ANNEXURE
Annexure- I

**Questionnaire for General Consumers**

Respected Sir/ Madam,

I am conducting a study on level of awareness about ‘Consumer Rights’ and ‘Consumer Grievances Redressal’ under ‘Consumer Protection Act’ in Haryana. For this purpose, a questionnaire has been designed to get responses. You are requested to spare some time and fill the questionnaire below. It will be a great help to me.

**Respondent’s Profile**

1. Age: ( ) Up to 30 Years  ( ) 30-50 Years  ( ) Above 50 Years
2. Gender: ( ) Male  ( ) Female
3. Place of Residence: Name of Place ________ ( ) Urban  ( ) Semi Urban ( ) Rural
4. Education: ( ) Illiterate  ( ) Sr. Sec.(up to 12th Class)  ( ) Graduate  ( ) Post Graduate  ( ) Professional Degree
5. Family’s Monthly Income: ( ) Below 5,000 Rs.  ( ) 5,000-15,000 Rs.  ( ) 15,000-40,000 Rs.  ( ) Above 40,000 Rs
6. Occupation: ( ) Student  ( ) Unemployed  ( ) Government Service  ( ) Private Service  ( ) Self employment  ( ) Labor  ( ) Others (Please Specify_________________________________)

**PART A**

1. How you make your purchase decision: (Please Tick (√))

<table>
<thead>
<tr>
<th>Decision</th>
<th>Always</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whenever need arises</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>On advice of friends and relatives</td>
<td>( )</td>
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<tr>
<td>On the basis of advertisement</td>
<td>( )</td>
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<tr>
<td>On the advice of family members</td>
<td>( )</td>
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<tr>
<td>By self searching and comparing products</td>
<td>( )</td>
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</tr>
</tbody>
</table>

2. Please Tick (√) under respective box for Consumer Awareness Level Monitoring Inventory:
## Do You...

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Questions</th>
<th>Always</th>
<th>Never</th>
<th>Depend on Situation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Demand bill of purchase?</td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>Preserve bill of connected any purchase/ payment?</td>
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<tr>
<td>3</td>
<td>Check the bill after you buy the product?</td>
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<tr>
<td>4</td>
<td>Check the illegal fixation of price stickers on originally printed prices?</td>
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<tr>
<td>5</td>
<td>Read the information and instructions on the product label?</td>
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<td></td>
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<tr>
<td>6</td>
<td>Read or ask the Warranty/ Guarantee conditions of the product?</td>
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<tr>
<td>7</td>
<td>Get the Warranty/ Guarantee Card filled and preserve it?</td>
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<tr>
<td>8</td>
<td>Check the Maximum Retail Price?</td>
<td></td>
<td></td>
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<tr>
<td>9</td>
<td>Compare the actual price paid with Maximum Retail Price?</td>
<td></td>
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<tr>
<td>10</td>
<td>Compare the price paid with the price offered by other competitors?</td>
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<td></td>
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<tr>
<td>11</td>
<td>Know the local tax added to your product?</td>
<td></td>
<td></td>
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<tr>
<td>12</td>
<td>Ask the seller to specify the Govt. rate of local tax on your product?</td>
<td></td>
<td></td>
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<tr>
<td>13</td>
<td>Check the date of manufacturing?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>14</td>
<td>Check the date of expiry?</td>
<td></td>
<td></td>
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<tr>
<td>15</td>
<td>Check the quality of the product?</td>
<td></td>
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<tr>
<td>16</td>
<td>Know about the various quality marks like ISI, AGMARK, FPO, BROMARK, ECOMARK, Veg./ Non. Veg. Mark, Woolmark, ISO, Trademark, Registered, BIS, AYUSH, SILKMARK etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Consider Adulteration before buying Food products?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Compare one product with other product?</td>
<td></td>
<td></td>
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<tr>
<td>19</td>
<td>Request the seller for actual demonstration?</td>
<td></td>
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<tr>
<td>20</td>
<td>Check the weights and measures?</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>21</td>
<td>Have the habit of visiting more than one shop before purchase?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>22</td>
<td>Returned the product to seller if found defected within few days of purchase?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Give weightage to the advice of seller regarding the quality of product to be purchased?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>24</td>
<td>Check the seal and packing material of product for assuring the genuineness of Brand?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Have you experienced anytime a reason to complain against the product/ services you purchased?
   ( ) Very Often    ( ) Sometimes    ( ) Never

