

**Demand Side Management & Renewable Energy in India:  
Capacity Building of CSOs  
(DREC)**

Final Consumer Survey Questionnaire



**CUTS Centre for Competition, Investment & Economic Regulation (CUTS CCIER)**

D-217, Bhaskar Marg, Bani Park | Jaipur 302 016, India | Tel: +91 141 2282821 | Fax: +91 141 2282485 | Email: [ccier@cuts.org](mailto:ccier@cuts.org) | Web: <http://www.cuts-ccier.org/>

## BACKGROUND INFORMATION OF THE RESPONDENTS

### For Individual Respondents

1.	Name of the respondent	
2.	Name of the district	
3.	Address and contact details of the respondent	1. Postal Address:  2. Phone (with STD Code): 3. Mobile: 4. Email (if any):
4.	Locality	1. Urban 2. Rural
5.	Category of respondent	1. Domestic 2. Commercial 3. Agriculture 4. Industrial 5. Others (Please specify)
6.	Gender of the respondent	1. Male 2. Female
7.	Literacy status of the respondent	1. Uneducated 2. Educated but below high school 3. High school or above but below graduation 4. Well qualified (Diploma, Masters, etc.)
8.	Income category (Yearly)	1. Below Poverty Line (BPL) 2. Upto 10,000 3. Between 20,000 – 40,000 4. Between 40,000 – 75,000 5. 75000 and above 6. Between 1 to 5 lakh 7. Between 5 to 10 lakh 8. Above 10 lakh
9.	Occupation	1. Unemployed 2. Self-employed 3. Government service 4. Private service 5. NGO worker 6. Others (Please specify)

**For Institutions**

10.	Name of the respondent	
11.	Designation	
12.	Institution	
13.	Address and contact details	1. Postal Address:  2. Phone (with STD Code): 3. Mobile: 4. Email (if any):
14.	Year(s) of operation	
15.	Type of institution	1. Industrial 2. Government 3. Private 4. Educational 5. Commercial 6. Non-profit 7. Others (Please specify)
16.	Name of the district	

- Section I & II: To be administered on all categories of stakeholders
- Section III: To be administered only on household consumers
- Section IV: To be administered only on agricultural consumer
- Section V: To be administered only on commercial/industrial/government
- Section VI: To be administered only on CSOs
- Section VII: To be administered only on Partners

## SECTION I: PROJECT INTERACTIONS

Sr. no.	Questions	Responses
1.1	Did you participate in any of the following project interaction? (Please mark all relevant responses)	<ol style="list-style-type: none"> <li>1. State Level Training Workshop</li> <li>2. Baseline consumer survey</li> <li>3. Focused group discussion</li> <li>4. Consumer interface meeting</li> <li>5. Other (Specify)_____</li> </ol>
1.2	What factors motivated you to participate in the meetings? (Please mark all relevant responses)	<ol style="list-style-type: none"> <li>1. Finding solutions to systemic problems related to electricity sector</li> <li>2. Knowmore about issues like climate change, energy efficiency, renewable energy etc.</li> <li>3. Know more on how to undertake advocacy</li> <li>4. Others (Please specify)</li> </ol>
1.3	Was the knowledge/experience gained during the meeting useful?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
1.4	If Yes/No, please explain	
1.5	Would you like to attend such meetings in the future?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
1.6	If Yes/No, Please explain	

## SECTION II: GENERAL AWARENESS ON ENERGY EFFICIENCY& RENEWABLE ENERGY

Sr. no.	Questions	Responses
2.1	How do you identify energy efficient products?	<ol style="list-style-type: none"> <li>1. BEE labelling/ Star Rating</li> <li>2. ISI mark</li> <li>3. ISO 9001</li> <li>4. Don't know</li> <li>5. Others (Please specify)</li> </ol>
2.2	Do you know any national agency involved in energy efficiency promotion?	<ol style="list-style-type: none"> <li>1. Bureau of Energy Efficiency (BEE)</li> <li>2. Gujarat Electricity Regulatory Commission (GERC)</li> <li>3. Gujarat Energy Development Agency (GEDA)</li> <li>4. Uttar Gujarat Vij Nigam Ltd (UGVCL)</li> <li>5. Torrent Power Ltd</li> <li>6. Others (Please specify)</li> </ol>

