

APPENDIX III

APPENDIX III

Schedule No.

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CONSUMER REDRESSAL SEEKING BEHAVIOUR WITH REFERENCE TO THE SERVICES EXTENDED BY INDIAN RAILWAYS

Interview Schedule

SECTION-I

A. Background Information on the respondent (i.e. yourself)

Q.1 Name _____

Q.2a Office Address _____ Phone: _____

FAX: _____

Q.2b Residential Address _____ Phone: _____

FAX: _____

Q.3a Religion : _____	(b) Native Place : _____
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Q.4a Caste/Group/Sect : _____ (b) Sub-caste/Sub-group/Sub-sect: _____

Q.5 Personal Income from all sources Rs. _____/- per month

Q.6 Total family income from all sources Rs. _____/- per month

Q.7 Now, kindly furnish the following details of your family as given in the example.

[illegible]

Q8a	May I know the type of dwelling (Shelter) you live in by encircling the appropriate option given below.	1. Living in open 2. A hut with roof 3. One or two rooms with shared bathroom 4. Two rooms with independent bathroom and lavatory 5. An independent bungalow or flat or new house of three or four rooms 6. A independent bungalow having more than five rooms and a garden
Q8b	Please refer to Q.No.8-a and indicate by encircling the appropriate option whether your dwelling is	1. Owned 2. Rented 3. Provided by employer.
Q9a	Mark type of vehicle/s owned by you by encircling the appropriate option given (highest type of vehicle you have)	1. Bicycle 2. Scooter 3. Rickshaw/Tractor 4. Motor Car/Station Wagon
Q9b	Please refer to Q.9-a and indicate the frequency of the vehicle marked above, by encircling the appropriate option.	1. Always 2. Usually 3. Sometimes 4. Rarely 5. Never
Q10	Have you recently availed of the facility of Indian Railways i.e. within last six months from today.	1. Yes 2. No

Q.11 If yes to Q. 10, Please give the details of Travel's by train made by you in the last six months i.e from May '98 till today.

Sn	From	To	Train Name	Code	Journey Total Hrs	Kms	No. of people	D/M/Y	Purpose	Code	Account	Class of Travel

* D / M / Y = Date / Month / Year

** P = Personal, O = Official, LTC = Leave Travel Concession

SECTION - I

B. Pattern of Utilisation of Indian Railways

How frequently do you avail of the facilities of Indian Railways? The frequency key is prepared for availing of the facility of the event using a scale, one end of which represents "Always", and the other end represents, "Never" with other response categories like "Usually", "Sometimes" and "Rarely" falling in between "Always" and "Never". Frequency key is:

Always	(A)	100% of the times
Usually	(U)	70% to 99% of the times
Sometimes	(S)	30% to 69% of the times
Rarely	(R)	1% to 29% of the times
Never	(N)	Zero times
Not Applicable	(NA)	

Q.12. Pattern of Utilization

Keeping the frequency response key in mind, read the following facilities carefully, and indicate the frequency of each one by encircling the appropriate option

SN	Facilities Provided	Pattern of Utilization				
1	Public Grievance Redressal Booth	A	U	S	R	N
2	Vigilance Organization	A	U	S	R	N
3	Suggestion box	A	U	S	R	N
4	Complaint book	A	U	S	R	N
5	Inquiry on telephone					
	a. Train schedule	A	U	S	R	N
	b. Reservation confirmation	A	U	S	R	N
6	Advance reservation	A	U	S	R	N
7	Break journey facility	A	U	S	R	N
8	Bed roll facility	A	U	S	R	N
9	Safe deposit lockers	A	U	S	R	N
10	Railway Doctors Assistance/Railway Protection force	A	U	S	R	N
11	Retiring room/dormitories	A	U	S	R	N
12	Cloak room	A	U	S	R	N
13	Booking luggage	A	U	S	R	N
14	Refund of Unused tickets	A	U	S	R	N
15	Pantry cars	A	U	S	R	N
16	Licensed Porters	A	U	S	R	N
17	May I help you booth	A	U	S	R	N
18	Canteens/Railway vendors	A	U	S	R	N
19	Railway P.C.O.(local call)	A	U	S	R	N
20	Railway public toilets	A	U	S	R	N

