai Pratap, Aaditeshwar Seth, and the Gram Vaani Team. **The first 100 days: How has COVID-19 affected poor and vulnerable groups in India?**

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Supplementary Figure 1. Framework to monitor the effects of the COVID-19 pandemic and response measures

SDG1: No poverty

End poverty in all its forms everywhere. **Linked to** Social security & Income

SDG2: Zero hunger

End hunger, achieve food security and improved nutrition and promote sustainable agriculture. **Linked to** safe food, adequate nutrition

SDG3: Good health & well-being

Ensure healthy lives and promote well-being for all at all ages. **Linked to** the entitlement to equal annd timely access to basic health services and protection against the financial effects of ill health.

SDG4: Quality education

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. **Linked to** health-related education and information.

SDG6: Clean water & sanitation

Ensure availability and sustainable management of water and sanitation for all. **Linked to** safe drinking water & adequate sanitation.

SDG8: Decent work & economic growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. **Linked to** healthy working conditions.

SDG11: Sustainable cities & communities

Make cities and human settlements inclusive, safe, resilient and sustainable. **Linked to** decent housing, community participation in health.

SDG16: Peace, justice & strong institutions

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels. **Linked to** policy tailored for vulnerable populations.

Each SDG is linked to entitlements and determinants enshrined in the Human Right to Health framework, with reduced inequalities as cross-cutting themes.

Supplementary table 1. Coding template for data extraction

Section	Questions/issues		variable		Categories
Section: A	1.Call code		a1_call_code		
	2. Is the call relevant?		a2_rel_audio	Yes - 1 No - 0	
	3. State		a3_state		
	4.District		a4_dist		
	5. Block		a5_block		
	6. Village		a6_vill		
	7. Caller location		a7_call_loc		
	8.Caller sex		a8_caller_sex	Male - 0 Female - 1 Other-2	
	9. Was the audio self-recorded or was interviewed by someone?		a9_rec_inter	Self-recorded -0 MV reporter own recording -1 Interviewe of someone-2	
	10. If interview then who was the interviewer?		a10_inter_by	MV reporter - 0 Other - 1	
	11. The caller was from which area?		a11_caller_area	Rural -0 Urban - 1 Could not identify - 2	
	12. Domicile		a12_domicile	Migrant - 0 Local resident - 1 MV reporter - 2 Could not identify - 3	
	13.Move ment of of caller	13a.Stranded or on the way	a13a_stranded	Yes - 1 No - 0	
		13.b Reached Home	a13b_reached	Yes - 1 No - 0	
		13c. Local resident	a13c_local	Yes - 1 No - 0	
	14. Income source	14a.Service sector, eg. health worker, teacher	a14a_service	Yes - 1 No - 0	
		14b.Construction or other labour work	a14b_construction	Yes - 1 No - 0	
		14c. Farmer with land	a14c_farmer_ownland	Yes - 1 No - 0	
		14d.Farmer without land	a14d_farmer_landless	Yes - 1 No - 0	
		14e. Industrial worker	a14e_industrial	Yes - 1 No - 0	
		14f. Street vendor	a14f_vendor	Yes - 1 No - 0	

		14g. Self employed, eg. Shopkeeper	a14g_self_employ	Yes - 1 No - 0	
		14h. MV Reporter	a14h_mv_reporter	Yes - 1 No - 0	
		14i. Private job	a14i_pvt_job	Yes - 1 No - 0	
		14j. Student	a14j_student	Yes - 1 No - 0	
		14k. Could not identify	a14k_dont_know	Yes - 1 No - 0	
	15. Employment type		a15_employ_type	Daily wager - 0 Employed via contractor - 1 Self emplyment (Shopkeeper/ street vendor) - 2 Permanent worker - 3 MV reporter - 4 Student - 5 Could not identify - 6	
	16. COVID19 relationship		a16_covid_rel	COVID19 patient and family - 0 Nothing to do with COVID19 patient and family - 1	
	17. Is the problem in the content related to individual/household or group of people (different households)?		a17_content_rela	Individual / HH- 0 Group of people (different family) - 1	
Section: B	18. What type of problem they were facing/tal king about?	1. Ration/Food	b1_ration	Yes - 1 No - 0	Zero hunger
		2.Financial	b2_finance	Yes - 1 No - 0	No poverty
		3. Water	b3_water	Yes - 1 No - 0	Clean water and sanitation
		4. Electricity	b4_electricity	Yes - 1 No - 0	Sustainable cities and communities
		5. Transportation	b5_transport	Yes - 1 No - 0	Sustainable cities and communities
		6. Gas cylinder	b6_gas	Yes - 1 No - 0	No poverty
		7. Health	b7_health	Yes - 1 No - 0	Good health and well-being
		8. Quarantine	b8_quarantine	Yes - 1 No - 0	Good health and well-being
		9. Employment/work in NREGA	b9_nrega	Yes - 1 No - 0	Decent work and economic growth
		10. Employment/ work in cities or villages, not NREGA related	b10_non_nrega	Yes - 1 No - 0	Decent work and economic growth

