APPENDICES

APPENDIX - I
ADDRESS OF IMPORTANT VCOs IN INDIA
2. Consumer Guidance Society of India (CGSI), Hutment, J. Municipality Road, Opposite Cama Hospital, Mumbai-400001.
3. Mumbai Grahak Panchayath (MGP), Grahak Bhavan, Sant Dhyaneeshwar Road, Behind Cooper Hospital, Ville Parle (West), Mumbai – 400 056.
6. Voluntary Organisashion In the Interest of Consumer Educatio (VOICE), F-71, Lajpath Nagar-II, New Delhi-110024.

APPENDIX – II
ADDRESS OF FEDERATIONS:
1a. Consumer International Office for Asia and Pacific, P.O.Box.1045, 10830, Penang, Malaysia.
2. Consumer Coordination Council (CCC), 66, Qutab View Apartment, Shaheed Sitsingh Marg, New Delhi-110006.
3. Confederation of Indian Consumer Organisations (CICO), Upbhokta Bhavan, 189, Hari Nagar Ashram, New Delhi-110014.
4. Federation of Consumer Organisations of Tamil Nadu (FEDCOT), 32-A, 1st Floor, Daniel Thomas Nagar, Vallam Road, Thanjavur-613007.
APPENDIX – III

DISTRICT-WISE ADDRESS OF VCOS IN KARNATAKA:

Bagalkote:

1) Bagalkote Taluk Grahakara Sangha, Vallabai Chowk, Bagalkote.

Bangalore – Rural:

2. Jagruth Balkedarara Vedike, Sanjeevaya Compound, Virthur, Bangalore Rural District.


Bangalore – Urban:

8. Indian Institute of Consumer Studies, C/o.Jajie Mandanna, 32-A, Benson Cross Road, Benson Town, Bangalore-560046.


10. Akhila Bharatiya Grahak Panchayath, 107, II Main Road, Kengeri Upanagar, Bangalore – 560060.

11. Samyuktha Karnataka Grahakara Vedike, 296, B, 9th Main, 38th Cross, 5th Block, Jayanagar, Bangalore-560041.


14. Jagruthi Mandal, 947, 12th Cross, J.P. Nagar, 1st Stage, Bangalore-78.


17. Public Affairs Centre, C/o. Dr. Samuel Paul, 578, 16th Main, 3rd Cross, 3rd Block, Koramangala, Bangalore-560 034.


20. Bangalore Consumer Grievances Federation, C/o. Thomas K. George, 41, First Floor, Old Madras Road, Ulsoor, Bangalore-560 008.


22. Akhila Bharathiya Grahak Panchayat, No.25, 9th Cross, Margosa Road, Malleshwaram, Bangalore-560003.

23. Karnataka Consumers Forum, No.9, Karnnic Street, Shankarpuram, Bangalore-560 004.

24. Karnataka Grahak Samvardhana Vedike, C/o. T.S. Rama Rao, No.2610, 8th Main Road, 17th Cross, Banashankari II Stage, Bangalore.

25. Karnataka Consumer Service Society, 32-A, Benson Cross, Benson Town, Bangalore-560 046.

Ballary:


27. Ballary District Consumer Welfare Forum, 196, Vishwashwariah Nagar, Koppagal Road, Ballary-583103.

28. Citizen-Consumer Forum (Kudligi Taluk Samithi), Ujjaini Road, (Behind Bazar Post Office), Kottur, Kudligi Taluk, Ballary – 583 134.


Bidar:


Belgaum:

31. Consumer Organisation for Protection and Education (COPE), 329, Roy Road, Tilakwadi, Belgaum-590 006.

32. Grameena Jagrutha Nagarikara Vedike, Bailahongala Block, Bailahongala-TQ, Belgaum-Dist.
**Bijapur:**

33. Bijapur District Citizens Forum, Ganapathi Circle, Bijapur-586101.
34. Citizen's Forum, Near Marathi Vidyalaya, Bijapur-586101.
35. The Bijapur District Consumer Association, C/o.M.G. Mathapathi, Srinagar Colony, Behind NCC Office, Bijapur-586103.
37. Mudhol Taluk Grahakara Sangha, Mudhol, Bijapur-Dist.

**Chamrajnagar:**


**Chikmangalur:**


**Chitradurga:**


**Dakshina Kannada:**

44. Consumer Education Trust, Microwave Station Road, Mangalore-575006.
46. Bantwala Taluk Consumers Forum, Kalkamba, B.C.Road, Jodumaraga – 574219.
47. Citizens Forum, C/o.Dr.N.V.Bat, Mulky - 574154, D.K.
50. Consumers Forum, Raina Building, Shirya-574116, D.K.
52. Jan Jagruthi Trust, Near C.A. Bank, Sullia-574314, D.K.
55. Consumer Forum, Kinnigoli, Near Mulky, D.K.

