Appendices
APPENDIX – 1
A STUDY ON CONSUMER PROTECTION IN COIMBATORE DISTRICT
WITH REFERENCE TO
THE ROLE OF VOLUNTARY CONSUMER ORGANISATIONS
AND
THE AWARENESS AMONG CONSUMERS

INTERVIEW SCHEDULE
for
(Voluntary Consumer Organisations)

1. Name and address of the organisation : 

2. Year of establishment : 

3. Nature of location : Urban / Rural

4. State the objectives of your organisation :
   a. Creating awareness among public.
   b. Educating and imparting training to the public
   c. Redressing the consumer grievances
   d. Giving more attention to the common issues

5. Specify the nature of your accommodation :
   a. Own building
   b. Rental building
   c. Donated building
   d. Residence of members / office bearers.

6. Profile of branches :
   a. With branches
   b. Without branches
7. Typology of membership

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<thead>
<tr>
<th>Year</th>
<th>Life Members</th>
<th>Ordinary Members</th>
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<td>1996</td>
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<td>1999</td>
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<td>2000</td>
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8. Sources of Finance for your organisation:
   a. Subscriptions
   b. Donations
   c. Service Charges
   d. Grants and aids from government
   e. Any other

9. Amount of annual subscription from members:

10. Category of cases handled:
   a. Individual cases
   b. Common Issues

11. Nature of cases settled during the following years:
    1996
    1997
    1998
    1999
    2000
12. Number of cases settled during the following years
   1996
   1997
   1998
   1999
   2000

13. The type of assistance provided by your organisation to the complainants?
   a. Free legal aid to the members
   b. Guidance to proceed with the matter
   c. Appearing on behalf of the complainants.
   d. Taking efforts to settle the complaints without going to the consumer court.

14. Are you having the practice of organising consumer awareness programmes? :
   Yes / No

15. If ‘Yes’ please mention the extent of awareness programmes conducted during the following years:

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<th>Very much</th>
<th>Much</th>
<th>Rarely</th>
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<td>1996</td>
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<td>2000</td>
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16. Mention the average annual amount allotted for organising awareness programmes:
   a. Below Rs. 1000
   b. Rs. 1001 - 2000
   c. Rs. 2001 - 3000
   d. Above Rs. 3000
17. Did your organisation avail expertise assistance from Artists, Orators, Journalists, etc. to design and organize awareness programmes: Yes / No

18. Have you taken efforts to get feedback of the awareness programmes: Yes / No

19. Mention the frequency of the meetings conducted with your members to discuss the day-to-day consumer protection issues:
   a. Once in fifteen days
   b. Once in a month
   c. Once in three months

20. Do you have any regular publications: Yes / No

21. Is your organisation affiliated to the Federation of Consumer Organisations of Tamil Nadu: Yes / No

22. Is your organisation a member in the District Consumer Protection Council: Yes / No

23. Have you come across any of the following problems while dealing with the consumer issues:
   a. Consumers are not providing proper evidence to proceed with the complaint
   b. Lack of endurance on the part of consumers
   c. Abstaining from appearance
24. State your suggestions to improve the functioning of your organisation : 

25. State your suggestions to improve the functioning of the Consumer Dispute Redressal Agency of Coimbatore District : 

d. Inadequate public support  
e. Lack of funds  
f. Lack of well trained staff  
   Members  
g. Poor infrastructure  
h. Absence of well equipped laboratories to test the adulterated products  
i. Lack of co-operation from District Forum  
j. Unable to handle the complicated issues  
k. Opposition from advocates
APPENDIX – I
A STUDY ON CONSUMER PROTECTION IN COIMBATORE DISTRICT
WITH REFERENCE TO
THE ROLE OF VOLUNTARY CONSUMER ORGANISATIONS
AND
THE AWARENESS AMONG CONSUMERS
INTERVIEW SCHEDULE
for (Members of the Voluntary Consumer Organisations and Non - Members)

1. PERSONAL DATA

1.1. Name and Address

1.2. Sex

   a. Male □
   b. Female □

1.3. Age

   a. Below 20 years □
   b. 21 - 40 years □
   c. 41 - 60 years □
   d. Above 60 years □

