ANNEXURE X

SCHEDULE FOR THE CONSUMERS

1. Male/Female
2. Married/Unmarried
3. Working/Non-Working
4. Education Level: Matriculation/ Graduation/ Post-Graduation
5. Age:
   (a) Below-25
   (b) 25-35
   (c) 35-45
   (d) 45-above
6. What do you think is your opinion about the working of the Telecommunications Department
   If not satisfied, how do you think is the response of the telephone department.
   What did you do?
7. Have you ever faced any problem related to the Water/Electricity Bill?
   (Yes/No)
   (If Yes) What kinds of problems have you faced?
   What did you do?
8. Do you think, there is lack of services even within the guarantee period
   Agree / Not agree

388
If agree, What was the response of the seller?
What did you do?

9. Have you applied for a plot/flat under any housing board scheme?
   If yes, where have you applied, did you get the plot/flat?
   (Yes/no)
   If no, what was your experience?

10. In case of health problem, where do you prefer to go?
    If government hospitals, give reasons.
    If private hospitals, give reasons.

11. Are you aware of ISI mark?
    If yes, which product did you buy lately?

12. Do you buy packed goods?
    (Yes/ No)
    If yes, are you satisfied with the quality?
    (Yes/ No)
    If no, what are the reasons?
    What did you do?

13. Do you think advertisements help or not help you?
    If they help, in what way do they help you?
    If no, Why do you think so?

14. Do you think you are sometimes charged more by the seller?
    (Yes/ No)
    If yes, what do you do?
15. Do you think there is any organisation that deals with the problems faced by the consumers?
   (Yes/ No)
   If yes, have you ever lodged a complaint?
   If no, why?

16. Are you aware of the Consumer Protection Act, 1986?
   (Yes/ No)
   If yes, did you ever file a complaint in the State Commission or District Forum?
   (Yes/ No)
   If no, why?