Davenagere:
56. Consumer Rights Association, C/o.Revanna, Advocate, Door.No.1874/1, Sri.Revanasiddeswara Krupa, IV Main, II Cross, Vinob Nagar, Davanagere.
57. Grahak Jagruthi Sangha, No.121, Sri.Kasturi Nivas, Behind S.B.M., Main Branch, Hardekar Manjapa Road, Davanagere – 577001.
58. Daanagere Grahakara Vedike, C/o.Madhava Rao, Mahveer Road, Davanagere.

Dharwad:
59. Grahaka Bharathi, 4th Cross Road, ‘Giri Nivas’ Shivananda Nagar, Dharwad-580001.
60. Consumer Protection and Research Foundation (CPRF), 'Nayan', 2, Ashok Nagar Road, Hubli-580 029.
61. The Citizen Forum, 'Nayan' –2, Ashok Nagar Road, Hubli-580029.
63. Savanur Nagarikara Vedike, Savanur Block, Navalgund-TQ, Dharwad District.
64. Consumer’s Forum, Shinggav, Dharwad-District.
65. Consumers Forum, Gajendragad, Dharwad-Dist.
66. Consumers Forum, Ranebennur, Dharwad-District.
67. Consumers Forum, Mundargi, Dharwad-Dist.
68. Dharwad Consumer Forum, Nagreni, Saraswathipuram, Karghtgi Road, Dharwad-580002.
69. The Citizen Forum, The School of Art, Opp. Civil Court, P.B. Road, Dharwad.

70. Nagarika Vedike, Corporation Complex, Stall No.11, Station Road, Dharwad.

Gadag: Nil.

Gulbarga:


73. The Hyderabad Karnataka Consumers Awareness and Protection Association, Shop No.15, Chamber Complex, Super Market, Gulbarga.

Hassan:

74. Nagarika Hitharakshana Vedike, Kote, Banavara-573112, Arasikere.

Haveri:


76. Environment and Consumer Forum, C/o. Madhuri Devadar, Devdhar Nursing Home, Station Road, Haveri, Haveri-District.

Kodagu:

77. Consumers Forum, Kushal Nagar, Kodagu-District.

Kolar:

78. Consumer Association, Guribidanur Taluk, Kolar-561208.


Koppal: Nil.
Mandya:
81. Nagarika Seva Trust, 148, 3rd Cross, Karasavadi Road, Hosahalli, Mandya-571401.
82. Grahak Panchayath, 5/34, V.V. Road, Krishnarajanagar-571602.

Mysore:
84. Mysore Grahakara Parishath, C/o.Dr.Bhami V. Shenoy, 6/1, Vivekananda Road, Yadavagiri, Mysore-20.
85. Karnataka State Federation of Consumers Organisations, 93, Gokulam Extension, 1st stage, Mysore-570 002.
86. Mysore District Federation of Consumers Organisations, C/o.C.P.Ramamurthy, 1138/3, Narayana Shastri Road, Mysore-570001.
87. Karnataka Consumers Forum, 18, Sadhana Temple Road, Jayalaxmipuram, Mysore-12.
89. Karnataka Consumers Forum, 1138/3, Narayana Sastry Road, Mysore-570 001.
90. Consumers Forum, Viswamitra, No.1028, Jayalakshmi Road, Chamarajapura, Mysore-570005.
92. Consumer Service Society, C/o.Geetha Changappa, Avoka Farm, Naralakuppe-Post, Hunsur, Karnataka-571105.
93. T.Narasipura Taluk Consumers Forum, Primary School Road, T.Narasipura, Mysore.
94. Grahak Jagruthi Mahila Mandal, No.1242, 1st Road, Krishnamurthy Puram, Mysore.
95. Lakshmipuram Consumers Forum, V.V. Road, Mysore-570004.
96. Mysore Consumers Awareness Council, No.600/B, West, 1st Cross, Vishwamanava Double Road, Kuvempunagar, Mysore-23.

Raichur:

Shimoga:
100. Consumer's Forum, C/o. K.M.S. Chendrashekariah, D.C. Office Compound, Sir. M.V. Road, Shimoga.
103. Consumers Forum, Azad Road, Thirthahalli-TQ, Shimoga-577432.
104. Shimoga District Consumer Organisations Association, D.C. Office Compound, Sir. M.V. Road, Shimoga.
106. Consumers Forum, Basavana Devaragudibeedi Road, Chennagiri – 577213, Shimoga-District.

