APPENDIX- 1

QUESTIONNAIRE FOR COLLECTING INFORMATION FROM PASSENGERS WHO HAVE GIVEN COMPLAINTS TO CONSUMER DISPUTE REDRESSAL FORUM.

1. Name
2. Address
3. Place of residence: 1. Urban area 2. Rural area
4. Educational Qualification
   1. Below SSLC
   2. Above SSLC and below Degree
   3. Graduate
   4. Post graduate
   5. Professional degree
5. Religion:
   1. Hindu
   2. Christian
   3. Muslims
   4. Others
6. Occupation:
   1. Government Employee
   2. Pvt. Employee
   3. Business
   4. Agriculture
   5. Professional
   6. Student
   7. Others
7. Sex:
   1. Male
   2. Female
8. Monthly income:
   1. Upto Rs.2000
   2. 2000 -5000
   3. 5000 - 10000
   4. 10000 - 20000
   5. Above 20000
9. Which mode of travel you usually use?
   1. Bus
   2. Taxi car/ jeep
   3. Auto rickshaw
   4. Contract carriage

10. Deficiency caused during the course of travel?
   1. Misbehavior of crews
   2. Balance unpaid
   3. Did not stop the vehicle where requested
   4. Excess fare charged
   5. Occupying ladies seat by gents passengers
   6. Smoking in the bus
   7. Indecent behavior of co-passengers
   8. Break down due to improper maintenance
   9. Others

11. Source of information about Redressal Mechanism:
   1. Friends
   2. Advocates
   3. Print Media
   4. Voluntary Consumer Organisations
   5. Electronic media

12. Are you succeeded in the complaint given to CDRF?
   1. Yes
   2. No

13. If no, reason for failure?
   1. Lack of Evidence and documents
   2. Incomplete complaint
   3. Non-Co-operation of Forum authorities
   4. No follow up after giving complaint.
   5. Others

14. If not followed up after giving complaint, the reason for not followed up?
   1. Complicated procedure
2. Lack of time
3. Lack of thrust in the Forum
4. Outcome of the case is negligible
5. Others (specify)

15. Expense related to conducting case in CDRF
   1. High  2. Not High  3. Low

16. Time taken to settle the case:
   1. High  2. Not High  3. Low

17. What is your opinion about the procedure of CDRF?

18. What is your opinion about the execution of the order of CDRF?

19. Could you execute the order of CDRF?
   1. Yes  2. No

20. If no, reason for non-execution?
   1. Opposite party not complying with the order
   2. Opposite party belongs to other state
   3. CDRF do not have adequate power
   4. Non-Co-operation of Forum authorities
   5. Others (specify)

21. Do you availed the help of advocates?
   1. Yes  2. No
APPENDIX – 2

QUESTIONNAIRE FOR COLLECTING INFORMATION FROM GENERAL PASSENGERS

A. Questions to collect information regarding Perceptions of Passengers.

1. Name:
2. Address:
4. Place of residence: 1. Urban 2. Rural
4. 46-55 5. 56-65 6. 66 and above
3. Graduate 4. Post Graduate 5. Professional
3. Christian 4. Others
5. Agriculture 6. Student / others
3. 5000 –10000 4. 10000 – 20000
5. Above Rs.20000.
10. Which mode of travel you often use?
1. Bus 2. Taxi car/ jeep
11. Which mode of transport bus you use?
1. Private 2. KSRTC 3. Both
12. Average length of journey in a week?
   1. Below 10 KM  
   2. 10 to 20 KM
   3. 20 to 30 KM  
   4. 30 to 40 KM
   5. More than 40 KM

13. Do you think that the passenger service is free from deficiency in Kerala?
   1. Yes  
   2. No

14. If no, Nature of deficiency in traveling service:
    (Rank them by giving 1, 2, 3, ...)
    1. Misbehavior of crews
    2. Did not stop the vehicle where requested
    3. Balance unpaid
    4. Co-passengers related problems
    5. Excess fare charged

15. Where did you find the deficiency in service more?
    1. In private sector  
    2. In KSRTC service

16. Did you complain anywhere about the deficiency in service?
    1. Yes  
    2. No

17. If not, reason for not complaining: (Rank them by giving 1, 2, 3,)
    1. Ignorance  
    2. Fear
    3. Inconvenience
    4. Laziness
    5. Expensive
    6. Lack of time
    7. Complicated procedure
    8. Long time of litigation
    9. End result of the complaint will be negligible

18. If yes, Place where complained?
    1. RTO  
    2. Police Authorities
    3. VCOs
    4. CDRF
    5. Owner of vehicles /ATO/DTO

19. What is your general opinion about the fare charged in stage carriers?
1. High 2. Fair 3. Low

20. What is your opinion regarding the cleanliness and sanitation facilities in the bus and bus stations?

B. Questions to collect information for checking the Adherence to Motor Vehicle Rules by Crews in Passenger Vehicles

1. Is the vehicle in which you are traveling is maintained in a clean and sanitary condition?

2. Do the crews behave in a civil and orderly manner to the passengers?

3. Do the crews shows any hesitation to collect passengers from authorised stops when there is sufficient room in the vehicle?