		11. Education (School)	b11_school	Yes - 1 No - 0	Quality education
		12. Higher Education	b12_edu_higher	Yes - 1 No - 0	Peace, Justice and strong institutions
		13. COVID19 rule/guideline	b13_covid_rule	Yes - 1 No - 0	Good health and well-being
		14. Discrimination	b14_discrimination	Yes - 1 No - 0	Reduce inequalities
		15.Violence	b15_violence	Yes - 1 No - 0	Peace, Justice and strong institutions
		16. Farming related	b16_farming	Yes - 1 No - 0	No poverty
		17. Livelihood (Steet vendor, shopkeeprs, traders)	b17_livelihood	Yes - 1 No - 0	No poverty
		18. Shopkeeper charging more/ increased prices	b18_increased_price	Yes - 1 No - 0	Peace, Justice and strong institutions
		19. Sanitation	b19_sanitation	Yes - 1 No - 0	Clean water and sanitation
		20. Agriculture or livestock impacted	b20_agri_livestock	Yes - 1 No - 0	No poverty
		21. Lack of awarness or misinformation	b21_awarness	Yes - 1 No - 0	Good health and well-being
		22. Sexual harassment	b22_sexual_haras s	Yes - 1 No - 0	Gender equality
		23. Landlord not give permission to leave without paying rent	b23_house_rent	Yes - 1 No - 0	Sustainable cities and communities
		24. Other	b24_other_prob	Yes - 1 No - 0	
		25. Specify	b25_other_spe		
	Panchay at issue	26. Is panchayat mentioned as the being responsible for the problem?	b26_panchayat_re sp	Yes - 1 No - 0	Peace, Justice and strong institutions
Section: B1	b1. If ration /food related	a. No ration card	b1a_no_ration	Yes - 1 No - 0	Zero hunger
		b. Ration dealer not distributing ration	b1b_ration_distr	Yes - 1 No - 0	Zero hunger
		c. Ration dealer asking//taking more money for ration or taking bribe	b1c_bribe	Yes - 1 No - 0	Peace, Justice and strong institutions
		d. Ration dealer not opening the PDS shop	b1d_shop_close	Yes - 1 No - 0	Zero hunger
		e. Ration dealer giving not enough ration as per rule, only giving aata/rice and no dal	b1e_insuffi_ration	Yes - 1 No - 0	Zero hunger
		f. Out of food	b1f_out_food	Yes - 1 No - 0	Zero hunger
		g. Not following any other COVID19 rule/guideline at ration shop	b1g_covid_rule	Yes - 1 No - 0	Peace, Justice and strong institutions
		h. Overcrowding at the ration shop	b1h_crowded	Yes - 1 No - 0	Peace, Justice and strong institutions
		i. Retail prices of other things are very high2	b1i_increased_pric es	Yes - 1 No - 0	Zero hunger

		j. Cooked food related issues - community kitchens, didi kitchens	b1j_cooked_food	Yes - 1 No - 0	Zero hunger
		k.Steps taken, eg. survey of village for new ration cards	b1k_taken_step	Yes - 1 No - 0	Peace, Justice and strong institutions
		l. Other	b1l_other	Yes - 1 No - 0	
		m. Specify	b1m_other_spe		
Seciton: B2	b2. If financial	a. Out fo cash	b2a_out_cash	Yes - 1 No - 0	No poverty
		b. Bank/ATM not working	b2b_not_working	Yes - 1 No - 0	Peace, Justice and strong institutions
		c. Not getting pension	b2c_no_pension	Yes - 1 No - 0	Peace, Justice and strong institutions
		d.Not getting relief fund (Rs 1000 for ration card holders, Rs 1000-5000 for workers)	b2d_no_relief	Yes - 1 No - 0	Peace, Justice and strong institutions
		e. No fund receieved in Jandhan account	b2e_no_jandhan_fund	Yes - 1 No - 0	Peace, Justice and strong institutions
		f. Not getting benefit of Government scheme (eg. NREGA, PM-KISAN)	b2f_no_benefit	Yes - 1 No - 0	Peace, Justice and strong institutions
		g. Bank staff asking for bribe, eg. account reactivation, Aadhaar linkage, cases of fraud	b2g_bribe	Yes - 1 No - 0	Peace, Justice and strong institutions
		h. Not following any other COVID19 rule/guideline at Bank/ATM	b2h_covid_rule	Yes - 1 No - 0	Peace, Justice and strong institutions
		i. Bank/ATM are over crowded	b2i_crowded	Yes - 1 No - 0	Peace, Justice and strong institutions
		j. Other	b2j_other	Yes - 1 No - 0	
		k. Specify	b2k_other_spe		
Section: B3	b3. If water related - Household and Village/town	a. Household/Village Not getting drinkable water (bad smell, dirty etc)	b3a_no_drinking	Yes - 1 No - 0	Clean water and sanitation
		b. Household/Village Not have water connection in the houehold or facing problem in getting water connection (Nal Jal scheme)	b3b_water_connection	Yes - 1 No - 0	Clean water and sanitation
		c. Household/Village Water bill related issues such getting huge water billl	b3c_water_bill	Yes - 1 No - 0	Clean water and sanitation
		d. Household/Village Not have enough water facilities (pubic handpum, tap)	b3d_water_point	Yes - 1 No - 0	Clean water and sanitation