Tumkur:
109. Tiptur Grahakara Jagruthi Sangha, C/o. K.S. Sadashivaya, Advocate, Sundara Photo Flash Building, B.H. Road, Tiptur.

Udupi:
114. Sarvajanika Hitharakshana Vedike, Moodanidambur, Udupi-District.
115. Consumers Forum, 8/447, Jhansi Lakshmi Devi Road, Kundapura-576207.
116. Consumers' Forum (Balakedarara Balaga), Kodi-Kannyana, Kundapur Taluk, Udupi-District.
117. Balakedarara Vedike, Jain Temple Road, Moodabidri, Karkala-Taluk, Udupi-District.
118. Consumers Forum, A.S. Road, Karkala, Udupi-District - 574 104.

Uttara Kannada:
120. Consumers Forum, 1554, Dobhtagat Road, Karwar-581301.
121. Consumer Guidance Society of India, Dandeli Branch, H-Type, 10/56, Bangur Nagar, Dandeli-581 362.
## APPENDIX - IV
### CONSUMER PROTECTION ORIENTED LEGISLATIONS IN INDIA.

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Act</th>
<th>Year</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Indian Penal Code</td>
<td>1860</td>
<td>It provides for penalties for offences (i) relating to weights and measures, (ii) affecting the public health, and (iii) concerning counterfeiting the property mark.</td>
</tr>
<tr>
<td>2</td>
<td>The Indian Contract Act</td>
<td>1872</td>
<td>It determines the remedies that are available in a court of law against a person who fails to perform his contract.</td>
</tr>
<tr>
<td>3</td>
<td>The Code of Civil Procedure</td>
<td>1908</td>
<td>The code provides “supplementary procedures” to prevent the ends of justice from being defeated.</td>
</tr>
<tr>
<td>4</td>
<td>The Usurious Loans Act</td>
<td>1918</td>
<td>To protect the borrower where loans carry interest at usurious rates.</td>
</tr>
<tr>
<td>5</td>
<td>Sale of Goods Act</td>
<td>1930</td>
<td>Provides legal remedy in case of breach of contract or warranty between buyer and seller.</td>
</tr>
<tr>
<td>6</td>
<td>The Agricultural Produce (Grading and Marking) Act</td>
<td>1937</td>
<td>To standardize and control the quality of agricultural produce.</td>
</tr>
<tr>
<td>7</td>
<td>The Drugs and Cosmetics Act</td>
<td>1940</td>
<td>To protect consumers from drugs and cosmetics of substandard quality by preventing them from being manufactured and marketed.</td>
</tr>
<tr>
<td>8</td>
<td>The Prevention of Food Adulteration Act</td>
<td>1954</td>
<td>To curb and remedy the wide-spread evil of food adulteration.</td>
</tr>
<tr>
<td>9</td>
<td>The Drugs and Magic Remedies (Objectionable Advertisements) Act</td>
<td>1954</td>
<td>To prohibit misleading advertisement relating to advertisements of drugs alleged to possess magic qualities and remedies for certain scheduled diseases and disorders.</td>
</tr>
<tr>
<td>10</td>
<td>The Essential Commodities Act</td>
<td>1955</td>
<td>For the control of production, supply and distribution of and trade and commerce in essential commodities.</td>
</tr>
<tr>
<td>No.</td>
<td>Act Title</td>
<td>Year</td>
<td>Description</td>
</tr>
<tr>
<td>-----</td>
<td>---------------------------------------------------------------------------</td>
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<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>11</td>
<td>The Protection of Civil Right Act</td>
<td>1955</td>
<td>To prohibit social disability in public places and restaurants (like untouchability).</td>
</tr>
<tr>
<td>12</td>
<td>The Trade and Merchandise Marks Act</td>
<td>1958</td>
<td>For registration of Trade marks and prevents the use of fraudulent marks on merchandise.</td>
</tr>
<tr>
<td>13</td>
<td>The Export (Quality Control and Inspection) Act.</td>
<td>1963</td>