4. Do the crews smoke or chew pan or use any alcoholic drinks during the journey?

5. Do the crews make any unreasonable delay in the journey?

6. Do the crews allow passenger having contagious and infectious deceases to travel in passenger vehicle?

7. Do the crews are exercising all reasonable care and diligence to maintain the vehicle in a fit and proper condition?

8. Do the crews replenish the fuel tank when the passengers are in the vehicles?
9. Do the crews arrange alternative arrangement or refund of fare to reach the destination on account of the mechanical breakdown to the vehicle during journey?

10. Do the crews exhibits the destination boards with proper elimination?

11. Do the crews allow carrying any goods liable to foul the interior of the vehicle?

12. Do the crews carry more than the permitted luggage in the passenger vehicle?

13. Do the crews take reasonable precautions to protect the luggage of passengers?

C. Questions to collect information to test the Awareness of Rights and Privileges of Passengers as Consumers

1. Are you aware of the fact that passenger is a consumer?
   1. Yes  2. No

2. Are you aware that conductor of a bus is liable to arrange the journey up to the place of destination, if any problem comes between the journey?
   1. Yes  2. No

3. Do not know the size of the seat in a stage carriage?
   1. Yes  2. No

4. Are you aware about the standing capacity of passengers in different type of stage carriage?
   1. Yes  2. No

5. Do you know the distance between two seats in a public stage carriage?
   1. Yes  2. No
6. Drinking water facility should be provided in luxury and super deluxe express. Are you aware of this?
   1. Yes 2. No

1. No public passenger vehicles other than contract carriages shall be installed with any audio-visual devices. Do you know this?
   1. Yes 2. No

8. Did you know about the Government order regarding the uniform for cleaners of a private bus?
   1. Yes 2. No

9. Do you know the full form of PC 52 written on the back of a KSRTC bus?
   1. Yes 2. No

10. Are you aware that no bus shall be taken to fuel station to fill fuel with passengers?
    1. Yes 2. No

11. Are you aware about the fare per kilometer prevailing in Kerala in stage carriages?
    1. Yes 2. No

12. Are you heard about CDRF?
    1. Yes 2. No

13. Do you know where all one can complain if he/she faced with a deficiency in passenger service?
    1. Yes 2. No

14. Do you know that passenger cases comes within the scope of CDRF?
    1. Yes 2. No

15. Are you aware about the code of conduct of passengers in a stage carriage?
    1. Yes 2. No

16. Are you a member of any Passenger Association?
    1. Yes 2. No
APPENDIX -3

QUESTIONNAIRE FOR COLLECTING INFORMATION FROM OWNERS OF PASSENGER SERVICE VEHICLES

1. Name:
2. Address:
3. Nature of service
   1. Private  2. K.S.R.T.C.
4. Have you heard of COPRA?
   1. Yes  2. No
5. How many complaints do you receive from passengers directly in a month?
   1. Below 5  2. 5-10  3. Above 10
6. Have you received any notice from CDRF?
   1. Yes  2. No
7. Specify the problems created by passengers faced by you?
   1. Smoking by passengers  2. Drugs by passengers
   3. Non-payment of fare  4. Occupying ladies seat by gents
   5. Non-observance of ‘Q’ system
   6. Indecent behavior of passengers
   7. Demanding stop where no stop is permitted.
   8. Others (specify)
8. Problems created by employees?
   1. Smoking
   2. Alcohol consumption
   3. Non-payment of balance amount
   4. Competitive and rash driving
   5. Not stopping the bust at bus stop
6. Over speed
7. Signals are not used.
8. Indecent behaviour
9. Others (specify)

9. Road related problems faced by you?
   1. Absence of road dividers
   2. Lack of proper sign-boards
   3. Improper maintenance of roads.
   4. Unscientific parking provisions
   5. Unscientific construction of roads
   6. Encroachment of roads by foot path sellers
   7. Others (specify)

10. Government related problems faced by you?
    1. Discrepancy in schedule timing of buses
    2. Excess tax imposed
    3. Harassment by RTA / police authorities.
    4. Unscientific permit issue
    5. Others (specify)
APPENDIX - 4

QUESTIONNAIRE FOR COLLECTING INFORMATION FROM CREWS OF STAGE CARRIAGES

1. Name:

2. Address:

3. Education   1. Below SSLC   2. Above SSLC and below degree
                3. Degree   4. Post graduate   5. Professionals and others

4. Type of stage carriage in which you are employed
   1. Private Bus   2. KSRTC Bus

5. Employed as   1. Driver   2. Conductor

6. Are you aware of Consumer Protection Act?
   1. Yes   2. No

Questions to collect data to Check the Adherence to
Motor Vehicle Rules
by Passengers of Road Transport

1. Do the passengers use obscene or offensive language or conduct himself
   in a riotous or disorderly manner during the course of the journey?

