QUESTIONNAIRE FOR CONSUMERS

Particulars of Respondent

a. Name
b. Male/Female
c. Educational Qualifications

Q1. Comment upon the legality of the following.

i. A chemist sold you medicines worth Rupees six (Rs. 6/0) only and did not give a receipt, of course you never asked for the same.
   Legal/Illegal

ii. A shopkeeper has not displayed the list for local sales tax on the items he is selling.
   Legal/Illegal

iii. You are sold a product at a higher price than given on the label on the plea that the prices have gone up due to budgetary hike.
    Legal/Illegal

iv. A shopkeeper is selling sweets by weighing them along with the container.
    Legal/Illegal
v. A vendor is using wooden beam on his weighing machine, although weighing correctly. Legal/Illegal

vi. A trader is selling immersion rods and pressure stoves without ISI. Legal/Illegal

vii. Your electric meter was defective/non functional for one year. You suddenly got a bill on average for the 12 months. Legal/Illegal

viii. A chemist sold you a clinical thermometer without ISI mark. Legal/Illegal

ix. A trader measured cloth by yards and charged you accordingly. Legal/Illegal

x. The gas agency insists on giving you connection only if you buy the gas stove from him. Legal/Illegal

Q2. In connection with consumer courts, state whether the following statement are true or false?

i. A complaint in a Consumer Court has to be filed on a stamp paper of prescribed value. True/False.

ii. A complaint can be registered on telephone. True/False

iii. Services of a lawyer are optional for filing a suit in consumer courts. True/False
iv. Complaint can be sent by post to appropriate consumer forum. 
True/False

v. Any regd. consumer Welfare Association can file a complaint on behalf of any consumer whether the consumer is a member of the same or not. True/False.

vi. A person can be fined if he lodges frivolous complaint. True/False.

vii. A group complaint can be filed only after taking permission from appropriate forum/commissions True/False

viii. The normal time limit for deciding a case by Distt. Forum, State/ National Commission is __________.

ix. Ordinarily a complaint can’t be lodged if more than ________ has elapsed from the time the cause of action arose.

x. A fine of max of Rs. ________ can be imposed in case of frivolous complaints.

xi. The time limit within which the appeal must be filed against the decision of Distt. Forum, State Commission and National Commission is ________.

xii. The monetary limit for filing a case in dist. Consumer Forum is ________.

xiii. State the remedy available and the time limit for appealing against the decision of :
Q3a. What does the ISI mark indicate?

i. Quality
ii. Safety
iii. It is the best brand available.
iv. It is from a reputed company.
v. The products meet the laid down quality and safety standards.

3b. Which of the following products are covered under compulsory ISI marking scheme?

i. Electrical appliances
ii. Cosmetics
iii. LPG stoves/cylinders
iv. Mineral Water
v. Baby foods

3c. How can you make sure that:

i. Weights and measures used by vendor are correct.
ii. Auto and taxi meter has not been tampered with.
iii. LPG cylinder has not been tampered with.
iv. The quality of gas in LPG is correct which should be _________
v. Honey is not adulterated with sugar.
3d. What do the following marks indicate?

i. Agmark
ii. ECO mark

Q4a. Where will you complaint in case you find.

i. A trade selling adulterated food items.
ii. A chemist selling spurious medicines.
iii. A trader using incorrect weights and measures.
iv. A shopkeeper selling substandard ISI marked products.
v. A milk vendor selling impure milk.

4b. Do you know the address/es of the following located in your town/city.

i. Weights and measures inspector/controller.
ii. Bureau of Indian Standards Office.
iii. Controller of Drugs.
iv. Local Health Authority.
v. District Forum

Q5. i. Are you a member of any consumer organisation functioning in your city/town? Yes/No

ii. Give name and address of any voluntary consumer Welfare Organisation functioning in your city/town.

iii. Have you been to any Mela organised on Consumer day? If yes, give date on which consumer day is celebrated.
iv. Have you been listening to any programme on Doordarshan/AIR radio on Consumer Rights etc.? If yes, can you name the programme its timing etc.

v. Have you received any educational material like phamplets, booklets etc. on matters relating to consumer protection and awareness like:

i. Rights of Consumer
ii. BIS,
iii. Weights and Measures
iv. Agmark Scheme
v. Hints on how to find out Adulteration