

APPENDIX

APPENDIX A

Que. No. _____

THE QUESTIONNAIRE

SECTION 1 : BACKGROUND INFORMATION

1. Name: _____
2. Address: _____

3. Age: _____ Yrs.
4. Sex: (i) Male _____ (ii) Female _____
5. Marital status: (i) Married _____ (ii) Unmarried _____
6. Type of family: (i) Joint _____ (ii) Nuclear _____
7. Total number of family members : _____
8. Education: (i) Below S.S.C. _____
(ii) S.S.C. pass _____
(iii) H.S.C. pass _____
(iv) Graduate _____
(v) Postgraduate _____
9. Studied in: (i) School for disabled _____ or (ii) School for normal children _____
10. If studied in school for disabled then please give name and address of the school:

11. Duration for how many years you were in the school: _____ Yrs.
12. Year in which you left the school: 19 _____
13. Have you taken any training? (i) Yes _____ (ii) No _____
- 14 (a) Type of training : _____
- 14 (b) Your occupation presently : _____
15. Total income of the family: _____ Rs. per month
16. Relation of the breadwinner to the respondent:
(i) Father _____ (ii) Mother _____ (iii) Self _____
(iv) Elder brother _____ (v) Elder sister _____ (vi) Husband _____
(vii) Any other _____ (Pl. mention)

By Majmudar, A.

17. At which age you acquired this disability? At the age of _____ yrs.
18. Cause of disability: (i) By birth _____
 (ii) Due to acquired disease _____
 (iii) By accident _____
18. If due to acquired disease, then which disease? _____
19. Were you taken to the doctor? (i) Yes _____ (ii) No _____
21. If you got disability by accident, then what kind of accident? _____
22. Did you ask for compensation against disability caused to you?
 (i) Yes _____ (ii) No _____
23. If yes, then what did you do and what amount did you receive? _____

24. If you did not ask for the compensation, then why? _____

25. Description of the disability in short: _____
26. Percentage of disability _____
27. Do you have an I-card for disability? (i) Yes _____ (ii) No _____
28. When did you get an I-card? Year 19 _____.
29. Do you have the booklet providing information regarding benefits for persons with disability? (i) Yes _____ (ii) No _____.
29. Name of the booklet _____

SECTION 2 BENEFITS PROVIDED TO DISABLED

2 A : KNOWLEDGE REGARDING BENEFITS PROVIDED TO DISABLED

Given below are the benefits provided by the Government of Gujarat to persons with locomotor disability. These benefits are given under certain conditions (e.g. extent of disability, income of the family, etc.). Read each benefit listed here and tick mark (✓) against appropriate column.

K = Tick mark in this column when you **Know** that such a benefit is given by the Govt.

DK = Tick mark in this column when you **Do not Know** that such a benefit is given by the Govt.

U = Tick mark in this column when you have **Used** a particular benefit provided by the Govt.

NU = Tick mark in this column when you have **Not Used** a particular benefit although, it is applicable to you.

NA = Tick mark in this column when a particular benefit is **Not Applicable** to you. (Eg. Extent of disability is less/more)

30. BENEFITS	(A)		(B)		
	K	DK	U	NU	NA
1. Travelling with concessional fare tickets in AMTS.					
2. Reserved seats (No. 25,26,27) in ST bus.					
3. Free travelling in ST for self and 50% fare for the escort for those having more than 75% disability.					
4. Seventy five percent concession on fare in II and I class and AC railway journey for the person with disability and the escort too.					
5. Financial help from Govt to purchase tricycle, wheel chair, callipers, Jaipur foot and sewing machine.					
6. *Free wheel chair to any state Govt. employee who is crippled.					
7. Scholarship of Rs. 500 annually up to std. 8 th under certain conditions.					
8. Scholarship of Rs. 850 to Rs. 3400 annually for std. 9 th onwards under certain conditions.					
9. Income tax deduction on expenditure made for the treatment of a disabled.					
10. *Additional/extra deduction of Rs. 40,000 from the income after deducting Rs.40,000 from annual income for the person having more than 50% disability.					
11. No sales tax on purchase of artificial limbs, callipers and tricycle.					
12. *No professional tax to disabled with more than 40% disability.					
13. *Three percent reserved seats at universities and colleges for those whose disability allows them to work in laboratory and such other tasks.					
14. Three percent reserved seats at ITI, for persons with disability are filled on merit.					
15. Four percent reservation for C and D categories of Govt. jobs					
16. Ten years age relaxation for applying for Govt. jobs					
17. Any other (Please mention)					

2 B : PROBLEMS IN UTILIZING BENEFITS

Here is the list of problems you might face in using these benefits provided by the Government of Gujarat. Please tick mark (✓) against each problem you face.

A = Tick mark against this column if you face a particular problem **Always** when you utilize the benefit.

S = Tick mark against this column if you face a particular problem **Sometimes** when you utilize the benefit.

N = Tick mark against this column if you have **Never** faced a particular problem.

