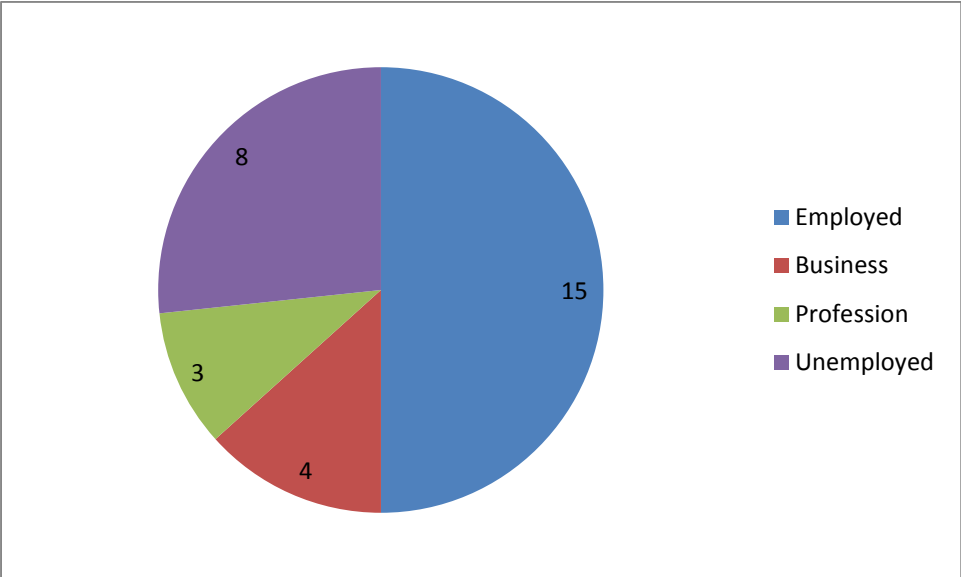
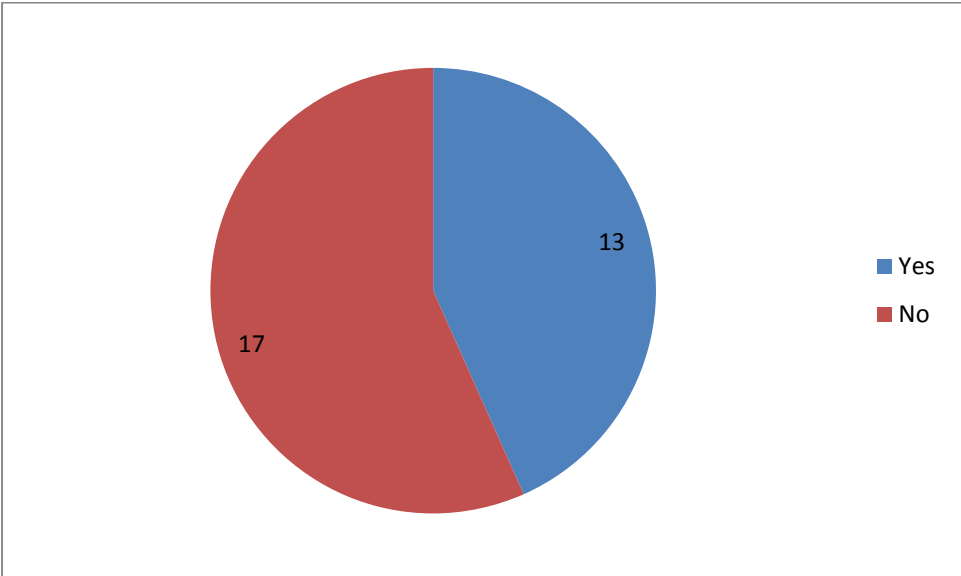