4. When you have a complaint, how often you have actually lodged it?
   ( ) Always    ( ) Sometimes    ( ) Never
5. Please mark Yes/ No to the area of complain you have found while making a purchase and complained to seller/ manufacturer:

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Nature of Problem</th>
<th>Whether any complaint found</th>
<th>Complaint lodge to seller/ manufacturer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sub standard Goods sold/ Adulterated Goods</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>2</td>
<td>Old &amp; damaged goods sold</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>3</td>
<td>High Price/ Over Charging</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>4</td>
<td>Improper Packaging &amp; Labeling</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>5</td>
<td>Lack of Proper Response of the Salesman</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>6</td>
<td>Limited Choice of Goods</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>7</td>
<td>Non Availability of Product</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>8</td>
<td>Faulty Weights &amp; Measures</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>9</td>
<td>Misleading Advertisements</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>10</td>
<td>After Sales Service</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>11</td>
<td>Warranty/ Guarantee (Such as Defective Product/ Non Replacement of Items etc.)</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>12</td>
<td>Malpractices &amp; Unfair Trade Practices (Such as Hoarding, Black Marketing/ Tie Up Sales/ Force Selling etc.)</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>13</td>
<td>Discrimination (Differential Discount/ Allowance etc.)</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>14</td>
<td>Health/ Safety (Spurious Drugs/ Polluted Air/ Water etc.)</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

6. How is your complaint dealt by manufacturer/ seller?

( ) Not paid attention   ( ) Attention after very long duration
( ) Very Slow            ( ) Very Soon

7. What did you do in case you were not compensated on your complaint by the manufacturer/ seller?

( ) Complaint again & again to seller
( ) Complaint to manufacturer
( ) Nothing Done
( ) Decided never to complaint again
( ) Decided not to purchase from that seller
( ) Filed a case in Consumer Court

8. When you have a complaint against Govt./ Semi Govt. and Private Business Houses but you did not file it in Consumer Courts under Consumer Protection Act, What was the reason?
Personal Reasons:- (Please give Rank from 1 to 6; 1-Most Important, 6- Least Important)
[ ] Lack of time
[ ] Wastage of time, energy and money
[ ] Afraid of law & court
[ ] Don’t want to take tension of court
[ ] Do not have faith in courts
[ ] Fear of exploitation by advocates

Reason Pertaining to Consumer Laws:- (Please give Rank from 1 to 6 as above)
[ ] No Knowledge of Consumer Protection Act and Rights as a Consumer
[ ] Complicated and long procedure of filing of complaint
[ ] Do not know the procedure of court
[ ] No guidance from any Consumer Organization
[ ] Court is located far off from your place of residence
[ ] Other redressal mechanisms are better than courts

9. Do you aware about the rights of a Consumer?
( ) Aware  ( ) Not Aware

10. Of the following Consumer Rights available, please tick (✓) mark your level of awareness;

<table>
<thead>
<tr>
<th>Right</th>
<th>Fully Aware</th>
<th>Partially Aware</th>
<th>Never Heard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Right to Information</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Right to be Healthy Environment</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Right to Choose</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Right to Satisfaction of Basic Needs</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Right to Safety</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Right to Return of Goods</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>Right to Consumer Education</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Right to be Heard</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Right to Negotiate</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Right to Seek Redressal</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
</tbody>
</table>