1.4. Educational Qualification

   a. Primary education □
   b. Higher secondary □
   c. Diploma/Certificate □
   d. Graduation □
   e. Post Graduation □
   f. Professional Qualification □
1.5. Occupational Status
   a. Agriculturist □
   b. Business man □
   c. Employed □
   d. Professional □
   e. Housewife □
   f. Student □
   g. Others □

1.6. Marital Status
   a. Married □
   b. Unmarried □

1.7. Monthly family income
   a. Below Rs. 5000 □
   b. Rs. 5001 - 10000 □
   c. Rs. 10001 - 15000 □
   d. Rs. 15001 - 20000 □
   e. Above Rs. 20000 □

1.8. Community
   a. Forward □
   b. Backward □
   c. Most Backward □
   d. Scheduled Caste □

1.9. Location
   a. Urban □
   b. Rural □
2. *IN YOUR OPINION THE SERVICES RENDERED BY THE FOLLOWING SERVICE SECTOR ORGANISATIONS ARE:*

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<tr>
<th>Organisation</th>
<th>Highly Satisfying</th>
<th>Satisfying</th>
<th>No Idea</th>
<th>Dissatisfying</th>
<th>Highly Dissatisfying</th>
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<td>Postal Department</td>
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<td>Telecommunication department</td>
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<td>Insurance Sector</td>
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<td>Electricity Department</td>
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<td>Banking sector</td>
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<td>Transportation Sector</td>
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<td>Private Financial Institutions</td>
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<td>Hotels -Boarding and Lodging</td>
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<td>Housing Construction</td>
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<td>Government Hospitals</td>
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<td>Private Hospitals</td>
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<td>Government Educational Services</td>
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<td>Private Educational Services</td>
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3. *AWARENESS REGARDING CONSUMER PROBLEMS*

Are you aware of the following consumer problems?

3.1. Adulteration                     Yes / No
3.2. Sub standard quality of goods    Yes / No
3.3. Short weights and measures       Yes / No
3.4. Short supply of goods            Yes / No
3.5. Exorbitant pricing               Yes / No
3.6. Misleading advertisements        Yes / No
3.7. Sales after expiry date Yes / No
3.8. Deceptive packaging and labelling Yes / No
3.9. False warranty Yes / No
3.10. Poor after sales service Yes / No
3.11. Cheating through promotional contests Yes / No
3.12. Deficiencies in the services of the service sector organisations Yes / No

4. AWARENESS ABOUT THE CONSUMER PROTECTION ACT 1986 AND RIGHTS.

4.1. Is there any law to regulate the business? Yes / No
4.2. Is there any law to protect the rights of the consumers? Yes / No
4.3. Are you aware of The Consumer Protection Act 1986? Yes / No
4.4. Are you aware of the following consumer rights
   a. Right to be informed Yes / No
   b. Right to safety Yes / No
   c. Right to choose Yes / No
   d. Right to be heard Yes / No
   e. Right to be redressed Yes / No
   f. Right to consumer education Yes / No

5. AWARENESS ABOUT REDRESSAL MECHANISMS

5.1. Are you aware of the Consumer Dispute Redressal Agency functioning in Coimbatore District. Yes / No

5.2. Are you aware of the State Commission functioning at Chennai? Yes / No

5.3. Are you aware of the National Commission functioning at Delhi? Yes / No

5.4. Are you aware of the territorial limit to file the case in the District Forum Yes / No
5.5. The cases can be accepted and dealt in the District Forum if the value of the goods or services and compensation claimed is less than

a. Rs. 5 lakhs  
b. Rs. 10 lakhs

5.6. The cases can be accepted and dealt in the State Commission if the value of the goods or services and compensation claimed is less than

a. Rs. 20 lakhs  
b. Rs. 30 lakhs

5.7. The cases can be accepted and dealt in the National Commission if the value of the goods or services and compensation claimed exceeds

a. Rs. 10 lakhs  
b. Rs. 20 lakhs

6. AWARENESS ABOUT COMPLAINING PROCEDURE

State whether the following are True or False

6.1. Voluntary consumer organisations are empowered to file a case on behalf of the complainants. True / False

6.2. No court fee is required to file a complaint in the Consumer Dispute Redressal Agency. True / False

6.3. No lawyer is necessary to file a complaint under The Consumer Protection Act 1986. True / False

6.4. Even through post a complaint can be made under The Consumer Protection Act 1986. True / False

6.5. The time limit with which the complaint must be lodged from the time the course of action arose is 2 years True / False

6.6. Normal time limit for deciding a complaint in the District Forum / State Commission / National Commission is 90 days. True / False

6.7. The normal time limit in which the appeal must be filed against the decision of the District Forum / State Commission is 30 days True / False
7. AWARENESS ON REMEDIAL MEASURES
Are you aware of the following remedies, which are available to the consumers under The Consumer Protection Act 1986.