# GRAPHICAL REPRESENTATION OF SURVEY CONDUCTED FOR BHARAT JYOTI, CONSUMER PROTECTION ORGANISATION

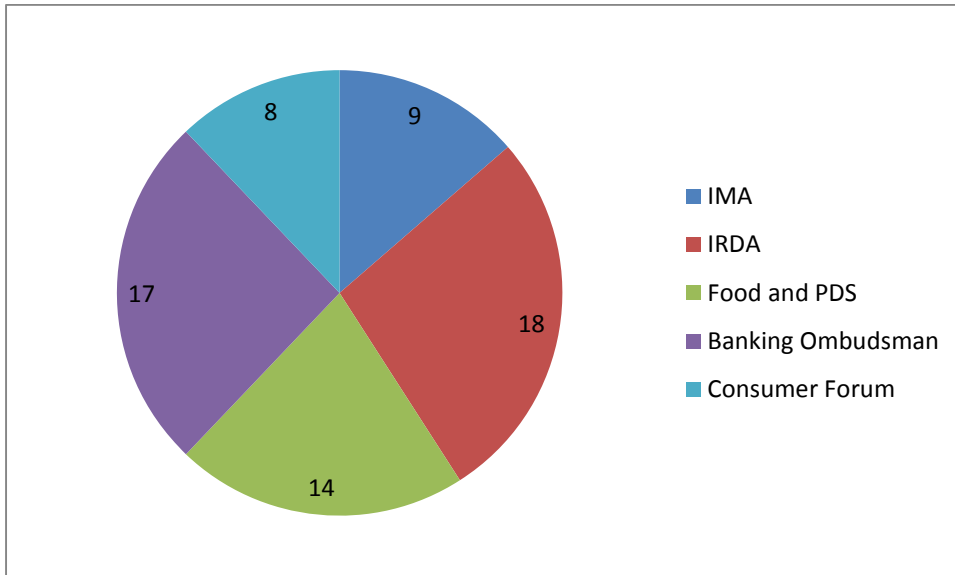
Occupation:



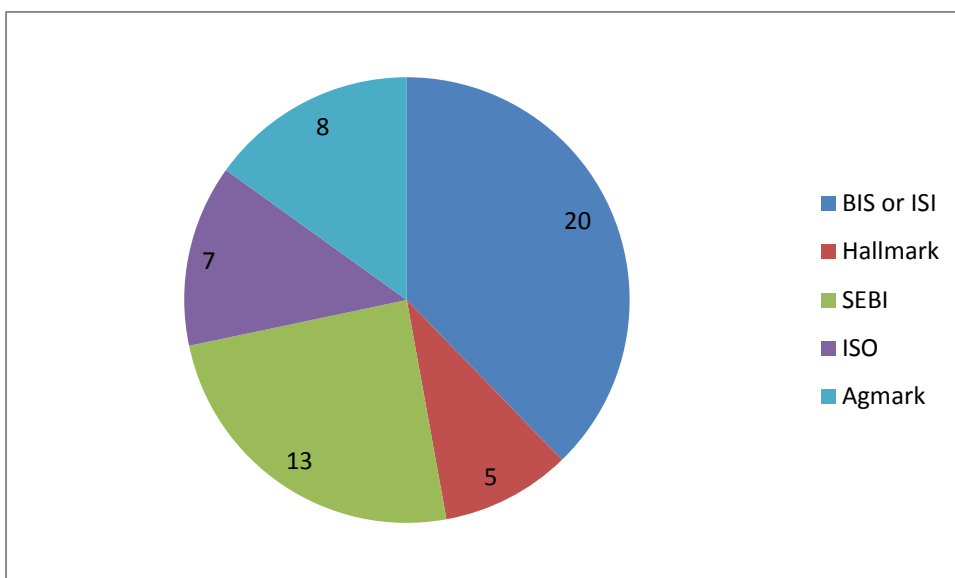
1. Are you aware of the rights of the consumer?



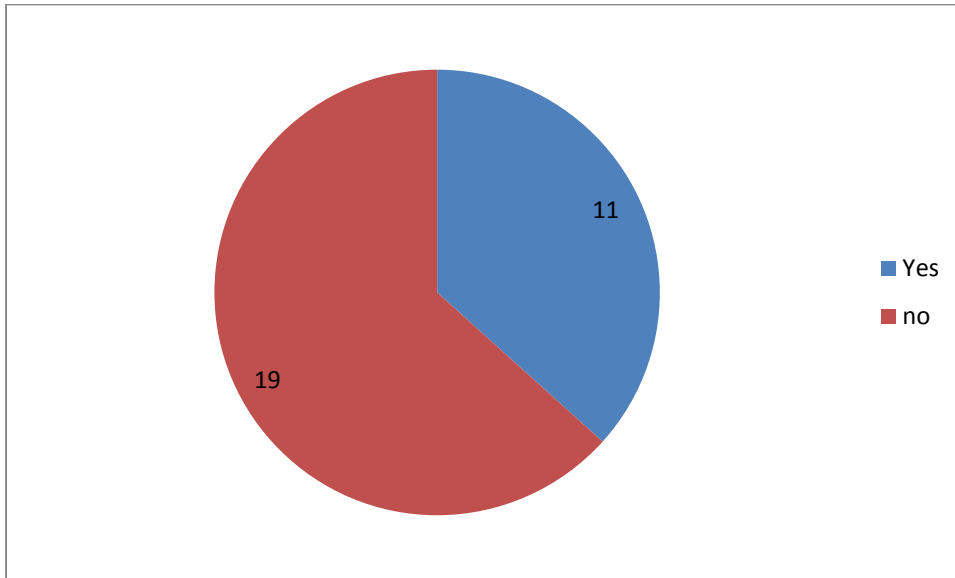
2. Are you aware of the authorities involved in the protection of consumers?