		e. Household/Village Not getting enough water/water supply	b3e_water_supply	Yes - 1 No - 0	Clean water and sanitation
		f. Houseold/village Not following COVID19 rule/guideline at water point	b3f_covid_rule	Yes - 1 No - 0	Peace, Justice and strong institutions
		g. Other	b3g_other	Yes - 1 No - 0	
		h. Specify	b3h_other_spe		
Section: B4	b4. If electricity related	a. Power outage	b4a_elec_outrage	Yes - 1 No - 0	Sustainable cities and communities
		b. Tranformar not working	b4b_tranformer	Yes - 1 No - 0	Sustainable cities and communities
		c. getting electricity only for few hours	b4c_less_elect	Yes - 1 No - 0	Sustainable cities and communities
		d. Not following any other COVID19 rule/guideline at elecltricity office	b4d_covid_rule	Yes - 1 No - 0	Peace, Justice and strong institutions
		e. Other	b4e_other	Yes - 1 No - 0	
		f. Specify	b4f_other_spe		
Section: B5	b5. If transport ation related	a. Want to go home but no transportation facility available	b5a_no_transport	Yes - 1 No - 0	Sustainable cities and communities
		b.No permission from Govt to go home during lockdown, police harassment, trucks stopped at borders	b5b_tranport_per mission	Yes - 1 No - 0	Peace, Justice and strong institutions
		c. Train tickets are not available, problems with registration	b5c_no_ticket	Yes - 1 No - 0	Sustainable cities and communities
		d. Not following COVID19 rule/guideline at bus/train station	b5d_covid_rule	Yes - 1 No - 0	Peace, Justice and strong institutions
		e. On the way, or reached home, problems faced in the process	b5e_reaching_ho me	Yes - 1 No - 0	Sustainable cities and communities
		f. Other	b5f_other	Yes - 1 No - 0	
		g. Specify	b5g_other_spe		
Section:B6	b6. If Gas related	a. Not getting cylinder	b6a_no_cylinder	Yes - 1 No - 0	No poverty
		b. Gas agency taking more money	b6b_more_money	Yes - 1 No - 0	Peace, Justice and strong institutions
		c. Not getting benefit of Ujjawala Yojna	b6c_ujjawala_sche me	Yes - 1 No - 0	No poverty
		d. Not following any other COVID19 rule/guideline at gas agency	b6d_covid_rule	Yes - 1 No - 0	Peace, Justice and strong institutions
		e. Other	b6e_other	Yes - 1 No - 0	
		f. Specify	b6f_other_spe		

	b7. If health related	a. Not getting respons from emergency health number/ No not working	b7a_emergency_no	Yes - 1 No - 0	Good health and well-being
		b. Health facility is not open	b7b_closed_facility	Yes - 1 No - 0	Good health and well-being
		c. Health staff is not providing survices	b7c_not_working	Yes - 1 No - 0	Good health and well-being
		d. Health staff absence	b7d_absent_staff	Yes - 1 No - 0	Good health and well-being
		e. Health equipment not working or not available	b7e_equipment	Yes - 1 No - 0	Good health and well-being
		f. Health staff bad behaviour	b7f_bad_behave	Yes - 1 No - 0	Good health and well-being
		g. Asking for money /bribe	b7g_bribe	Yes - 1 No - 0	Good health and well-being
		h. Abulance is not coming	b7h_ambulance	Yes - 1 No - 0	Good health and well-being
Section: B7		i. No health insurance for health staff	b7i_staff_insurance	Yes - 1 No - 0	Good health and well-being
		j. Not getting medicine	b7j_medecine	Yes - 1 No - 0	Good health and well-being
		k. VHND/vaccination days is not organizing	b7k_no_vhnd	Yes - 1 No - 0	Good health and well-being
		l. Not following COVID19 rule/guideline at hospital/facility	b7l_covid_rule	Yes - 1 No - 0	Peace, Justice and strong institutions
		m. Health staff not following COVID19 guideline/rule	b7m_staff_covid_rule	Yes - 1 No - 0	Peace, Justice and strong institutions
		n. PPE kit not available the the health facility for the staff	b7n_no_ppe	Yes - 1 No - 0	Good health and well-being
		o. No water facility available at the health facility	b7o_no_water	Yes - 1 No - 0	Clean water and sanitation
		p. Health facility Water is not drinkable (bad smell, dirty etc)	b7p_drinking_water	Yes - 1 No - 0	Clean water and sanitation
		q. Health facility Water supply problem	b7q_water_supply	Yes - 1 No - 0	Clean water and sanitation
		r. Aanganwadi is closed	b7r_awc_closed	Yes - 1 No - 0	Good health and well-being
		s. Children not getting food in the AWC or ration delivered at home	b7s_awwchild_ration	Yes - 1 No - 0	Good health and well-being
		t. Aangawadi staff absent	b7t_aww_absent	Yes - 1 No - 0	Good health and well-being
		u. Aangawadi staff not doing their work	b7u_aww_no_work	Yes - 1 No - 0	Good health and well-being
		v. Other	b7v_other	Yes - 1 No - 0	
		w. Specify	b7w_other_spe		
Section: B8		a.Person absconded	b8a_absconded	Yes - 1 No - 0	Peace, Justice and strong institutions

