QUESTIONNAIRE FOR VOLUNTARY CONSUMER ASSOCIATIONS

Particulars of the Organisation

a. Name of the Association

b. Whether registered

c. Membership

d. Main Objectives

e. Organisational Setup
   (Standing Committees/Sector Committees etc.)

Q1. Is your Association affiliated to any National/International Consumer Association? If yes, give name/s of the organisation(s).

Q2. Give the specific steps taken by your Association for making consumer aware about consumer laws, remedies available and the procedure for seeking justice.

Q3. Have you or your Organisation taken part in any boycott/resistance against Adulteration, Price rise, Hoarding, Black Marketing or any other prevalent malpractice?

Q4. Are you liaising in the interest of consumers, with local authorities/public under takings/agencies to highlight their problems?

Q5. Are you helping in organising Lok Adalats to settle consumer grievances particularly in public utilities?
Q6. Have you taken up any issues concerning consumer with local government/local administration in connection with health and Sanitation, Electricity, Water Supply, Street Lighting, domestic waste disposal, General Cleanliness, Environmental Issues etc?

Q7. Name the dates and place if you have organised any seminar, workshop, press coverage or consumer mela etc.

Q8. Have you setup centres/counters in different sectors/market places for receiving consumer complaints?

Q9. Are you extending active help and support to government agencies for enforcement of consumer laws by bringing cases of adulteration, misuse of ISI/Agmark, Sale of hazardous products, misleading advertisements etc. If so give specific instances?

Q10. Are you holding periodical meetings with members? If yes, give periodicity?

Q11. Have you helped consumers in settlement of their complaints? If yes, give details for the past five years regarding cases settled

1. Out of Court
2. At consumer Court/MRTPC
3. At Civil Courts

Q12. Have you printed and distributed literature to educate consumers? If yes, give details and specimen if any?
Q13. Are you having facilities for comparative testing, of any product class or finding out adulteration in food?

Q14. Have you achieved the objectives set by you? If not give reasons.

Q15. What are your recommendations for making consumer movement more effective? What more should be done by state/central government, consumer associations, consumers and business?