<td>To lay down norms for controlling the quality and durability of exports goods.</td>
</tr>
<tr>
<td>14</td>
<td>The Monopolies and Restrictive Trade Practices Act</td>
<td>1969</td>
<td>For the control of monopolies and for the prohibition of monopolistic, restrictive and unfair trade practices.</td>
</tr>
<tr>
<td>15</td>
<td>The Hire Purchase Act</td>
<td>1972</td>
<td>To fix statutory interest rate on all hire-purchase transactions to protect purchasers.</td>
</tr>
<tr>
<td>16</td>
<td>The Code of Criminal Procedure</td>
<td>1973</td>
<td>Empowers police officer to inspect or search and to seize the weights, measures or instruments for weighing.</td>
</tr>
<tr>
<td>17</td>
<td>Water (Prevention and Control of Pollution) Act.</td>
<td>1974</td>
<td>To prevent and control of water pollution in order to ensure the purity of water for use by consumers.</td>
</tr>
<tr>
<td>18</td>
<td>The Cigarettes (Regulation, Production, Supply and Distribution) Act.</td>
<td>1975</td>
<td>The act seeks to achieve the laudable objective of informing the general public about the health hazards of cigarette smoking.</td>
</tr>
<tr>
<td>19</td>
<td>The Central Packaged Commodities (Regulation) Order</td>
<td>1975</td>
<td>To check the misuse of labels (as ads are misused)</td>
</tr>
<tr>
<td>20</td>
<td>The Standards of Weights and Measures Act</td>
<td>1976</td>
<td>To introduce uniform standards for weighing and measuring commodities to protect consumer interests.</td>
</tr>
<tr>
<td>21</td>
<td>The Standard Weights and Measures (Packaged Commodities) Rules</td>
<td>1977</td>
<td>To lay down uniform standards of weights and measures for all packaged commodities.</td>
</tr>
<tr>
<td>22</td>
<td>The Prevention of Black Marketing and Maintenance of</td>
<td>1980</td>
<td>To make black marketing illegal and to maintain regular supplies of essential commodities.</td>
</tr>
<tr>
<td>No.</td>
<td>Act</td>
<td>Year</td>
<td>Description</td>
</tr>
<tr>
<td>-----</td>
<td>----------------------------------------------------------------------</td>
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<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>23</td>
<td>The Household Electrical Appliances (Quality Control) Order.</td>
<td>1981</td>
<td>It prohibits the manufacturers from sale of household electrical appliances which do not conform to relevant ISI standards.</td>
</tr>
<tr>
<td>24</td>
<td>The Air (Prevention and Control of Pollution) Act.</td>
<td>1981</td>
<td>To prevent, control and removal of pollution from the air we breathe.</td>
</tr>
<tr>
<td>26</td>
<td>The Narcotic Drugs and Psychotropic Substances Act</td>
<td>1985</td>
<td>It made stringent provisions for the control and regulation of operations and psychotropic substances.</td>
</tr>
<tr>
<td>27</td>
<td>Environmental Protection Act</td>
<td>1986</td>
<td>Empowers the Government to take strict actions, in matters of the quality of environment and provides for penalties for various offences.</td>
</tr>
<tr>
<td>28</td>
<td>Bureau of Indian Standards Act</td>
<td>1986</td>
<td>To protect and promote consumer interest through standards formulation and certification marking.</td>
</tr>
<tr>
<td>29</td>
<td>Consumer Protection Act</td>
<td>1986</td>
<td>To protect consumers who buy goods and services. Three tier redressal mechanism is also provided.</td>
</tr>
<tr>
<td>30</td>
<td>The Railway Claims Tribunal Act</td>
<td>1987</td>
<td>Provides for the establishment of a Railway claims tribunal, which inquires into and determines the claims against the railways.</td>
</tr>
</tbody>
</table>
### APPENDIX-V

