APPENDICES-A

AWARENESS AND ATTITUDES OF CONSUMERS

Note: Please tick (/) where applicable

(Interview Schedule)

I. General Information

1.01 Name

1.02 Sex

1.03 Age

1.04 Educational Qualification:

<table>
<thead>
<tr>
<th>Upto SSLC</th>
<th>( )</th>
<th>HSC</th>
<th>( )</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate</td>
<td>( )</td>
<td>Post Graduate</td>
<td>( )</td>
</tr>
<tr>
<td>Professional Degree</td>
<td>( )</td>
<td>Illiterate</td>
<td>( )</td>
</tr>
</tbody>
</table>

1.05 Occupation

<table>
<thead>
<tr>
<th>Employed in Govt. Dept.</th>
<th>( )</th>
<th>Employed in Private Institution</th>
<th>( )</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>( )</td>
<td>Employed in Semi-Govt. Dept</td>
<td>( )</td>
</tr>
<tr>
<td>Others</td>
<td>( )</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.06 Monthly Income (in Rs.)

<table>
<thead>
<tr>
<th>Below Rs.2000</th>
<th>( )</th>
<th>Rs.2000-3500</th>
<th>( )</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rs.3500-5000</td>
<td>( )</td>
<td>Above Rs.5000</td>
<td>( )</td>
</tr>
</tbody>
</table>

II AWARENESS of CONSUMERS RIGHTS

2.01 Do you know the rights of a Consumer?

Yes ( )  No ( )
2.02 If yes. Specify the rights you know:

a. Right to Safety ( )

b. Right to be informed ( )

c. Right to Choose ( )

d. Right to be heard ( )

e. Right to redressal ( )

f. Right to consumer education ( )

g. Right to healthy environment ( )

h. Right to basic requirements ( )

2.03 From where did you get information relating to consumer rights?

a. Newspaper ( )

b. Radio ( )

c. Television ( )

d. Others ( )

2.04 Do you have the habit of visiting two or more shops before purchasing?

Yes ( )

No ( )

2.05 On what basis do you buy products?

Cash ( )

Credit ( )

Both cash and credit ( )

2.06 What criteria do you adopt while choosing essential goods? (Please rank them)

a. Quantity ( )

b. Quality ( )

c. Price ( )

d. Brand and trade mark ( )

e. Appearance ( )

f. Others ( )
2.07 Please specify the media which influence you to buy products.

a. Radio ( ) b. Television ( )

c. Film ( ) d. Newspaper/Magazine ( )

e. Retail advertisements ( ) f. Others ( )

2.08 Do you demand a bill while purchasing?

Yes ( ) No ( )

2.09 Do you preserve the bill connected with any payment?

Yes ( ) No ( )

2.10 Do you check the bill after you buy the product?

Yes ( ) No ( )

2.11 Are you aware of the Maximum Retail Price (MRP) marked on the article?

Yes ( ) No ( )

2.12 Do you compare the actual rate paid with the MRP rate?

Yes ( ) No ( )

2.13 Do you compare the price paid with the price offered by other retailers/competitors?

Yes ( ) No ( )

2.14 Do you know the rate of local tax?

Yes ( ) No ( )

2.15 Do you know that local tax differs from place to place and product to product?

Yes ( ) No ( )

2.16 Do you ask the seller to specify the local tax?

Yes ( ) No ( )
2.17 Have you heard of BIS and AGMARK\(^0\)

Yes ( ) No ( )

2.18 Do you prefer to purchase ISI and AGMARK products''

Yes ( ) No ( )

2.19 If yes, give reasons

a. Standard Quality

b. Fair Price

c. Accurate measurement ( )

d. No possibility of exploitation ( )

e. Others ( )

2.20 Do you purchase packed goods\(^9\)

Yes ( ) No ( )

2.21 Do you read the information and instruction printed on the package'

Yes ( ) No ( )

2.22 Do you have the habit of seeing the date of manufacture and date of expiry\(^9\)

Yes ( ) No ( )

2.23 Have you purchased products after the date of expiry?

Yes ( ) No ( )

2.24 If yes, did you return them?

III. Awareness about Adulteration

3 01 Did you find any adulteration in the product you purchased''

Yes ( ) No ( )
3.02 If yes, did you complain about adulteration”

   Yes     ( )    No     ( )

3.03 If yes, with whom did you lodge the complaint.'

a. Seller     ( )

b. Health Inspector     ( )

c. Consumers’ Association     ( )

d. Consumer Forum     ( )

e. Newspaper     ( )

f. Others     ( )

3.04 If no, what is the reason

a. Not aware of complaints     ( )

b. It means money and time     ( )

c. Complaint will have no effect     ( )

d. Others (Specify)     ( )

IV. Consumers Problem

4.01 From where do you buy product”

a. Consumer co-operative stores     ( )

b. Super Market     ( )

c. Fair Price Shop     ( )

d. Provisions Shop     ( )
4.02 Please tick ( ) the problems you face while buying products.

