
APPENDICES

Questionnaire

Bibliography

BASIC INFORMATION :

- 1. Name :
- 2. Address :
- 3. Age :
- 4. Sex. :
Male/Female
- 5. Education :
- 6. Occupation :
- 7. Approximate
monthly Income :

On Consumer Protection & Attitude On Groceries [Kirana] :

PRICE :

- 1. How do you ascertain the correctness of the price charged by your retailer/shop-keeper?
 - a] by enquiring in other shops.
 - b] by discussing with friends, neighbours, etc.
 - c] by referring to advertisements
 - d] any other

- 2. Do you always read the maximum retail price recommended by the manufacturer before buying?

| | |
|-----|----|
| Yes | No |
|-----|----|

- 3. Have you come across any case of over-charging than the maximum price?

| | |
|-----|----|
| Yes | No |
|-----|----|

If 'Yes'

Did you complain about that ?

| | |
|-----|----|
| Yes | No |
|-----|----|

Please favour us with details.
.

4. Did you find that while buying the goods bargaining usually helps to bring down the price?

Yes No

Is there any such bargaining in the shop from where you usually buy?

Yes No

5. Do you enquire about the percentage of 'local taxes' added to the price?

Yes No

Do you find a board in the shop mentioning about the local Tax rates for different commodities?

Yes No

6. Does your retailer update the details like price, etc. on the display board regularly?

Yes No

7. Do you feel that 'maximum price', 'local taxes' etc are often confusing and manipulative?

Yes No

8. Do you normally ask for or go in for products carrying offers, free-gifts, rebate etc.?

Yes No

Free gifts, etc. are offered for
[Please tick your appropriate choice]

- i] introducing new products.
- ii] to dispose of 'unsold' stock
- iii] to market another products of the same Co.
- iv] to conceal price rise.
- v] any other

9. While buying some packed products do you read the expiry date before buying them?

Yes No

WEIGHTS & MEASURES:

1. While buying the packed products have you ever verified the 'net weight' mentioned?

Yes No

2. Have you ever experienced under-weighment/ under measurement?

Yes No

If 'Yes'

Is it for i] specific items

ii] all items

[for Ex.]

Did you complain about that? Yes No

If 'Yes' please favour us with details

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If 'No' why? Because -

- i] it arouses shop-keepers' suspicion.
- ii] others in the shop may think about you as 'silly'
- iii] You did not know who to complain to
- iv] any other reason.

3. Have you ever felt the need to complain about the net contents of goods weighed and packed by the retailer/Shop keeper?

Never

Very rarely

Often

quite regularly

4. If there is a facility for free re-weightment by a voluntary organisation, will you be likely to use it for verification?

Yes

No

ADULTERATION:

1. Are you aware of the hazards of food adulteration?

Yes

No

2. Have you suffered on account of food adulteration?

Yes

No

If 'Yes'

- i] who did you complain to?
- ii] What was the outcome?

You did not complain because -

- You did not know who to complain to
- You were convinced that it would serve no useful purpose
- You took pity on the shop keeper
- Any other reason

3. Are you able to distinguish adulterated goods from unadulterated?

Yes

No

4. Do you know the simple techniques of detecting adulteration?

Yes

No

If 'Yes'

How did you learn them?

- i] News Papers [Please name it]
- ii] Magazines [Please name it]
- iii] Exhibitions
- iv] from friends
- v] Radio
- vi] Television
- vii] Any other

AWARENESS & ATTITUDE:

1. Do you insist upon a 'receipt' when you make purchases?

Yes

No

2. Do you prefer to buy goods with ISI Mark?

Yes

No

3. Do you prefer to buy goods with 'AGMARK' Mark?

Yes

No

Does 'AGMARK/ISI assure quality ?

Yes

No

4. Are you aware of the following Acts passed by the Government for Consumer Protection

YES

NO

- i] Essential Commodities Act.
- ii] Prevention of Food Adulteration Act.
- iii] Packaged Commodities Act.
- iv] Weights and Measures Act
- v] M R T P Act
- vi] Consumer Protection Act
- vii] Any other

5. Is there any 'Consumer Forum/Association' in your City?

Yes

No

If 'Yes' where is it situated?

Have you approached the forum for any of your problems?

Yes

No

Please favour us with details

What activities are being conducted by the Consumer Forum?

ii] If there is no such consumer forum in your city, do you feel the necessity of forming one?

Yes

No

6. Are you aware of Consumer Awareness/Protection activities undertaken in your city by voluntary organisations like Lions Club, etc.,?...

.....

7. Have you ever been irritated by the quality of services rendered by the public utilities like Post and Telegraphs, Telephones, Water and Electricity etc.?

Yes No

If 'Yes' have you felt the need to complain?

Yes No

If 'Yes' have you actually made a complaint?

Yes No

Please furnish details-

.....

8. Have you ever been annoyed at a Taxi/Rickshaw driver for excess charging?

Yes No

If 'Yes' did you complain about that?

Yes No

Please give details

9. Will you please re-call and mention the programmes you have seen/heard on T.V. and radio on Consumer Protection?

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10. What methods, according to you, can be adopted for creating more consumers' awareness?

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11. Any other suggestions/information you would like to favour us?

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Thank you very much.
