

## Access to Justice Questionnaire – Civil Cases

### PART A: Text Fields

1. Name of surveyor: *LOGIN*
2. Date of survey: *AUTOMATIC*
3. Court name: *SELECTION (COMBO)*
4. City: *PRE-FILLED*
5. Case number: *TEXT (VALIDATED)*
6. Name of survey respondent: *TEXT*
7. Phone number of survey respondent: *TEXT*
8. E-mail address of survey respondent: *TEXT*

### PART B: Basic Information about Case

9. Are you the plaintiff or defendant in the case? *RADIO*
  - a) Plaintiff
  - b) Defendant
  
10. Subject matter of dispute: *RADIO*
  - a) Land/property
  - b) Recovery of money
  - c) Permanent injunction
  - d) Labour
  - e) Service
  - f) Education
  - g) Family matter
  - h) Intellectual property
  - i) Other
  
11. Plaintiff is: *RADIO*
  - a) Individual
  - b) Corporate entity
  - c) Government
  - d) Governmental body
  - e) Other
  
12. Defendant is: *RADIO*
  - a) Individual
  - b) Corporate entity
  - c) Government
  - d) Governmental body
  - e) Other

### **PART C: Profile of Survey Respondent**

13. What is your age as on date? *RADIO*

- a) Below 18 years
- b) 18–30 years
- c) 31–45 years
- d) 46–60 years
- e) 61–70 years
- f) 71–80 years
- g) 81–85 years
- h) Above 85 years

14. What is your gender? *RADIO*

- a) Male
- b) Female
- c) Transgender

15. What is your educational qualification? *RADIO*

- a) No education
- b) Primary school
- c) High school/Class X
- d) Pre-university/Class XII
- e) Diploma
- f) Degree
- g) Professional degree
- h) Post-graduate/Doctorate

16. What is your occupation? *RADIO*

- a) Agriculture
- b) Defence
- c) Labour
- d) Government service
- e) Private service
- f) Self-employed/Business
- g) Homemaker
- h) Retired
- i) Student
- j) Unemployed
- k) Other

17. What is your religion? *RADIO*

- a) Christian
- b) Hindu
- c) Jain/Sikh/Buddhist

- d) Muslim
- e) Other
- f) Don't know
- g) Don't wish to disclose

18. What is your caste? *RADIO*

- a) General
- b) SC
- c) ST
- d) OBC
- e) Other
- f) Don't know
- g) Don't wish to disclose

19. What is your annual family income (estimated)? *RADIO*

- a) Less than INR 1, 00,000
- b) INR 1,00,001 to 3,00,000
- c) INR 3,00,001 to 5,00,000
- d) INR 5,00,001 to 10,00,000
- e) More than INR 10,00,000

20. Do you live in an urban location or a rural location? *RADIO*

- a) Urban
- b) Rural

21. What is your house roof type? *RADIO*

- a) Kuchcha
- b) Semi-pucca
- c) Pucca

22. Which of the following assets do you own? *MULTI-SELECT*

- a) Motorbike/scooter
- b) Car/jeep/van
- c) Livestock
- d) Agricultural land
- e) Tractor
- f) Electricity connection
- g) LPG Stove
- h) Air conditioner
- i) Ceiling fan
- j) Microwave
- k) Refrigerator
- l) Washing machine
- m) Television

- n) Computer/laptop
- o) Mobile phone

23. What is the distance from your residence to the court (approx.)? *RADIO*

- a) Less than 50 km
- b) 51 – 150 km
- c) 150 – 300 km
- d) More than 300 km

24. What is your mode of transport to the court? *RADIO*

- a) Walk
- b) Auto Rickshaw/ Cycle Rickshaw
- c) Bus
- d) Car /Private Vehicle
- e) Plane

25. Do you take leave from work to attend court hearings? *RADIO*

- a) Yes
- b) No

26. How much do you spend on an average when you attend a court hearing? (other than legal fees) *RADIO*

- a) Less than INR 200
- b) INR 201 to 500
- c) INR 501 to 1,000
- d) INR 1,001 to 2,500
- e) INR 2,501 to 5,000
- f) More than INR 5,000

27. How much have you already spent on this case? *NUMBER*

28. How much do you expect to spend on this case in total? *NUMBER*

29. What other costs do you incur when you attend a court hearing? *MULTI-SELECT*

- a) Loss of pay
- b) Loss of vacation days/casual leave
- c) Loss of business
- d) Other
- e) None

30. Other than your lawyer, who accompanies you to court? *MULTI-SELECT*

- a) Other parties to the case (co-plaintiffs/co-defendants)
- b) Family members
- c) Friends

- d) Business associates/ colleagues
- e) Neighbours/ acquaintances
- f) Other
- g) No one

31. Does the court have the following facilities: *YES/NO OPTIONS*

- a) Canteen
- b) Toilets
- c) Lift
- d) Information kiosk
- e) Facilities for disabled ( e.g. wheelchair ramp)
- f) Car park
- g) Photocopy/ stationery