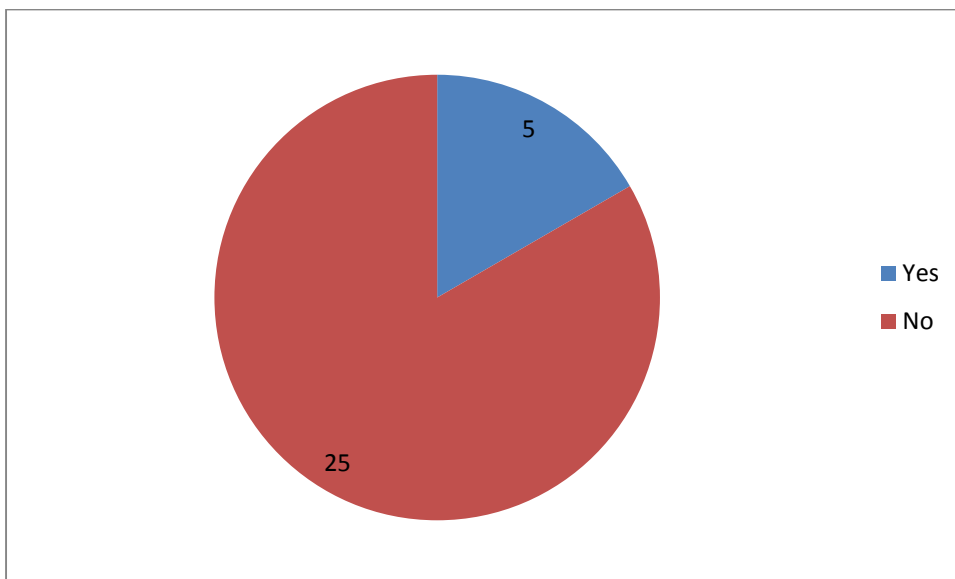
3. Are you aware about the product standardization marks?



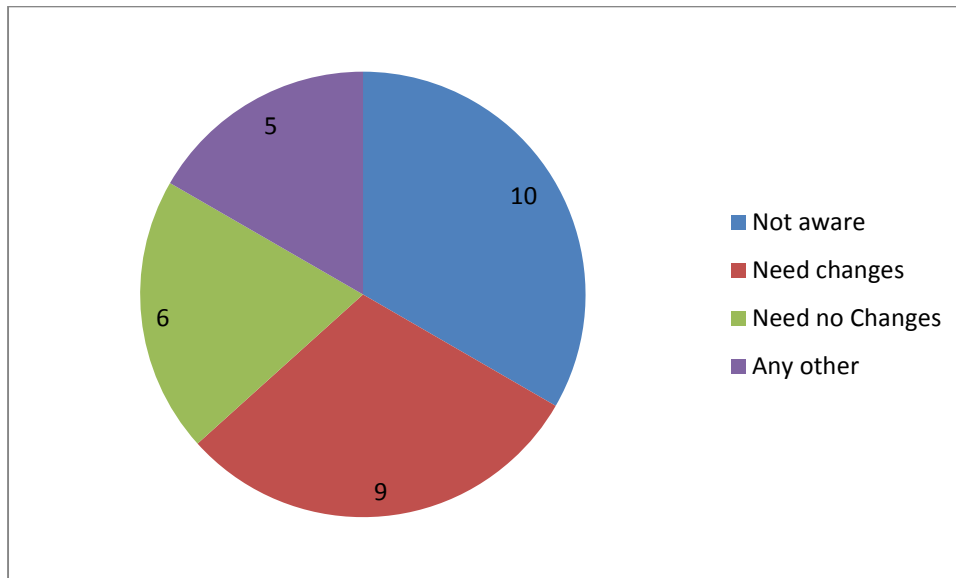
4. Do you ask for the bill after purchasing the products?



