

LIST OF TABLES

TABLE NO.	TITLE OF THE TABLE	PAGE NO.
1	Consumer Movement in Different countries of the world.	16
2	Distribution of Consumer Protection Groups according to the year of establishment.	18
3	Distribution of Consumer Protection Groups according to size of city/town.	19
4	Effects of Adulterants.	35
5	Detection of Adulteration.	37
6	Specimens of complaints handled.	67
7	Age-wise classification of Respondents.	77
8	Classification of Respondents on Education.	78
9	Classification of Respondents on Occupation.	78
10	Income-wise classification of Respondents.	79
11	Ascertainment of the correctness of price.	80
12	Reading Maximum Price before buying.	81
13	Overcharging than the Maximum Price.	82
14	Complaining about over charging.	83
15	Attitude of Bargaining for Reducing Price.	84
15 A	Bargaining in the shops.	84
16	Enquiring about Local Taxes added to Price.	85
17	Display Board mentioning Local Tax rates.	86
18	Retailer updating price, etc on display board.	87
19	Opinions about 'Maximum Price' & Local tax.	87
20	Patronage towards free gifts, rebates, etc.	89

21	Opinions regarding free gifts, etc.	89
22	Reading of Expiry Date for packed goods.	90
23	Verification of Weights.	91
24	Experience of under weights and measures.	92
25	Lodging complaints on under weightment.	92
26	Doubt on net-weight of goods weighed and packed by shop-keeper.	93
27	Use of Re-weighment facility	94
28	Awareness of hazards of food adulteration.	95
29	Suffering due to adulteration.	96
30	Ability to distinguish adulterated and unadulterated goods.	98
31	Awareness of techniques for detection of adulteration.	98
32	Insistence on Receipt.	99
33	Preference of goods with ISI mark.	100
34	Preference for goods bearing AGMARK Symbol.	101
35	Awareness of Acts for Consumer Protection.	102
36	Existence of Consumer Forum.	103
37	Necessity of forming Consumer Forum	104
38	Measurement of Awareness.	108
39	Awareness among females.	108
40	A,B,C,D,E and F - Tables for Chi-square Tests.	109 - 111

LIST OF MAP, PAMPHLET AND CARTOONS

MAP :

Index Map of Belgaum City M - 1

PAMPHLET :

Right to Safety P - 1
 Rights to be informed and choose. P - 2
 Rights to be heard and redressal. P - 3
 Right to Consumer Education. P - 4

CARTOONS :

Effects of Adulteration. C - 1
 Spurious - Genuine ? C - 2
 Slight Delay ! C - 3
 Gullible Consumer. C - 4
 Postal Delay. C - 5
 Plight of Trader C - 6
 Hike in price. C - 7
 Hurdle race of the Consumer. C - 8
 Maintenance of Price ! C - 9