21	Indrail Passes	NA	A	U	S	R	N
22	Credit Cards facility for buying tickets	NA	A	U	S	R	N
23	Ladies compartments	NA	A	U	S	R	N
25	Concessional facility						
	a. Student concession	NA	A	U	S	R	N
	b. Senior citizen concession	NA	A	U	S	R	N

C. PAST EXPERIENCE

Q13	Could you recall any unpleasant (problematic) experience you had recently (in the last 5 years) while availing services of Indian Railways.	1. Yes 2. No
Q14	If yes to Q.13, Please tick mark/encircle the areas to which the problem/s was/were related to.	1. Reservation 2. Catering 3. Punctuality 4. Safety 5. Basic Amenities
Q15	<p>Can you please recall the worst of the above mentioned incident/ experience and report briefly on it by furnishing the details of the specific journey in connection with which it occurred.</p> <p>Area _____ (Specifically): _____</p> <p>Problem: _____</p> <p>_____</p> <p>_____</p>	
Q16	Did the above problem occur in connection with one of the Rail Journey reported in Q. No. 11.	1. Yes 2. No
Q17	If yes indicate the item no. from Q. 11	
Q18	Please indicate the state of your annoyance when you faced the above problem.	1. Very annoyed 2. Somewhat annoyed 3. Only mildly annoyed 4. Not annoyed at all.
Q19	<p>Now, refer to Q.No.15 and may I know first what course of action you thought you should take to seek redressal of the problem. Please note that what you thought may be similar to what you did or may be different from what you did. There is no right and wrong answers. Kindly encircle the number against the action you thought you should take from amongst the ones given below.</p> <p>1. Forget about the incidence and do nothing.</p> <p>2. Plan to take action at the time of incidence and later on do not take any action.</p> <p>3. Speak to your co-consumers availing the same services and convey</p>	

	negative word of mouth. 4 Personally boycott the services 5. Convey dissatisfaction to the employee whosoever comes at that time. 6. Complain to the authorities/person about the deficiency in service orally. 7. Complain to the authorities in writing requesting immediate action. 8. Seek redressal through some third party, i.e. voluntary organization. 9. Take some legal action i.e. going to consumer courts.												
Q.20	Now, let me know what action you actually took with reference to the experience as in question No.15. Please encircle the number against the action you actually took for amongst the ones given below. 1. Forget about the incidence and do nothing. 2. Plan to take action at the time of incidence and later on do not take any action. 3. Speak to your co-consumers availing the same services and convey negative word of mouth. 4 Personally boycott the services. 5. Convey dissatisfaction to the employee whosoever comes at that time. 6. Complain to the authorities/person about the deficiency in service orally. 7. Complain to the authorities in writing requesting immediate action. 8. Seek redressal through some third party, i.e. voluntary organization. 9 Take some legal action i.e. going to consumer courts.												
Q.21	Please refer to question No.20 and state reasons for your decision. <table border="1" data-bbox="259 1131 1269 1316"> <tr> <th>Reason if 1 or 2 in Q20</th><th>Reason if 3 to 6 in Q20</th><th>Reason if 7 to 9 in Q20</th></tr> <tr> <td>1.</td><td>1.</td><td>1.</td></tr> <tr> <td>2.</td><td>2.</td><td>2.</td></tr> <tr> <td>3.</td><td>3.</td><td>3.</td></tr> </table>	Reason if 1 or 2 in Q20	Reason if 3 to 6 in Q20	Reason if 7 to 9 in Q20	1.	1.	1.	2.	2.	2.	3.	3.	3.
Reason if 1 or 2 in Q20	Reason if 3 to 6 in Q20	Reason if 7 to 9 in Q20											
1.	1.	1.											
2.	2.	2.											
3.	3.	3.											
Q.22	Please refer to question No.20 and state reasons for not taking decision. <table border="1" data-bbox="259 1349 1269 1535"> <tr> <th>Reason if 1 or 2 in Q20</th><th>Reason if 3 to 6 in Q20</th><th>Reason if 7 to 9 in Q20</th></tr> <tr> <td>1.</td><td>1.</td><td>1.</td></tr> <tr> <td>2.</td><td>2.</td><td>2.</td></tr> <tr> <td>3.</td><td>3.</td><td>3.</td></tr> </table>	Reason if 1 or 2 in Q20	Reason if 3 to 6 in Q20	Reason if 7 to 9 in Q20	1.	1.	1.	2.	2.	2.	3.	3.	3.
Reason if 1 or 2 in Q20	Reason if 3 to 6 in Q20	Reason if 7 to 9 in Q20											
1.	1.	1.											
2.	2.	2.											
3.	3.	3.											
Q 23	Please refer to Q.No.21 and if answer is anyone of 7,8 or 9, please indicate how soon you took the action after facing the problem as in Q.No.15. <table border="1" data-bbox="812 1535 1269 1677"> <tr> <td>1. In less than a week's time</td></tr> <tr> <td>2. After a week</td></tr> <tr> <td>3. After a month</td></tr> <tr> <td>4. After a year</td></tr> </table>	1. In less than a week's time	2. After a week	3. After a month	4. After a year								
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2. After a week													
3. After a month													
4. After a year													
Q 24	Now, may I know who motivated you to take the action as in Q. No.23. <table border="1" data-bbox="812 1677 1269 1806"> <tr> <td>1. Self</td></tr> <tr> <td>2. Spouse</td></tr> <tr> <td>3 Friends/other relatives</td></tr> <tr> <td>4. Parents/Brother/sister</td></tr> </table>	1. Self	2. Spouse	3 Friends/other relatives	4. Parents/Brother/sister								
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4. Parents/Brother/sister													