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Nature of Problems</th>
<th>Consumers Co-operative Stores</th>
<th>Super Market</th>
<th>Fair Price Shop</th>
<th>Provisions Shops</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Sub-standard goods sold</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Old &amp; Damaged Goods</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>High Price</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Improper Packaging</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Lack of Proper Response of the Salesman</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

V. Consumer Protection Act and its Enactment

5.01 Do you know that there are some legislations to protect consumer rights?

Yes ( ) No ( )

5.02 Are you aware of Consumer Protection Act and other allied acts.
<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Particulars</th>
<th>Fully Aware</th>
<th>Partially Aware</th>
<th>Never Heard of</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agriculture Product Act, 1937</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Drugs and Cosmetics Act, 1940</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Essential Commodities Act 1955</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Prevention of Black Marketing Act, 1980</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Prevention of Food Adulteration Act, 1954</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Standard Weights and Measures Act, 1951</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>MRTP Act, 1960</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Consumer Protection Act, 1986</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Environment Protection Act, 1986</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Trade and Merchandise Marks Act, 1958</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**VI Awareness about Consumer Redressal Machinery**

6.01 Please tick the consumers redressal machinery you are aware of

- a. Consumer Organisation ( )
- b. Consumer Forum ( )
- c. Others ( )

6.02 Are there any consumer organisations in your place?

Yes ( ) No ( )

6.03 Are you a member of any consumer organisation?

Yes ( ) No ( )
6.04 If not, give reasons

a. Don't know any such the association ( )

b. No body approached ( )

c. Don't have time ( )

d. Never felt the need ( )

e. No use at all ( )

6.05 Which of the following do you prefer for redressing your grievances?

a. Consumer Organisation ( )

b. Consumer Foaim ( )

c. Others ( )

6.06 Please state the reasons for the choice of redressal organisation

a. Requires less time ( )

b. Requires less expense ( )

c. Easily approachable ( )

d. Located near to Residence ( )

e. Service by efficient men ( )

6.07 Did you approach any consumer redressal machinery any time?

Yes ( ) No ( )

6.08 Have you given any written complaint?

Yes ( ) No ( )

6.09 If yes, was your grievance entertained by them?

Yes ( ) No ( )
6.10 Was your grievance redressed by them?

Yes ( ) No ( )

6.11 If there is any lack of effectiveness of consumer movement, can you account for it?

a. Illiteracy ( )
b. Poverty ( )
c. Lack of Govt, participation and financial support ( )
d. Failure to implement Consumer Protection Act ( )
e. Others ( )

6.12 Please specify briefly the problems in exercising your rights as a consumer

6.13 What are your suggestion to solve them (Answer briefly)

6.14 What is your opinion about the functioning of consumer redressal torums" (Answer briefly)

6.15 What is your opinion about the functioning of consumer organisations" (Answer briefly)
## APPENDICES A- I

Components to Measure Consumer Awareness of Consumer Protection

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Components</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Awareness of Consumer Rights</td>
<td>0</td>
</tr>
<tr>
<td>2.</td>
<td>Habit of Visiting Shops</td>
<td>0</td>
</tr>
<tr>
<td>3.</td>
<td>Demanding Bills from Sellers</td>
<td>0</td>
</tr>
<tr>
<td>4.</td>
<td>Preserving the Bills</td>
<td>0</td>
</tr>
<tr>
<td>5.</td>
<td>Checking the Bills</td>
<td>0</td>
</tr>
<tr>
<td>6.</td>
<td>Aware of MRP</td>
<td>0</td>
</tr>
<tr>
<td>7.</td>
<td>Comparing the Actual Rate Paid with the MRP Rate</td>
<td>0</td>
</tr>
<tr>
<td>8.</td>
<td>Comparing the price paid with the price offered by other retailers</td>
<td>0</td>
</tr>
<tr>
<td>9.</td>
<td>Awareness of local tax</td>
<td>0</td>
</tr>
<tr>
<td>10.</td>
<td>Local tax differ from place to place</td>
<td>0</td>
</tr>
<tr>
<td>11.</td>
<td>Asking the seller to specify local tax</td>
<td>0</td>
</tr>
<tr>
<td>12.</td>
<td>Awareness of ISI and AG MARK</td>
<td>0</td>
</tr>
<tr>
<td>13.</td>
<td>Purchase preference of products with the marking of ISI and AGMARK product</td>
<td>0</td>
</tr>
<tr>
<td>14.</td>
<td>Purchasing of packed goods</td>
<td>0</td>
</tr>
<tr>
<td>15.</td>
<td>Reading the information and instructions printed on package</td>
<td>0</td>
</tr>
<tr>
<td>16.</td>
<td>Checking the date of manufacture and date of expiry</td>
<td>0</td>
</tr>
<tr>
<td>S.No</td>
<td>Components</td>
<td>Scores</td>
</tr>
<tr>
<td>------</td>
<td>-------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>17</td>
<td>Purchasing products after the date of expiry</td>
<td>+1</td>
</tr>
<tr>
<td>18</td>
<td>Returning the goods due to the absence of expiry date</td>
<td>+1</td>
</tr>
<tr>
<td>19</td>
<td>Purchasing of adulterated Goods</td>
<td>+1</td>
</tr>
<tr>
<td>20</td>
<td>Giving Complaints of adulterated goods</td>
<td>+1</td>
</tr>
<tr>
<td>21</td>
<td>Awareness of legislation to protect consumers</td>
<td>+1</td>
</tr>
<tr>
<td>22</td>
<td>Availability of Consumer Protection Council</td>
<td>+1</td>
</tr>
<tr>
<td>23</td>
<td>Being a member in consumer association</td>
<td>+1</td>
</tr>
<tr>
<td>24</td>
<td>Approaching the redressal machinery</td>
<td>+1</td>
</tr>
<tr>
<td>25</td>
<td>Giving Complaints</td>
<td>+1</td>
</tr>
<tr>
<td>26</td>
<td>Complaints Entertained</td>
<td>+1</td>
</tr>
<tr>
<td>27</td>
<td>The Grievances redressed</td>
<td>+1</td>
</tr>
</tbody>
</table>
### APPENDICES A - 2