2.3	Do you know any national agency involved in renewable energy promotion?	<ol style="list-style-type: none"> <li>1. Bureau of Energy Efficiency (BEE)</li> <li>2. Gujarat Electricity Regulatory Commission (GERC)</li> <li>3. Gujarat Energy Development Agency (GEDA)</li> <li>4. Uttar Gujarat Vij Nigam Ltd (UGVCL)</li> <li>5. Torrent Power Ltd</li> <li>6. Others (Please specify)</li> </ol>
2.4	Are you willing to pay extra to access clean energy especially if that helps in providing better quality of service viz. reduce voltage fluctuation, power cut etc.?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
2.5	If yes, how much extra amount you would prefer to pay over & above your present bill?	<ol style="list-style-type: none"> <li>1. Less than 1%</li> <li>2. 1% to 5%</li> <li>3. Less than 10%</li> <li>4. Less than 20%</li> <li>5. Less than 50%</li> <li>6. Above 50%</li> </ol>
2.6	Have you adopted any energy saving practices?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
2.7	If yes, please list out the practices	
2.8	If no, is there any particular reason?	
2.9	In which consumer platform do you think complaints related to electricity supply should be filed?	<ol style="list-style-type: none"> <li>1. Distribution Companies</li> <li>2. Consumer Protection Committees</li> <li>3. Consumer Grievance Redressal Forum</li> <li>4. Gujarat Electricity Regulatory Commission</li> <li>5. Ombudsman</li> <li>6. Others (Please specify)</li> </ol>
2.10	Have you ever filed a complaint?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
2.11	If yes, how is your experience?	<ol style="list-style-type: none"> <li>1. Satisfactorily resolved</li> <li>2. Under process</li> <li>3. Resolved, but not satisfied</li> <li>4. Not attended properly</li> <li>5. Others (Please specify)</li> </ol>
2.12	Do you think that cost of renewable energy run product will reward you in long run?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Not sure</li> </ol>
2.13	Do you think electricity use & climate change are related?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>

### SECTION III: AWARENESS LEVEL OF HOUSEHOLD CONSUMERS

Sr. no.	Questions	Responses
3.1	Do you think it is worth to invest in energy efficient appliances?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
3.2	Are you using energy efficient product in your household?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
3.3	Do you look for BEE labelling while buying an electrical appliance?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Sometimes</li> </ol>
3.4	If yes, which type of appliance?	<ol style="list-style-type: none"> <li>1. Air conditioner</li> <li>2. Refrigerator</li> <li>3. Washing machine</li> <li>4. Fan</li> <li>5. Television</li> <li>6. Others (Please specify)</li> </ol>
3.5	Have you noticed any reduction in your electricity bill?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Don't know</li> </ol>
3.6	If no, then why?	
3.7	If you are not using the energy efficient products then what are the reasons?	<ol style="list-style-type: none"> <li>1. Non availability</li> <li>2. High product cost</li> <li>3. Unreliable product quality</li> <li>4. Not sure about the benefits</li> <li>5. Others (Please specify)</li> </ol>
3.8	Do you think there is any scope of using RE in your house?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>6. No</li> </ol>
3.9	Are you aware of household products that are operated using renewable energy source?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
3.10	Are you using any of them?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
3.11	What is your experience with renewable energy based products?	<ol style="list-style-type: none"> <li>1. Excellent</li> <li>2. Good</li> <li>3. Average</li> <li>4. Bad</li> </ol>
3.12	What are the reasons for not using renewable energy based products?	<ol style="list-style-type: none"> <li>1. Non availability</li> <li>2. High product cost</li> <li>3. Unreliable product quality</li> <li>4. Not sure about the benefits</li> <li>5. Others (Please specify)</li> </ol>