**LIST OF 55 CHARTERS UNDER GOVERNMENT OF INDIA**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Office/Charter Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Delhi Development Authority</td>
</tr>
<tr>
<td>2.</td>
<td>Directorate of Estates</td>
</tr>
<tr>
<td>3.</td>
<td>&quot;Charter of Lessees&quot;</td>
</tr>
<tr>
<td>5.</td>
<td>Central Board of Excise and Customs</td>
</tr>
<tr>
<td>6.</td>
<td>&quot;Charter of Tax Payers&quot;</td>
</tr>
<tr>
<td>7.</td>
<td>&quot;A Model Charter for Public Hospitals&quot;</td>
</tr>
<tr>
<td>8.</td>
<td>Safdarjung Hospital</td>
</tr>
<tr>
<td>9.</td>
<td>Smt. Sucheta Kriplani Hospital</td>
</tr>
<tr>
<td>10.</td>
<td>Dr. RML Hospital</td>
</tr>
<tr>
<td>11.</td>
<td>Life Insurance Corporation of India</td>
</tr>
<tr>
<td>12.</td>
<td>General Insurance Corporation of India</td>
</tr>
<tr>
<td>14.</td>
<td>Passport Division</td>
</tr>
<tr>
<td>15.</td>
<td>Passenger Services on Indian Railways</td>
</tr>
<tr>
<td>16.</td>
<td>Dept. of Industrial Policy and Promotion</td>
</tr>
<tr>
<td>17.</td>
<td>Ministry of Petroleum and Natural Gas</td>
</tr>
<tr>
<td>18.</td>
<td>New Delhi Municipal Council (Charter Information Brochure)</td>
</tr>
<tr>
<td>19.</td>
<td>Dept. of Telecommunications</td>
</tr>
<tr>
<td>20.</td>
<td>Office of the Registrar of Newspapers for India</td>
</tr>
<tr>
<td>21.</td>
<td>Small Industries Development Organisation (SIDO)</td>
</tr>
<tr>
<td>22.</td>
<td>National Small Industries Corporation</td>
</tr>
<tr>
<td>23.</td>
<td>Coir Board</td>
</tr>
<tr>
<td>24.</td>
<td>Khadi and Village Industries Commission</td>
</tr>
<tr>
<td>25.</td>
<td>Bio-Technology Department</td>
</tr>
<tr>
<td>26.</td>
<td>Directorate General of Supplies and Disposals</td>
</tr>
<tr>
<td>27.</td>
<td>National Test House</td>
</tr>
<tr>
<td>28.</td>
<td>Office of the Chief Controller of Accounts</td>
</tr>
<tr>
<td>29.</td>
<td>Exchange Control Dept.</td>
</tr>
<tr>
<td>30.</td>
<td>Dept. of Govt. and Bank Accounts</td>
</tr>
<tr>
<td>No.</td>
<td>Bank Name</td>
</tr>
<tr>
<td>-----</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>31.</td>
<td>Exchange Polices</td>
</tr>
<tr>
<td>32.</td>
<td>Public Sector Banks</td>
</tr>
<tr>
<td>33.</td>
<td>Allahabad Bank</td>
</tr>
<tr>
<td>34.</td>
<td>Andhra Bank</td>
</tr>
<tr>
<td>35.</td>
<td>Bank of Baroda</td>
</tr>
<tr>
<td>36.</td>
<td>Bank of India</td>
</tr>
<tr>
<td>37.</td>
<td>Central Bank of India</td>
</tr>
<tr>
<td>38.</td>
<td>Canara Bank</td>
</tr>
<tr>
<td>39.</td>
<td>Corporation Bank</td>
</tr>
<tr>
<td>40.</td>
<td>Indian Bank</td>
</tr>
<tr>
<td>41.</td>
<td>Indian Overseas Bank</td>
</tr>
<tr>
<td>42.</td>
<td>Oriental Bank of Commerce</td>
</tr>
<tr>
<td>43.</td>
<td>Punjab National Bank</td>
</tr>
<tr>
<td>44.</td>
<td>Punjab and Sind Bank</td>
</tr>
<tr>
<td>45.</td>
<td>State Bank of India</td>
</tr>
<tr>
<td>46.</td>
<td>State Bank of Saurashtra</td>
</tr>
<tr>
<td>47.</td>
<td>State Bank of Hyderabad</td>
</tr>
<tr>
<td>48.</td>
<td>State Bank of Bikaner and Jaipur</td>
</tr>
<tr>
<td>49.</td>
<td>State Bank of Mysore</td>
</tr>
<tr>
<td>50.</td>
<td>State Bank of Indore</td>
</tr>
<tr>
<td>51.</td>
<td>State Bank of Patiala</td>
</tr>
<tr>
<td>52.</td>
<td>‘Towards Easier Banking’ (State Bank of Tranvancore)</td>
</tr>
<tr>
<td>53.</td>
<td>Syndicate Bank</td>
</tr>
<tr>
<td>54.</td>
<td>Union Bank of India</td>
</tr>
<tr>
<td>55.</td>
<td>United Bank of India</td>
</tr>
<tr>
<td>56.</td>
<td>Vijaya Bank</td>
</tr>
</tbody>
</table>
APPENDIX-VI

ADDRESS OF NATIONAL COMMISSION, KARNATAKA STATE COMMISSION AND DISTRICT FORA IN THE STATE.

I] NATIONAL COMMISSION


II] STATE COMMISSION IN KARNATAKA

State Commission, 'Basava Bhavan', Ground Floor, Basaveshwara Circle, Bangalore – 560001.