		b.No quarantine facility available for migrant who coming from other places	b8b_no_quarantine_facility	Yes - 1 No - 0	Peace, Justice and strong institutions
		c. In quarantine centre people not staying at quarantine centre	b8c_no_stay_quarantine	Yes - 1 No - 0	Peace, Justice and strong institutions
		d. No authority personnel coming to monitor the centre	b8d_no_monitoring	Yes - 1 No - 0	Peace, Justice and strong institutions
		e. No food facility available at the centre	b8e_no_food	Yes - 1 No - 0	Peace, Justice and strong institutions
	b8. If quarantine related	f. No sanitation facility available at the centre	b8f_no_sanitation	Yes - 1 No - 0	Clean water and sanitation
		g. No water facility available at the centre	b8g_no_water	Yes - 1 No - 0	Clean water and sanitation
		h.Not following any other COVID19 rule/guideline at quarantine centre	b8h_covid_rule	Yes - 1 No - 0	Peace, Justice and strong institutions
		i. Village head not supporting	b8i_no_support	Yes - 1 No - 0	Peace, Justice and strong institutions
		j. People Oposing quarantine center	b8j_oppose_people	Yes - 1 No - 0	Peace, Justice and strong institutions
		k. No electricity at quarantine centre2	b8k_no_electricity	Yes - 1 No - 0	Sustainable cities and communities
		l. Other	b8l_other	Yes - 1 No - 0	
		m. Specify	b8m_other_spe		
Section: B9 & 10	b910. If employment/ work, including NREGA	a. Not getting any work	b910a_no_work	Yes - 1 No - 0	Decent work and economic growth
		b. Company/Employer/Government not giving salary / fund	b910b_no_salary	Yes - 1 No - 0	Decent work and economic growth
		c. Employer not allowing to go home	b910c_force_stay	Yes - 1 No - 0	Decent work and economic growth
		d. Employer forcing to work	b910d_force_work	Yes - 1 No - 0	Decent work and economic growth
		e. At workplace work coditions are not good , eg. social distancing not being followed	b910e_work_condition	Yes - 1 No - 0	Decent work and economic growth
		f. Force to work long hours	b910f_long_workhour	Yes - 1 No - 0	Decent work and economic growth
		g. Children are working (less than 14 years)	b910g_child_labour	Yes - 1 No - 0	Decent work and economic growth
		h. Not following any other COVID19 rule/guideline at work place	b910h_covid_rule	Yes - 1 No - 0	Peace, Justice and strong institutions
		i. Other	b910i_other	Yes - 1 No - 0	
		j. Specify	b910j_other_spe		
Section: B11	b11. If Education	a. School is closed	b11a_school_closed	Yes - 1 No - 0	Quality education
		b.Children not getting mid-day meal in school	b11b_no_mdm	Yes - 1 No - 0	Zero hunger

(School) related		or ration delivered at home			
		c. School teacher absent	b11c_teacher_absent	Yes - 1 No - 0	Quality education
		d. School staff not doing their work	b11d_staff_notworking	Yes - 1 No - 0	Quality education
		e. Other	b11e_other	Yes - 1 No - 0	
		f. Specify	b11f_other_spe		
Section: B12	b12. If higher education related	a. Not able to find a job	b12a_no_work	Yes - 1 No - 0	Decent work and economic growth
		b. Career opportunities unclear	b12b_unclear_career	Yes - 1 No - 0	Peace, Justice and strong institutions
		c. Unable to pursue education further	b12c_further_study	Yes - 1 No - 0	Quality education
		d. Stipend issues (Delay/ no stipend)	b12d_stipend	Yes - 1 No - 0	Peace, Justice and strong institutions
Section: B13	b13. Not following COVID19 rule/guideline	a. Not following social distancing	b13a_social_distancing	Yes - 1 No - 0	Peace, Justice and strong institutions
		b. Not washing hands	b13b_handwash	Yes - 1 No - 0	Peace, Justice and strong institutions
		c. Not using gloves	b13c_gloves	Yes - 1 No - 0	Peace, Justice and strong institutions
		d. Not wearing mask	b13d_facemask	Yes - 1 No - 0	Peace, Justice and strong institutions
		e. Other	b13e_other	Yes - 1 No - 0	
		f. Specify	b13f_other_spe		
Section: B14	b14. If discrimination	a. Gender discrimination	b14a_gender	Yes - 1 No - 0	Reduce inequalities
		b. Caste discrimination	b14b_caste	Yes - 1 No - 0	Reduce inequalities
		c. Religious discrimination	b14c_religious	Yes - 1 No - 0	Reduce inequalities
		d. Discrimination with COVID patient's family	b14d_covid_patient_family	Yes - 1 No - 0	Peace, Justice and strong institutions
		e. Discriminaiton with people returning from other places	b14e_migrant	Yes - 1 No - 0	Reduce inequalities
		f. Discriminiation with COVID patient	b14f_covid_patient	Yes - 1 No - 0	Reduce inequalities
		g. Other	b14g_other	Yes - 1 No - 0	
		h. Specify	b14h_other_spe		
Section: B15	b15. If voilence related	a. Domestic violence (against women or children)	b15a_domestic	Yes - 1 No - 0	Peace, Justice and strong institutions
		b. Communal voilence	b15b_communal	Yes - 1 No - 0	Peace, Justice and strong institutions
		c. Other	b15c_other	Yes - 1 No - 0	
		d. specify	b15d_other_spe		
Section : B16	b16. Farming related	a. Water for irrigation (Pradhan Mantri Krishi Sinchai Yojana)	b16a_irrigation	Yes - 1 No - 0	Peace, Justice and strong institutions