#### **PART D: Case Related Questions**

32. When your case was first filed how long did you think it would take for your case to be decided? *RADIO*

- a) Less than 1 year
- b) 1 – 3 years
- c) 3 – 5 years
- d) More than 5 years

33. How long has it be since your case was filed? *RADIO*

- a) Less than 1 year
- b) 1 – 3 years
- c) 3 – 5 years
- d) More than 5 years

34. How long do you think it will take for your case to be decided from today? *RADIO*

- a) Less than 1 year
- b) 1 – 3 years
- c) 3 – 5 years
- d) More than 5 years

35. Is this case an appeal? *RADIO*

- a) Yes
- b) No

36. If yes, how long did it take for the case to be decided in the lower court? *RADIO*

- a) Less than 1 year
- b) 1 – 3 years
- c) 3 – 5 years
- d) More than 5 years

37. What is your relationship with the other party? *RADIO*

- a) Family
- b) Business partners/associates
- c) Employer/employee
- d) Landlord/tenant
- e) Neighbour/friend/close acquaintance
- f) Other
- g) None

38. Did you try any ADR methods before going to court? *RADIO*

- a) Yes
- b) No
- c) Don't know

39. How did you find your lawyer? *RADIO*

- a) Reference from family/friends
- b) Reference from colleague/acquaintance
- c) Through the internet
- d) Appointed by court
- e) Other

40. Has your lawyer remained the same throughout the case? *RADIO*

- a) Yes
- b) No

41. If the judgment goes against you, will you appeal to the High Court? *RADIO*

- a) Yes
- b) No
- c) Not sure
- d) Don't wish to disclose

42. If yes, why? *MULTI-SELECT*

- a) No choice (stakes are high)
- b) The High Court is more objective
- c) My lawyer has advised me to do so
- d) Other

43. If no, why? *MULTI-SELECT*

- a) It is too expensive
- b) The High Court is too far away
- c) It will take too long to be resolved
- d) I don't think I will win the case

e) Other

44. How frequently does your lawyer update you? *RADIO*

- a) Before every hearing
- b) Only before some hearings
- c) Only when I call or ask him
- d) He/ she does not update me

45. What, according to you, is the chief cause of delay in your case? *MULTI-SELECT*

- a) The judge did not pass the orders quickly
- b) My lawyers didn't appear/took too many or unnecessary adjournments
- c) The other parties' lawyer didn't appear/took too many or unnecessary adjournments
- d) The other party did not appear in court
- e) The other party influenced the judge
- f) Others
- g) I don't think there is a delay

46. What, according to you, is the chief cause of delay in general? *MULTI-SELECT*

- a) Too many cases in the court
- b) Not enough judges
- c) Lawyers not appearing or taking too many adjournments
- d) Litigants not appearing in court
- e) Powerful litigants influencing judges
- f) Others

### **PART E: Profile of Other Party**

47. What is the other party's age as on date? *RADIO*

- a) Below 18 years
- b) 18–30 years
- c) 31–45 years
- d) 46–60 years
- e) 61–70 years
- f) 71–80 years
- g) 81–85 years
- h) Above 85 years
- i) Don't know

48. What is the other party's gender? *RADIO*

- a) Male
- b) Female
- c) Transgender
- d) Don't know

49. What is the other party's educational qualification? *RADIO*

- a) No education
- b) Primary school
- a) High school/Class X
- b) Pre-university/Class XII
- c) Diploma
- d) Degree
- e) Professional degree
- f) Post-graduate/Doctorate
- g) Don't know

50. What is the other party's occupation? *RADIO*

- a) Agriculture
- b) Defence
- c) Labour
- d) Government service
- e) Private service
- f) Self-employed/Business
- g) Homemaker
- h) Retired
- i) Student
- j) Unemployed
- k) Other
- l) Don't know

51. What is the other party's religion? *RADIO*

- a) Christian
- b) Hindu
- c) Jain/Sikh/Buddhist
- d) Muslim
- e) Other
- f) Don't know

52. What is the other party's caste? *RADIO*

- a) General
- b) SC
- c) ST
- d) OBC
- e) Other
- f) Don't know

53. What is the other party's annual family income (estimated)? *RADIO*

- a) Less than INR 1,00,000
- b) INR 1,00,001 to 3,00,000



- c) INR 3,00,001 to 5,00,000
- d) INR 5,00,001 to 10,00,000
- e) More than INR 10,00,000
- f) Don't know

54. Does the other party live in an urban location or a rural location? *RADIO*

- a) Urban
- b) Rural
- c) Don't know

#### **PART F: Previous Court Experience**

55. Have you filed a different case in any court earlier? *RADIO*

- a) Yes
- b) No

56. Has the case been resolved? *RADIO*

- a) Yes
- b) No

57. What was the subject matter of the case? *RADIO*

- a) Land/property
- b) Recovery of money
- c) Permanent injunction
- d) Labour
- e) Service
- f) Education
- g) Family matter
- h) Intellectual property
- i) Criminal case
- j) Writ petition
- k) Other

58. Was the decision in this case in your favour? *RADIO*

- a) Yes
- b) No
- c) The case is still on-going

59. How long did it take to settle the case? *RADIO*

- a) Less than 1 year
- b) 1 – 3 years
- c) 3 – 5 years
- d) More than 5 years
- e) The case is still on-going

60. Did it take/ is it taking longer than you expected to settle the case? *RADIO*

a) Yes

b) No

61. Did your previous experience encourage you to go to court this time? *RADIO*

a) Yes

b) No