APPENDIX

QUESTIONNAIRE

SURVEY ON CONSUMER AWARENESS AND EDUCATION

1. Name of the Consumer : 

2. Address : 

3. Sex and Age : Male
   Female

4. Caste and Religion : 

5. Occupation : 

6. State, whether the consumer is literate or not : Yes : No :

7. If, yes state the Educational Qualification of the Consumer (Put a ✓ mark in the appropriate space)
   (i) Under Matriculate : 
   (ii) Matriculate : 
   (iii) Under Graduate : 
   (iv) Graduate or equivalent : 
   (v) Post Graduate or above :
8. Per Month Income of the Consumer (Put a ✓ mark in the appropriate space)

(i) Below Rs. 1000/-
(ii) Between Rs. 1001/- & Rs. 3500/-
(iii) Between Rs. 3501/- & Rs. 8000/-
(iv) Between Rs. 8001/- & Rs. 14500/-
(v) Rs. 14500/- and above

9. Have you heard about the -

(i) Consumer Protection Act (COPRA) 1986 : Yes No

(ii) Other Acts, relating to protection of the Consumers : Yes No

10. Are you well acquainted with different provisions of the COPRA, 1986 : Yes No

11. Are you aware of the existence of the following Agencies -

(i) District Consumer Disputes Redressal Forums (District Forums) : Yes No

(ii) State Consumer Disputes Redressal Commission (State Commission) : Yes No
SECTION = ONE

SURVEY ON CONSUMER AWARENESS

A. CONSUMER OF GOODS (NON-DURABLE)

1. AWARENESS REGARDING DISCREPANCIES IN WEIGHT / QUANTITY OF GOODS :

(i) Do you apprehend the problem of under weight or deficiency in quantity in the ordinary course of buying? : Yes  No

(ii) Do the seller always weigh goods in openness and within your full view? : Yes  No

(iii) Do you ever find the sellers urging substitutes for the standard weight? : Yes  No

(iv) If so, did you insist for its replacement by standard weight? : Yes  No

(v) Do you find heavy wrappers in weighing unpacked items? : Yes  No

(vi) Did you ever verify the standard of weight in case of doubts? : Yes  No

(vii) Did you come across any occasion of weight and measure violation? : Yes  No
(viii) If yes, did you ever complained the same before the Weights and Measures Department: Yes | No

(ix) Did the Authority redressed your complaint?: Yes | No

(x) Have you ever approached the Consumer Disputes Redressal Agencies, seeking redressal for weights and measures violation?: Yes | No

(xi) If yes, have you got favourable redressal?: Yes | No

(xii) Mention the reason / reasons with priority for non-lodging of the complaint by you, before the Redressal Agency (indicate your priority by putting 1, 2 and 3 in the boxes provided):

  a) Lack of knowledge: 
  b) Lack of time: 
  c) To avoid Strained Relations with the seller: 
2. AWARENESS REGARDING DICREPANCIES IN QUALITY OF GOODS:

(i) In which of the following item / items do you suspect adulteration / distortion? (Put a ✓ mark)

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stationery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cloth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicine</td>
<td></td>
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<tr>
<td>Building Materials</td>
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<td></td>
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</tbody>
</table>

(ii) Do you observe any variation / deficiency in the performance of goods advertised?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

(iii) Do you always verify the expiry date, in case of purchase of packed goods?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

(iv) Do you ever find goods sold even after the expiry of printed date?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</thead>
</table>

(v) Did you ever have any occasion in which the date of expiry was tempered by the seller?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

(vi) Did you ever complained of any quality violation before the concerned seller / dealer / agent?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>
(vii) If yes, did they respond your complaint? : Yes | No

(viii) Did you ever approached the Redressal Agencies for lodging complaint of quality violation? : Yes | No

(ix) If so, state whether you have got favourable redressal from the Redressal Agency : Yes | No

3. AWARENESS REGARDING DISCREPANCIES IN PRICE OF GOODS

(i) Do you always demand for the "price list" from the seller? : Yes | No

(ii) Do you always demand "cash-memos" for the goods purchased? : Yes | No

(iii) Do you always find that the prices of goods properly exhibited/displayed? : Yes | No

(iv) Do you ever find discrepancy between the price displayed, and the price actually charged? : Yes | No