III] LIST OF DISTRICT FORA IN THE STATE OF KARNATAKA

1. President, District Forum, Bangalore Urban District, 8th Floor, Cauvery Bhavan, B.W.S.S.B Building, Bangalore.

1a. President, Bangalore I Additional District Forum, 4th Floor, Swathi Complex, Railway Parallel Road, Sheshadripuram, Bangalore.

1b. President, Bangalore II Additional District Forum, 4th Floor, Swathi Complex, Railway Parallel Road, Sheshadripuram, Bangalore.

2. President, District Forum, Bangalore Rural District, 4th Floor, Swathi Complex, Railway Parallel Road, Sheshadripuram, Bangalore.

3. President, District Forum, Deputy Commissioner's Office Compound, Ballary.

4. President, District Forum, C/o. Gunavantha Rao Akkihal Patil, No.8-11/6, K.E.B. Road, Bidar.

5. President, District Forum, Jana Seva Kendra, D.C. Office Premises, Bijapur.

6. President, District Forum, M.G. Bhavan, First Floor, Behind Sanman Hotel, College Road, Belgaum.

7. President, District Forum, Vijayapura Main Road, Near B.D.O. Office, Chickamangalur.

8. President, District Forum, V.P. Extension, Ground Floor of Ranganatha Typing Institute, Near D.C. Office, Chitradurga.

9. President, District Forum, Deputy Commission's Office Building (Ground Floor), Dharwad.

10. President, District Forum, Herooker Building, Station Road, Gulbarga.

13. President, District Forum, H.N.Gowda Building, K.No.419, First Floor, M.B.Road, Kolar-563101.
15. President, Dakshina Kannada District Forum, City Corporation Office Building, Ground Floor, Lalbagh, Mangalore.
16. President, District Forum, No.1021, Jayalakshmi Road, Chamarajamohala, Mysore-576004.
17. President, District Forum, Deputy Commissioner's Office Compound, Raichur.
19. President, District Forum, Old Deputy Commissioner's Office Compound, Tumkur.
20. President, Uttara Kannada District Forum, No.987, ABC Ashram Road, Karwar, Uttar Kannada-581301.
1. Name:

2. Address:

3. Town/City/Village:
   Population.

4. Age:

5. Sex:

6. Education qualification:

7. Occupation:

8. Total family income:

9. Total no. of members in the family:

10. Do you think businessmen are honest and ethical or cheat consumers whenever there are chances?

11. Do you know about the existence of Consumer Protection Act?

12. Do you know about District Forum and where it is situated in your district?

13. Have you come across or heard about any Voluntary Consumer Organisation?

13a. If Yes, where you have first come across or heard about a VCO?
   i) T.V. and Radio
   ii) News Paper and Magazine
   iii) Handouts, Pamphlets and Papers
   iv) Neighbours and Friends
   v) Colleagues
   vi) Any other source.

14. Do you think Government is effective in protecting the interest of consumers?

15. Do you get your entitlements in PDS every month?

16. What are the complaints against PDS system?
   i. Low quality goods
   ii. Wrong weighment
iii. Entitlements not available regularly  
iv. Shops opened and closed at the shopkeepers liking.  
v. Any other.  

17. Do you got any knowledge about Consumerism through any media?  
   News papers/ T.V. / Radio/ Magazine/ Others.  

18. Which media is more effective?  

19. Do you watch Television? If yes, which channel/channels?  
   Generally at what time ____ to ____ you watch Television?  

19a. What programmes you watch?  

20. Have you watched a Programme on consumer Protection on Television in  
   the last one year?  
   If yes, in which channel?  

21. Do you hear Radio? If yes, on an average for how many hour/hours you  
   listen to Radio every day?.  

22. Have you heard a Programme in Radio on Consumer Protection in the last  
   one year?.  
   If yes, from which station?  

23. Which Programmes you generally hear in Radio?.  

24. Do you read Newspapers? If yes, which News paper?  

25. Do you know any News-letter published by any Voluntary Consumer  
   Organisation? If yes, which News-letter?
APPENDIX-VIII

QUESTIONNAIRE USED TO STUDY THE WORKING OF VOLUNTARY CONSUMER ORGANISATIONS (VCOS) IN KARNATAKA

1. Name and address of the organisation:
2. Year of establishment:
3. Registered or Unregistered?
3a. If registered, registered as trust, Society or Company:
4. Total population of the city/town/village wherein the organisation is located:
5. Office of the organisation is housed in
   a) a rented building.
   b) House of a member.
   c) Its own building
   (Tick the answer)
6. Office bearers.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Names</th>
<th>Age</th>
<th>Sex</th>
<th>Educational qualification</th>
<th>Occupation</th>
</tr>
</thead>
</table>

7. Nature of cases under taken.
   a) Individual
   b) Common
   c) Both.
8. Who would do the office work (Tick the answer)
   a) Volunteers
   b) Office bearers
   c) Paid employees
8a. If paid employees do the office work, how many are employed on full time and on part time?
9. Total number of members in your organisation as on 1-1-2000.
10. Education qualification of the members.

