Appendix-III

Questionnaire-cum-Interview Schedule for Consumer Awareness

1. Name : ________________________
2. Address : ________________________
3. Age : ________________________
4. Sex : ________________________
5. Marital Status: ________________________
6. Education : ________________________
7. Occupation : ________________________
8. Income : ________________________

1. How did the lecture on issue like consumer awareness has helped you in your daily practices regarding purchase of Yardage and Readymades?

2. Did you purchase any article of textiles after you were apprised with tips for wise selection of textiles?
   1. Yes 2. No
   a) If yes, what items of textile did you purchase.
   b) Was this selection camp up to your satisfaction?

3. After attending the lecture did you feel any change in your purchase behaviour while purchasing the textile products?
   1. Yes 2. No
4. Do you feel that you have gained knowledge and have become more confident regarding the following:
   a) Independent selection of textile items without getting influenced by the shopkeepers?
      1. Yes  2. No
   b) Improvement in your bargaining power.
      1. Yes  2. No
   c) More aware of fibre content.
      1. Yes  2. No
   d) Better understanding of the care symbols.
      1. Yes  2. No

5. After attending the workshop when you felt cheated at the hands of shopkeepers, did you approach the Consumer Forum?
   1. Yes, 2. No

6. What were your experiences at any consumer forum after filing a complaint.

    ____________________________________________________________

7. What are your views regarding the process and outcome of redressal?

    ____________________________________________________________
    ____________________________________________________________
    ____________________________________________________________
8. Do you feel that the tips provided on consumer awareness regarding 'Consumer Protection Laws, redressal mechanism for wise purchase of textiles have helped you to make the appropriate selection of yardage and readymade?

If yes, did you ask/check for:-

a) Name of the manufacturer/brand
   1. Yes  2. No
b) Fibre composition (i.e. 100% cotton or blended)
   1. Yes  2. No
c) Month and year of packing
   1. Yes  2. No
d) Length and width of the fabric / size of the readymade
   1. Yes  2. No
e) Colour fastness /washing instructions
   1. Yes  2. No
f) Preshrunk or not preshrunk
   1. Yes  2. No
g) Mercerized or any other special finish given
   1. Yes  2. No
h) Second quality or damaged goods
   1. Yes  2. No
i) A cash memo duly signed by the shopkeeper
   1. Yes  2. No
j) Care labels/washing instructions
9. If unsatisfied with the product bought from a particular shop, where placard was displayed ‘Goods once sold will not be returned’, were you able to return/exchange the goods there?

1. Yes 2. No

10. i) Are you satisfied from the response of shopkeeper regarding your complaint/query?

1. Yes* 2. No

ii) In case the shopkeeper did not compare with you, did you go to any redressal agency?

1. Yes 2. No

a) If yes, please provide name of the Agency :

b) Did you get any benefit from this agency?

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