Q.25	Please refer to Q.No.23 and indicate who took the initiative of taking the action.	1 Self 2. Spouse 3. Parents/Brother/sister 4. Friends/other relative
Q.26	Please mention with whom you registered the complaint.	1. In the complaint box/suggestion box 2. To the Station Master 3. To the Divisional Head 4. "May I Help You" booth 5 Public grievance redressal booth 6. Consumer courts.
Q.27	Please refer to Q.No.26 and state the reason why you have chosen the particular mode of complaining.	1. Easy accessible 2. Personal acquaintance 3. More trustworthy 4. More effective 5. Did not know other options 6. Good past experience 7. Bad past experience
Q.28	Please indicate after how long a response was received to the complaint from the authorities as mentioned in Q.No.26.	1. After a week 2. After a month 3. After six months 4. After a year 5. Still awaited
Q.29	Was the response received satisfactory?	1. Yes 2. No
Q.30	If no, will you go for further redressal?	1. Yes 2. No
Q.31	Imagine that the same problem or a different problem happens again. Will you or anyone in your family, write to the authorities concerned?	1. Yes 2. No
Q.32	What do you think the authorities would do about your complaint?	1. Nothing they can do 2. Send the letter of apology 3. Might investigate and do something 4. Refund/compensate 5. Don't know

Q.33	<p>As a consumer if you have faced a problem with respect to consumer durable good purchased like TV or refrigerator, what action you took to seek the redressal of the problem. Please encircle the number against the action you actually took from amongst the ones given below.</p> <ol style="list-style-type: none"> 1. Forget about the incidence and do nothing. 2. Plan to take action earlier and later on do not take any action. 3. Convey negative word of mouth to the other consumers. 4. Personally boycott the manufacturer or dealer. 5. Convey dissatisfaction to the dealer orally. 6. Complain dissatisfaction to the dealer in writing requesting immediate action. 7. Complain to the manufacturer in writing requesting immediate action. 8. Seek redressal through some third party, i.e. voluntary organization. 9. Take some legal action i.e. going to consumer courts.
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SECTION - II

Q.34 Awareness Scale

Given below are some statements related to

- Rules and regulations of Indian Railways
- Facilities extended by Indian Railways
- Redressal Grievance Machinery of Indian Railways
- Redressal Grievance Machinery of Central Government

Q.34 (A). Complete each of the statement given below by encircling the most appropriate option.