**Awareness of Different Consumers Rights**

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Consumers Rights</th>
<th>( \text{Pi} )</th>
<th>( \text{N}_1 )</th>
<th>( \text{Pi} )</th>
<th>( \text{N}_2 )</th>
<th>Total of ( \text{Pi} ) and ( \text{Pi} )</th>
<th>Total of ( \text{N}_1 ) and ( \text{N}_2 )</th>
<th>Calculated Value</th>
<th>Table Value at 5% Significant Level</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Right to Safety</td>
<td>66</td>
<td>132</td>
<td>113</td>
<td>166</td>
<td>298</td>
<td>3.21</td>
<td>1.96</td>
<td>Significant</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Right to be informed</td>
<td>62</td>
<td>132</td>
<td>105</td>
<td>166</td>
<td>298</td>
<td>2.88</td>
<td>1.96</td>
<td>Significant</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Right to Choose</td>
<td>77</td>
<td>132</td>
<td>124</td>
<td>166</td>
<td>298</td>
<td>3.17</td>
<td>1.96</td>
<td>Significant</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Right to be Heard</td>
<td>68</td>
<td>132</td>
<td>71</td>
<td>166</td>
<td>298</td>
<td>0.67</td>
<td>1.96</td>
<td>Not Significant</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Right to Consumer Education</td>
<td>44</td>
<td>132</td>
<td>62</td>
<td>166</td>
<td>298</td>
<td>0.72</td>
<td>1.96</td>
<td>Not Significant</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Right to Redressa!</td>
<td>50</td>
<td>132</td>
<td>98</td>
<td>166</td>
<td>298</td>
<td>3.68</td>
<td>1.96</td>
<td>Significant</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Right to Healthy Environment</td>
<td>44</td>
<td>132</td>
<td>59</td>
<td>166</td>
<td>298</td>
<td>0.40</td>
<td>1.96</td>
<td>Not Significant</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Right to Basic Requirements</td>
<td>45</td>
<td>132</td>
<td>48</td>
<td>166</td>
<td>298</td>
<td>0.96</td>
<td>1.96</td>
<td>Not Significant</td>
<td></td>
</tr>
</tbody>
</table>

\( \text{N}_j \) = Total number of rural sample consumers aware of rights

\( \text{Pi} \) = Proportion of awareness of different rights in the rural area

\( \text{N}_T \) = Total number of urban sample consumers aware of rights

\( \text{Pi} \) = Proportion of awareness of different rights in the urban area.
## APPENDICES A-3

Calculation of Arithmetic Mean and Standard Deviation of Awareness and Attitude of Rural and Urban Consumers

<table>
<thead>
<tr>
<th>SL.No.</th>
<th>X Opinion Score</th>
<th>X - X (X - 15)</th>
<th>(x-xy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>6</td>
<td>-9</td>
<td>81</td>
</tr>
<tr>
<td>2.</td>
<td>12</td>
<td>-3</td>
<td>9</td>
</tr>
<tr>
<td>3.</td>
<td>11</td>
<td>-4</td>
<td>16</td>
</tr>
<tr>
<td>n(400)</td>
<td>20</td>
<td>5</td>
<td>25</td>
</tr>
<tr>
<td>Total</td>
<td>6068</td>
<td>-</td>
<td>11286</td>
</tr>
</tbody>
</table>

\[
\bar{X} = \frac{6068}{400} = 15.17
\]

\[
\sigma = \sqrt{\frac{(X - \bar{X})^2}{N}}
\]

\[
\sigma = \sqrt{\frac{11286}{400}} = 5.3
\]