11. What is your source of awareness of consumer rights?
( ) Family  ( ) TV  ( ) Radio  ( ) Friends
( ) School/ Colleges  ( ) Internet  ( ) Newspaper
___________________________________________ Any Other (Specify)

12. Have you ever utilized these rights?
( ) Always  ( ) Sometimes  ( ) Never
13. For which right, you have protested most? (Can choose more than one)

( ) Right to Information
( ) Right to Choose
( ) Right to Safety
( ) Right to Consumer Education
( ) Right to be Heard
( ) Right to Seek Redressal
( ) Right to Negotiate
( ) Right to Return of Goods
( ) Right to Satisfaction of Basic Needs
( ) Right to a Healthy Environment

14. Do you know the documents required for filing Consumer Complaint to Consumer Courts in case any grievance is there?

( ) Yes
( ) No

15. Govt. of India has enacted following legislations for protection of consumer rights, please tick (✓) mark your level of awareness regarding them?

<table>
<thead>
<tr>
<th>Legislation</th>
<th>Fully Aware</th>
<th>Partially Aware</th>
<th>Never Heard</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Indian Contracts Act, 1872</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>(ii) Sales of Goods Act, 1930</td>
<td>( )</td>
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<tr>
<td>(iii) Agricultural Product Act, 1937</td>
<td>( )</td>
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<td>( )</td>
</tr>
<tr>
<td>(iv) Drug and Cosmetics Act, 1940</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>(v) Prevention of Food Adulteration Act, 1954</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>(vi) Essential Commodities Act, 1955</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>(vii) Protection of Civil Rights Act, 1955</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>(viii) Fruits Product Order, 1955</td>
<td>( )</td>
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<td>( )</td>
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<tr>
<td>(ix) Std. of Wts &amp; Measures Act, 1956 &amp; 1976</td>
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<td>( )</td>
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<tr>
<td>(x) Trade &amp; Merchandise Mark Act, 1958</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
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<tr>
<td>(xi) Competition Act, 2002</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>(xii) Prevention of Black Marketing Act, 1980</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>(xiii) Consumer Protection Act, 1986</td>
<td>( )</td>
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<td>( )</td>
</tr>
<tr>
<td>(xiv) Bureau of Indian Standards</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>(xv) Environment Protection Act, 1986</td>
<td>( )</td>
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<td>( )</td>
</tr>
<tr>
<td>(xvi) SEBI Act, 1992</td>
<td>( )</td>
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</tr>
</tbody>
</table>

16. Who will advocate or defend on behalf of you in the consumer forum to fight the case?

( ) Advocate
( ) Husband (if female & married)
( ) Yourself
( ) Any other (Please Specify)___________________ ___
17. Please read the statement and tick mark (√) your opinion:-

(1- Strongly Agree) (2- Agree) (3- Neither Agree nor Disagree) (4. Disagree) (5- Strongly Disagree)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Statement</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>It is easy to redress the complaint against any product purchased by consumer.</td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>Consumer movement has not been an important factor in changing business practices &amp; procedures.</td>
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<tr>
<td>3</td>
<td>Central Consumer Protection Council, NCDRC have been an important force in changing practice of business.</td>
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<tr>
<td>4</td>
<td>The exploitation of consumers by business firms requires more attention than it receives.</td>
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<tr>
<td>5</td>
<td>Role of Govt. in consumerism is adequate enough to prevent further malpractices of marketing.</td>
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<tr>
<td>6</td>
<td>Govt. should set minimum standards of quality for all products sold to consumers.</td>
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<tr>
<td>7</td>
<td>Govt. should test the competing brands of products and make the result of these test available to consumers.</td>
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<tr>
<td>8</td>
<td>Govt. should make more control for regulating the advt., sale and marketing activities of manufacturers.</td>
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<tr>
<td>9</td>
<td>Consumer protection and consumerism is in sorry state because of poor consumer education.</td>
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<tr>
<td>10</td>
<td>Consumer organizations are playing very important role to create awareness among consumers.</td>
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</tr>
<tr>
<td>11</td>
<td>Consumer organizations are trying to influence and guide the policies of the Govt. on issues concerning consumer interest &amp; affairs</td>
<td></td>
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</tr>
<tr>
<td>12</td>
<td>Consumer is not safe because of poor implementation of consumer protection laws by Govt.</td>
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</tbody>
</table>

