ANNEXURE III

Questionnaire C (CONSUMER FORUMS)

1. Please give the number of cases disposed by the forum within the time frame in the last two years.

2. What is the average time period for disposal of any complaint?
   a) Within Three months
   b) More than three months but less than an year
   c) More than an year
   d) More than two years
   e) More than three years

3. Please mention the nature of such complaints from the options given below:
   a) Quality (Not performing as claimed)
   b) Quantity
   c) Hidden costs
   d) Side effects

4. Mention the nature of redressals arranged by the forum for such complaints. (Please give exact figures)
   a) Product replacement
   b) Monetary compensation
   c) Punitive action against the marketer
   d) Any other
5. In your opinion what are the reasons for lack of awareness among the consumers for lodging a complaint with the consumer forum? (Please rank them from 1-5, with rank 1 signifying the most important reason and 5 being the least)

   a) Accessibility
   b) Finance
   c) Timeliness of Justice
   d) Complexity
   e) Poor Promotion

6. In your opinion what are the reasons of your inability to provide justice to an aggrieved consumer (If any): (Please rank them from 1-5, with rank 1 signifying the most important reason and 5 being the least)

   a) Inadequate documents
   b) Non cooperation of the defendant
   c) Infrastructural inadequacies
   d) Financial might of the defendant
   e) Complexity

7. Please give your suggestions for improving the current situation.