Low Level = \(\bar{X} - \sigma = 15 - 5.3 = 9.7\)

High Level = \(\bar{X} + \sigma = 15 + 5.3 = 20.3\)

Medium Level = Between 10 and 20
## APPENDIX - A-4

Details of Sample Respondents to Study the Awareness (Regionwise)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Regions</th>
<th>Sex</th>
<th>North</th>
<th>South</th>
<th>E. Ist</th>
<th>West</th>
<th>Centrnl</th>
<th>South Central</th>
<th>North West</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>F</td>
<td>M</td>
<td>F</td>
<td>M</td>
<td>F</td>
<td>M</td>
<td>F</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Rural</td>
<td>20</td>
<td>8</td>
<td>20</td>
<td>8</td>
<td>20</td>
<td>9</td>
<td>20</td>
<td>9</td>
<td>200</td>
</tr>
<tr>
<td>2</td>
<td>Urban</td>
<td>20</td>
<td>8</td>
<td>20</td>
<td>8</td>
<td>20</td>
<td>9</td>
<td>20</td>
<td>9</td>
<td>200</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>40</td>
<td>16</td>
<td>4n</td>
<td>16</td>
<td>40</td>
<td>18</td>
<td>40</td>
<td>18</td>
<td>400</td>
</tr>
</tbody>
</table>
APPENDICES -B

PROFILE OF THE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM

(Interview Schedule)

1. Name of the Forum

2. How many staff members do you have at present?

3. How many staff members do you have, from the date of inception?

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Year</th>
<th>Number of Staff Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1991</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>1992</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>1993</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>1994</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>1995</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>1996</td>
<td></td>
</tr>
</tbody>
</table>

4. Is the forum it functioning without break?

Yes ( ) No ( )

5. If no, please specify the period and reasons

6 What are the types of cases you deal with?

a. Unfair trade practices ( )

b. Banking Services ( )

c. Insurance Company Services ( )

d. Educational Services ( )

e. Medical Services ( )

f. Electricity Services ( )

g. Housing Board ( )
h. Finance Companies ( )

i. Issue of Shares and Debentures ( )

j. All the above ( )

k. None of these ( )

7. How do the consumers file cases?
   a. Directly ( )
   b. Through voluntary organisations ( )
   c. Through eminent lawyers ( )
   d. Others ( )

8. Please specify, which of the following is the best in your opinion for filing cases
   a. Directly ( )
   b. Through voluntary organisation ( )
   c. Through eminent lawyers ( )
   d. Others ( )

9. Mention the number of cases filed by the complainants through the following (yearwise)
   a. Directly ( )
   b. Through voluntary organisation ( )
   c. Through eminent lawyers ( )
   d. Others ( )

10. How much time do you normally take to send a notice to the respondent after filing the cases by the consumer?

11. Are you settling the cases within W days as per the Act?
   Yes ( )  No ( )
12. If no, please specify the reasons
   a. Insufficient staff members ( )
   b. Lack of time ( )
   c. Lack of trained and experienced persons ( )
   d. Lack of cooperation among the staff members ( )
   e. More cases ( )
   f. All the above ( )

13. How do you dispose of the cases
   a. Based on O.P. Number ( )
   b. Based on the pressure exerted by the petitioner ( )
   c. Based on the pressure of the lawyer ( )
   d. Based on the pressure exerted by the respondent ( )
   e. Nature of the case ( )

14. Under what circumstances do you dismiss cases?
   a. Absence of the petitioner ( )
   b. Absence of the respondent ( )
   c. Endorsement made and settled out of court ( )
   d. Irrelevant cases ( )
   e. All the above ( )

15. On what basis do you give award and compensation to the petitioner?
   a. Based on Consumer Protection Act ( )
   b. Based on custom and practice ( )
   c. Argument of the lawyer ( )
   d. All the above ( )
16. Do the award or compensation reach the affected parties?

Yes ( ) No ( )

17. If no, whom does it reach?

a. Lawyer ( )
b. Voluntary Organisation ( )
c. Third Parties ( )
d. Others (Please specify) ( )

18. Are you getting the signature before giving the award to the petitioner?

Yes ( ) No ( )

19. What is the period generally allowed to the opposite party for executing the judgement?

20. If the opposite parties are not executing the judgement, what is the punishment for non-execution?

21. What is the basis for providing remedy for non-execution of decree?

22. Please give the details of cases filed and disposed of from the date of inception?

<table>
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23. Are you receiving complaints after notifying judgement?

