

Design Note

Alternative Opportunities for Schemes to Solicit Feedback

Description of less formal alternatives to consumer forums that Inclusive IPSs can use to solicit feedback from women end-users.

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Recommended practice embeds user voices into formal governance structures, such as a Consumer Forum. Nevertheless, if a Scheme cannot pursue such a formal option, or wishes to complement its Consumer Forum, we offer several less formal mechanisms to elicit feedback which can be tailored to suit the specific context and stakeholder landscape of each market.

Method	Description	Benefits	Challenges	Ideal For
Open Call via Public Channels	Inclusive IPS publicly broadcasts (via radio, social, SMS) an open invitation to provide feedback to a central feedback ‘box’	Inclusive; low barrier to entry; useful for uncovering unknown use cases	Harder to synthesize and analyze data; quality may vary; requires outreach effort	Early-stage scoping or public accountability processes
Partner-Led Community Listening Sessions or Working Groups	Scheme participants join NGOs or Consumer Rights Groups who host grassroots discussions and relay structured insights	Leverages trusted local partners; culturally appropriate facilitation	Dependent on partner capacity; slower turnaround time and documentation	Gathering feedback from rural women, informal actors
Participatory Design Labs/ Hackathons	Scheme sponsors public hackathons to generate solutions to persistent end user challenges	Generates new ideas and engagement with new parties; Deep co-creation; builds user ownership and trust	Resource intensive; limited to small, often urban, sample	UX testing, proof-of-concept development