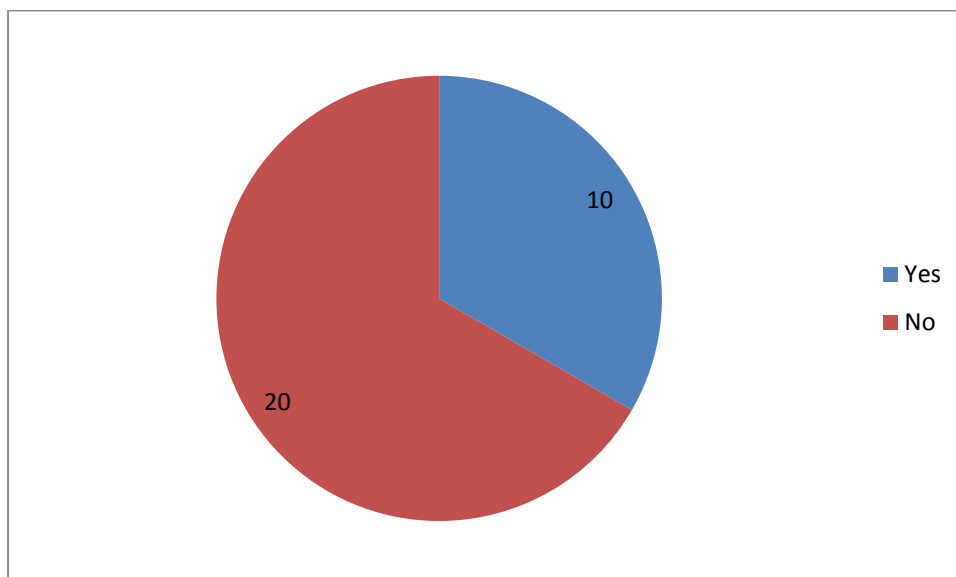
5. Have you ever complained defects in goods or deficiency in services?



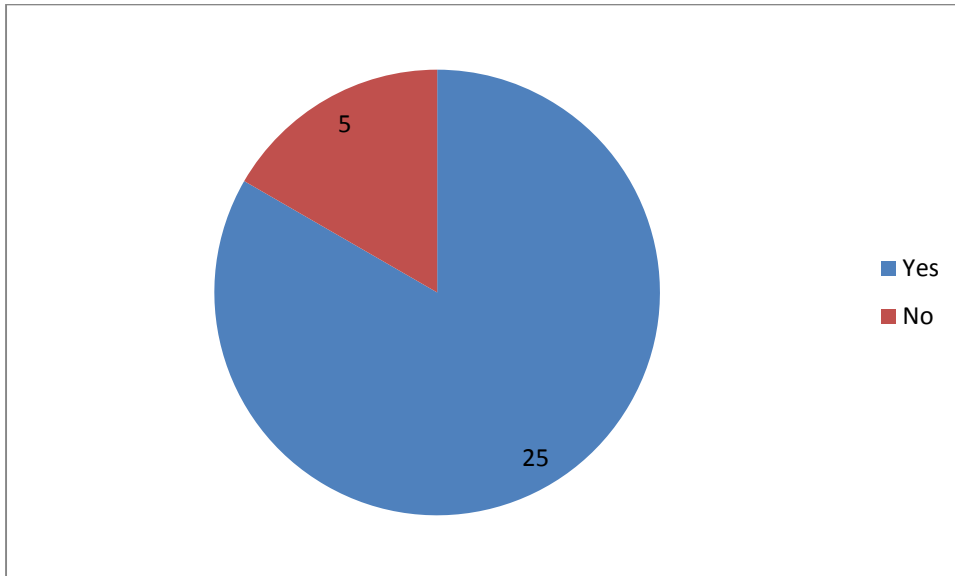
6. What are your views regarding CPA?