**SECTION IV: AWARENESS LEVEL OF AGRICULTURAL CONSUMER**

<b>Sr. no.</b>	<b>Questions</b>	<b>Responses</b>
4.1	Are you aware of energy efficient pump set or renewable energy based pump set for irrigation?	1. Energy efficient pump set 2. Renewable energy based pump set 3. None
4.2	Are you using energy efficient pump set or renewable energy based pump set for irrigation?	1. Energy efficient pump set 2. Renewable energy based pump set 3. None
4.3	Reasons for using/not using? (If using, please mention the benefits)	Benefits of using 1. 2. 3. Reasons 1. 2. 3.
4.4	Which type of billing system would you prefer for irrigation power use billing	1. Meter billing 2. Fixed rate billing (HP)
4.5	Explain your preference (give reasons)	
4.6	Do you think there is any scope of using renewable energy run product in your farm?	1. Yes 2. No
4.7	What energy saving techniques are you practicing?	1. None 2. 3. 4. 5.
4.8	Do you think water lifting by using any of the stated energy source have impact on climate change?	1. Electricity 2. Diesel use 3. Both 4. None
4.9	Do you think buying EE pump is worth investing in?	1. Yes 2. No
4.10	Do you think installing RET will reward you in long run?	1. Yes 2. No

**SECTION V: AWARENESS LEVEL OF COMMERCIAL/INDUSTRIAL/GOVERNMENT**

<b>Sr. no.</b>	<b>Questions</b>	<b>Responses</b>
5.1	Are you aware of energy audits?	1. Yes 2. No
5.2	Have you conducted any energy audits in last one or two years?	1. Yes 2. No
5.3	If no, please state the reasons	
5.4	If yes, what are the benefits accrued?	
5.5	Have you adopted any measures/practice to conserve energy in your institution?	1. Yes 2. No
5.6	Please specify:	1. 2. 3. 4. 5.
5.7	What are the major barriers for not adopting for energy efficient technologies?	1. Non availability 2. High product cost 3. Unreliable product quality 4. Poor after sale service 5. Not sure about the benefits 6. Others (Please specify)
5.8	Do you think buying energy efficient appliances is worth investing?	1. Yes 2. No 3. Sometimes
5.9	Do you think investing on renewable energy run product will reward you in long run?	1. Yes 2. No 3. Sometime
5.10	Are you aware of Roof Top Solar Scheme	1. Yes 2. No
5.11	If Yes, are you interested to take benefits of the scheme	
5.12	If No, why	1. Non availability



		<ul style="list-style-type: none"> <li>2. High product cost</li> <li>3. Unreliable product quality</li> <li>4. Not sure about the benefits</li> <li>5. Others (Please specify)</li> </ul>
--	--	---

**SECTION VI: AWARENESS LEVEL OF CSOs**

Sr. no.	Questions	Responses
6.1	Has your organisation taken up any initiative in the energy sector?	<ul style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ul>
6.2	Please explain:	
6.3	What role do you think CSOs can play in development of energy efficiency & renewable energy?	
6.4	Which of the following is a regulatory body in your state?	<ul style="list-style-type: none"> <li>1. GERC</li> <li>2. GEDA</li> <li>3. UGVCL/Torrent Power</li> <li>4. None of the above</li> <li>5. All of the above</li> </ul>
6.5	According to you what is the role of regulatory body vis-à-vis CSOs?	
6.6	Have you benefited with your engagement in the DREC Project?	<ul style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ul>
6.7	Please explain:	

6.8	Do you find the training manual circulated during the consumer interface meeting useful?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Not read so far</li> </ol>
6.9	Please explain:	
6.10	What role do you think you can play in the regulatory process?	
6.11	Describe the initiatives you have taken after attending the consumer interface meeting? (Please use extra sheet, if required)	
6.12	Are you currently addressing energy issues within your current activities in the field through SHGs, farmers club etc.	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
6.13	Please specify:	
6.14	Can consumer participate in electricity regulatory process?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Don't know</li> </ol>
6.15	If, yes, how can a consumer participate in regulatory process?	<ol style="list-style-type: none"> <li>1. Responding to public notice</li> <li>2. Attending public hearing</li> <li>3. Filing petitions</li> <li>4. Others (Please specify)</li> </ol>

**SECTION VII: AWARENESS LEVEL OF PARTNER CSOs**

Sr. no.	Questions	Responses
7.1	What motivated you to partner?	
7.2	Have you benefited from DREC project?	
7.3	What initiatives did you take other than project activities, during the implementation of DREC project?	
7.4	How many staff members got oriented under DREC project?	
7.5	Whether do you plan to integrate energy issues with your organisation with proramme?	1. Yes 2. No
7.6	Please explain:	
7.7	How do you plan to take forward learning's of DREC project?	
7.8	What are the issues/areas that are important to take forward?	

**Date:**

**Signature:**