	issues, for land-holding farmers, for landless farmers	b. Electricity problemm	b16b_electricity	Yes - 1 No - 0	Peace, Justice and strong institutions
		c. Diesel problem for tracktor or tubewell	b16c_fuel	Yes - 1 No - 0	Peace, Justice and strong institutions
		d. Transportation problem in marketing the product or carrying from the field	b16d_transport	Yes - 1 No - 0	Peace, Justice and strong institutions
		e.Payment issues (delay/no payment)	b16e_payment	Yes - 1 No - 0	No poverty
		f. Less produce	b16f_less_produce	Yes - 1 No - 0	No poverty
		g. Not have money to repay the loan	b16g_loan_repay ment	Yes - 1 No - 0	No poverty
		h.not have money/ produce to repay the landlord (landless farmers)	b16h_land_repay ment	Yes - 1 No - 0	No poverty
		i.Not getting good prices of produce	b16i_market_price s	Yes - 1 No - 0	Peace, Justice and strong institutions
		j. Fertilizer related issues	b16j_fertilizer	Yes - 1 No - 0	Peace, Justice and strong institutions
Section: B17	b17. Other livelihood issues - street vendors, shopkeepers, traders	a. Less income	b17a_less_income	Yes - 1 No - 0	No poverty
		b. Not getting pass to open shop/ to work / Not allowed to resume the work	b17b_work_permis sion	Yes - 1 No - 0	Peace, Justice and strong institutions
		c. Authorities are misbehaving (Police)	b17c_police_misb ehave	Yes - 1 No - 0	Peace, Justice and strong institutions
		d. Authorities are asking for a bribe to open shop/ to do regular business	b17d_bribe	Yes - 1 No - 0	Peace, Justice and strong institutions
		e.Goods supply issues (Not getting supply of goods, insufficient supply of goods)	b17e_goods_suppl y	Yes - 1 No - 0	Peace, Justice and strong institutions
		f. Transportation related issues	b17f_tranport	Yes - 1 No - 0	Peace, Justice and strong institutions
		g.Payment issues (delay/no payment)	b17g_payment	Yes - 1 No - 0	No poverty
		h.Not have money to repay loan	b17h_loan_repay	Yes - 1 No - 0	No poverty
Section: C	c. Audio Type	Audio type	c_audio_type	Impact story - 0 Issues reporting with no solution -1	

Supplementary table 2. Construction of the SDG variables

SDG Target	The Right to Health: entitlements & determinants	Field from coding template[1]
1.No poverty End poverty in all its forms everywhere 1.5. By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters 1.3. Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable 1.3.1. Proportion of population covered by social protection floors/systems, by sex, distinguishing children, unemployed persons, older persons, persons with disabilities, pregnant women, newborns, work-injury victims and the poor and the vulnerable	Social security Income	· Financial · Livelihoods · Farming, agriculture or livestock
2. Zero hunger End hunger, achieve food security and improved nutrition and promote sustainable agriculture 2.1. By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round	Safe food; adequate nutrition[1]	· Food · Food entitlements[2]
3. Good health and well-being Ensure healthy lives and promote well-being for all at all ages 3.8. Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all 3.D Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks International Health Regulations (IHR) capacity and health emergency preparedness	Entitlements conferred by the right to health:[1] · Equal and timely access to basic health services · The right to prevention, treatment and control of diseases; · Access to essential medicines and vaccines; Protection against the financial effects of ill health:[2] · Level of financial health protection · Inequities in level of financial health protection	· Health · Quarantine · COVID19 rule/guideline · COVID19 lack of awareness or misinformation

4. Quality education Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all 4.1. By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes 4.2. By 2030, ensure that all girls and boys have access to quality early childhood development, care and pre-primary education so that they are ready for primary education 4.6. By 2030, ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy	Education Health related education and information[1]	· Education (Anganwadi/ pre-school & school)
5. Gender equality Achieve gender equality and empower all women and girls 5.1. End all forms of discrimination against all women and girls everywhere 5.2. Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation	Gender *(priority group : women)*	· Sexual harassment
6. Clean water and sanitation Ensure availability and sustainable management of water and sanitation for all 6.4. By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity	Safe drinking water & adequate sanitation[1]	· Water · Sanitation
8. Decent work and economic growth Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all 8.8. Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	Healthy working conditions[1]	· Employment/ work NREGA[3] · Employment/ work non-NREGA[3]

10. Reduce inequalities Reduce inequality within and among countries 10.2. By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status	Principle of non-discrimination[1,3] Principle of equality of opportunity for everyone to enjoy the highest attainable level of health[1]	· Discrimination
11. Sustainable cities and communities Make cities and human settlements inclusive, safe, resilient and sustainable 11.1. By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums	Decent housing Community participation in health[1]	· Electricity · Transport[4] · Housing · Gas/Ujjawala Yojna
16. Peace, Justice and strong institutions Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels 16.5. Substantially reduce corruption and bribery in all their forms 16.6. Develop effective, accountable and transparent institutions at all levels 16.7. Ensure responsive, inclusive, participatory and representative decision-making at all levels	Inclusive policy or vulnerable populations targeted.[2] · The extent to which governments produce policy that is tailored for vulnerable populations and populations in need.	· Black marketing and profiteering/ price rises · Local governance · Violence, domestic or communal · Relief measures not working[5] · Financial services not working · Farming/livelihood related services not working · Other issues
Cross cutting principles: equality of opportunity to enjoy the highest attainable level of health; no one left behind	Discrimination, special populations[1]	Priority populations: · Migrant workers · Disabled persons

[1] Caller contributions were coded into these high-level categories. The complete coding scheme is presented in Supplementary table 2.

[2] The Indian government provides various food entitlements, including the Public distribution system (PDS) scheme that provides subsidised food and non-food items to poor households, and mid-day meal programmes for children offered by Anganwadi (rural mother and child care and development) centres and schools.

[3] The Mahatma Gandhi National Rural Employment Guarantee Act 2005 aims to fulfil the right to work by providing at least 100 days of guaranteed minimum wage employment in a financial year to every rural household in exchange for unskilled manual labour on public works projects.

[4] Any transportation issue related to the COVID19 lockdown, including problems in accessing Government Shramik (labour) trains designed to carry migrant workers to their home states

[5] Problems in accessing various other social support measures provided by the Government of India, including pensions and gas subsidies.

References

1. The Right to Health. Fact sheet no. 31: Office of the United Nations High Commissioner for Human Rights, World Health Organization, 2008.
2. Towards a global monitoring system for implementing the Rio Political Declaration on Social Determinants of Health: developing a core set of indicators for government action on the social determinants of health to improve health equity. *International Journal for Equity in Health* 2018; **17**(1).
3. Constitution of India. India: Government of India; 1950.