18. What is your exposure to mass media (T.V, Newspaper, Radio etc.)?

(  ) Low  (  ) Medium  (  ) High

19. Are you aware about the Govt. of India’s, Department of Consumers affairs’ mass media campaign ‘Jago Grahak Jago’, www.nationalconsumerhelpline.in, Consumer Helpline 1800-11-4000?

(  ) Yes  (  ) No

20. If yes, have you ever used above website/ helpline to file complain?

(  ) Yes  (  ) No

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    ( ) Yes        ( ) No

22. If yes, have you ever used above website/ helpline to file complain?

    ( ) Yes        ( ) No

23. Are you aware about the Insurance Regulatory and Development Authority (IRDA)’s Insurance Awareness media campaign **‘Bima Bemisaal’**, www.igms.irda.gov.in, IRDA Helpline 155255?

    ( ) Yes        ( ) No

24. If yes, have you ever used above website/ helpline to file complain?

    ( ) Yes        ( ) No

25. Are you aware about the Telecom Regulatory Authority of India (TRAI)’s guidelines and rights of consumer regarding Telephone/ Mobile/ DTH/ Cable TV services?

    ( ) Yes        ( ) No

26. If yes, have you ever complained for deficiency in above services to some respective authorities?

    ( ) Yes        ( ) No

27. Are you aware about the Reserve Bank of India (RBI)’s Banking Ombudsman Scheme for Complaint against Banking Services?

    ( ) Yes        ( ) No

28. If yes, have you ever complained for deficiency in Banking services to Ombudsman?

    ( ) Yes        ( ) No


    ( ) Yes        ( ) No

30. If yes, have you ever used above website/ helpline to file complain?

    ( ) Yes        ( ) No

31. **Any Other Suggestions/ Comments**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

**Thanks and Regards**
Annexure- II

Questionnaire for Complainants

Respected Madam/ Sir,

I am conducting a study to analyze the attitude and perception of complainants towards consumer grievances redressal under Consumer Protection Act in Haryana. For this purpose, a questionnaire has been designed to get responses. You are requested to spare some time and fill the questionnaire below. It will be a great help to me. The information provided by you will be kept strictly confidential.

Respondent’s Profile

1. Name (optional): ____________________________________________

2. Age: [ ] Up to 30 Years [ ] 30-50 Years [ ] Above 50 Years

3. Gender: [ ] Male [ ] Female

4. Place of Residence: [ ] Urban [ ] Rural

5. Education: [ ] Illiterate [ ] Sr. Sec.(up to 12th Class)
   [ ] Graduate [ ] Post Graduate

6. Family’s Annual Income: [ ] Below 60,000 Rs. [ ] 60,000- 200,000 Rs.
   [ ] 200,000- 500,000 Rs. [ ] Above 500,000 Rs.

7. Occupation: [ ] Student
   [ ] Government Service
   [ ] Private Service
   [ ] Self employment
   [ ] Labor
   [ ] Others (Please Specify__________________________)

PART-A

1. What is your source of knowledge about Consumer Protection Act, 1986? Please tick (√)
   [ ] School/ College [ ] Consumer Organizations [ ] Advocates
   [ ] Family Member [ ] Consumer Forums [ ] Friends
   [ ] Media (Radio, TV, Newspaper etc.)

2. From where you get the knowledge about the procedure of lodging complaints at consumer forums. Please tick (√)
   [ ] School/ College [ ] Consumer Organizations [ ] Advocates
   [ ] Family Member [ ] Consumer Forums [ ] Friends
   [ ] Media (Radio, TV, Newspaper etc.)