Yes ( ) No ( )

24. If yes, what steps do you take?
25. Do you have any arrangement for appealing to a higher court?

26. Do you face any problem in redressing consumer grievances?

   Yes ( )   No ( )

27. If yes, please specify the problems briefly

28. Please give your suggestion to improve the functioning of the consumer forum?

**Particulars of the employees working in the district redressal forum**

29. Name of the employee

30. Age

31. Sex

32. Educational Qualifications

33. Salary drawn at present

34. Date of joining the present job

35. The nature of appointment

   a. Permanent ( )
   b. Temporary ( )
   c. Deputationist ( )

36. Are you satisfied with your present job?

   Yes ( )   No ( )

37. If no, please specify the reasons.
APPENDIX-B-1

ADDRESSES OF THE SELECTED SAMPLE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM

1. South
   District Consumer Dispute Redressal Forum
   Opposite to District Court
   Thiruchendur Road
   Palayankottai
   Tirunelveli.

2. South Central
   District Consumer Dispute Redressal Forum
   District Court Buildings
   Madurai

3. West
   District Consumer Dispute Redressal Forum
   2/32, Race Course, Thomas Park
   Coimbatore-641 018

4. Central
   District Consumer Dispute Redressal Forum
   Promenade Road
   Tiruchi-620 001.

5. East
   District Consumer Dispute Redressal Forum
   212, R.K. Mutt Road, 1st Floor
   Madras - South

6. North West
   District Consumer Dispute Redressal Forum
   Civil Supplied Office Building
   Salem.

7. North
   District Consumer Dispute Redressal Forum
   212, R.K. Mutt Road, 3rd Floor
   Madras - North.
## APPENDIX - B-2

The Names of Laws, rules and regulations and concerned Ministries

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Source: Pamphlet - Consumer Education and Research Centre, Ahmedabad.
### APPENDIX-B-3

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APPENDIX-C

ROLE OF VOLUNTARY CONSUMERS’ ASSOCIATION

(Interview Schedule)

1. Name of Respondent
2. Designation
3. Name of the Organisation
4. Area of Operation
5. When did you start this organisation?
6. Is it a registered Organisation?
7. What are the objectives of your Association? (Answer briefly)
8. How many members do you have in your organisation? (Specify yearwise)
9. How many active members do you have in the organisation? (Specify yearwise)
10. What is the procedure followed to become a member of the organisation?
11. Do you ask for require any special qualifications to become a member of the organisation?
   Yes ( ) No ( )
12. If yes, please mention the required qualification?
13. How do you select executive members?
14. Do they require any special qualifications?
   Yes ( ) No ( )
15. What are the powers of executive members?
16. What are their duties?
17. What is the sources of funds for your organisation?
18. How much is the membership fee?

19. Do you maintain accounts properly?
   Yes ( ) No ( )

20. If yes, Is it audited by a qualified person?
   Yes ( ) No ( )

21. What is the annual income of your organisation?

22. What is the annual expenditure of your organisation?

23. How many office bearers are there in your organisation? (please give full bio-data)

24. Do you have any prescribed working hours?
   Yes ( ) No ( )

25. If yes, please specify the working hours.

26. Do you have relationship with higher level federations?
   Yes ( ) No ( )

27. Has your office bearer/member undergone any training in connection with consumers work?

28. If yes, Please specify the details
   a. Name of the organisation
   b. Period of training.

29. What are the types of cases you deal with through the organisation? (List out the specific cases dealt with)

30. Is it necessary to get permission from the District Consumer Dispute Redressed Forum/State Commission to deal with consumer cases?

31. Is your organisation functioning without break?
   Yes ( ) No ( )

32. If no, please specify the period and reasons for the break
33. How do you settle grievances in your organisation?

Through the executive members of the association ( )

Send the cases to the District Redressal Forum ( )

34. Please specify the number of cases you have settled from the date of inception

35. Do you collect any fees to deal with consumer cases?

Yes ( ) No ( )

36. If yes, what is the amount?

37. Do you take any follow-up action after the judgement of the District Forum?

38. If yes, what steps do you take?

39. Do you have a laboratory to test the goods?

Yes ( ) No ( )

40. If no, how do you decide consumer's cases?

a. Send cases to the appropriate laboratory established by the Government ( )

b. Send cases to appropriate laboratory established by private parties f )

41. Do you face any problem in dealing with consumer cases?

Yes ( ) No ( )

42. If yes, please specify the problems:

a. Lack of funds ( )

b. Disinterest and delay ( )

c. Non co-operation from forum officials ( )

d. Sticking to the letter of the act and not its spirit ( )

e. Others (Please specify) ( )

43. What are your suggestions to improve the consumer's association

44. Please give suggestions to improve the functioning of the Consumers Redressal Forum
APPENDICES-C-I

Addresses of the Selected Sample Voluntary Consumers Organisations

South

1. Consumers Association
   784/3, Nadar Pettai,
   Main Road,
   Kovilpatty.

2. Tirunelveli Dist., Consumers Rights Protection Council
   11 k, Saint Thomas Road,
   Palayankottai - 627 002.

3. Kannya Kumari District Consumer Protection and Action Group
   Nirmala Building
   24/1, Thalavai Street
   Meenatchipuram
   Nagarcovil-629 001.