Supplementary figure 2. Temporal distribution of total calls and callers over the 100-day analysis period.
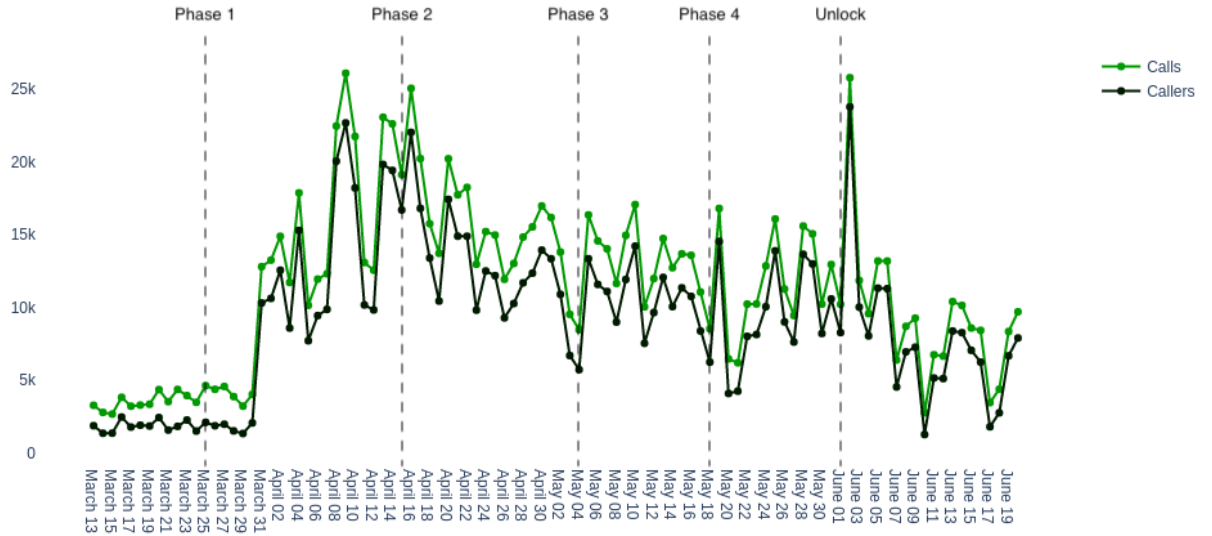
Supplementary figure 3. Temporal distribution of total contributions and SOS messages over the 100-day analysis period.
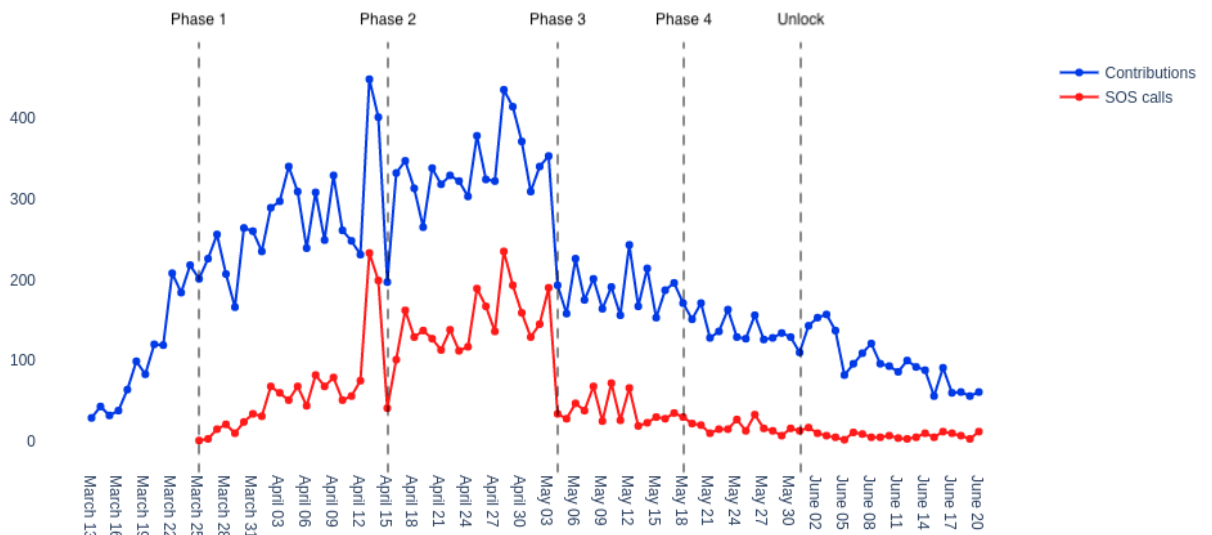
Supplementary figure 4. Temporal evolution of issues raised by rural callers[1] to the
COVID-19 IVR platform March 13-June 20, 2020[2]
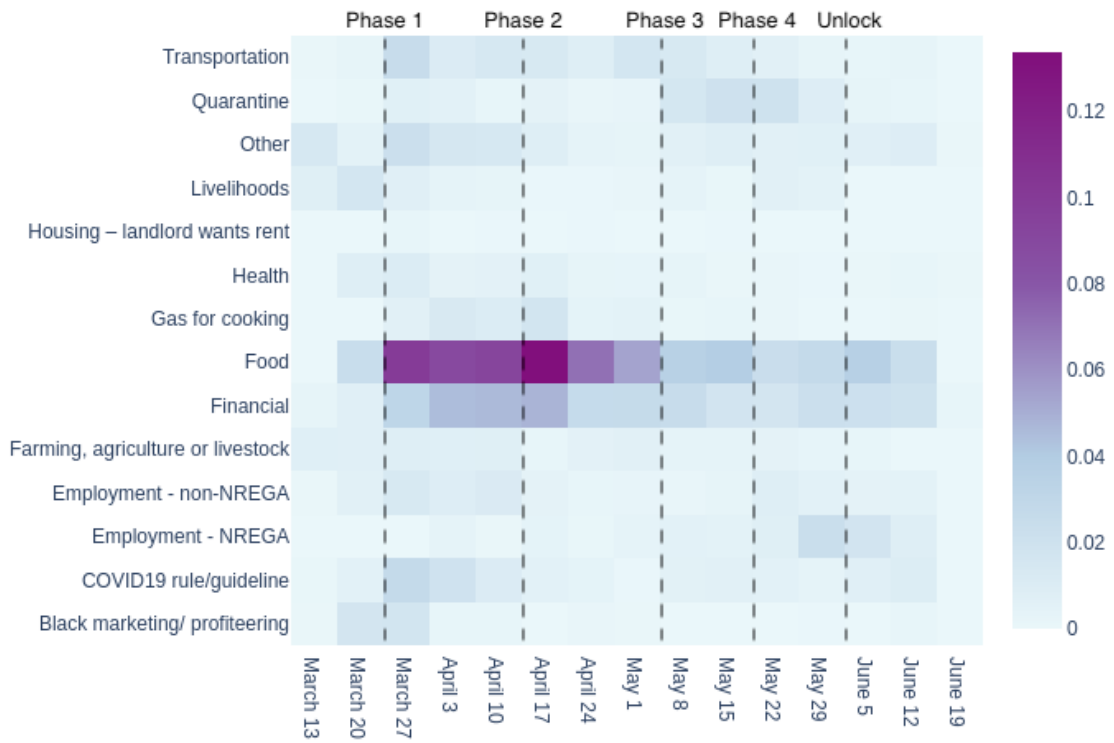
[1] Callers from rural areas of Bihar, Jharkhand, Madhya Pradesh and Uttar Pradesh
[2] To adjust for variations in call volumes, we present "normalised" user contributions as fractions
of the total number of incoming calls per week.

