APPENDIX – II

THE ROLE OF VOLUNTARY CONSUMER ORGANISATIONS
IN CONSUMER PROTECTION -
A STUDY IN DAKSHINA KANNADA AND UDUPI DISTRICTS

QUESTIONNAIRE
SAMPLE SURVEY OF OFFICIALS OF VOLUNTARY CONSUMER
ORGANISATIONS
Please answer the following questions. Your answers shall be kept
CONFIDENTIAL. Please tick (✓) wherever appropriate. You can also
give multiple responses wherever applicable.

SECTION -I
RESPONDENT PROFILE
1. Name and address of the Voluntary Consumer Organisation
2. Name and designation of the official
3. Experience (in years)
4. Location where the office of the organisation is situated?
   a) Rural area [ ]
   b) Semi-urban area [ ]
   c) Urban area [ ]
5. Year of establishment of the Organisation
6. Whether the Organisation is registered under any Act?
   a) Yes [ ]
   b) No [ ]
7. If yes, under which Act?
8. What is the nature of building where the office is situated?
   a) Own [ ]
   b) Rented [ ]
   c) Donated [ ]
   d) Residential accommodation of some members [ ]
   e) Any other (Please specify): ........................................................
9. What is the area of operation?
   a) Local [ ]
   b) Taluk [ ]
   c) District [ ]
   d) State [ ]
   e) National [ ]
   f) No jurisdiction [ ]
10. What are the objectives of your Organisation? (Rank in case more than one)

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<thead>
<tr>
<th>Sl. No.</th>
<th>Objectives</th>
<th>Tick if Applicable</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>Consumer Education and Awareness</td>
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<td>b.</td>
<td>Protecting consumers from exploitation</td>
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<td>c.</td>
<td>Settlement of Consumer Complaints</td>
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<td>d.</td>
<td>Unitig consumers</td>
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<td>e.</td>
<td>Concentrating on consumer issues of immediate importance.</td>
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<td>f.</td>
<td>Any other (Please specify)</td>
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11. How many trustees/members were there in your organisation? (Year-wise)

<table>
<thead>
<tr>
<th>Year</th>
<th>Trustees</th>
<th>Members</th>
<th>Total</th>
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<td>Annual members</td>
<td>Life members</td>
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</table>

12. What is the degree of awareness of the various aspects of Consumer Protection Legislations among the trustees/members of your Organisation?

a) Fully Aware  
 b) Aware  
 c) Can’t say  
 d) Least Aware  
 e) Unaware
13. What are the sources of finance to your organisation? (Year-wise)

<table>
<thead>
<tr>
<th>Year</th>
<th>Subscriptions Rs.</th>
<th>Donations Rs.</th>
<th>Grants from Central Govt. Rs.</th>
<th>Grants from State Govt. Rs.</th>
<th>Any other (Please specify) Rs.</th>
<th>Total Rs.</th>
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<tbody>
<tr>
<td>1997</td>
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</table>

14. Please mention the annual average expenditure of your Organisation?
Rs.................................................................

15. How many employees you have under the different categories.

<table>
<thead>
<tr>
<th>Honorary</th>
<th>Paid</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Full time</td>
<td>Part time</td>
<td>Full time</td>
</tr>
</tbody>
</table>

16. Do you have your own library?
a) Yes □ b) No □

17. Whether the Organisation maintains a bank account in its name?
a) Yes □ b) No □
**SECTION II**
DATA RELATED TO CONSUMER EDUCATION AND AWARENESS PROGRAMMES

18. Please mention the activities in which your Organisation is engaged, by ticking (✓) in Col.No.3 and Please mention the frequency of activities (if applicable) undertaken by your organisation.