<table>
<thead>
<tr>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Illiterate</td>
</tr>
<tr>
<td>b) Below 10th standard</td>
</tr>
<tr>
<td>c) SSLC/ PUC</td>
</tr>
<tr>
<td>d) Degree/ Professional qualification</td>
</tr>
<tr>
<td>e) Post-graduation</td>
</tr>
<tr>
<td>f) Any other qualifications.</td>
</tr>
</tbody>
</table>

Total
11. Professional / Occupational background of the members:
   a) Agriculture
   b) Business
   c) Professional
   d) Govt. service
   e) Pvt. Service
   f) Students
   g) Unemployed
   h) Retired
   i) Housewives.

   Total

12. Your annual budget for
   Amount: in Rs.

13. Do you support for a federation of Consumer Organisations at (write 'yes' or 'no').
   a) State level
   b) National level

14. Problematic areas in the effective working of the organisation:
   (write 'yes' or 'no' for each item)
   a) Financial problem.
   b) Organizing activities (Lack of volunteers).
   c) Lack of public support
   d) Lack of support from Govt. employees/ create problems to organisation.
   e) Lack of support from people's representatives/ create problems to organisation.
   f) Poor response from consumers.
   g) Lack of support from government
   h) Working of judiciary, including Consumer Protection Act.

15. Books written by activists of your organisation on any topic of consumerism in any language.
   NAME OF THE ACTIVIST   NAME OF THE BOOK   PUBLISHER


17. Response of the consumers in your area for your activities. (Tick the answer).
   a) Not satisfactory.
   b) Satisfactory
   c) Good
18. Level of support for the cause of consumerism in general, from,
   a) Local press
   b) State level press
   c) National dailies
   d) Radio/ T.V.

19. Help from the service organisations:
   (write 'not satisfactory'/ 'satisfactory'/ good')
   (Answer this, if you have tried to involve them, otherwise not).
   a) Rotary club
   b) Lions club
   c) Jayces
   d) Mahila mandalas (Women's Associations)
   e) Any such other organisations.

20. Does other consumer organisations extend their help in your activities? If
    yes, name them.

21. What measures your organisation expects from the government(s) in
    consumer protection?
    a)
    b)
    c)
    d)

22. Number of programmes conducted during the last five years (activities
    wise).
    a) Awareness programmes
       in schools/ colleges.
    b) General awareness programmes
       with sellers (Transport, LPG,
       City corporation, Water supply,
       KEB etc).
    d) Any other programmes.

23. Do your organisation associates with government and other local self
    government institutions in consumer protection work?.

24. Your organisation's future plans……..
APPENDIX-IX  
ASCI CODE FOR SELF-REGULATION IN ADVERTISING.

1) To ensure the truthfulness and honesty of representations and claims made by advertisements and to safeguard against misleading advertisements.

i) Advertisements must be truthful. All descriptions, claims and comparisons which relates to matters of objectively ascertainable fact should be capable of substantiation. Advertisers and advertising agencies are required to produce such substantiation as and when called upon to do so by the ASCI.

ii) Where advertising claims are expressly stated to be based on or supported by independent research or assessment, the source and the date of this should be indicated in the advertisement.

iii) Advertisements should not contain any reference to any person, firm or institution without due permission; nor should a picture of any generally identifiable person be used in advertising without due permission.

iv) Advertisements shall not distort facts nor mislead the consumer by means of implications or omissions. Advertisements shall not contain statements or visual presentations which directly or by implication or by omission or by ambiguity or by exaggeration are likely to mislead the consumer about the product advertised or the advertiser or about any other product or advertiser.

v) Advertisements shall not be so framed as to abuse the trust of consumers or exploit their lack of experience or knowledge. No advertisement shall be permitted to contain any claim so exaggerated as to lead to grave or widespread disappointment in the minds of consumers. For example;

a) Products shall not be described as 'Free' where there is any direct cost to the consumer other than the actual cost of any delivery, freight or postage. Where such costs are payable by the consumer, a clear statement that this is the case shall be made in the advertisement.

b) Where a claim is made that if one product is purchased another product will be provided 'free', the advertiser is required to show as and when called upon by The Advertising Standards Council of India that the price paid by the consumer for the product which is offered for purchase with the advertised incentive is no more than the prevalent price of the product without the advertised incentive.

