QUESTIONNAIRE

Dear Respondent,

I am carrying a research project leading to Ph.D. on the topic "Consumer Movement, Attitude towards Marketing Practices and Government Regulations - An Exploratory Survey of Urban and Rural Consumers" under the supervision of Dr. S.C. Sahoo, Professor, Post-Graduate Department of Business Administration, Utkal University. The following questionnaire will help for my research work. The information relating to the questionnaire will be kept confidential.

Thanking you.

(P.K. Das Choudhury)

NAME: ______________________________________________________

ADDRESS: __________________________________________________

Year of Establishment:

Name of the Head:(Director or Secretary or Chief Executive)

Q.1. State the objective of your organisation, dividing them into major and minor.

Q.2. In case, consumer awareness is one of the major objectives of your organisation. Please give your response against each of the following items.

Do you think the consumer movement in Orissa is gaining momentum?

Yes □ No □

If yes, please put*.

FASTLY STEADILY SLOWLY

If slowly please mention the reasons.
3. Which of the following activities do you undertake to spearhead the consumer movement in your area? Please * against each of the activities you undertake.

<table>
<thead>
<tr>
<th>Activities</th>
<th>Yes</th>
<th>No</th>
<th>Budget provision for the activity in 95-96</th>
<th>Approximate expenditure made for the activity in during 95-96.</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Filing complaints on behalf of the members/others with the District Consumer Redressal forums</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Educating Consumers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Holding seminar, symposium.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Advocacy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Litigation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Creating awareness through media</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Publication and distribution of leaflets, pamphlets on consumer rights/ journals/ periodicals</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Lobbying with Govt/ bureaucracy and with various organisations in achieving consumer rights</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Observing the Consumer Day</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. Doing research work relating to consumer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Providing testing facility for defective samples.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q.4. What is your annual budget? Please put ✓ wherever applicable.

1. Upto Rs. 10,000/- □  2. Rs. 10,000-25,000 □
2. Rs. 25,000-50,000 □  4. Rs. 50,000-75,000 □
5. Rs. 75,000-1,00,000 □  6. Rs. 1,00,000-3,00,000 □
7. More than Rs. 3,00,000 □
Q.5 Kindly mention your sources of funding please put ✓ wherever applicable. 

**Source of funding**

1. Membership fees /Annual subscription
2. Donations (Individual, Public, Trusts, Interest Groups)
3. Grants from State Government/Central Government / Public Sector
4. Sale of Literature/Subscription
5. Foreign Sources

Q.6 Are you aware of the existence of Federation of Consumer Organisation Orissa (FOCO) - a state level federation.
Yes [ ] No [ ]

If yes, has your organisation ever participated in the meetings and conventions organisation by the federation? Yes [ ] No [ ]

Q.7 Do you feel that the Annual Conventions of the federation have been useful in arousing consumer awareness?
Useful [ ] Not Useful [ ]

If useful, the extent of usefulness.
Useful to a large extent [ ] Somewhat useful [ ] Useful to a little extent [ ]

Q.8 How many consumer complaints you have taken up with the local forum, during the last year?
0-10 [ ] 10-50 [ ]
50-10 [ ] Above 100 [ ]

Q.9 Do you feel the consumer grievance redressal forum in your locality/district is functioning properly for quick disposal of complaints? Yes [ ] No [ ]

If No, please suggest measures for improvement.

Q.10 Do you feel Govt Regulations are adequate in protecting the interest of consumers against malpractices of Business men/Traders, etc.
Yes [ ] No [ ]

If yes, kindly state the extent of adequacy, by * one of the following.
Full adequate [ ] Adequate [ ]
Some what adequate [ ] Partly adequate [ ]
Not at all adequate [ ]

Q.11 Kindly mention some of the major obstacles that you face in promoting activity related to consumer awareness.

Q.12 Suggest some measures for developing consumer awareness both in urban and rural Orissa.