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Activity</th>
<th>Col. No 3.</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Publication of news letters/ periodicals/ magazines</td>
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<tr>
<td>2.</td>
<td>Settlement of consumer complaints</td>
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<td>3.</td>
<td>Organizing meetings/ training programmes/ conferences/ workshops/ street plays</td>
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<td>4.</td>
<td>Conducting Consumer surveys</td>
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<td>5.</td>
<td>Organizing talks in schools/ colleges</td>
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<td>6.</td>
<td>Giving talk in Radio/ giving TV interviews</td>
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<td>7.</td>
<td>Conducting competitions, debates, contests etc.</td>
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<tr>
<td>8.</td>
<td>Organizing demonstration cum exhibition</td>
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<tr>
<td>9.</td>
<td>Consumer Advocacy</td>
<td></td>
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<tr>
<td>10.</td>
<td>Product Testing</td>
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<tr>
<td>11.</td>
<td>Any other (Please specify)</td>
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</tbody>
</table>
19. Do you inform the public in advance about any consumer awareness programmes?
   a) Yes □   b) No □

20. If yes, how do you provide information to them?
   a) Advertisement in the newspaper □
   b) Pamphlets/Invitations □
   c) Sending message through trustees/members □
   d) Radio announcements □
   e) Posters/Banners □
   f) Public announcement using loud speakers □
   g) Phone calls □
   h) Any others (Please specify): .................................................................

21. How do you get feedback about your consumer awareness programme?
   a) Through immediate oral reply □
   b) Through letters □   c) Through surveys □
   d) Any other (Please specify): .................................................................

SECTION - III
DATA RELATED TO PRODUCT TESTING

22. Do you undertake Product Testing?
   a) Yes □   b) No □

23. If yes, what type of the products you select for testing?
   a) Products for which complaint is received □
   b) New products to the market □
   c) Products having mass consumption □
   d) Products widely advertised □
   e) Precious products □
   f) Any other (Please specify): .................................................................

24. If No, what are the reasons for not undertaking Product Testing?
   a) No laboratory for testing □
   b) Lack of funds □
   c) No experts □
   d) Poor Consumers' response □
   e) No recognition by the CDRAs □
   f) Any other (Please specify): .................................................................
## SECTION - IV
**DATA RELATED TO INSTITUTIONAL RELATIONSHIP**

25. Please mention the Institutions with which you have contact

<table>
<thead>
<tr>
<th>Institution 1</th>
<th>Institution 2</th>
<th>Institution 3</th>
</tr>
</thead>
</table>

26. In what way, your Organisation establishes the contact with these Institutions?
   - a) Direct correspondence
   - b) Direct visit
   - c) Joint organisation of activities
   - d) Any other (Please specify): .........................................................

27. According to you, in what way the Consumer Organisations will be benefited with the Institutional relationship?
   - a) Mutual sharing of information
   - b) Joint organisation of Consumer Awareness Programmes
   - c) Mutual Financial supports
   - d) Getting more strength
   - e) Consultation
   - f) Moral Support
   - g) Any other (Please specify): ..........................................................

28. If you have any representation in the committees appointed by the Govt. on Consumer Protection issues, Please specify the name of the committee.

<table>
<thead>
<tr>
<th>Committee Name 1</th>
<th>Committee Name 2</th>
<th>Committee Name 3</th>
</tr>
</thead>
</table>

29. Please mention the Special Campaigns / Programmes (if any) undertaken by your Organisation on Consumer Protection issues.

<table>
<thead>
<tr>
<th>Name of the Special Campaigns/ Programmes conducted</th>
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</table>
SECTION - V
DATA RELATED TO CONSUMER COMPLAINTS AND THEIR SETTLEMENT

30. What is the nature of complaints you receive?
   a) Complaints related to an individual consumer □
   b) Complaints related to group of consumers □
   c) Both □

31. Please mention normally against what / whom you receive complaints?
   a) Banks □
   b) Railways □
   c) Airlines □
   d) Insurance □
   e) Telecom □
   f) Postal □
   g) Housing □
   h) Electricity □
   i) Medical Negligence □
   j) Defective household goods □
   k) Education □
   l) Road Transport □
   m) NBFCs □
   n) Miscellaneous □

32. On an average how many complaints do you receive in a year?
   a) Up to 50 □
   b) 50-100 □
   c) 100-150 □
   d) 150 - 200 □
   e) 200-250 □
   f) 250 and above □

33. What is the basis for setting priorities for complaint settlement?
   a) First come, First serve □
   b) Complaints from influential person □
   c) Mass consumption goods □
   d) Costly products □
   e) Geographical jurisdiction □
   f) Repetitiveness of complaint □
   g) Any other (Please specify): ..........................................................