7.1. Removal of the defects from goods Aware / Not aware
7.2. Replacing the defective goods with new goods Aware / Not aware
7.3. Returning to the complainant, the actual price paid for the product Aware / Not aware
7.4. Compensation for loss or damage Aware / Not aware
7.5. Removal of defects in the services Aware / Not aware
7.6. Passing an order to discontinue the unfair trade practices Aware / Not aware
7.7. Passing an order not to offer dangerous goods for sale Aware / Not aware
7.8. Passing an order to withdraw dangerous goods from market Aware / Not aware
7.9. Refund of excess amount Aware / Not aware

8. AWARENESS ABOUT OTHER CONSUMER PROTECTION LEGISLATIONS
Are you aware of the following other consumer protection legislations.

8.1. The Indian Penal Code 1860 Yes/No
8.2. The Agricultural Produce Act 1937 Yes/No
8.3. The Drugs and Cosmetics Act 1940 Yes/No
8.4. The Drugs and Magic Remedies (Objectionable Advertisements) Act 1954 Yes/No
8.5. The Prevention of Food Adulteration Act 1954 Yes/No
8.6. The Essential Commodities Act, 1955 Yes/No
8.7. The Monopolies and Restrictive Trade Practices Act, 1969 Yes/No
8.8. The Standards of Weights and Measures Act 1976 Yes/No
8.9. The Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act 1980 Yes/No
8.10. The Bureau of Indian Standards Act 1986 Yes/No
8.11. The Environmental Protection Act 1986 Yes/No
## 9. INVOLVEMENT IN PROTECTION

<table>
<thead>
<tr>
<th>Involvement aspects</th>
<th>Always</th>
<th>Mostly</th>
<th>Occasionally</th>
<th>Rarely</th>
<th>Never</th>
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<tr>
<td>9.1. Taking efforts to gather required information before purchase</td>
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<td>9.2. Examining products before purchase</td>
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<td>9.3. Verifying weights and measures at the time of purchase</td>
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<td>9.4. Verifying the price mentioned on the package and actual price paid</td>
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<td>9.5. Verifying the expiry date</td>
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<td>9.6. Demanding the bill for the price paid</td>
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<td>9.7. Comparing advertisements with product features</td>
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<td>9.8. Taking efforts to correct misleading advertisements</td>
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<td>9.9. Demanding guarantee card and after sales service</td>
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<td>9.10. Asking for repairs and replacement</td>
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<td>9.11. Asking for compensation for loss or injury</td>
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<td>9.12. Pointing out seller's mistake and asking them not to repeat</td>
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<td>9.13. Reporting for adulteration and short weights</td>
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<td>9.14. Reporting for improper services of the service sector organisations</td>
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<td>9.15. Attending grievance day organised by the service sector organisations</td>
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<td>9.16. Preserving necessary documents as evidence</td>
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<td>9.17. Organising people to take steps to correct mistakes</td>
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<td>9.18. Taking the matter to Consumer Dispute Redressal Agency</td>
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10. CONSUMER EDUCATION

10.1. Is it public right to acquire knowledge about consumer protection? Yes/No

10.2. Is it government responsibility to educate the public about consumer protection? Yes/No

10.3. Have you attended any consumer awareness programmes organised by our government / voluntary organisation? Yes/No

10.4. Have you heard any consumer education programmes in Radio? Yes/No

10.5. Have you seen any consumer education programmes in Television? Yes/No

10.6. Do you suggest the following media to create awareness?
   a. Newspaper / Magazines Yes/No
   b. Radio Yes/No
   c. Television Yes/No
   d. Voluntary Consumer Organisations Yes/No
   e. Schools and Colleges Yes/No

10.7. In what aspects consumers must be educated?
   a. To differentiate good and adulterated items
   b. To acquire knowledge about the harmful products
   c. To acquire comparative knowledge about the product contents
   d. To gain knowledge about consumer rights
   e. To enhance knowledge about the legal aspects
   f. All the above.