SN	Statement	Option
1.	Reservation for the express trains can be made.	<ol style="list-style-type: none"> 1. 15 days in advance 2. 30 days in advance 3. 45 days in advance 4. 60 days in advance
2.	The anti-corruption cell in Railways is called	<ol style="list-style-type: none"> 1. Vigilance Organization 2. Redressal Cell 3. Public Grievance Redressal Organization 4. None of the above.
3	Tickets for full refund should be cancelled	<ol style="list-style-type: none"> 1. Two days in advance 2. One day in advance

		3. Three days in advance 4. Four hours before departure of train
4.	An adult passenger with full ticket travelling in IInd class (sleeper) can carry the luggage upto	1. 35 Kgs 2. 40 Kgs 3. 50 Kgs 4. 70 Kgs
5.	The passenger through telephone inquiry can get information related to	1. Arrival/Departure of train 2. Platform No. of train 3. Reservation confirmation 4. all of the above
6.	A passenger travelling in Ist 1 C. can carry the luggage upto	1. 35 Kg 2. 40 Kg 3. 50 Kg 4. 70 Kg
7.	The holders of the single journey ticket can break the journey only after	1. 300 Kms 2. 500 Kms 3. 800 Kms 4. 600 Kms
8.	To deal with consumer complaints more effectively, the Railways have recently set up a	1. Public Grievance Redressal Organization 2. Vigilance Organization 3. May I help you booth 4. Special squad
9.	The claims for the accident victims should be asked from	1. Reservation officer 2. Commercial officer 3. Chief Claim officer 4. Station Master
10.	The Government legal agency that works for consumer protection at District level is	1. District Court 2. District Consumer Redressal Forum 3. Public Utility Commission 4. None of the above.
11.	If not satisfied with the judgment of District Forum, a consumer can appeal against District Forum in	1. Supreme Court 2. District Civil Court 3. State Commission 4. High Court
12.	The manner of compensation that can be granted to consumer in consumer dispute Redressal agencies is	1. Replacement of good/Removing defects 2. Refund 3. Compensation for loss/injury 4. Any one of the above
13.	Indrail Pass facility is provided to	1. Foreigners only 2. Indians settled abroad 3. Foreign nationals and Indian residing abroad

		4 None of the above
14.	The person not satisfied by the jurisdiction of District Forum can appeal against order to the State Commission within a period of	1. 15 days 2. 30 days 3. 60 days 4. 90 days
15.	If unsatisfied with the services of catering, the complaint should be made to the	1. Divisional Manager 2. Chief Claim Officer 3. Chief Commercial Superintendent 4. Any one of the above
16.	The Zonal level Redressal Machinery of the Railways is headed by	1. Additional General Manager 2. Additional Divisional Manager 3. Chief Commercial Superintendent 4. None of the above
17.	The computerised reservation can be done between	1. 8 A.M. to 5 P.M. 2. 10 A.M. to 6 P.M. 3. 10 A.M. to 8 P.M. 4. 8 A.M. to 8 P.M.
18.	In order to provide safety to the passengers, Railways have their own police, called	1. Railway Protection Force 2. Rapid Action Force 3. Security Force 4. None of the above

Q.34 (B) Go through each of the following statements and indicate whether it is true 'T' or false 'F' by ticking in the appropriate box.