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3. Do you know that consumer forums provide simple and low cost justice?
   [  ] Yes        [  ] No

4. How you have lodged the complaint at consumer forums? Please tick (√)
   [  ] Self   [  ] Through Advocates   [  ] Through Consumer Organizations

5. Do you know that no advocates are required to file case in consumer forums?
   [  ] Yes   [  ] No

6. What is your opinion regarding the time taken by these forums in settlement of cases?
   [  ] On Time Justice   [  ] Delayed Justice   [  ] Can't Say

*If delayed, then what are the reasons (Please give rank from 1 to 5)*
   [  ] Too much complaints
   [  ] Complex and technical procedure
   [  ] Unnecessary interference of advocate
   [  ] Frequent adjournments
   [  ] Indifferent work culture at forums

7. Your opinion on procedure adopted for settling complaints at consumer forums.
   [  ] Simple   [  ] Complex   [  ] Can't Say

8. Do you feel that appointment of advocates is desirable and justified?
   [  ] Desirable   [  ] Not desirable   [  ] Can't Say

*If desirable, then why; give rank from 1 to 5*
   [  ] i. Advocates defend the case effectively
   [  ] ii. Consumer Forum insists on engaging the advocates
   [  ] iii. Because of the opposite party always engages the advocates
   [  ] iv. No Consumer Organization in your area
   [  ] v. Consumer Organizations does not provide any help

*If not desirable, then why; give rank from 1 to 5*
   [  ] i. Procedure of consumer forum is very simple
   [  ] ii. Advocates demand heavy fees
   [  ] iii. Advocates unnecessarily delay the proceedings by taking adjournment
   [  ] iv. Forums are very helpful to the consumer
   [  ] v. Consumer organizations are ready to help consumers without charging any fees

9. If Consumer Forums are established at Sub- Divisional Level; then justice to consumers will be fast and simple, what is your opinion?
   [  ] Surely beneficial   [  ] Not much benefit   [  ] Can’t say
10. Are you satisfied with the judgments of Consumer Forums?
   [   ] Satisfied       [   ] Not satisfied

11. If exploited in future by the seller, will you again go to lodge complaints at consumer forums?
   [   ] Yes       [   ] No

12. Is there any type of non co-operation in the Consumer forums?
   [   ] Yes       [   ] No       [   ] Can’t say

   If yes, who did it:
   [   ] Forum President/ Member
   [   ] Forum Reader
   [   ] Other staff of forum
   [   ] Advocate
   [   ] Any Other_________________________

13. What can be done to improve the effectiveness of Consumer Forums?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Thanks and Regards
Annexure- III

Questionnaire for Opposite Parties

Respected Madam/ Sir,

I am conducting a study to analyze the attitude and perception of opposite parties towards consumer grievances redressal under Consumer Protection Act in Haryana. For this purpose, a questionnaire has been designed to get responses. You are requested to spare some time and fill the questionnaire below. It will be a great help to me. The information provided by you will be kept strictly confidential.

Respondent’s Profile

1. Name (optional):________________________________________________
2. Address:______________________________________________________
3. You are a:       [    ] Goods Dealer       [    ] Service Provider

PART- A

1. Do you aware about Consumer Protection Act? (Please Tick-√)
   [    ] Fully Aware       [    ] Partially Aware       [    ] Not Aware
2. What is your opinion regarding the time taken by these courts in settlement of cases?
   [    ] On Time Justice       [    ] Delayed Justice       [    ] Can't Say
   If delayed, then what are the reasons (Please give rank from 1 to 6)
   [    ] Too much complaints
   [    ] Complex procedure
   [    ] Unnecessary interference of advocates
   [    ] Frequent adjournments of cases
   [    ] Indifferent work culture at forums
   [    ] Lack of monitoring of disposal of cases by the state govt.
3. What is your opinion on the procedure followed by Distt. forums in settlement of complaint? (Please Tick-√)
   [    ] Time consuming       [    ] Complex       [    ] Simple
4. Your opinion on the desirability of engaging advocates to appear before the Distt. Forum
   [    ] Desirable       [    ] Not-Desirable       [    ] Can't Say
   If desirable, then why; give rank from 1 to 4
   [    ] i. Advocates represent the cases in more efficient manner
   [    ] ii. To help the forum in the quick disposal of cases
   [    ] iii. We do not have spare time for courts
[   ] iv. Complex and technical procedure

