QUESTIONNAIRE – I

Respected Sir/Mam, I am a research scholar and pursuing Ph.D. (Management). I am presently doing a fascinating study of Electronic Waste (e-waste) situation in Mumbai Metro Region. I would request you to spare a few minutes of your valuable time to respond the following questions and help me to complete the study.

Your answers to the following questions will be significant in order to make available realistic evidence that E Waste is a severe peril to our atmosphere and must be treated sincerely and immediately.

I shall convey to you the findings of the same, in case you are concerned to get a custom-made copy.

ANYTHING PRINTED IN THIS QUESTIONNAIRE WILL BE TREATED WITH THE STRICTEST CONFIDENCE.

Thank you. Yours sincerely,

Amit Naik
1) Your Name:

2) How Old You are:

20-30  30-40  40-50  50-60  50-60

3) Locality (Sub-urban where you currently reside):

4) What are your monthly house earnings (in thousands)?

Under 15  15-25  25-40  40-50  50-65  65 & more than

5) Total Number of Family members?

2    2-3    3-4    4-5    5-6

6) How many TV sets you have at home?

0    1    2    3    4    More than 4

7) Name of the TV set company, you are currently using?

1 Name    2 Name    3 Name    4 Name
8) **When did you buy the latest TV set?** (If possible pl mention the year of purchase else mention approximately how many years back)

9) **How many TV sets you have throw away during past 6 years?**

- 0
- 1
- 2
- 3
- 4

10) **Which Company TV set(s) you have discarded?**

Discarded TV set 1

11) **How did you discard your last TV set(s)?**

- Give/sold
- Pay to the collector
- Give/sold
- Pay to the collector
- Others

12) **Total Number of Computers (Desktop/Laptops/Notebooks) you have at your home?**

- 0
- 1
- 2
- 3
- 4
- More than 4

13) **What is the Company of the Computer (Desktop/Laptop/Notebook) you at present have?**

<table>
<thead>
<tr>
<th>Name</th>
<th>Name</th>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

14) **How many Computers you have discarded so far?**
15) How did you discard your last Computer?

- [ ] Give/sold
- [ ] Pay to the collector
- [ ] Give/sold to friends/relatives
- [ ] Pay to the collector
- [ ] Lying just as junk at home
- [ ] Others

Anything else please specify . . . . . . . . . . . . . . . .

16) How many Cell Phones / Mobiles you have at your home?

- [ ] 0
- [ ] 1
- [ ] 2
- [ ] 3
- [ ] 4
- [ ] 5
- [ ] 6
- [ ] 7
- [ ] 8
- [ ] More than 8

17) What is the company of Cell Phones you are using now?

1 Name 2 Name 3 Name 4 Name 5 Name

18) Total number of cell phones you have discarded previously?

- [ ] 0
- [ ] 1
- [ ] 2
- [ ] 3
- [ ] 4
- [ ] 5
- [ ] More than 5

19) When did you purchase your recent Cell phone?
(If possible pl mention the year of purchase else mention about how many years back).

20) Why did you changed your earlier Cell phone?

☐ ☐ ☐ ☐ ☐ ☐ ☐
Battery Camera Audio Memory For any sp. Others
Problem Issues Quality Shortage Features

* Pl mention:

________________________________________

________________________________________

________________________________________

21) How did you discard your mobile phone?

☐ ☐ ☐ ☐ ☐ ☐ ☐
Give/Sold Pay to Give/Sold Lying just as Others
To collectors Collectors To Friends/ junk at home Relatives

* Pl Specify:

________________________________________

________________________________________

________________________________________
22) How many batteries till now you have changed in the following electrical and electronic equipment’s?

<table>
<thead>
<tr>
<th></th>
<th>0-2</th>
<th>2-4</th>
<th>4-6</th>
<th>6-8</th>
<th>8-10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cell phones</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laptops</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cameras SLR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Video camera</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax m/c</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

23) How many other electrical and or electronic equipment’s you have discarded in past in past years?

<table>
<thead>
<tr>
<th></th>
<th>0-2</th>
<th>2-4</th>
<th>4-6</th>
<th>6-8</th>
<th>8-10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fridge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washing m/cs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A Cs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Input / Output devices</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>other devices</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Please provide any other information.

________________________________________
________________________________________

Personal Information:
Providing the following information is optional.

Name:
Address:
Locality:
Gender:
Age:
Telephone:
Email:

Thank you for taking the time to fill out my research questionnaire.