SN	Statement	True	False
1.	Railways have authorised agents through which passengers can book the ticket.	T	F
2.	The unused reserved ticket cannot be refunded once the train leaves the station.	T	F
3.	Railways do not provide any assistance related to the medical services in case of passengers fall sick during journey.	T	F
4.	Smoking is permitted only if the co-passengers in sleeper class do not object.	T	F
5.	Indian Railways have recently set up Public Grievance Redressal Booths at major stations.	T	F
6.	Railway authorities do not have any liability to inform the complainant about the action/no action taken.	T	F
7.	Consumer Courts are similar as civil courts.	T	F
8.	Fees is required, to file/register complaint in the consumer courts.	T	F

9	Consumer Courts require the complainant to engage a lawyer for pleading the case.	T	F
10.	There is a fixed time when aggrieved passenger can approach the Railway officials regarding the complaint.	T	F
11	Public Grievance Redressal Machinery of Railways gives only refunds and no compensation	T	F
12	Public Grievance Redressal Machinery of Railways can relax the rules in providing relief in individual cases.	T	F
13	No separate accommodation is provided for ladies in sleeper class coaches.	T	F
14	The State Government can establish more than one District Forum in a District wherever necessary.	T	F
15	The person aggrieved by an order made by the National Commission, cannot appeal anywhere else.	T	F
16	A Registered Voluntary Consumer Organisation can file the complaint in consumer case on behalf of the complainant.	T	F
17	Passenger can complain about the unreasonable rate charged by Coolie/Vendor to the Railway authorities	T	F
18	Any personal injury caused to the passengers due to negligence of Indian Railways, can be complained.	T	F
19	Consumer Protection Act applies to all goods and services unless specifically exempted by Central Government.	T	F
20	The complaint can be sent by post to the appropriate Forum/Commission.	T	F
21	The National Commission and State Commission are required to decide the appeal within 90 days from first date of hearing.	T	F
22	The District Forum consists of 4 members, out of which two members are women.	T	F
23	The period of advance reservation is inclusive of the date of journey.	T	F
24	The Railways have specified the maximum size of trunks/suitcases that can be carried in the passengers compartment.	T	F

Q.34 (C) Fill in the blanks by choosing the most appropriate option given in the bracket.

SN	Statements	Option1	Option2	Option3
1	Students can get _____% of concession on Railway fare	25	50	75
2	To protect the interest of consumers, Government has	Railway	Indian Penal	Consumer Protection

	passed the _____ Act in 1986		Code	
3	Pantry car facilities have to be provided by the Railways in all _____ trains	Passenger	Superfast Express	Express
4	The lowest level of consumer court is _____	District Forum	Lok Adalat	District Courts
5	_____ booths are there at the platform to provide on the spot redressal of passenger complaints	Reservation	RPF	May I Help You
6	The National Commission consists of _____ members	3	5	7
7	If complaint instituted is found to be frivolous or vexatious, the District Forum may _____ the complaint	cancel	dismiss	Admit
8	The State Commission has the authority to correct errors of jurisdiction committed by _____	District Forum	State Commission	National Commission
9	Boys under _____ years of age may travel in lady's compartment with relatives or friends	6	10	12
10	_____ Act 1989 is the law governing the Railway industry	Railway	Consumer Protection	Railway Claim Tribunal
11	_____ Act, 1987 provides for disposal of accident claims, cases and loss or damage of goods dispatched by train	Railway	Consumer Protection	Railway Claim Tribunal

SECTION - III

Q. 35 Perceived Service Quality

Q. 35 (A) Performance

The following set of statements relate to your opinion about the Indian Railway services. For each statement, please show the extent to which you think, Railways provide the services with features described by the statement. A scale with five points from Strongly Agree (5), Agree (4), Uncertain (3),

Disagree (2), and Strongly Disagree (1) is presented to express their performance. Bear this in mind and use any of the numbers in the middle as well to show how strong your feelings are. There are no right or wrong answers all interested in is a number that best shows performance of the Indian Railways