*if not desirable, then why; please give reasons*

________________________________________________________________________
________________________________________________________________________

5. Your views on a proposal of establishing Consumer Forums at sub-divisional level
(i) Necessary [   ] (ii) Not necessary [   ] (iii) Can't Say [   ]

*if necessary, then tick (√) the reason*
(i) Working of Distt. Forum will improve [   ]
(ii) Justice at the grass root level [   ]
(iii) Scope of easy and speedy justice will improve [   ]

*if not necessary, please explain the reasons:*

________________________________________________________________________

6. How you have defended yourself in the Consumer Forum?
[   ] Self   [   ] Through Advocate

7. Do you think that time of 30-45 days are sufficient to submit the reply in consumer courts?
[   ] Yes   [   ] No

8. Before filing the case, which of the following approached you on behalf of complainant to resolve the grievance?
[   ] Complainant Himself   [   ] Through Consumer Organization
[   ] Through Advocates   [   ] Through Vyapar Mandal etc.
[   ] Not approached at all
[   ] Any Other *please specify*

9. Are you satisfied with the proceedings adopted for settling complaints at consumer courts?
[   ] Yes   [   ] No

10. Do you feel that consumer courts are more inclined towards consumers with their decisions rather than providing natural justice?
[   ] Yes   [   ] No

11. What can be done to improve the effectiveness of Consumer Forums?

________________________________________________________________________
________________________________________________________________________

________________________________________________________________________

Thanks and Regards

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Annexure- IV

**Questionnaire for Advocates / Legal Experts**

Respected Madam/ Sir,

I am conducting a study to analyze the attitude and perception of Advocates/ Legal Experts towards consumer grievances redressal under Consumer Protection Act in Haryana. For this purpose, a questionnaire has been designed to get responses. You are requested to spare some time and fill the questionnaire below. It will be a great help to me. The information provided by you will be kept strictly confidential.

**Respondent’s Profile**

1. **Name (optional):** __________________________________________

2. **Place:** ____________________________________________________

3. **Professional Experience:** [ ] Less than 10 Years [ ] More than 10 Years

4. **Gender:** [ ] Male [ ] Female

**PART- A**

1. Are you attached with any consumer organization? Yes ( ) No ( )

2. Do you deal with the cases of consumer forums/ consumer organization/ any kind of consumer exploitation? Yes ( ) No ( )

3. Kindly tick (√) at your level of agreeableness about following statements on five points scale.

   (1- Strongly Agree) (2- Agree) (3- Neither Agree nor Disagree) (4- Disagree) (5- Strongly Disagree)

<table>
<thead>
<tr>
<th>S. N</th>
<th>Statements</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Consumer Forum provides time bound &amp; speedy redressal.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Consumer Forum provides inexpensive redressal. (Only Nominal Fees)</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>3</td>
<td>Consumer Forum provides hassle-free disputes redressal.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>Dispute redressal under Consumer Forum is compensatory in nature.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Consumer Forum is easily accessible to all.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>6</td>
<td>Dispute Redressal Procedure in Consumer Forum is fully transparent.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>7</td>
<td>Processing of complaints is technically very efficient.</td>
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<td></td>
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<tr>
<td>8</td>
<td>Consumer Forum acts very strongly against frivolous and vexatious complaints.</td>
<td></td>
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<tr>
<td>9</td>
<td>Proceedings under Consumer Court are regular.</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>10</td>
<td>Consumer Court provides consensus judgment.</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
Consumer Court maintains full accuracy in judgments.
Consumer Forum provides fully impartial judgments.
Execution of final orders is very strong.
This Agency is relevant considering today’s business environment.

