ANNEXURES
ANNEXURE I

Questionnaire to Presiding Officers of Consumer Forum

Please kindly indicate your answer by a tick mark X in the appropriate box

1. Name : 

2. Designation : President [ ] Member [ ]

3. Place : Panjim [ ] Margao [ ]

4. What is the time taken by the Forum in deciding your complaint?
   a. Upto 3 mths [ ]
   b. Upto 6mths [ ]
   c. Upto 9 mths [ ]
   d. above 1 year [ ]
   i. If there is delay, indicate the reasons number in the box:
      1. Adjournments
      2. Workload
      3. Complicated procedure
      4. Non-appearance of opposite party
      5. Collection of evidence
      6. Any other reason

   Indicate the answer in appropriate box

   Yes [ ] No [ ]

5. Are you satisfied with the time period prescribed by the Act in deciding the complaint
   : [ ] [ ]

6. Is there a need to extend the time specified under CP Act, 1986 : [ ] [ ]

7. Are you satisfied with the order passed by the Consumer Forum:
   : [ ] [ ]

8. Do you think that cost of the litigation is comparatively less in the Consumer Forum
   : [ ] [ ]

9. Are you satisfied with the functioning of Consumer Forum in dealing with complaints
   : [ ] [ ]

10. Procedure followed by Consumer Forum is – simple [ ] Complicated [ ]

11. Would you like to suggest any steps to improve the functioning of Consumer Forum?
    a. 
    b. 
    c. 

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ANNEXURE II

Questionnaire to Complainants

Please kindly indicate your answer by a tick mark \( \square \) in the appropriate box

1. Name
2. Place : Panjim \( \square \) Margao \( \square \) Vasco \( \square \) Mapusa \( \square \)
3. Problem faced by you:
   Housing: \( \square \) Insurance: \( \square \) Others
4. Did you ever lodge a complaint to the concerned authority: Yes \( \square \) No \( \square \)
5. Are you satisfied with the decision of the concerned authority: Yes \( \square \) No \( \square \)
6. How did you represent the complaint before the Consumer Forum:
   Self / Advocate / Consumer Org. / Any other
7. How did you come to know about the Consumer Forum:
   Paper / Magazine / Friends / Neighbors / Consumer org.
8. How much money you paid to the Advocate:
9. How many times did you appear before the Consumer Forum:
   Below 4 times / below 6 times / below 8 times / more than 8 times
10. What is the time taken by the Forum in deciding your complaint?
    a. Up to 3 months \( \square \) b. Up to 6 months \( \square \)
    c. Upto 9 months \( \square \) d. Above 1 year \( \square \)
    i. If there is delay, indicate the reasons number in the box:
       1. Adjournments 2. Workload 3. Complicated procedure
       6. Collection of evidence 7. Any other reason

Indicate the answer in appropriate box

Yes \( \square \) No \( \square \)

11. Are you satisfied with the order passed by the Consumer Forum:
12. Do you think that cost of the litigation is comparatively less in the Consumer Forum:
13. Are you satisfied with the functioning of Consumer Forum:
14. Would you like to prefer an appeal against the order:
15. Procedure followed by Consumer Forum is — simple \( \square \) complicated \( \square \)
16. Would you like to suggest any steps to improve the functioning of Consumer Forum?
   a.
   b.
   c.

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ANNEXURE III
Questionnaire to Advocates

Please kindly indicate your answer by a tick mark \( \square \) in the appropriate box
1. Name : 
2. Place : Panjim □ Margao □ Vasco □ Mapusa □
3. How many complaints you have filed before the Consumer Forum:
   Housing: □ Insurance: □ others □
4. Did you think that the involvement of Advocates is necessary in the Consumer Forum? : Yes □ No □
   Indicate the reason alphabet in the box:
   a. To file complaint b. In complicated cases c. Speedy disposal □
   d. To collect necessary evidence f. Lack of legal knowledge □
5. How much fee did you collect: \textit{optional} 
6. What is the time taken by the Forum in deciding the complaint?
   a. Up to 3 months □ b. Up to 6 months □
   c. Upto 9 months □ d. above 1 year □
   i. If there is delay, indicate the reasons number in the box:
      1. Adjournments 2. Workload 3. Complicated procedure □
      6. Collection of evidence 7. Any other reason □

Indicate the answer in appropriate box

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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7. Are you satisfied with the time period prescribed by the Act in deciding the complaint | □ | □ |
8. Is there a need to extend the time specified under CP Act, 1986: | □ | □ |
9. Do you think that cost of the litigation is comparatively less in the Consumer Forum | □ | □ |
10. Do you think that the objectives of CP Act are achieved: | □ | □ |
11. Are you satisfied with the functioning of Consumer Forum in dealing with complaints | □ | □ |
12. Procedure followed by Consumer Forum is – \textit{simple} □ \textit{Complicated} □
13. Would you like to suggest any steps to improve the functioning of Consumer Forum?
   a. 
   b. 
   c. 