(v) Did you ever have any occasion to pay higher than the reasonable price? : Yes | No
(vi) Do you ever find the prices tampered with, in cash of packed items? : Yes No

(vii) Did you ever complained of such price violation before the concerned seller/dealer/agent? : Yes No

(viii) If yes, did they respond your complaint? : Yes No

(ix) Did you ever lodged your complaint before the Redressal Agency, regarding price-violation? : Yes No

(x) If yes, State whether your grievances redressed favourably? : Yes No

B. CONSUMER OF GOODS (DURABLE)

(i) Which of the following item/items do you possess? In which of these item/items do you have frequently experienced day to day service disturbances? (Put a ✓ mark in the appropriate box)

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Month &amp; Year of purchasing</th>
<th>Service Disturbance</th>
</tr>
</thead>
<tbody>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(a) Radio

(b) Tape Recorder

(c) Television

(d) V. C. P.
(e) V. C. R.  
(f) Washing Machine  
(g) Refrigerator  
(h) Record Player  
(i) Bicycle  
(j) Scooter / Motor Bike  
(k) Motor Car  

(ii) Did you ever complained of such service disturbances before the concerned dealer/agent/seller? 

(iii) Did they respond your complaint? 

(iv) How do you visualize 'after sale service' of the concerned dealer/agent/seller in respect of your purchased item? (Put a ✓ mark in the appropriate space) 

<table>
<thead>
<tr>
<th>Satisfactory</th>
<th>Unsatisfactory</th>
<th>Prompt</th>
<th>Not prompt</th>
</tr>
</thead>
</table>

C. CONSUMERS OF SERVICES  
1. CONSUMER OF DRINKING WATER  

(i) State the source of your "drinking water" (put a ✓ mark in the proper space)
(a) Pond:  
(b) Well:  
(c) Deep Tubewell:  
(d) Municipality Supplied water:  

(ii) If you are a consumer of municipality supplied water, did you ever experienced?

(a) Irregular and inadequate supply of water?  
(b) Supply of unhygienic and poor quality water?  

(iii) If yes, did you ever complained of such deficiencies before the concerned department of municipal water supply?  

(iv) Did the authority respond you promptly?

2. CONSUMER OF LIQUIFIED PETROLEUM GAS (L. P. G.)

(i) If you are a consumer of L. P. G., do you ever noticed (put ✓ mark)

(a) Irregular and inadequate supply of L. P. G. cylinders?  
(b) "Back-Door" supply of L. P. G. cylinders?  
(c) Overcharging of price than the approved rate in case of "home delivery of L. P. G. cylinders?  
(d) Shortage/ deficiency in weight of the L. P. G. cylinders?  

(ii) If yes, did you ever complained of such irregularities before the concerned agent/dealer?
(iii) Have you got favourable response from them?

(iv) Have you ever gone to lodge the complaint against such irregularities before the Redressal Agency?

(v) Did the Agency favourably redressed your grievances?

3. CONSUMER OF ELECTRICITY

(i) Do you have to face disruption / irregularity in the supply of electricity?

(ii) If yes, is it a daily feature?

(iii) Do you ever noticed
   (a) Irregular billing?
   (b) Wrong billing?
   (c) Billing with an absurd amount?

(iv) If yes, have you brought the matter to the notice of the appropriate officer of the State Electricity Board?

(v) Did the authority redressed your complaint?

(vi) Did you ever have to approach the Redressal Agency seeking redressal against such irregularities?

(v) If yes, were you favourably redressed with?

4. CONSUMERS OF TELEPHONE

(i) Do you frequently have to face disruption in your telephone service, such as -
   (a) Dead Telephone?
(b) Cross Connection?
(c) Failure of incoming or outgoing calls?

(ii) Do you ever noticed -
(a) Irregular Billing?
(b) Wrong Billing?
(c) Billing with an unusual amount?

(iii) If yes, did you ever complained of such irregularities before the concerned officials of Telecom Department?

(iv) Have you got prompt response from the authority?

(v) Did you ever approached the Redressal Agency, seeking redressal of such grievances?