4. Following are the factors which create problems in smooth functioning of Consumer Forum. Please tick (√) in the appropriate cell to give your views on what extent the following variables is responsible for creating hurdles.

<table>
<thead>
<tr>
<th>S. N</th>
<th>Variables</th>
<th>Highly Responsible</th>
<th>Moderately Responsible</th>
<th>Not Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Overburden- Too many complaints</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Complex and technical legal procedure</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Frequent adjournment of cases</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Delay in the appointment of forum members</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Lack of judicial powers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Insufficient clerical staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Incompetency of non-judicial members</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Improper execution of orders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Conflicts between members</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Work culture at Consumer Forums</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Please rank the possible opportunities/ threats to Consumer Forum. *(Please give rank from 1 to 6)*

<table>
<thead>
<tr>
<th>S. N</th>
<th>Opportunities</th>
<th>Rank</th>
<th>Threats</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Establishment of CONFONET</td>
<td>1</td>
<td>Reluctance of advocates</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Available of frequent and more grants</td>
<td>2</td>
<td>Filing of frequent fake complaints</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Strong consumer movement in the country</td>
<td>3</td>
<td>Limited funds.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Community radio stations</td>
<td>4</td>
<td>Lack of Awareness among consumers</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Online registration of complaints</td>
<td>5</td>
<td>Consumer Organizations are not active</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Establishment of consumer protection councils</td>
<td>6</td>
<td>Disobedience with the final orders of consumer forum</td>
<td></td>
</tr>
</tbody>
</table>
6. Please rank the following remedies as per your opinion to solve the problems in consumer forums. *(Please give rank from 1 to 9)*

<table>
<thead>
<tr>
<th>S. N</th>
<th>Remedies</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Establishment of additional forums at district &amp; sub division level</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Establishment of independent monitoring authority.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Timely appointment of only judicial members.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Proper infrastructure of consumer forum.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Increase in clerical staff.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Increase in judicial power.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Separate liability for its members</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Training before appointing clerical staff</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Establishment of courts out of premises of civil court</td>
<td></td>
</tr>
</tbody>
</table>

7. Any other suggestion to improve functioning of consumer forums.

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

Thanks and Regards
Annexure- V

Questionnaire for Voluntary Consumer Organizations (VCOs)

Respected Madam/ Sir,

I am conducting a study to analyze the attitude and perception of consumer organizations towards consumer grievances redressal under Consumer Protection Act in Haryana. For this purpose, a questionnaire has been designed to get responses. You are requested to spare some time and fill the questionnaire below. It will be a great help to me. The information provided by you will be kept strictly confidential.

Respondent’s Profile

1. Name & Address of the Organization:

________________________________________________________________________
________________________________________________________________________

2. Registered / Unregistered; If registered, then date of registration____________________

PART-A

1. What type of cases do you undertake? (Please Tick-√)
   [ ] Individual Cases
   [ ] Common issue affecting general masses
   [ ] Both

2. Do you have of the financial problems in your organization to meet the objective of consumer protection?  [ ] Yes  [ ] No

3. Source of Funds in your organization: (Please Tick)
   a) Membership Fees [ ]
   b) Govt. Grants [ ]
   c) Assistance from Private Business Houses [ ]
   d) Fees from aggrieved consumers [ ]

4. Procedure of the complaint filing in consumer forums:
   (i) Simple [ ]  (ii) Complex [ ]  (iii) Can't Say [ ]

5. Are you satisfied with the time period prescribed by the Act in deciding the complaint?
   [ ] Yes  [ ] No  [ ] Can't Say