2. Do the passengers enter or alight from the vehicle through other ways
   than the door provided for the purpose?

3. Do the passenger observe queue while entering in the vehicle?

4. Do the passengers smoke in the vehicle?

5. Do the passengers travel in the seats reserved for women and others?
6. Do the passenger distract the attention of drivers by speaking to him or directly asking him to stop the vehicle?

7. Do the passengers ring bell to start or stop the vehicle without the consent of conductor?

8. Do the passengers spit upon or from the vehicle?

9. Do the passengers distribute any printed matter or article for the purpose of advertising, publicity etc.?

10. Do the passengers throw any money to be scrambled for any person or throw any article from the vehicle which annoy other passengers?

11. Do the passenger use or operate any noisy instrument or make excessive noise by singing shouting etc which annoy other passengers?

12. Do the passenger begs sell or offer for sale any article in the vehicle?

13. Do any passenger travels in the bus after using alcohol causing inconvenience to other passengers?
APPENDIX -5

INTERVIEW SCHEDULE FOR COLLECTING INFORMATION FROM EMPLOYEES IN MACT

1. Name of MACT:
2. Average number of cases filed in a month:
3. Average number of cases Disposed in a month:
4. Is there any tendency of pending cases in your MACT?
5. If yes, what is its trend? – increase / decrease?
6. What are the reasons for the increasing number of pending cases?
7. Is the number if MACT and its judges are adequate in Kerala?
8. What is the staff strength of your MACT?
9. Do you feel that this staff strength is sufficient?
10. Is the staff spend extra time in the office?
11. If yes, how many hours they sped in a day?
12. What is the maximum number of cases which can be settled with the present staff strength in normal working hours in a month?
13. In your opinion what should be the ideal staff strength for the proper working of a MACT which deals with average number of cases?
14. Number of ‘Neethi Melas’ conducted in each year since 1998:
15. Do you feel that the scheme of fixed deposit of compensation amount affect your work?
16. What is the average number of fixed deposit receipt in your MACT in a year?
17. How many request you receive for realize of fixed deposit amount before its maturity?
18. Is this affect your normal work?
19. Are the documents such as Seen Mahassar, Medical certificate, F.I.R, AMVIs report, Charge sheet etc. are submitted in time to the Court?
20. If no, do you feel that non-submission of these documents in time affects the increasing the pending MACT cases?

21. Do you have a Photostat machine to take the copies of the documents?

22. Is this facility sufficient to take the copies?

23. If no, what are the reasons?

24. Do you feel that delay in taking copies of documents leads to the increase in the pending cases?

25. Did you experience that police and motor vehicle inspectors are giving incorrect information in the documents provided to MACT?

26. Is this affecting the number of pending cases?

27. Do you ever feel that advocates are purposefully delaying the MACT cases?

28. If Yes, what are the reasons?

29. Do you feel that this is a reason for increasing the pending cases?

30. In your opinion what is the main problem MACTs are facing?
APPENDIX – 6

PERFORMA FOR COLLECTING INFORMATION TO CHECK THE ADHERENCE TO MOTORVEHICLE RULES RELATING TO CONSTRUCTION AND MAINTENANCE OF STAGE CARRIAGES

1. Type of bus examined

1. KSRTC
2. Private

2. If “private”, Name of the Bus:

<table>
<thead>
<tr>
<th>Name of provision</th>
<th>Related M.V. Rule</th>
<th>Found correct</th>
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<td>Size of seat</td>
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<td></td>
</tr>
<tr>
<td>Distance between two seats</td>
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<td></td>
</tr>
<tr>
<td>Height of guard rails</td>
<td>281</td>
<td></td>
</tr>
<tr>
<td>Steps of stage carriage</td>
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<td></td>
</tr>
<tr>
<td>Width of entrance and exit</td>
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<td></td>
</tr>
<tr>
<td>Complaint book in stage carriage</td>
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<td></td>
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<tr>
<td>Protection of luggage</td>
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<td></td>
</tr>
<tr>
<td>Size of cushions on seats</td>
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<td></td>
</tr>
<tr>
<td>Separation of drivers cabin</td>
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<tr>
<td>Fire extinguishers in stage carriage</td>
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<tr>
<td>Audio-video devices in stage carriage</td>
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<tr>
<td>Uniforms of door keeper in stage carriage</td>
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</tr>
</tbody>
</table>
APPENDIX - 7

PERFORMA FOR COLLECTING INFORMATION TO MEASURE THE DISTANCE BETWEEN TWO ADJACENT FARE STAGES

1. Name of the district:

2. Name of the route:

3. Names of the place of fare stages:
   From ................................ to ................................

4. The distance between fare stages (in Kms):

5. Is the distance above 2.5 Km?
   1. Yes  2. No