

Sample Questionnaire Consumer Awareness

Personal Information

Name

Education level

Sex

Occupation

Monthly Income

1. To which category do you belong?
a) Professionals b) Businessmen c) others
2. Are you aware of any Law for protecting the rights of consumers?
a) Yes ☐ b) No ☐ c) No Answer ☐
3. Do you know the meaning of Consumer and Legal definition of Consumer under the Consumer Protection Act, 1986?
a) Yes ☐ b) No ☐ c) No Answer ☐
4. Do you know the main objective of the Consumer Protection Act, 1986 ?
a) Yes ☐ b) No ☐ c) No Answer ☐
5. Are you aware of your rights as consumer recognized under the Consumer Protection Act 1986 ?
a) Yes ☐ b) No ☐ c) No Answer ☐
6. Do you aware of word 'Consumerism' that protects your rights as consumer?
a) Yes ☐ b) No ☐ c) No Answer ☐
7. Do you aware of the Consumer Forum under this Act where a consumer can ventilate his grievances with regard to defective good supplied to him or unsatisfactory services rendered ?
a) Yes ☐ b) No ☐ c) No Answer ☐

8. Whether the Consumer Forums are successful in achieving the object of the Act?

a) Yes ☐ b) No ☐ c) No Answer ☐

9. Are you aware of Consumer Forums for redressal of grievances of the consumer?

a) Yes ☐ b) No ☐ c) No Answer ☐

10. Do you know the location of Consumer Forum in your area ?

a) Yes ☐ b) No ☐ c) No Answer ☐

11. Whether persons affiliated with political parties be debarred from appointments as the President and members in the Consumer Forums?

a) Yes ☐ b) No ☐ c) No Answer ☐

12. Whether persons of legal background should be preferred to be appointed as the President and members in the Consumer Forums?

a) Yes ☐ b) No ☐ c) No Answer ☐

13. How did you come to know about rights recognized under Consumer Protection Act, 1986 ?

a) Yes ☐ b) No ☐ c) No Answer ☐

14. Are you aware about the procedure to Lodge a complaint as per Consumer Protection Act, 1986?

a) Yes ☐ b) No ☐ c) No Answer ☐

15. Can a consumer lodge a complaint without engaging a lawyer ?

a) Yes ☐ b) No ☐ c) No Answer ☐

16. Have you ever filed a case in the Consumer Forum?

a) Yes ☐ b) No ☐ c) No Answer ☐

17. If yes, is the Consumer Forum able to redress your grievances ?
- a) Yes ☐ b) No ☐ c) No Answer ☐
18. Whether your grievances have been redressed with in stipulated time as provided in the Act?
- a) Yes ☐ b) No ☐ c) No Answer ☐
19. What according to you, are the reasons for delay in the redressal of grievances through the machinery provided by the Act?
- a) Yes ☐ b) No ☐ c) No Answer ☐
20. Is the process of redressal of grievances difficult?
- a) Yes ☐ b) No ☐ c) No Answer ☐
21. Are you satisfied with the execution process of order of the Consumer Forums ?
- a) Yes ☐ b) No ☐ c) No Answer ☐
22. Do you think that process of civil courts are easier than the process of Consumer Forums?
- a) Yes ☐ b) No ☐ c) No Answer ☐
23. Do you think that the present grievances redressal mechanism is easily accessible by the common man and is also competent to provide compensation to the cheated consumer?
- a) Yes ☐ b) No ☐ c) No Answer ☐
24. Are you in favour of introduction of consumer education so that this Act may fulfil its objectives?
- a) Yes ☐ b) No ☐ c) No Answer ☐

25. Are you in favour of forming some consumer clubs to fight for consumer rights?

a) Yes ☐ b) No ☐ c) No Answer ☐

26. Which factors motivate you the most, as a consumer, to approach a Consumer Forums for redressal of your grievances about a product/service?

a) Sense of loss of money

b) Loss of health

c) Anger over harassment or ill treatment by the seller

d) feeling of being cheated

e) Any other causes.

27. Have you ever been victim of deficiency in service and/or unfair trade practices?

a) Yes ☐ b) No ☐ c) No Answer ☐

28. Do you know that it is your right to get full information with regard to quality and price before making any purchase?

a) Yes ☐ b) No ☐ c) No Answer ☐

29. Do you check the MRP (Maximum Retail Price) before buying a product?

a) Yes ☐ b) No ☐ c) No Answer ☐

30. Do you examine the expiry date of the items you buy?

a) Yes ☐ b) No ☐ c) No Answer ☐

31. Do you check the weight of the product and read the statutory warning on the product?

a) Yes ☐ b) No ☐ c) No Answer ☐

32. Do you deny the receipt after purchasing goods from the seller?

a) Yes ☐ b) No ☐ c) No Answer ☐

33. Do you know that non receiving of receipt will deprive you right of ventilating your grievances?

a) Yes ☐ b) No ☐ c) No Answer ☐

34. Have you been misled by misleading advertisements about the goods?

a) Yes ☐ b) No ☐ c) No Answer ☐

35. Should the media and celebrity along with the manufacturer be held liable if the product/service does not match the claim in advertisement?