Supplementary figure 5. Temporal evolution of issues raised by urban callers[1] to the COVID-19 IVR platform March 13-June 20, 2020[2]
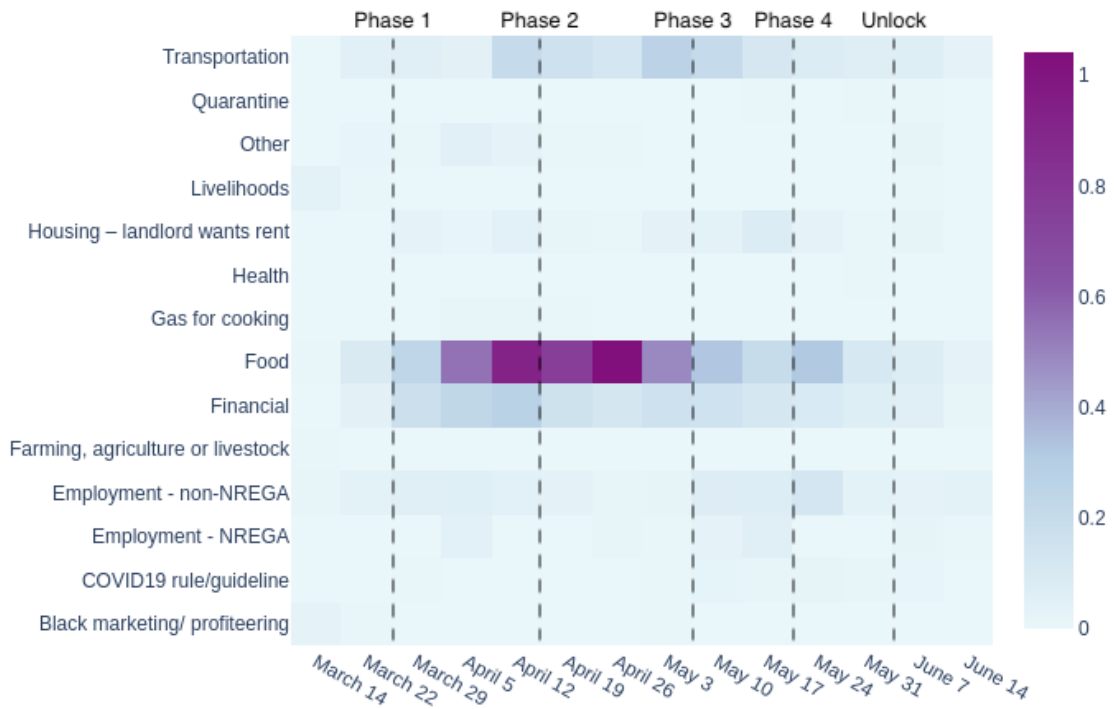
[1] Callers from urban centres (Delhi and the National Capital Region, Tamil Nadu)
[2] To adjust for variations in call volumes, we present "normalised" user contributions as fractions of the total number of incoming calls per week.

