INFORMATION SCHEDULE

PLEASE FURNISH THE FOLLOWING INFORMATION FOR ACADEMIC PURPOSES:

Q.1. What is the constitution of Consumer Forum in Lucknow?

Q.2. What is the Procedure of registration of complaint in Consumer Forum? Please Explain.

Q.3. Is there any help line for Consumer Forum?

Q.4. What are the different causes of complaints registered in consumer forum?

Q.5. What are the different types of complaints registered?

Q.6. Please explain the redressal procedure for complaints. Also mention the time required for disposal of complaints.

Q.7. Please provide the following fields:

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<tr>
<th>Year (Fig. Jan-Dec)</th>
<th>No. of cases registered in Consumer Forum</th>
<th>Types</th>
<th>Reasons</th>
<th>No. of cases appealed/ transferred to State Forum</th>
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A Survey on Consumer Awareness and Protection Questionnaire

Name:
Age:
Present Qualification:
Gender:
Occupation:

1. Are you aware of Consumer Protection Act (CPA)? Y/N
2. Are you aware of Consumer Rights?
   If yes, please specify...........................................

3. Have you heard about any of the following Acts?
   A) Weights and Measurement Act
   B) Sale of Goods Act
   C) Indian Contract Act
   D) Competition Act
   E) The prevention of Food & Adulteration Act
   F) The Drugs and Cosmetic Act

4. Which of the following Standards (Marks) are you aware of?
   A) ISI Mark
   B) Agmark
   C) Ecomark
   D) Woolmark
   E) Hallmark

5. What do you look for while purchasing any product/service?
   A) Manufacturer
   B) Date of Expiry/Best before use period
   C) Weight
   D) MRP
   E) Local Tax
   F) Warranty
   G) All of these
   H) Others if any

6. Have you heard about any Legislation on any of the following subjects?
   A) Adulteration of food stuff
   B) Adulteration of Drugs
   C) Short Weights and Measures
   D) False Weights and Measures
   E) Misuse of Weights and Measures
   F) Using Stones for weights and Measures
   G) Using handmade balances
   H) Using deceitful packing
   J) Weighted contents without weighing

7. Who, as per your opinion, is responsible for not taking action against the defaulter even when you suffer monetary loss/mental harassment?
   A) Consumer (Yourself)/Family members
   B) Government
   C) NGOs
   D) Others
8. Which of the following agencies should create awareness regarding consumer rights under CPA? (Kindly rank them)
   A) Educational Institutions
   B) Government
   C) Media
   D) NGOs
   E) Companies/Service Providers/Intermediaries

9. Which media influenced the consumer buying and consumer awareness?
   A) Television
   B) Radio
   C) Newspaper
   D) Journals

10. Do you know about the term "JAGO GRAHAK JAGO"? Y/N

11. Have you seen any advertisement in relation to consumer awareness? Y/N

12. Do you feel that your consumer rights are protected in India with reference to following areas?
   A) General FMCG
   B) Household Durables (Automobile/Furniture/Electrical & Electronic Appliances)
   C) General Services (Education/Health/Transport/Banking & Insurance/Entertainment/Hospitality)
   D) Environmental Aspects.

13. Have you ever faced any problem after the purchase of goods/services? Y/N

   If yes, did you launch complaint against the supplier/ Company/ Service Provider?
   a) If, no tick the appropriate reason,
      A) Paucity of time
      B) Lack of trust in the system
      C) Lack of awareness
      D) Any other, specify
   b) If yes, did you get satisfactory response? Y/N
   c) In case, you did not get due response, did you register any complaint with District Consumer Forum?

   If yes, did you get the appropriate compensation Y/N

14. Are you aware of the number of tiers in Redressal Machinery under CPA in India?
   A) 1 tier
   B) 2 tier
   C) 3 tier
   D) 4 tier

15. Are you aware about the appeal under the CPA? Y/N

16. Have you ever used national consumer helpline? Y/N