a) Yes ☐ b) No ☐ c) No Answer ☐

36. Whose liability is more if the product is sub-standard?

a) Seller b) Dealer c) Manufacture d) Joint and several

37. Since the rural people in villages are most vulnerable victims of deficiency in service and / or unfair trade practices, would it be proper to empower Gram Panchayats to deal with petty consumer disputes?

a) Yes ☐ b) No ☐ c) No Answer ☐

38. Have you ever examined the product, you are purchasing being ecologically safe and has not involved environment damaging material/process?

a) Yes ☐ b) No ☐ c) No Answer ☐

39. Are you aware of any provision in the Consumer Laws in India about online shopping?

a) Yes ☐ b) No ☐ c) No Answer ☐

40. With the rising trend of Online Shopping, which is your foremost concern as a consumer?

a) No way to know the genuine of the online seller/dealer/manufacture

b) No way to be sure of the quality of product/ service without seeing it physically.

c) Where and whom to approach when seller/dealer/manufacture not having local office if product/service defective.

d) How to get the award passed by court to be executed.

e) a, b, & c

41. If you, as a consumer, ever made/availed any purchase of product/service through online seller/dealer/service provider and got your grievances, if any, redressed, how ?

a) By getting the product replaced/money refunded by the on line seller/dealer/service provider itself.

b) By venting any wish on social media like Facebook/Twitter etc. against the online seller/dealer/service provider and compelling them to respond.

c) By approaching consumer courts.

d) By reporting the matter to police under criminal provisions.

42. How can consumers be protected from online shopping frauds ?

a) Government must inform general public about the genuine/licensed and authorised online seller/dealer/service provider.

b) By making online seller/dealer/service provider deposit a

certain amount of surety money with government before granting them License.

- c) By publicising the mal practice through social media.
- d) Cancellation of their license and imposing heavy fine.
- e) All of above.

43. How to prevent unscrupulous consumers from exploiting consumer laws provisions against seller/dealer/manufacturer/service provider ?

- a) By imposing heavy penalty in case of false complaint.
- b) By mandating deposit of high court fee with the complaint.
- c) Seller/dealer/manufacturer/service provider be legally empowered to claim damages for loss of goodwill/image.
- d) Consumer Courts to publicise prominently through print media about falsity of the complaint about seller/dealer/manufacturer/service provider and recovering the cost from complainant.
- e) All of above.

44. Should the Consumer Forums be empowered to take *Suo-Moto* action in case of noticing any serious consumer related matter through media or otherwise?

- a) Yes ☐ b) No ☐ c) No Answer ☐

45. Whether the Consumer Forums should direct the parties to opt for settlement of dispute by mediation?

- a) Yes ☐ b) No ☐ c) No Answer ☐

46. Would you, as a consumer of product/service etc. prefer to initiate proceedings under criminal law for cheating against your seller/dealer/manufacturer over civil proceedings under consumer laws?

- a) Yes ☐ b) No ☐ c) No Answer ☐

47. If given sentencing power to the Consumer Forums, would this:

- a) Improve the quality of product/service etc.

- b) harm the economy of the country by scaring away the business persons/service providers/professionals.
 - c) Improve the economy of the country by insistence on strict documentary evidence thus contributing to the tax revenue of country.
 - d) Will lead to unnecessary/frivolous and vindictive cases.
48. How can the Consumer Forums be made more powerful and effective ?
- a) By imposing heavy cost for non-appearance of any of the parties.
 - b) Giving punitive power and power to direct police authorities to ensure executions of its award.
 - c) Fixing accountability of the presiding officers and members of the consumer courts for dispose of cases in time bound manner.
 - d) By appointing more branches of consumer courts of all levels at many more places.
49. What are various shortcomings at the stage of implementation of the Act ?
- a) Lack of awareness.
 - b) No regular magistrate in consumer courts like the civil court.
 - c) Ineffective implementation .
 - d) Insufficient staff in consumer Forums.
 - e) Lack of independency.
 - f) Lack of interest by ret'd. Judges as no accountability for the decision.
 - g) No Online complaint facility.
 - h) Delay in disposal.
 - i) Slow proceedings.
50. What are the various suggestions you recommended as a consumer to make the consumer movement more effective and result yielding?
- a) Awareness Generation
 - b) Efficient Staff
 - c) Help Centre at block level

- d) Effective consumer Forum
- e) Online complaint facility