1.234.....5
 Strongly disagree Disagree Uncertain Agree Strongly agree

SN	Statement	Choice
1	Railway has upto date equipments like electric engines, electric signal system, computer reservation etc.	
2	Railway's physical facilities are maintained well like waiting room, retiring room, clock room, etc.	
3	The basic amenities provided by the Railways in the train coaches are poorly maintained.	
4	Railway platforms are found crowded by unauthorized passengers/persons.	
5	The Railway employees are well dressed and appear neat.	
6	The appearance of the physical facilities of Railways is in keeping with the type of services provided.	
7	When Railway authorities promise to do something by a certain time it does so, for e.g. starting some new trains, or special trains on Puja or Diwali.	
8	When passengers have problem, Railway is sympathetic and reassuring for e.g. a passenger approaching the station Master for solving his/her problem.	
9	Railway services are dependable i.e. punctuality of trains, reservation of seats/berth; delivery of booked luggage.	
10	Railways provides its services at the time it promises to do so.	
11	You do not receive prompt services from the employees of Railways.	
12	Employees of Railways are not always willing to help passengers.	
13	You can not trust Railways employees.	
14	You can feel safe in your transaction with Railways employees.	
15	Railways don't tell exactly its customers when services will be performed.	
16	Railways staff is polite.	
17	Railways do not give you individual attention.	
18	Railways do not have your best interest at heart.	
19	Railways do not have operating hours convenient to all their customers.	

Q.35 (B) Overall Measures

Following set of statements relate to your feeling about the Indian Railways services. Please respond by encircling the number which shows your own perception.

SN	STATEMENT
1.	In the next year my use of Indian Railways services will be 1 2 3 4 5 Not at all very frequent
2	My feeling towards Indian Railways services can best be described as 1 2 3 4 5 Very unsatisfied Very Satisfied

SECTION - IV

Q.36 Consumer Redressal Seeking Behaviour Scale (CRSB)

Redressal Seeking Behaviour : The behaviour adopted by the consumer of Indian Railways, whenever dissatisfied with the services of Indian Railways.

Given below are the various options and courses of action that would be taken by consumers of Indian Railways, when they face problems related to the services availed of. Please indicate from the following nine statements which behaviour you shall adopt when face with the situation as given below.

- Forget about the incidence and do nothing.
- Plan to take action at the time of incidence and later on do not take any action.
- Speak to your co-consumers availing the same services and convey negative word of mouth.
- Personally boycott the service.
- Convey dissatisfaction to the employee whosoever comes at that time.
- Complain to the authorities / person about the deficiency in service orally.
- Complain to the authorities in writing requesting immediate action.
- Seek redressal through some third party, i.e., voluntary consumer organization.
- Take some legal action i.e., going to consumer courts.

If you face a situation as given below, indicate the course of action you would take from a to i above by writing the appropriate number against each statement for each problem situation.

What course of action would you take, if you as a consumer of Indian Railways

SN	SITUATION	CRSB
1.	Just got railway reservation done and find that the money collected at the reservation counter was more than what was mentioned in the ticket.	
2.	Find the Railway staff at the reservation counter arrogant and rude.	
3.	Find your name missing from the reservation chart on the day of journey.	
4.	Find two reservation counters without Railway staff to attend to the large number of people in queue during working hours.	
5.	Get poor response from the Railway staff at the enquiry counter.	
6.	Find the attendant in the waiting room rude.	
7.	Find the attendant indifferent when told about the absence of running water in toilets and bathrooms of the waiting room.	
8.	Get cold food in Railway canteen when your turn comes.	
9.	Find the charges asked by Railway canteen is more than what is displayed on the board/Menu Card.	
10.	Find that the ice cream vendor charges more money than prescribed on rate list at the station.	
11.	Find that Railway authorities are unable to locate your luggage inspite of it being booked in the luggage van of the same train.	
12.	Find difficulties due to wrong information given by the Railway staff at the enquiry counter.	
13.	Find that the train by which you have to travel gets indefinitely delayed.	
14.	Find someone else sitting on your confirmed berth, with confirmed ticket of the same berth.	
15.	Got hurt as the berth / seat broke.	
16.	Reach the destination late because of which you miss the connecting train.	
17.	Find a fellow passenger pulling the chain to get down at a small station.	
18.	Could not sleep the whole night because of the noise made by the loosely fixed window.	
19.	Feel uncomfortable because of unauthorized passengers sitting on your berth, smoking and playing card.	
20.	Get badly injured, when the window shutter accidentally fell on you.	
21.	Finds that nothing has been done so far though the government declared compensation for train accident.	
22.	Find that you are not given meal in the train even on the pre-paid coupon.	
23.	Find some insect in the food served by the pantry car.	
24.	Find the compartment dirty and stinking.	