South Central

4. Consumers Rights Protection Council
   2/203, Gandhiji Road
   Paramaudi - 623 707.

5. Kamarajar District Consumers Council
   7 Railway Feedar Road
   Rajapalayam - 626 117.

6. Srivilliputhur Taluk Consumers Protection Council
   73 k, By-pass Road
   Srivilliputhur.

West

7. Anna District Consumer Rights Protection Council
   B-9, Vivekanada Nagar
   Dindigul-624 001.

8. Kovai District Pensioners Association Pensioner Building
   V.O.C. Park
   Coimbatore-641 018.

9. Consumers Protection Association
   R-92, Housing Board Colony,
   Kovai Pudhur
   Coimbatore-641 042.
Central

10. Pudukkottai District Consumer Rights Protection Council
   1384, West Second Street
   Pudukkottai-622 001.

11. Consumer Protection Council
    2, Rana Building
       . Thillai Nagar
       Trichy-620 018.

12. Consumers Association
    10, Kaila Vinayakar Street
       Karatha Urani
       Devakottai.

East

13. Tamil Nadu Consumer Protection Council
    10 Siva Nagar
    Pangal Road
    Tiruvarur - 610 002.

14. Consumer Rights Protection Council
    31, Musleem New Street
    Melakkoveri
    Kumbakoonam - 612 002.

15. Tamil Nadu Consumers Protection Council
    Thalai Gitaeru Town Branch
    9. Valamppuri Road
    Thalai Gnaeru-614 712.

North West

16. Salem Consumer Welfare Council
    1-B, Mariamman Kovil Street
    Hasthempatty
    Salem - 630 007.

17. Salem District Consumer Rights Protection Council
    L/171, Rajapuram
    Nedunsalai Nagar
    Salem-636 005.
18. Consumer Protection Council  
180, Gandhiji Road  
Erode - 638 002.

North

19. S.M.N. Consumers Protection Council  
115/2, Kamaraj Avenue  
Adaiyar  
Chennai - 600 020.

20. Consumers Action Group  
6, 2nd Cross Street  
Karpagam Gardens  
Adaiyar  
Chennai - 600 020.

21. War-consumers Protection Association Town Panchayat Building  
New Bus Stand  
Ranipet-632 401.
APPENDICES-D

PROFILE OF THE RESPONDENT BENEFICIARIES

(QUESTIONNAIRE)

1. Name (Complainant)

2. Sex : Male( ) Female( )

3. Age : Below 25 ( ) 25-35 ( )

35-45 ( ) 45-55( )

Above 55 ( )

4. Marital Status : Married ( ) Unmarried ( )

5. Educational Qualification : Upto SSLC ( ) HSC ( )

Graduate ( ) PG ( )

Professional Degree ( )

Illiterate ( )

6. Income : Below Rs.2000 ( )

Rs.2000-3500( )

Rs.3500- 5000 ( )

Above Rs 5000 ( )

7. Occupation

a. Agriculturist ( )

b. Business ( )

c. Employee in Government Department ( )

d. Employee in Private Institution ( )

e. Others ( )
8. Community
   a. Forward Class ( )
   b. Backward Class ( )
   c. Scheduled Caste & Tribes ( )

9. Did you approach the consumer forum for settlement of grievance
   Yes ( ) No ( )

10. If yes, did they entertain your case?
    Yes ( ) No ( )

11. Please specify the reasons for approaching the forum.

12. Who was your respondent?

13. When did you file the case?

14. Did they settle it within 90 days?
    Yes ( ) No ( )

15. If no, how many days did they take for redressal?

16. Did you appear in the forum for hearings?
    Yes ( ) No ( )

17. If no, please specify the reasons

18. Did your respondent appear in the forum for hearings?
    Yes ( ) No ( )

19. How many times did you appear in the forum for hearings?

20. How did you file the case?
   1. Directly ( )
   2. Through Voluntary Organisation ( )
   3. Other representatives ( )
   4. Lawyers ( )
21. Please specify the reasons for engaging agents?

22. How was the result of the case?
   
   Favourable ( )  Unfavourable ( )

23. How much compensation did you claim in the formm?

24. How much compensation did the formm offer?

25. How much compensation did you actually receive from the respondent through the forum?

26. Are you satisfied with the judgement?
   
   Yes ( )  No ( )

27. What did the judgement provide?
   
   1. Provided the actual cost claimed only [ ]
   2. Provided Compensation for the mental agony only ( )
   3. Provided cost and causes only I )
   4. Provided only the expenses incurred by me ( )
   5. All the above ( )
   6. None of these ( )

28. If dissatisfied what steps did you take?
   
   1. Appealed to the state commission ( )
   2. Tried for Compromise ( )
   3. Executive petition filed ( )
   4. Did nothing ( )

29. Did you pay any fees while filing the case?
   
   Yes ( )  No ( )
30. If yes, how much fees?