(vi) If yes, were you favourably redressed?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b) Cross Connection?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c) Failure of incoming or outgoing calls?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(ii) Do you ever noticed -</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(a) Irregular Billing?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(b) Wrong Billing?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(c) Billing with an unusual amount?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(iii) If yes, did you ever complained of such irregularities before the concerned officials of Telecom Department?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(iv) Have you got prompt response from the authority?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(v) Did you ever approached the Redressal Agency, seeking redressal of such grievances?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(vi) If yes, were you favourably redressed?</td>
<td>Yes</td>
<td>No</td>
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5. CONSUMER OF HEALTH/MEDICAL SERVICE

(i) Have you ever gone to the Private Hospitals/Nursing Homes for treatment?

(ii) If yes, were you properly responded by the hospital/nursing home staffs?

(iii) Were you properly and sufficiently attended and cared by the nurses?

(iv) If not, mention the area of deficiency?

(v) Did you notice any deficiency in the service of the 'Doctors'?
(vi) If yes, state the area of deficiency?

(vii) Did you have to face any unhygienic condition in the hospitals/nursing homes?

(viii) Did you ever noticed supply of any sub-standard medicines by the hospitals/nursing homes?

(ix) Did you ever complained of such irregularities and deficiencies before the management or the appropriate authority of the hospitals/nursing homes?

(x) If yes, were you favourably responded with?

(xi) Did you ever approached the Redressal Agency for redressal of such grievances?

(xii) Were your grievances favourably redressed with?

(xiii) State if you feel the amount charged by the private hospitals/nursing homes is an exorbitant and excessive one.

6. CONSUMER OF TRANSPORT AND COMMUNICATION SERVICE:

(i) While travelling either by Line- Bus or a City Bus, do you frequently have to face –

(a) Irregular service?
(b) Reckless driving?
(c) Overcharging of fare?
(d) Non issuance of proper ticket for the collected fare?
(e) Overcrowding of passengers?

(ii) While travelling by a Taxi or an Autorickshaw or by a Rickshaw, do you frequently have to face
(a) Tendency for overcharging of fare by the transporters?
(b) Non using of fare-meters (in case of Taxi or Autorickshaw)
(c) Refusal of the taxi driver/autorickshaw driver or the rickshaw puller to carry to some particular destinations/areas?

(iii) If yes, did you ever complained of such matter/ matters before the District Transport Authority?

(iv) Did the authority initiated to book such errant transporters?

SECTION TWO

SURVEY ON CONSUMER EDUCATION

(i) Do you feel that "consumer education" will facilitate "consumer awareness" in the State?

(ii) Do you think that "consumer education" is must for –
(a) active consumer involvement?
(b) creation of solidarity among the consumers?

(iii) Do you feel that the "consumer education" should be an essential concern of a wide ranging consumer policy?

(iv) In your opinion, which of the following should be given priority for the expansion of "Consumer Education" in our State? (indicate your priority by putting 1, 2, 3, etc. in the boxes provided)

(a) introducing consumer education courses in the academic curriculum:
(b) organising public meetings, discussions and seminars:
(c) organising publicity campaigns through Radio, Television and Newspapers:
(d) arranging public shows:
(e) publishing articles in Newspapers and Magazines:

**SECTION THREE**

**SURVEY ON NON POPULARISATION OF CONSUMER MOVEMENT IN THE STATE.**

(i) Do you feel that the non-popularisation of the consumer movement in our State is due to –

(a) lack of awareness of our consumers?
(b) illiteracy of the consumers?
(c) poverty of the consumers?
(d) absence of voluntary consumer organisations?
(e) absence of proper leadership, more particularly in the rural areas?

(ii) Do you think that the functioning of the following Redressal Agencies are satisfactory?

(a) State Consumer Disputes Redressal Commission (State Commission):

(b) District Consumer Disputes Redressal Forums (District Forums):

(iii) If it is unsatisfactory, arrange the following according to their priority as reasons for the same (by putting 1, 2, 3, etc.) in the boxes provided—

(a) lack of Government initiatives
(b) lack of adequate finance
(c) lack of minimum supporting staff
(d) lack of basic infra-structural facilities
(e) lack of public involvement

(iv) Have you ever met any officials of these Agencies to air your complaint or to offer suggestions to improve their functioning?

(v) Your suggestions for improvement of functioning of the Redressal Agencies:

Yes  No
Yes  No
Yes  No
Yes  No
Yes  No
Yes  No
(vi) Do you feel that the present consumer protection legislations contain drawbacks and lacunae

(vii) If you feel so, specify the areas of these drawbacks and lacunae:

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