25.	Find the toilet and wash basin of your coach in the train dirty.	
26.	Get disturbed while travelling due to fluctuating light and noisy fan.	
27.	Suffer financial loss, due to the attack of the decoits on train.	
28.	Could not travel comfortably because of unauthorised passengers occupying the seats till their station came	
29.	Find some illegal transactions going on between a passenger and the Ticket Collector.	
30.	Find the Ticket Collector trying to take undue advantage of the ignorant passenger by asking extra money.	
31.	Losses suitcase from the cloak room, where you had registered it during break of journey.	
32.	Switches on the light of the compartment and get an electric shock.	
33.	Fracture your foot as you slipped due to clogged water in the toilet.	
34.	Find the coolie asking exorbitant charge for your luggage, while travelling alone.	
35.	Fall sick after you consumed bowl of soup purchased from a Railway vendor.	

SECTION - V

Q.37 Grievance Redressal Machinery Opinion Scale (GRMOS)

The following statements are related to the Grievance Redressal Machinery, which includes

* Grievance Redressal Machinery of Indian Railways

* Grievance Redressal Machinery of Central Govt.

There is no right or wrong answer. Keep this in mind and indicate your agreement or disagreement in relation to each statement, by encircling

SA : If you strongly agree with the statement

A : If you agree with the statement

U : If you are uncertain about the statement

D : If you disagree with the statement

SD : If you strongly disagree with the statement

SN	STATEMENT	Opinion				
1.	Railway authorities take consumers for granted as Railways being a monopoly service.	SA	A	U	D	SD
2.	The consumer Courts are easy to approach.	SA	A	U	D	SD
3.	'May I help you' booths are effectively working to solve passengers' problems.	SA	A	U	D	SD
4	Railway authorities encourage on the spot redressal of complaints.	SA	A	U	D	SD

5.	Consumer Courts provide speedy redressal to aggrieved passenger.	SA	A	U	D	SD
6.	Consumer Courts have made the Government Departments (Public Utility Services) accountable for their actions	SA	A	U	D	SD
7	Railway authorities lack the due importance to be given to consumers' satisfaction.	SA	A	U	D	SD
8.	Railways have friendly rules for authorised passengers.	SA	A	U	D	SD
9.	Lot of patience is needed to get the eligible compensation from consumer Courts	SA	A	U	D	SD
10.	Filing of complaints in consumer courts is easy.	SA	A	U	D	SD
11.	Railway authorities are working hard to improve their quality of service.	SA	A	U	D	SD
12.	Railway authorities are not prompt in displaying information about rules and regulations.	SA	A	U	D	SD
13.	Procedures adopted by consumer courts are technical (not understood by common man)	SA	A	U	D	SD
14.	People do not go to consumer courts because they are not aware of them.	SA	A	U	D	SD
15.	Railway authorities lack sincerity in the implementation of government decisions related to services provided to consumers of Indian Railways.	SA	A	U	D	SD
16.	Consumer courts work freely to protect consumers.	SA	A	U	D	SD
17.	Railway authorities encourage constant feedback in order to improve the services.	SA	A	U	D	SD
18.	Consumer courts are beyond the reach of common man.	SA	A	U	D	SD
19.	The Vigilance Organization of Railways is effective in dealing with corruption.	SA	A	U	D	SD
20.	Malpractices in the reservation area have become very common.	SA	A	U	D	SD
21.	The Consumer courts are becoming like District Civil Courts with backlog of complaints.	SA	A	U	D	SD
22.	The Consumer courts try to dispose of complaints within the limited time of 90 days.	SA	A	U	D	SD
23.	"May I help you" booths are most often found unmanned (without any Railway staff)	SA	A	U	D	SD
24.	Railway authorities do not take prompt action against their employees as they are backed by strong unions.	SA	A	U	D	SD
25.	The judges of Consumer court give biased judgment.	SA	A	U	D	SD
26.	Passengers would be wasting their time if they go to Consumer courts.	SA	A	U	D	SD

