ANNEXURE - I

QUESTIONNAIRE FOR CONSUMERS
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QUESTIONNAIRE FOR CONSUMERS
Please indicate ✓ mark to the relevant.

I. GENERAL INFORMATION:

1) Name: ________________________________

2) Address: ________________________________

   District: __________________ State: ___________

3) Sex: Male [ ] Female [ ]

4) Educational Qualification:
   - SSC [ ]
   - Graduate [ ]
   - Post Graduate [ ]
   - Professional Degree [ ]
   - Others (Diploma, Certificate Courses etc) [ ]

5) Age Group (in Years):
   - 20-30 [ ]
   - 30-40 [ ]
   - 40-50 [ ]
   - 50-60 [ ]
   - 60 and above [ ]
6) Occupation:
❖ Housewife
❖ Salaried Person
❖ Businessman
❖ Industrialist
❖ Professional
❖ Any other (NGO's, VCO's)

7) Please indicate your Income and expenditure pattern as per the following table.

7.1 Average Monthly Income:
➢ Less than Rs. 10,000/-
➢ Rs. 10,000 to Rs. 20,000/-
➢ Rs. 20,000/- to Rs. 30,000/-
➢ Rs. 30,000/- to Rs. 40,000/-
➢ Rs. 40,000/- to Rs. 50,000/-
➢ Above Rs. 50,000/-

7.2 Average Annual Expenditure on Durables:
➢ Less than Rs. 30,000/-
➢ Rs. 30,000 to Rs. 60,000/-
➢ Rs. 60,000 to Rs. 90,000/-
➢ Rs. 90,000/- to Rs. 1,20,000/-
➢ Rs. 1,20,000/- to Rs. 1,50,000/-
Above Rs.1,50,000/-

7.3 Average monthly expenditure on services:
(Like Electricity, Water, Telephone etc.)

<table>
<thead>
<tr>
<th>Category</th>
<th>Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than Rs. 2000/-</td>
<td></td>
</tr>
<tr>
<td>Rs. 2000/- to Rs. 4000/-</td>
<td></td>
</tr>
<tr>
<td>Rs. 4000/- to Rs. 6000/-</td>
<td></td>
</tr>
<tr>
<td>Rs. 6000/- to Rs. 8000/-</td>
<td></td>
</tr>
<tr>
<td>Rs. 8000/- to Rs. 10,000/-</td>
<td></td>
</tr>
<tr>
<td>Above Rs. 10,000/-</td>
<td></td>
</tr>
</tbody>
</table>

8 Residential Status:

<table>
<thead>
<tr>
<th>Category</th>
<th>Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own House</td>
<td></td>
</tr>
<tr>
<td>Rent</td>
<td></td>
</tr>
<tr>
<td>Lease</td>
<td></td>
</tr>
<tr>
<td>Quarters</td>
<td></td>
</tr>
</tbody>
</table>
II. PURCHASE BEHAVIOUR:

9 Please indicate buying perception regarding the following Durable Products.

<table>
<thead>
<tr>
<th>Durables</th>
<th>Price</th>
<th>Quality</th>
<th>Brand</th>
<th>Appearance</th>
<th>Promotion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>High</td>
<td>Moderate</td>
<td>Low</td>
<td>Preferred</td>
<td>Appealing</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Not</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>appealing</td>
</tr>
<tr>
<td>1 Television</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>2 Refrigerator</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>3 Washing machine</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>4 Automobiles</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>5 Cooking Range</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>6 Computer</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

10 Please indicate your buying perception regarding the Quality of Service received from the following service providers.

<table>
<thead>
<tr>
<th>Service Providers</th>
<th>Price / Fees</th>
<th>Quality</th>
<th>Reputation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>High Moderate</td>
<td>Low</td>
<td>High Moderate</td>
</tr>
<tr>
<td>Public Utilities</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>(Electricity, Water, Telephone etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Services</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>(Banks, Insurance etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educational Institutions</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>(Schools, Colleges etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professionals</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>(Doctors, Lawyers etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
11. Are you visiting two or more shops before buying goods?
   - Visiting
   - Not Visiting

12. Are you demanding cash Bills at the time of the purchase?
   - Demanding
   - Not Demanding

13. Are you checking quality of products at the time of purchase?
   - Checking
   - Not Checking

14. Please indicate your post purchase feeling (for products and services)

<table>
<thead>
<tr>
<th>DURABLES</th>
<th>Highly Satisfactory</th>
<th>Somewhat Satisfactory</th>
<th>Not Satisfactory</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Television</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Refrigerator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Washing machine</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Automobiles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Cooking Range</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Computer</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SERVICE PROVIDERS</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Utilities (Electricity, Water, Telephone etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Services (Banks, Insurance Companies etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educational Institutions (Schools, Colleges etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professionals (Doctors, Lawyers etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
III. AWARENESS OF CONSUMER PROTECTION ACT.