31. PROBLEMS	A	S	N
1. Feel tiresome to complete the required procedure to obtain the benefit.			
2. Feel ashamed of disability so, do not try to utilize the benefits.			
3. Don't want others to take trouble for me in getting the benefits.			
4. No support from family members.			
5. Family members find it a botheration to fulfill the required formalities.			
6. Family members are not interested in obtaining the benefits.			
7. Family members find it difficult to complete the formalities.			
8. Family members do not have information regarding benefits.			
9. Lack of document or insufficient documents maintained by the family.			
10. The office issuing I-cards is not approachable because it is too far from my residence.			
11. The office issuing I-cards is not approachable because it is at the first floor.			
12. The staff of the office issuing I-cards is not co-operative.			
13. The institute through which the benefit could be obtained is not co-operative.			
14. Do not receive full amount announced by the Govt. because the mediator institute keeps part of amount.			
15. Do not receive full amount of benefit because the liaison person keeps part of it			
16. Too many formalities in obtaining benefits.			
17. Do not have anybody to help in fulfilling all the formalities required.			
18. Any other (please mention)			

SECTION 3 PERSON WITH DISABILITY AS A CONSUMER

32. We all purchase one or the other thing often. Kindly write here all the items that you generally purchase for yourself or may be for your family.

Grocery items like	Provisional items	Personal items	Vegetables and	Clothes	Any other
wheat, rice, flour,	like toilet soap,		Fruits etc.		
besan, etc.	tooth paste, deter-				
	gent, etc.				

33. IF YOU DONT DO ANY SHOPPING, THEN WHO DOES IT FOR YOU? _____

3 A : KNOWLEDGE OF THE PERSON WITH DISABILITY AS A CONSUMER

Given below are some statements regarding consumer rights. Read each statement carefully and tick mark (✓) as **True** or **False** against each statement. If you don't understand the given statement then please ask the person who has given this questionnaire to you.

34. STATEMENTS	T	F
Right to choose		
1. Consumer must compare price, quantity and quality of the goods between various shops.		
2. It is wise to shop from the very first shop approached.		
3. A consumer should not come under salesman's pressure to purchase a particular good.		
4. Prices should be compared only when there is lack of money.		
Right to safety		
5. It is not important to check for the marks like ISI or AGMARK on the product.		
6. A consumer should ask for the guarantee of the product.		
7. Producer is not responsible for the food item found adulterated.		

STATEMENTS	T	F
8. Consumer should be protected against goods, which are hazardous to life and property.		
Right to be informed		
9. A consumer should collect information about the product from various sources such as newspaper, magazines, radio, TV etc. before making a choice or decision.		
10. The purpose of a label on the product is to attract the customer.		
11. A consumer should not ask the details of the product, because it shows ignorance.		
12. Consumer should not come under the pressure of selling techniques such as free gifts, buy one get one free, etc.		
Right to be heard		
13. Consumers must approach consumer organizations for solving purchase problems.		
14. Government bodies cannot help consumers for their grievances.		
15. Consumer should form non-political, non-commercial consumer organisation to represent themselves at various Government and other bodies.		
16. A consumer cannot fight for his interest.		
Right to seek redressal		
17. A consumer must not hesitate in talking to shopkeeper about problem in the product.		
18. As far as the consumer can bear with the faulty product, he/she should not complain about it.		
19. A consumer should not complain shopkeeper about product of less value because it spoils his reputation.		
20. Consumer can make complaint against following for their genuine grievances:		
a) LIC		
b) Electricity company		
c) Railway		
d) Bank		
e) Doctors		

35. Do you know which are the consumer rights? Please, list here all the consumer rights that you know.

3 B : EXTENT OF UTILIZATION OF CONSUMER RIGHTS

What do you do when you go to purchase anything in the market? There are several statements given here regarding this. You have to tick mark against each in the columns given in front of each statement.

A = Tick mark against this column if you perform a particular act **Always** when you purchase anything.

S = Tick mark against this column if you perform a particular act **Sometimes** when you purchase anything

N = Tick mark against this column when you **Never** perform a particular act.

36. STATEMENTS	A	S	N
Right to choose			
1. Compare price, quantity and quality of the good between various shops.			
2. Buy from the first shop entered.			
3. Buy things because the seller insisted for the same.			
4. Compare available varieties of the product I need before purchasing it.			
Right to safety			
5. Check for the marks like ISI, AGMARK etc. on the product before purchasing it.			
6. Purchase the product without knowing its gurantee period.			
7. Check for the manufacturing and expiry date for the following:			
a) Food items			
b) Drugs			
c) Cosmetics			
8. Do not bother to check the ingredients used in the food item purchased.			
Right to be informed			
9. Buy things under various schemes.			
10. Do not ask the seller about the product.			
11. Collect information by reading labels on the product.			
12. Before buying anything, collect information from advertisement which appear-			
a) in newspaper			
b) in magazines			
c) on radio			
d) on television			

STATEMENTS	A	S	N
Right to be heard			
13. Approach consumer organisation regarding purchase problem.			
14. Associated with consumer forum.			
15. Do not complain about poor quality product.			
16. Do not go to Government bodies for solving purchase problems.			
Right to seek redressal			
17. Do not go to shopkeeper if the product is found faulty.			
18. Do not tolerate faulty product.			
19. Ask the shopkeeper to change the product if found not of satisfactory quality or quantity.			
20. Do not complain about the faulty product of less value.			