34. Do you need the services of specialists for handling consumer complaints?
   a) Yes □
   b) No □
35. If yes, what type of specialists you need?
a) Lawyers □  b) Chemists □
c) Food Analysts □  d) Doctors □
e) Engineers □  f) Govt. Officials □
g) Social Workers □  h) Journalists □
i) Consumer Activists □
j) Any other (Please specify): ...........................................................

36. What is the mode of complaint settlement?
a) Through correspondence □
b) Through face to face enquiry of both parties □
c) Through CDRAs □
d) Any other (Please specify): ...........................................................

37. Please provide the following information (in numbers)

<table>
<thead>
<tr>
<th>Year</th>
<th>Complaints Received by the Organisation</th>
<th>Complaint Settlement</th>
<th>Complaints directed to CDRAs</th>
<th>Complaints pending</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Complaint settled in favour of consumers</td>
<td>Complaints settled against consumers</td>
<td></td>
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<tr>
<td>1997</td>
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<td>TOTAL</td>
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38. Whether the organisation collects any charge towards the cost of service rendered by it from the respective consumers?
   a) Yes □    b) No □

SECTION - VI
DATA RELATED TO CONSUMER SURVEY AND OTHER ACTIVITIES

39. Do you undertake any Survey or Research work?
   a) Yes □    b) No □

40. Mention the Survey/Research (if any) you have conducted?

<table>
<thead>
<tr>
<th>Survey / Research conducted</th>
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41. How do you use the findings of the Survey?
   a) Providing consumer education □
   b) Providing information to the Govt. □
   c) Providing information to other organisations □
   d) Suggesting amendments to the legislations □
   e) Cautioning the business □
   f) Publication in the media □
   g) Any other (Please specify): ............................................................

42. If you don’t undertake Consumer Survey, what are the reasons?
   a) No infrastructural facilities □
   b) Lack of funds □
   c) No experts / specialists □
   d) Any other (Please specify): ............................................................
43. According to you whether the Govt. really takes any initiative to create consumer awareness?
   a) Yes □  b) No □

44. If yes, How?
   a) Giving publicity in the Newspaper / Radio / TV □
   b) Providing financial assistance to Voluntary Consumer Organisations □
   c) Organising Seminars / Conferences / Workshops □
   d) Opening of Consumer Clubs in schools and colleges □
   e) By passing Consumer Protection Legislations □
   f) Any other (Please specify): ....................................................

45. Are you satisfied with the Consumer Protection Legislations of the Govt. of India?
   a) Yes □  b) No □

46. If No, what are the reasons for your dissatisfaction?
   a) Many loopholes in the Legislations □
   b) Legislations are not written in local languages □
   c) Lengthy procedure and time consuming process □
   d) Any other (Please specify): ....................................................

47. To what an extent in your opinion the Consumer Protection Legislations are adequate to protect the interests of consumers?
   a) To a maximum extent □  b) To certain extent □
   c) To a little extent □  d) Not at all □

48. Do you celebrate World Consumer Rights Day and National Consumer Rights Day?
   a) Yes □  b) No □

49. Whether the functioning of your Organisation is influenced by Pressure Groups?
   a) Yes □  b) No □
50. If yes, who are the Pressure Groups?
   a) Producers  
   b) Traders  
   c) Service providers  
   d) Govt. Depts.  
   e) Politicians  
   f) Human Rights Agencies  
   g) Intellectuals  
   h) Any other (Please specify): ......................................................

51. How do you rate the overall performance of your Organisation?
   a) Very Satisfactory  
   b) Satisfactory  
   c) Dissatisfactory  
   d) Very dissatisfactory  

52. What are the problems normally you face in the management of your Organisation?
   a) Finance  
   b) Manpower  
   c) Lack of professional skills  
   d) Lack of response from businessmen  
   e) Lack of Government support  
   f) Any other (Please specify): ......................................................

53. Please feel free to add some suggestions you consider relevant for my study.
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