ANNEXURE VIII

SCHEDULE

Answers to the schedule are solicited from you on the basis of your experience of CDRA’s. These answers will be used for Ph.D. The researcher solemnly undertakes not to reveal the identity of the respondent.

1. Name
2. Male / Female
3. Marital status Married / Unmarried
4. Education level: Matriculation / Graduation / Post-graduation
5. Age:
   (a) Below-25
   (b) 25-35
   (c) 35-45
   (d) 45-above

1. Complainants
   1.1 How did you come to know about the District Consumer Disputes Redressal Forum?
   1.2 What does your complaint deal with? Who is the opposite party involved? What happened?
   1.3 Did you engage any lawyer to represent your case?
      (Yes / No)
      (If yes), why did you engage a lawyer?
   1.4 When did you file the complaint?
1.5 When was the case decided?
(Yes / No)

1.6 Do you think there was delay in the order?
(Yes / No)

(If Yes), What do you think is the main reason?

1.7 Did you get any relief?
(Yes / No)

(If yes), what kind of relief was given to you?

1.8 What is the nature of the case filed in the State Commission?
If it is an appeal, who is the opposite party?

1.9 How much did you claim for in the Complaint / Appeal?

1.10 Did you get any compensation?
(Yes / No)

(If yes), How much?

2. **Opposite Parties**

2.1 Did you know about the Consumer Protection Act before the complaint was filed?
(Yes / No)
2.2 What are your views about the Act?
Why do you think so?

2.3 Have you noticed any changes in the behaviour of the consumer after the Consumer Protection Act was implemented?

2.4 Do you think you have gone through any changes also?
(Yes / No)
(If yes), what kind of changes?

2.5 What are your views on the relief available to the consumer?

1.6 What are your views on the settlement of the complaints by the Forum?

3. Judges and Members

3.1 Why do you think, are the complaints not disposed of within a time bound frame?

3.2 Is evidence the only base of giving justice to the consumers?

3.3 One aspect of the act is that it is simple and does not require assistance of a lawyers yet technicalities and legislative considerations have dominated their functioning. What do you think, is the reason?

3.4 Why are the orders not enforced? What should be done?

3.5 Are you provided with funds regularly?

3.6 Which other services should be included under CPA, 1986?

3.7 Do you think your being a consumer will in any way affect your decisions?

3.8 What are your views about the Act Does it meet its objectives?
3.9 How far is it correct, that there is no set pattern for giving dates?

3.10 Do you think the staff meets your requirements to conduct the affairs of the Forum / Commission?

3.11 Are you satisfied with your performance as a judge/member?

3.12 Why can’t the members decide a case if the President is not there?

3.13 What do you think, are the goals of the State Commission/District Forum? Give your preferences?

3.14 How far are you satisfied with the resources available to you?

3.15 How far are the subordinates committed to the goals of the State Commission/District Forum?