c) Claims which use expressions such as "upto five years, guarantee" or "prices from as low as Y" are not acceptable if there is a likelihood of the consumer being misled either as to the extent of the availability as to the applicability of the benefits offered.

d) Special care and restraints has to be exercised in advertisements addressed to those suffering from weakness, and real or perceived inadequacy of any physical attributes such as height or bust development, obesity, illness, impotence, infertility, baldness and
the like to ensure that claims or representations directly or by implication, do not exceed what is considered prudent by generally accepted standards or medical practice and the actual efficacy of the product.

e) Advertisements inviting the public to invest money shall not contain statements which may mislead consumer in respect of the security offered, rates of return or terms of amortization; where any of the foregoing elements are contingent upon the continuance of or change in existing conditions, or any other assumptions, such conditions or assumptions must be clearly indicated in the advertisement.

f) Advertisements inviting the public to take part in lotteries or prize competitions permitted under law or which hold out the prospect of gifts shall state clearly all material conditions as to enable the consumer to obtain a true and fair view of their prospectus in such activity. Further such advertisers shall make adequate provisions for the judging of such competitions, announcement of the results and the fair distribution of prizes or gifts according to the advertised terms and conditions within a reasonable period of time. With regard to the announcement of results, it is classified that the advertiser's responsibility under this section of the code is discharged adequately if the advertiser publicizes the main results in the media used to announce the competition as far as is practicable, and advises the individual winners by post.

vi) Obvious untruths or exaggerations intended to amuse or to catch the eye of the consumer are permissible provided that they are clearly to be seen as humorous or hyperbolic and not likely to be understood as making literal or misleading claims for the advertised product.

2) To ensure that the advertisements are not offensive to generally accepted standards of public decency.

3) To safeguard against the indiscriminate use of advertising for the promotion of products which are regarded as hazardous to society or to individuals to a degree or of a type which is unacceptable to society at large.

a) No advertisement shall be permitted which:
   i) Tends to incite people to crime or to promote disorder and violence or intolerance.
   ii) Derides any race, caste, colour, creed or nationality.
   iii) Presents criminality as desirable or directly or indirectly encourages people particularly children - to emulate it or conveys the modus operandi or any crime.
   iv) Adversely affects friendly relations with a foreign state.
b) Advertisements addressed to children shall not contain anything whether in illustrations or otherwise, which might result in their physical, mental or moral harm or which exploits their vulnerability. For example, no advertisement;

   i) shall encourage children to enter strange places or to converse with strangers in an effort to collect coupons, wrappers, labels or the like.

   ii) Should depict children leaning dangerously outside windows, over bridges or climbing dangerous cliffs and the like.

   iii) Should show children climbing or reaching dangerously to reach products for any other purpose.

   iv) Should show children using or playing with matches or any inflammable or explosive substances; or playing with or using sharp knives, guns or mechanical or electrical appliances, the careless use of which could lead to their suffering cuts, burns; shocks or other injury.

   v) Shall feature minors for tobacco or alcohol based products.

c) Advertisements shall not, without justifiable reasons, show or refer to dangerous practices or manifest a disregard for safety or encourage negligence.

d) Advertisements should contain nothing which is in breach of the law nor omit anything which the law requires.

e) Advertisements shall not propagate products the use of which is banned under the law.

4) To ensure that advertisements observe fairness in competition so that the consumers need to be informed on choices in the market place and the canons of generally accepted competitive behavior in business are served.

   a) Advertisements containing comparisons with other manufacturers or suppliers with other products including those where a competitor is named, are permissible in the interests of vigorous competition and public enlightenment, provided;

      i) It is clear what aspects of the advertiser’s product are being compared with what aspects of the competitors product.

      ii) The subject matter of comparison is not chosen in such a way as to confer an artificial advantage upon the advertiser or so as to suggest that a better bargain is offered than is truly the case.

      iii) The comparisons are factual, accurate and capable of substantiation.

      iv) There is no likelihood of the consumer being mislead as a result of the comparison whether about the product advertised or that with which it is compared.

      v) The advertisement does not unfairly denigrate attach or discredit other products, advertisers or advertisements directly or by implication.

   b) Advertisements shall not make unjustifiable use of the name or initials of any other firm company or institution, nor take unfair advantage of
the goodwill attached to the trade mark or symbol of another firm or its product or the goodwill acquired by its advertising campaign.

c) Advertisements shall not be so similar to other advertisements in general layout, copy, slogan, visual presentations, music or sound effects as to be likely to mislead or confuse consumers.