Supplementary figure 6. Issues raised by female callers[1] categorised according to the UN 2030 Sustainable Development Goals
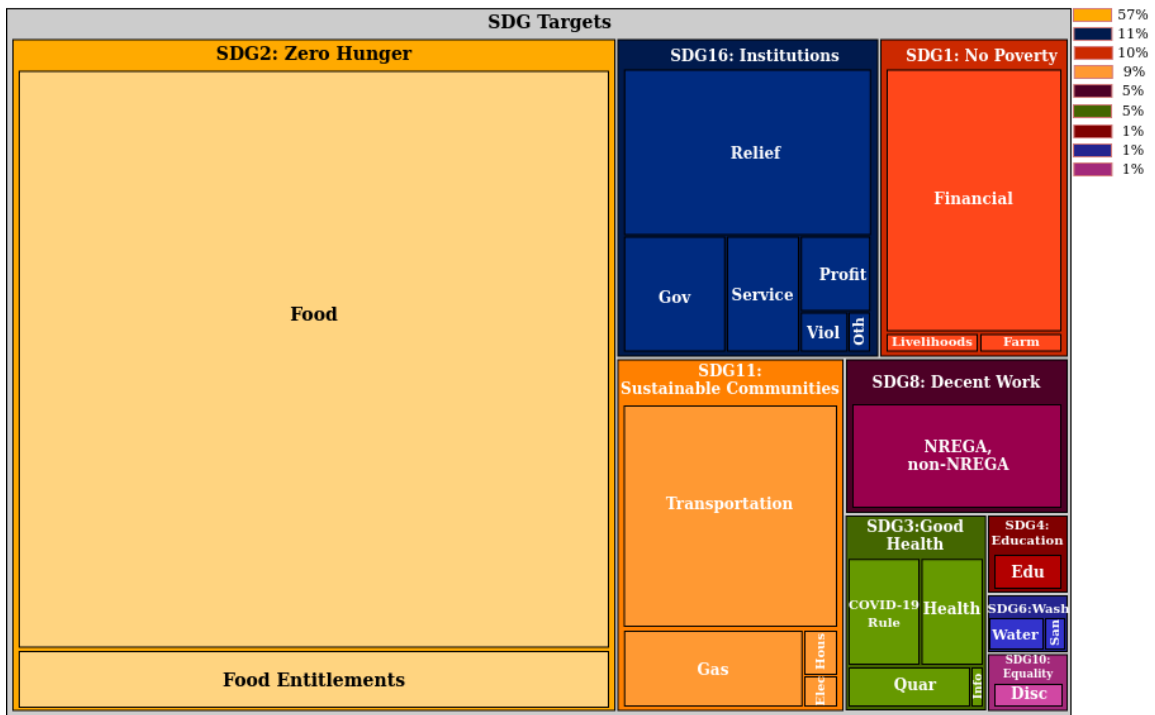
[1] Of the 6636 UGC contributions, 1322 contributions (representing 3554 issues related to the SDGs) were by females.

Supplementary figure 7. Issues raised by male callers[1] categorised according to the UN 2030 Sustainable Development Goals
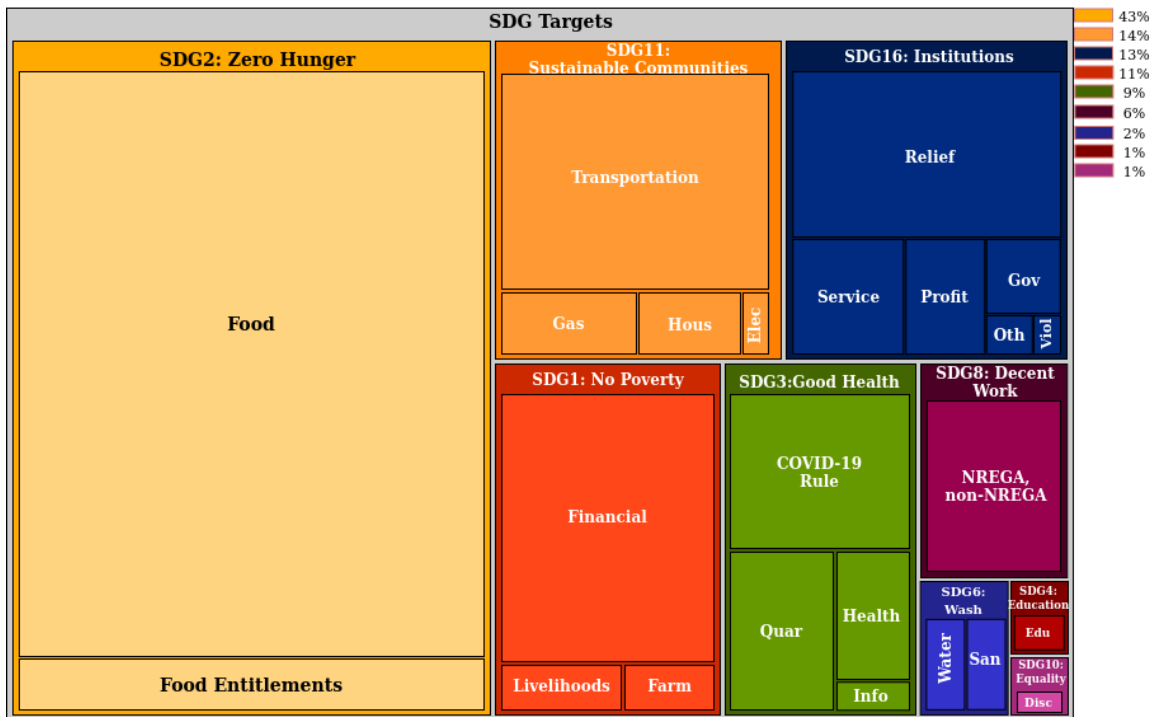
[1] Of the 6636 UGC contributions, 5312 contributions (representing 15,210 issues related to the SDGs) were by males.