6. What is your opinion regarding the time taken by these courts in settlement of cases?
   [ ] On Time Justice  [ ] Delayed Justice  [ ] Can't Say
If delayed, then what are the reasons (Please give rank from 1 to 6)

[  ] (i) Too many complaints
[  ] (ii) Complex and technical procedure
[  ] (iii) Frequent adjournment of cases
[  ] (iv) Delay in the appointment of President/ Members
[  ] (v) Unnecessary interference of advocates
[  ] (vi) Indifferent work culture at consumer forums

7. Your opinion on the desirability of engaging advocates to appear before the Distt. Forum

(i) Desirable [    ]    (ii) Not-Desirable [    ]    (iii) Can't Say [    ]

if desirable, then why; give rank from 1 to 4

[  ] i. To defend the case properly
[  ] ii. To help the forum in the disposal of cases
[  ] iii. Because of the opposite party always engages the advocates
[  ] iv. Complex and technical procedure

if not desirable, then why; give rank from 1 to 5

[  ] i. Consumer organizations can handle the case easily because of the simple procedure
[  ] ii. Advocates demand heavy fees
[  ] iii. Advocates unnecessarily delay the proceedings by taking adjournment
[  ] iv. Forums are very helpful to the consumer
[  ] v. Consumer organizations are ready to help consumers without charging any fees

8. Your views on a proposal of establishing Consumer Forums at sub-divisional level

(i) Necessary [    ]    (ii) Not necessary [    ]    (iii) Can't Say [    ]

if necessary, then tick (√) the reason

(i) Working of Distt. Forum will improve [    ]
(ii) Justice at the grass root level [    ]
(iii) Scope of easy and speedy justice will improve [    ]

if not necessary, please explain the reasons:
9. Consumer is exploited and not protected today; your opinion on the relative importance of different factors in consumer exploitation. *(Please give rank from 1 to 4)*

[ ] Consumer is not aware
[ ] Law is not properly enforced
[ ] Business is not socially responsible
[ ] Consumer Organizations are not playing active role

10. Do you organize following as a part of Consumer Education and Awareness Programme?

   a) Lectures/ Seminars  [YES] [NO]
   b) Demonstrations and Workshops  [YES] [NO]
   c) Public Meeting/ Street Play  [YES] [NO]
   d) Moot Courts  [YES] [NO]
   e) Advertisement  [YES] [NO]
   f) News Letter/ Magazine etc.  [YES] [NO]

11. Do you conduct following activities as a part of Consumer Protection Programmes?

   a) Free legal aid/ Advocacy  [YES] [NO]
   b) Filing case for Consumers  [YES] [NO]
   c) Out of Court Settlement  [YES] [NO]
   d) Sample Testing  [YES] [NO]
   e) Consumer Research  [YES] [NO]

12. Does your organization give guidance in the following areas?

   a) Guidance with regard to Adulteration  [YES] [NO]
   b) Guidance with regard to Misbranding  [YES] [NO]
   c) Guidance with regard to Misleading Advertisements  [YES] [NO]
   d) Guidance with regard to Weight and Measures  [YES] [NO]
   e) Guidance with regard to Hazardous Products  [YES] [NO]
   f) Guidance for Quality Marks  [YES] [NO]

13. Which is most desirable method do you adopt for settlement of complaints?

   [ ] Warning to defaulting party
   [ ] File case in consumer court
   [ ] Pressurizing the defaulter through public boycott of the product
   [ ] Approach relevant government agency
   [ ] Organize public campaign
14. In your opinion, what is the reason that consumer does not raise their complaints and act for their settlement?

[ ] Consumer fear about court cases
[ ] Consumer Ignorance/ Apathy
[ ] Consumer non awareness
[ ] Consumer acceptance of certain level of deception
[ ] Lack of confidence in consumer organizations

15. What can be done to improve the effectiveness of Consumer Forums?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Thanks and Regards