27.	The conventional suggestion box often go unnoticed in the number of things present at the platform.	SA	A	U	D	SD
28.	There is a need to reduce the number of channels a complaint has to move through for finally being looked in to for resolving it.	SA	A	U	D	SD
29.	The government is sensitive to consumer complaints now than it was in past.	SA	A	U	D	SD
30.	The exploitation of consumer by monopolistic services (PUC) requires attention by Consumer courts	SA	A	U	D	SD
31.	Railways have quick feedback system to inform each individual complainant about the result of his/her complaint	SA	A	U	D	SD
32.	Consumer courts are corrupt at all levels.	SA	A	U	D	SD
33.	Passengers do not expect any concrete action for their complaints in Railways.	SA	A	U	D	SD
34.	The Consumer Courts have brought about a revolution in the Indian society.	SA	A	U	D	SD
35.	Computerized reservation has reduced the chances of corruption in the reservation area.	SA	A	U	D	SD
36.	Railways provide various avenues for lodging a complaint.	SA	A	U	D	SD
37.	The Consumer Courts have awakened the Railway Dept to deliberate on the issue of efficiency.	SA	A	U	D	SD
38.	Consumer courts work fairly to protect consumers.	SA	A	U	D	SD
39.	The replies given by the Railway authorities for the action taken against the complaint are stereotype.	SA	A	U	D	SD
40.	Consumer courts are loosing the purpose for which they are set up.	SA	A	U	D	SD
41.	Consumer courts have result oriented sittings	SA	A	U	D	SD

Q.38 Opinion of consumers towards voluntary consumer organisations

There is no right or wrong answer. Keep this in mind and indicate your agreement or disagreement in relation to each statement, by encircling

SA : If you strongly agree with the statement

A : If you agree with the statement

U : If you are uncertain about the statement

D : If you disagree with the statement

SD : If you strongly disagree with the statement

SN	Statement	Opinion				
1	Voluntary consumer organisations can work effectively for consumer satisfaction	SA	A	U	D	SD
2	Voluntary consumer organisations creates consumer awareness	SA	A	U	D	SD
3	Voluntary consumer organisations work for their own benefits	SA	A	U	D	SD
4	Voluntary consumer organisations act as a bridge between consumers and grievance redressal machinery	SA	A	U	D	SD
5	Voluntary consumer organisations are biased in dealing with the type of consumer complaints	SA	A	U	D	SD
6	The consumer welfare can be enhanced through committed activities of voluntary consumer organizations	SA	A	U	D	SD
7	Voluntary consumer organisations can fight effectively for consumer rights than the consumer doing it single handedly	SA	A	U	D	SD
8	Voluntary consumer organisations make the settlement out of Court	SA	A	U	D	SD
9	Voluntary consumer organisations are not effective in dealing with consumer complaints	SA	A	U	D	SD
10	Voluntary consumer organisation is an easier way of going for consumer grievance redressal	SA	A	U	D	SD
11	Seeking membership in voluntary consumer organisations is a difficult process	SA	A	U	D	SD
12	Voluntary consumer organisations contribute a great deal in increased consumer awareness	SA	A	U	D	SD
13	Most of the voluntary consumer organisations do not have adequate knowledge about various laws safeguarding consumer interest	SA	A	U	D	SD
14	The work of voluntary consumer organisations is restricted to local level	SA	A	U	D	SD
15	Voluntary consumer organisations are unbiased in dealing with consumer complaints	SA	A	U	D	SD
16	Voluntary consumer organisations need motivated staff for effective functioning	SA	A	U	D	SD
17	Voluntary consumer organisations are non-existent in different parts of the country	SA	A	U	D	SD
18	Voluntary consumer organisations help the government in framing laws as and when needed	SA	A	U	D	SD