Research is relying on your feedback to help me to present actual scenario of e-waste in Mumbai metropolitan region.

Your input is greatly appreciated.
Respected Sir/Mam, I am a research scholar and pursuing Ph.D. (Management). I am presently doing an fascinating study on Electronic Waste (e-waste) situation in Mumbai Metro Region. I would request you to spare a few minutes of your valuable time to respond the following questions and help me to complete the study.

Your answers to the following questions will be significant in order to make available realistic evidence that E Waste is a severe peril to our atmosphere and must be treated sincerely and immediately.

I shall convey to you the findings of the same, in case you are concerned to get a custom-made copy.

ANYTHING PRINTED IN THIS QUESTIONNAIRE WILL BE TREATED WITH THE STRICTEST CONFIDENCE.

Thank you. Yours sincerely,
Amit Naik

---

**Introduction about Interview**

_Ahead of the commencement of the question, the interviewer should indentify the authority who is looking after the e-waste activity of the organisation._

I am ……………………… (Interviewer’s name) from ….

I am gathering data on e-waste piling up and supervision in order to conduct research on it.

Can I present few questions in front of you?

We appreciate your efforts and time given to me.
<table>
<thead>
<tr>
<th>Company’s General information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>Number of Employees</td>
</tr>
<tr>
<td>establishment year</td>
</tr>
<tr>
<td>Name &amp; Designation of contact person</td>
</tr>
<tr>
<td>Contact Number</td>
</tr>
<tr>
<td>E-mail</td>
</tr>
<tr>
<td>Main activity</td>
</tr>
<tr>
<td>Which e-waste activities does the company carry out?</td>
</tr>
<tr>
<td>☐ Collection ☐ Dismantling/Recycling</td>
</tr>
<tr>
<td>☐ Refurbishment ☐ other:</td>
</tr>
<tr>
<td>Is your company ISO 14001 certified?</td>
</tr>
<tr>
<td>(ISO 14001 is an international certification for an environmental management system)</td>
</tr>
<tr>
<td>☐ YES ☐ NO</td>
</tr>
<tr>
<td>2. Collection of (waste) electrical and electronic equipment</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td><strong>Question</strong></td>
</tr>
<tr>
<td>2.1 By which strategies and channel does your company collect e-waste? Which stakeholders are involved? Responsibilities? etc.</td>
</tr>
<tr>
<td>2.2 In terms of amounts, which one is the most important strategy/channel?</td>
</tr>
<tr>
<td>2.3 Do you cooperate with other companies/authorities for collection purposes? [ ] YES [ ] NO</td>
</tr>
<tr>
<td>2.4 The company which transports materials through collection?</td>
</tr>
<tr>
<td>2.5 List the major obstacles for appropriate e-waste assembly?</td>
</tr>
</tbody>
</table>
3. Management of WEEE.

3.1 WEEE goods that get treated

a) What electrical and electronic goods does your business take care of?

b) Total number of component your business takes care of?

c) The total number of components your business could treat?

d) Do your businesses pay for treating the components? Or allow for free?

e) If sure: What does your business give for each components?

<table>
<thead>
<tr>
<th>Product</th>
<th>b) actual throughput (indicate unit)</th>
<th>c) capacity (indicate unit)</th>
<th>d) pay / charge</th>
<th>e) price (indicate unit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General (all products)</td>
<td>□ pay □ charge</td>
<td>□ free</td>
<td>□ pay □ charge</td>
<td>□ free</td>
</tr>
<tr>
<td></td>
<td>□ pay □ charge</td>
<td>□ free</td>
<td>□ pay □ charge</td>
<td>□ free</td>
</tr>
<tr>
<td></td>
<td>□ pay □ charge</td>
<td>□ free</td>
<td>□ pay □ charge</td>
<td>□ free</td>
</tr>
<tr>
<td></td>
<td>□ pay □ charge</td>
<td>□ free</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: don’t forget to write down the units of the indicated numbers!
3.3 Which processes does your company carry out?
- Sorting of products
- Manual dismantling
- Shredding
- Separation of (shredded) fractions
- Cable stripping/granulation
- Burning (e.g. cables, cases)
- Leaching (e.g. printed wiring boards)
- Other:

3.4 Total employees busy in e-waste management work?
### 3.5 What kind of precautions does your organisation follows?

### 3.6 Which health and safety measures undertakes the company?

## Interview closure

- Thank you for participating in this survey
- The interviewer could also provide information about *when & where* the results of the survey will be available (if this is the case)