31. What was the impact of further action?
   a) Received actual claim only ( )
   b) Received compensation for mental agony only ( )
   c) Receive cost and cause only ( )
   d) All the above ( )
   e) Not received anything ( )

32. Did you face any problem in filing the cases?

   Yes ( )  No ( )

33. If yes, please specify the problem.

34. What are your suggestions for improving the District Forum?
## APPENDIX - D-1

Details of Sampling Size of Favourable Cases of Consumers in 1995

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APPENDICES-E

MODEL FORM OF COMPLAINT

BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM

Consumer Dispute Complaint No……of 19

(Name and Address) Complainant

Vs

(Name and Address) Opposite Party

Complaint Under Section 12 of the Consumer Protection Act. 1086

1. The complainant is Thiru ................ son of aged about years, residing at...................

The address for service of Orders and process of the complainant is

2. The opposite party is M/s. . . . . carrying on business at

The address for service of all notices and process Orders of the Opposite party is as stated above. The complaint state as follows:

3................

4................

5................

6................

7................

In the circumstances, the complainant prays that this Hon'ble Forum may be pleased to direct the opposite party...

a. to remove the defects pointed out by the complainant in by
b. to replace the with a new one of similar description which shall be free from any defect

c. to return to the complainant the price, or, as the case may be the charges paid by the complainant.

d. to pay Rs. . . . as compensation for the loss and injury suffered by the consumers due to negligence of the opposite party.

e. and pass such order or orders as this Forum deems fit and proper under the circumstances of the case.

Dated at . . . . this . . . day of . . .

Signature of the Complainant

List of documents filed
MODEL FORM OF APPEAL TO THE COMMISSIONS

BEFORE THE STATE CONSUMER DISPUTES REDRESSAL COMMISSION

A.P. NO …….of 199

BETWEEN

(Name and Address) Appellant

AND

(Name and Address) Respondent

Memorandum of Appeal against the Order dated in Complaint No of 199.... On the file of the District Consumer Dispute Redressal Forum at

BETWEEN

(Name and Address) Complainant

AND

(Name and Address) Opposite Party

Memorandum of Appeal u/s 15 of the Consumer Protection Act, 19X9

I APPELLANT, …………….. Son of …………. Hindu ……….. aged about …….. years residing at …………………

The address of the Appellant for service of all notices and orders is that of his counsel:

Mr………………….at……………………

II. RESPONDENT ……………….. carrying on business

The address of the respondent for service of all notices and orders is as stated above

III. The appellant above named begs to prefer this Memorandum of Appeal against the Order date……..in comp-laint No……….. of 1991 on the file of the Forum on the following grounds:
GROUND

1. The Order of the District Consumer Forum is against the Law and probabilities of the case.

2. The District Forum failed to appreciate the evidence let in by the appellant.

3. 

The appellant therefore prays that the Hon'ble State Commission may be pleased to allow this appeal and set aside the Order passed by the District Forum in on Dated at this day of 19.

Signature of the Appellant
MODEL FORM OF REVISION PETITION

MEMORANDUM OF REVISION PETITION

u/s 17(b) OF

THE CONSUMER PROTECTION ACT, 1986

BEFORE THE STATE CONSUMER DISPUTES REDRESSAL COMMISSION


BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM

Complaint No. of 1991

In the District In the State
Consumer Disputes Consumer Disputes
Redressal Forum Redressal Commission

(Name and address) Opposite Party Petitioner

Vs

(Name and address) Complainant Respondent

1. Petitioner: Son of..............Hindu, aged about.......year, residing at

The address of the petitioner for service of all notices and orders is that of his Counsel/Agent is at.........

2. Respondent: M/s.............................................carrying on business

The address of the respondent for service of all notices and orders is as stated above.
The petitioner above named begs to prefer this Memorandum of Civil Revision Petition against the Order of the District Forum........dated passed in complaint No of 1991 for the following among other grounds.

GROUNDS

1. The order of the District Forum causes gross injustice and irreparable injury to the petitioner.

2. The District Forum have exercised jurisdiction not vested to it by law

3. The District Forum has acted in the exercise of its jurisdiction illegally and with material irregularity.

4. The District Forum has exercised its discretion perversely upon wrong principles which causes serious prejudice to the petitioner.

5. The District Forum did not apply to the new case law laid down by National Commission/Supreme Court.

Therefore, it is prayed that this commission may be pleased to call for the records and allow this revision petition, setaside the orders dated.......passed in Complaint No .......and thus render justice.

Date at.......this.......day of........19

Signature of the Petitioner
MODEL FORM OF EXECUTION PETITION u/s 25 OF THE
CONSUMER DISPUTES ACT

BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM.....

