

**Appendix (as referred to in para 4.2)**  
**Executive Summary of the Findings of Survey**

In order to gain an understanding of the implementation status of the Consumer Protection Act Consumers at large, Complainants, manufacturers/service providers, NGOs and appropriate laboratories were covered under the survey. From different State & UTs a total of 48732 consumers spread across urban and rural areas were contacted. Besides that 6237 complainants, 249 manufacturers/service providers, 39 NGOs and 34 laboratories were interviewed. The survey was conducted between the 2<sup>nd</sup> week of July and the 4<sup>th</sup> week of August 2005.

**FINDINGS OF THE SURVEY**

- Sixty six per cent of the consumers at large reported that they were not aware of consumer rights and 82 per cent were unaware of the Consumer Protection Act (CPA).
- Only 22 per cent of the consumers felt that government was making efforts for safe guarding the consumer rights.
- The consumers at large came to know about CPA from multiple sources. While 75 per cent reported the source to be the electronic media, 52 percent attributed the awareness to the print media. Only 0.6 percent of the consumers came to know of the CPA from NGOs\*.
- Of all the consumers who were aware of CPA, nearly 49 per cent reported to have known about it in the last four years.
- About 87 per cent of the complainants resided in urban areas, 98 per cent of whom were educated and had a mean monthly house hold income of Rs. 11,100 (approx). This implied that the facilities provided by redressal agencies were availed of mostly by the residents of urban areas and that too by the middle/upper middle strata of the society.
- The complainants reported multiple sources of awareness regarding CPA. While 61 per cent of the complainants reported print media as the source of awareness, 48 per cent reported electronic media as the source. Sixty eight per cent of the complainants reported friends and relatives as their source of awareness. However, NGOs were not a popular source of awareness with only 4.9 per cent of the complainants mentioning it.\*
- Nearly 75 per cent of the complaints were against services such as communications (19 per cent), electricity (17 per cent), and insurance (17 per cent). Another 25 per cent of the complaints were against products such as consumer durables and fast moving consumer goods such as personal care products.

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\* The respondents were asked to indicate all sources of awareness through a multiple response question.

- Around 33 per cent of complainants who registered their complaints prior to March 2004 reported to have deposited the court fee even though the court fee was introduced only in March 2004.
- An analysis of time taken at various stages of the cases showed that on an average 4.7 days were spent for registering a case, 25 days were taken for serving the notice, and the first hearing was held after 23 days of serving the notice.
- On an average, 6.2 hearings were required to resolve a case. Around 39 per cent of cases were still unresolved even after 7.3 hearings and most of these cases were against insurance services (15 per cent).
- To resolve a case, on an average 12 months were spent. Unresolved cases were pending, on an average, for 32 months.
- Compensation was yet to be received in 30 per cent cases where decree was passed. The compensation remained due, on an average, for 16.5 months.
- The complainant, on an average, had to spend Rs. 3387 to resolve the case. For those who hired advocates, the average expenditure on lawyers was Rs. 2787.
- Overall, the stakeholders and the complainants perceived the redressal mechanism as simple but not very speedy and economical.