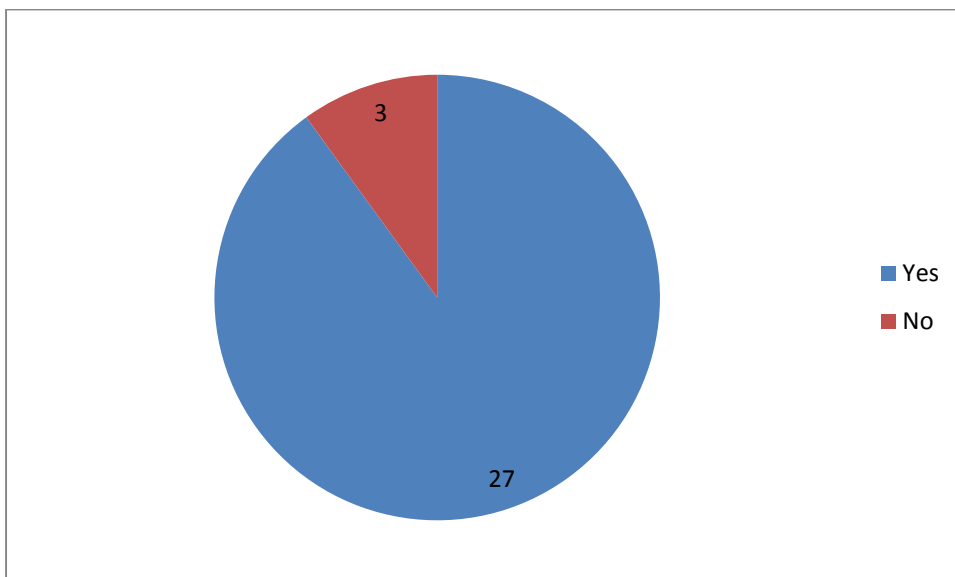
7. Are you satisfied from telecom services?



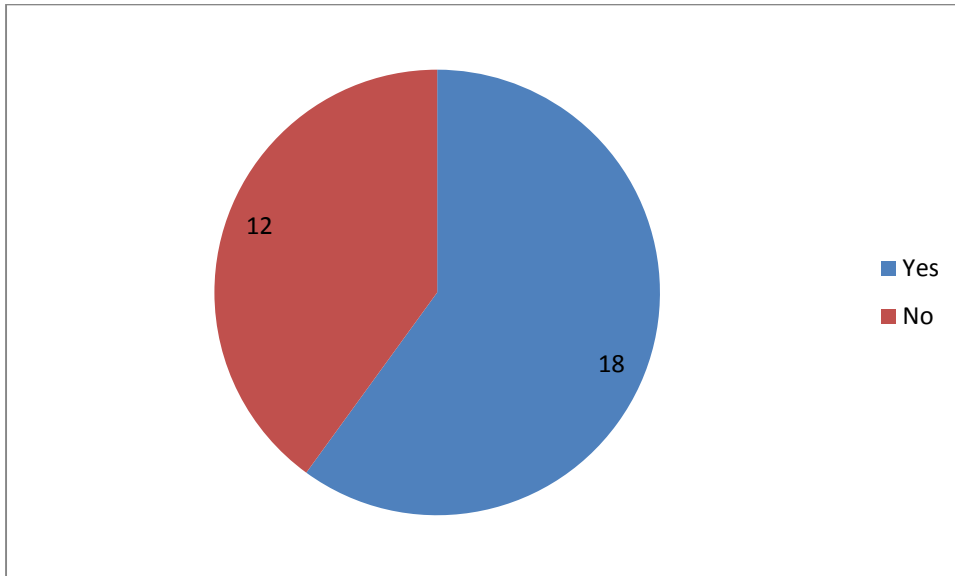
8. Whether you see expiry date while purchasing medicines?