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ANNEXURE IV

Questionnaire to NGO's

Please kindly indicate your answer by a tick mark [X] in the appropriate box

1. Name : 
2. Name of the organization and Place:  
3. How many complaints you have filed before the Consumer Forum:
   Housing: [ ]  Insurance: [ ]  others [ ]  
4. Did you think that the involvement of Advocates is necessary in the Consumer Forum? : Yes [ ]  No [ ]
   If yes specify the reason alphabet in the box:
   a. To file complaint b. In complicated cases c. Speedy disposal
   b. To collect necessary evidence e. Lack of legal knowledge [ ]
5. Do you charge any fee to file the complaint: Yes [ ] No [ ]
6. What is the time taken by the Forum in deciding the complaint?
   a. Up to 3 months [ ]  b. Up to 6 months [ ]
   c. Upto 9 months [ ]  d. above 1 year [ ]
   i. If there is delay, indicate the reasons number in the box:
      6. Collection of evidence 7. Any other reason
      Indicate the answer in appropriate box  Yes [ ] No [ ]
7. Are you satisfied with the time period prescribed by the Act in deciding the complaint : [ ]  [ ]  [ ]
8. Is there a need to extend the time specified under CP Act, 1986: [ ]  [ ]  [ ]
9. Do you think that cost of the litigation is comparatively less in the Consumer Forum : [ ]  [ ]  [ ]
10. Do you think that the objectives of CP Act are achieved : [ ]  [ ]  [ ]
11. Are you satisfied with the functioning of Consumer Forum in dealing with complaints : [ ]  [ ]  [ ]
12. Procedure followed by Consumer Forum is - simple [ ]  complicated [ ]
13. Would you like to suggest any steps to improve the functioning of Consumer Forum?
   a. 
   b. 
   c. 

*****
APPENDIX
District consumer forum prez’s appointment draws flak

TIMES NEWS NETWORK

Panaji: The appointment of the president of the North Goa district consumer forum is irregular not only because she is below 35 years in violation of rules, but she also continues to be a government lawyer thereby affecting her capacity to issue orders on government departments like PWD, electricity, etc.

These are the concerns raised by members of the legal fraternity and consumer activists who have sent complaints to the director of the civil supplies department, the state consumer disputes redressal commission and the national disputes redressal commission.

The director of civil supplies, S P Masurkar, confirmed that he has received complaints from people pointing to “irregularities about age” in the appointment of the president. He said he will refer the matter to the government.

The noise about the district forum president’s appointment comes soon after the unceremonious dropping of the president of the state consumer disputes redressal commission due to irregularities. One complaint to the civil supplies director, copy of which is in the possession of TOI, said, “Only recently the president of the state commission was asked to step down in shame. I do hope that the same will not be the case in the present appointment.”

The letter, copy of which has been forwarded to the high court registrar, states further, “Kindly ensure that an enquiry is conducted as to how the present appointments have been made. If sub-standard people were present for the interview, then there was no compulsion to make appointments. The appointment (of president) is absolutely violative of all the recruitment rules in the consumer protection act. To name one violation is that the present incumbent appointed, Adv Harsha Naik, is below the age of 35 years.”

Sources said that this is the first time that a person below the age of 35 has been appointed as president of the district forum.

The interviews were first held in October this year, pointed out sources. But when the candidates reached the venue of the interview, it was suddenly cancelled due to objections to the presence of one member on the selection panel. The interview was subsequently held in November.

But, curiously, the same panel conducted the interviews.

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APPENDIX - I

Appointment of N Goa consumer forum chief terminated

NT NETWORK

MAPUSA: The appointment of Ms Harsha Naik as the president of the North Goa Consumer Dispute Redressal Forum has been terminated.

Though her appointment was terminated on Friday it is learnt that the order about the same was served on her on Monday. Confirming this, the Director of Civil Supplies, Mr Pilarnkar when contacted confirmed that Ms Naik’s appointment has been terminated as she was “underage”.

“As per the requirement, the president of the Forum has to be 35 years of age minimum, in this case the incumbent was 32 years of age due to which her appointment has been terminated” informed Mr Pilarnkar. 064.15

Ever since Ms Naik was appointed as the president last October the legal fraternity had been complaining and various complaints were made to the respective authorities that Ms Naik was not only a government lawyer but was even underage and all this affected her capacity to issue orders on government departments.

The then director of Civil Supplies, Mr Pilarnkar when contacted confirmed that Ms Naik’s appointment has been terminated as she was “underage”.

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Judges appointed to consumer courts

Posts Had Been Lying Vacant For 6 Months

According to officials, in the south district forum, 250 litigants are awaiting justice since June and 16 to 18 new cases per day are filed before the court. In North Goa, the number of litigants that approach the court per day is 20 to 25.

Prabhudessai, who resumed duty on Tuesday, told TOI that the court will work towards ensuring consumer welfare and also said that the delay in appointment is due to the delay in appointment of the president with Shand Prabhudessai has been reappointed as the president of the state consumer dispute redressal forum. The other two members appointed are Shantiprakash Parekh and Depak Prabhudessai, who was appointed as the president of the state consumer dispute redressal forum in January 2009 as per the SC and NCDRC directives. "I mandated, the posts were advertised in newspapers six months in advance. Furthermore, the vacancies were advertised in newspapers in January 2009 as per the SC and NCDRC directives," he said.

Prabhudessai stressed upon the need to design policies and enact legislations to protect consumer interest and grant them the right to choose, safety, information and redressal. The government should initiate lok adalat settings in villages at least once in a while which can help consumers in villages who are more vulnerable to abuse. Besides, it will also help generate an awareness on consumer rights," he said.

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Margao: With the government finally appointing Justice Ramesh Pande as the new South Goa district consumer dispute redressal forum—six months after the posts were rendered vacant— the derailed consumer grievance redressal mechanism is likely to get back on track.

According to the appointment letters issued on Tuesday, advocate Jagdish Prabhudessai has been reappointed as the president of the South Goa consumer dispute redressal forum. The other two members appointed are Shantiprakash Parekh and Depak Prabhudessai, who was appointed as the president of the state consumer dispute redressal forum in January 2009 as per the SC and NCDRC directives. "I mandated, the posts were advertised in newspapers six months in advance. Furthermore, the vacancies were advertised in newspapers in January 2009 as per the SC and NCDRC directives," he said.

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