37. Please write from where did you get consumer education specifically, information regarding consumer rights? _____

3 C : PROBLEMS IN UTILIZING CONSUMER RIGHTS

There are several problems a person with disability faces when he/she goes to purchase things at market. Here several problems are listed. Please tick mark (✓) against each problem you face.

A = Tick mark against this column if you face a particular problem **Always** when you go for shopping.

S = Tick mark against this column if you face a particular problem **Sometimes** when you go for shopping.

N = Tick mark against this column if you have **Never** faced a particular problem.

There might be some problems that are not applicable to you. (E.g. if you don't use wheelchair, then the problem no.2 is **Not Applicable** to you.) In this situation, please tick mark () in the column **NA = Not Applicable**.

38. PROBLEMS IN UTILIZING YOUR RIGHTS AS CONSUMERS	A	S	N	NA
1. Can't move around various shops.				
2. Can't enter the shop with the wheelchair.				
3. Can't visit the shop situated at the upper floors.				
4. Difficult to go again to the shop for changing the unwanted things.				
5. Can't enter some supermarkets, as they are not spacious enough to move with wheelchair.				
6. Can't approach the Government bodies or consumer organizations for filing complain.				
7. Can't move in vegetable/fruit market, as it is too crowded.				
8. Can't ask others to take me from where I want to shop.				
9. Can't choose what I want, but I have to use what others have brought for me.				
10. Have to rely on others for small purchase also.				
11. A shopkeeper doesn't pay attention when told about problem in the product.				
12. Any other (Please mention)				

SECTION 4 : ATTITUDE OF THE PERSON WITH DISABILITY TOWARDS SELF

Following statements are given to know what is your attitude towards disability. Please tick mark '(√)' against the column that reflects the most of what you feel.

SA = Tick mark in this column if you **Strongly Agree** with the statement.

A = Tick mark in this column if you **Agree** with the statement.

UD = Tick mark in this column if you are **Undecided** about the statement.

DA = Tick mark in this column if you **Disagree** with the statement.

SD = Tick mark in this column if you **Strongly Disagree** with the statement.

39. STATEMENTS	S	A	UD	D	SD
Psychological aspect					
1. Disability is the result of bad deeds of past.					
2. Person with disability should accept disability as a challenge.					
3. Being disabled is a curse.					
4. Persons with disability need not be self conscious about their disability.					
5. Persons with disability are more sensitive than others.					
6. Persons with disability envy the success of normal people.					
7. Persons with disability are not less intelligent or creative than others.					
8. Persons with disability can be as ambitious as others.					
9. Person with disability should not get discouraged easily with failure.					
10. Person with disability can't be friendly all the time.					
11. Persons with disability should be realistic about their limitations.					
12. Person with disability is considered inferior to other siblings in the family.					
13. Persons with disability do not want sympathy from others.					
14. Persons with disability should not be given special treatment.					
15. Person with disability can live a normal, happy life.					
Social aspect					
16. Persons with disability are also productive member of society.					
17. Persons with disability are not easily accepted by the society.					
18. Persons with disability are burden on the society.					
19. Person with disability is as sociable as a normal person.					
20. Person with disability cannot make much contribution to the society.					
21. Presence of the disabled in the family should not be a matter of embarrassment to the family.					
22. I would hate to have person with disability in my family.					
Marital aspect					
23. Person with disability can lead a normal married life.					
24. Person with disability should not get married to a normal person; otherwise, it will lead to adjustment problems.					
25. Persons with disability will give birth to child with disability.					
26. Persons with severe disability should never get married.					

STATEMENTS	S	A	UD	D	SD
Educational aspect					
27. Children with disability are poor in studies as compared with normal.					
28. Children with disability should go to special schools only.					
29. Children with disability should be encouraged for studies by giving special prizes.					
30. Child with disability cannot compete in studies with a normal child.					
31. Children with disability can also be equally successful in their studies.					
32. Children with disability should be treated equally like other children.					
33. Children with disability should not be allowed to play with normal children as this can build negative self-image.					
34. Special games should be planned for children with disability.					
Economic and employment aspect					
35. Persons with disability cannot compete for jobs with normal people.					
36. Persons with disability should be allowed to work with normal people.					
37. Persons with disability are burden on nation's economy.					
38. Persons with disability can also become independent by developing vocational skills.					
39. Worker with disability cannot be as successful as normal workers can.					
40. Due to dependence on others, persons with disability can never be self-employed.					

Thanking you,
Ami Divatia.