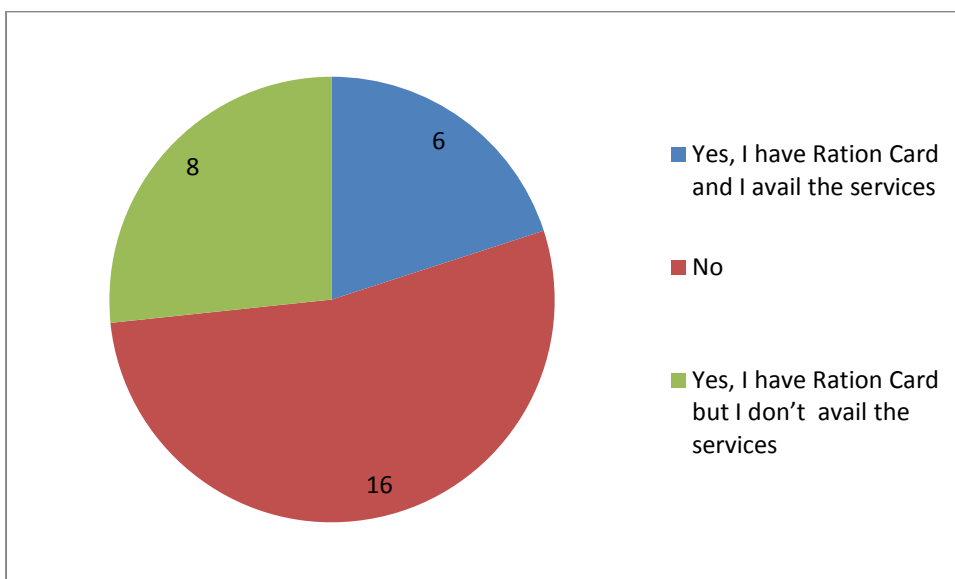
9. Whether you see MRP while purchasing goods?



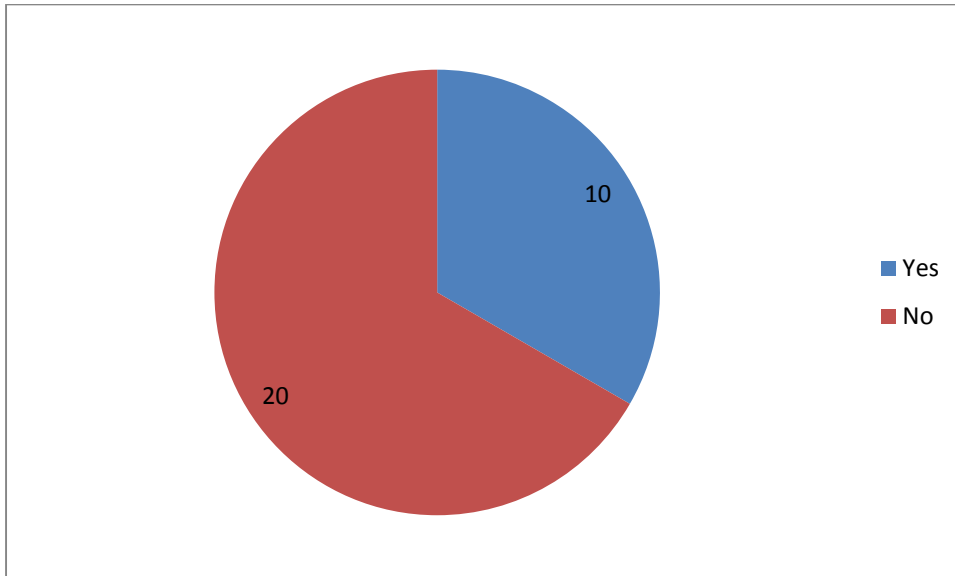
10. Do you think that people are product conscious?



11. Do you have Ration Card? If yes whether you avail the services?



## 12.Are you aware of TRAI?



### COMMENTS:

- Most of the people are not aware about the rights of consumer because the literacy rate of the people of the society is very low. There is a need to organize awareness programs for the rights of the consumer by the government.
- Banking ombudsman is a well-known department for the middle or high class people due to increase in the business of banking sector. Consumer forum is known by the people but they do not know the dispute redressal mechanism.
- SEBI came into limelight after the case of Sahara. BIS is the most important government body for the public. It sets and approves the standards and quality of the products. ISI is known due to its seal on many daily used products such as mineral water, salt, electrical appliances, and many others.
- Billing issue is the big issue for the government because lack of billing results in low revenue and hence decrease the economy of

the state. Most of the people do not ask for the bill after purchasing the goods.

- In our survey only five people complained against the producer and most of them are resolved by the notice only. Due to lack of awareness most of the people do not complained against the producer.
- Most of the people are not satisfied by the telecom services because most of them face unnecessary balance reduction, networking issues, slow internet speed and charging the services which they do not ask for.
- Most of the people are product conscious because they always demanded the product which they have used in near past or have some experience.
- Maximum number of people does not have ration card and the people who have ration card use only as a proof of identity or they moved to any other place. Only small section of the society use ration card for getting subsidized products. Now with the introduction of National Food Security Act, 2013 some provisions related to the procedure of registration of ration card are changed. Computerization of ration cards is made and woman is head of the family which will account for more transparency between the people and the government regarding public distribution system.