Execution Petition No of 1991

in

Complaint No. of 1991

Petitioner/Complainant

Vs

Respondent/Opposite Party

The Petitioner/order holder, hereby apply for execution of the order herein setforth

1. Number of the Complaint of Appeal

2. Name of the Petitioner

3. Name of the opposite party

4. Date of Order

5. Whether any appeal preferred from order

6. Payment of adjustment made if any

7. Whether the order has been transferred in favour of any person or not

8. Previous application if any, with date and result

9. Amount with interest due upon the order or other relief granted thereby together with particular
10. Amount of costs, if any awarded

Against whom to be executed

12. Mode in which the assistance of the forum is required

When attachment and sale of movable property is sought, I pray that the total amount of Rs. . . . . . . together with interest on the principal sum up to date of payment and the cost of taking out this execution, be realised by attachment and sale of defendant's movable property as per annexure list and paid to me.

or

When attachment and sale of immovable property is sought, I pray that the total amount of Rs. . . . . . . together with interest on the principal sum up to date of payment and the cost of taking out this execution be realised by the attachment and sale of opposite party's immovable property specified at the foot of this application and paid to me.

or

Arresting the respondent/opposite party for and unless he shall pay the said sum of Rs. . . . . . . together with Rs for cost of executing this process and commit him to civil prison and keep him imprisoned therein for a period of . . . . . . months until the said amount shall fully be paid to be petitioner/complainant.

I declare that what is stated herein is true to the best of my knowledge and belief

Signed; Order Holder.

Dated at . . . . this the . . . . day of 19

Description and specification property to be attached.
I declare that what is stated in the above description is true to the best of my knowledge and belief, and so far as I have been able to ascertain the interest of the opposite party in the property therein specified.

Signature of the Order-holder
APPENDICES-F

CENTRE FOR CONSUMER PROTECTION AT UNIVERSITY LEVEL -

A PROJECT PROPOSAL

The role of citizen as a consumer in the modern industrial economy has been affected profoundly in recent years by economic and social changes. A greatly increased standard of living offers him money to spend at his discretion, after paying for his basic needs and there is a far greater range and variety of goods and services available for purchase. The growth of advertising and large scale production and the introduction of pre-packaging and self-service have made efficient low-cost retailing possible. However, the number of competing brands and the types of consumer goods render the problem of choice more acute and the high complex and the technical composition for many modern products make it difficult for the consumers to be reliably informed about their qualities and performance. High pressure advertising and sales techniques may also sometimes result in a divergence between the consumer's demands and his real needs. The consumer therefore needs protection both against artificial price fixing and restrictive practices by monopolies and also against fraud and misrepresentation by unscrupulous traders. He is also in need of information and guidance to analyse his needs and find out what he really wants.

University is a education centre which consist of teaching, non-teaching and the student communities. They are varying by their age, sex, marital status, caste and creed and so on. Their level of awareness towards the consumer protection act and rights are varying. Hence they required a centre to know their rights and relied Acts.
OBJECTIVES

1. To create an overall awareness and confidence among the students

2. To familiarise the student consumers with their legal rights and procedures for redressal of their grievances

3. To identify the adulteration, deficiency in the consumer goods and services

4. To impart consumer education to them

5. To impart training to the consumer activities.

6. To organise seminars, conferences and workshops on consumer protection

7. To undertake production and distribution of literature and audio-visual materials for spreading consumer literacy.

Activities

In order to achieve the above objectives, the Centre will concentrate on the following activities:

a) Consumer education to the public and students in the school and colleges in una areas.

b) Formation of consumer association at the village and block levels

c) Randomly testing the consumer products

d) Undertaking research relevant to consumer protection

e) Arranging for mobile exhibition

f) Imparting training to the consumer activists

g) Production and distribution of literature and audio-visual materials

h) Providing legal assistance to the rural consumers

i) Undertaking publicity and propaganda measures and
j) Organising seminars, conferences and workshops pertaining to consumer protection.

Personnel and their Placement

The entire activities of the Centre will be under the direct control of a Director who will be assisted by the two Deputy Directors and other staff as detailed below.

Besides the services of the staff members of the Centre, the consultancy services, if necessary will be utilised in order to achieve the objectives of the centre.

The duties and responsibilities shall be entrusted to the various officers according to their position held. The Deputy Director (Consumer Education) will hold the responsibilities of consumer education, formation of consumers' forums and imparting...
training to consumer activists and coordinating them. He will also be in-charge of exhibition, production and distribution of literature on consumer education and audio-visual materials and publicity and propaganda measures. The Deputy Director (Legal Aids) will offer free legal services and arrange for research studies, seminars, conferences and workshops with support of other officers of the centre. Consumer product Analyst will test and analyse the quality of the consumer products brought to the centre by the consumer activists and the general public. Office Superintendent will hold the responsibilities of performing the office functions. Consumer Product Analyst and Research Officer will work under the Control of the Deputy Director (Legal Aids) while the office superintendent will function under the control of the Director of the Centre.

Coverage of the Area

The entire district in which the university is located may be the operational area of the centre.

Period of the Project

This will be an experimental project. The period of the project will be initially for two years and will be extended for three more years on the basis of the results achieved.