15. Are you aware of the Rights of Consumer as per “Consumer Protection Act – 1986”?

Aware [ ] Not Aware [ ]

16. What is the Source of your awareness?

1. Media
   a) Print [ ]
   b) Broadcast [ ]

2. Voluntary Consumer Organisation [ ]

3. General Public [ ]

17. Are you aware of the various legislations/consumer laws of the Government to protect the interest of consumers?

Aware [ ] Not Aware [ ]

18. In case you are not satisfied with products, whom do you complain?

   ➢ Seller [ ]
   ➢ Health Inspector [ ]
   ➢ Consumer Protection council [ ]

19. Have you lodged a complaint to the Consumer Disputes Redressal Forum?

   Yes [ ] No [ ]

20. If yes, please tick ✓ for the products/services against which you have lodged a complaint?

   Durables: TV [ ] Refrigerator [ ] Washing Machine [ ]

   Automobiles [ ] Cooking range [ ] Computer [ ]

   Services: Public Utilities [ ] Financial Services [ ]

   Edu Institutions [ ] Professionals [ ]
21. On what grounds did you file a complaint?

1) Deficiency in Service
2) Substandard products
3) Excessive billing/pricing
4) Side effects of the products
5) Misleading advertisement
6) Unfair trade practices

22. How many times did you appear before the forum?

4 to 6 times
7 to 9 times
10 to 12 times
More than 12 times

23. What was the time required for disposal of your complaint?

3 to 6 Months
6 to 9 Months
9 to 12 Months
More than 12 Months

24. How far you are satisfied with the Functional Efficiency of Consumer Forum in offering the redressal?

Fully Satisfied
Somewhat Satisfied
Not Satisfied

25. If not satisfied, kindly indicate areas of deficiency in Forum’s Services?

1) Attitude of staff
2) Time, efforts and cost involved
3) Delay in disposal
4) Too many formalities
26. Do you expect the Consumer Forum to award for the mental agony also?
   Yes [ ] No [ ]

27. Do you think that participation of an Advocate is necessary before the Consumer Forum?
   Yes [ ] No [ ]

28. If yes what is the purpose?
   1) To draft the complaint professionally
   2) To lead the evidence cogently
   3) To present the case effectively
   4) To give equal representation (to both complainant and opposite party)
   5) To attend the court proceedings on all the dates of hearing

29. Do you think that the consumers are reluctant to approach the Consumer Forum for Redressal of their grievances?
   Yes [ ] No [ ]

30. If yes what is the reason?
   1) Manufactures /Sellers/ Dealers more powerful in all respects
   2) An invitation to tension
   3) Do not want to get involved in more problems.
   4) Do not believe in redressal system.
   5) Delay in disposal of cases.
   6) Remedies available under the Act.
IV. CONSUMER'S PERCEPTION TOWARDS HIS ROLE IN CONSUMER MOVEMENT

31. Are you aware of the Consumer Protection Council?
   Aware [ ]  Not Aware [ ]

32. Are you a member of the Consumer Protection Council?
   Member [ ]  Non Member [ ]

33. Are you aware of the Voluntary Consumer Organisation in your area?
   Aware [ ]  Not Aware [ ]

34. Are you a member of any Voluntary Consumer Organisation?
   Member [ ]  Non Member [ ]

35. What is the reason for not joining VCO?
   a. Lack of desire, courage, interest
   b. Unaware about VCOs activities
   c. Malfunctioning of VCOs
   d. Low publicity to their programmes

36. What measures should be taken to popularise these programmes?

(Rank the measures on seven point scale: 1 to 7)
   a. Consumer Education
   b. Women counseling and participation
   c. Mass appeal
   d. Concentrate on issues of immediate importance
   e. Awareness activities should be undertaken
   f. Should reach the masses
   g. Activities should be rightly projected

37. What is consumer's response to malpractices / cheating in the market?

(Rank the measures on five point scale: 1 to 5)
   a. Individual consumer has no choice
   b. Sellers have all sorts of power & they are united
   c. Marginal exploitation / cheating is not injustice but is a part of business
   d. Opinion against cheating reflects negatively on status
   e. Why should I start fighting injustice first? Let some one do it.

38. What business firm should do?
(Rank the measures on six point scale: 1 to 6)

a. Both seller and buyer should develop better culture
b. They must accept consumer as essential constituent of the market
c. Accept fair trade practice as way of life
d. Business bureau should be established
e. Should develop code of conduct
f. Ombudsman should be appointed