

### About the Survey

The Survey on 'Consumer Awareness about Health and Drugs' was conducted in 2017-2018. Eighty student volunteers, ten each from eight affiliated law colleges of the Tamil Nadu Dr.Ambedkar Law University were deployed to undertake the survey under the supervision of the Project Co-ordinators. A total of 3200 persons were interviewed by the students. Of the 3200 persons interviewed, 1738 were male and 1462 were female. 1255 persons of those interviewed live in rural areas and the remaining 1945 in urban areas. Random sampling method was followed while undertaking the survey. The survey was confined to peoples' response to the allopathic system of medicine only.

### About the University

The Tamil Nadu Dr.Ambedkar Law University is a premier institution for legal education, established in the year 1997 in pursuance of the Tamil Nadu Act No.43 of 1997. As a sui generis model, the University is the first of its kind in the country offering legal education both on its campus and through the affiliated law colleges in the State of Tamil Nadu. All the ten Government Law Colleges and two Private Law Colleges stand affiliated to the Tamil Nadu Dr.Ambedkar Law University. The University has established a School of Excellence in Law in the University Campus.

### About the Chair of Excellence on Consumer Law and Jurisprudence

The Chair of Excellence on Consumer Law and Jurisprudence named after late Shri.A.K.Venkata Subramaniam, a former Secretary, Government of India and a Consumer Activist has been functioning since 01.07.2014. The objectives of the Chair, among others, are (i) to provide for the advancement and dissemination of knowledge of law and their role in the development of better education; (ii) to promote legal education and well being of the community generally and (iii) to provide access to legal education of large segments of the population and in particular to the disadvantaged groups.

#### Published By

Shri A.K.Venkata Subramaniam  
Chair of Excellence on Consumer Law and Jurisprudence (CECLJ),  
The Tamil Nadu Dr.Ambedkar Law University, Chennai.

#### With financial support from

Department of Consumer Affairs,  
Ministry of Consumer Affairs, Food and Public Distribution,  
Government of India.

June - 2019



# Consumer Awareness about Health and Drugs in Tamil Nadu - Survey Report

CONSUMER AWARENESS ABOUT HEALTH AND DRUGS IN TAMIL NADU - SURVEY REPORT



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SHRI.A.K.VENKATA SUBRAMANIAM CHAIR OF EXCELLENCE ON CONSUMER LAW AND JURISPRUDENCE  
THE TAMIL NADU DR. AMBEDKAR LAW UNIVERSITY, CHENNAI.

With financial support from  
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## **Consumer Awareness about Health and Drugs**

### **Summary of Survey Findings**

The Chair of Excellence on Consumer Law and Jurisprudence, named after Shri.A.K.Venkata Subramaniam, set up jointly by the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India and the Tamil Nadu Dr.Ambedkar Law University, Chennai has been functioning since July 2014. The Chair has been promoting Consumer awareness and education among students and the general public through publication of compendium of judgments of the Hon'ble Supreme Court and National Commission, organising lectures, seminars and workshops, conducting surveys on topics of consumer interest, holding competitions for school and college students and organising camps in rural areas. One such survey, on Health and Drugs, was conducted in 2017-2018. Eighty student volunteers, ten each from eight affiliated law colleges of the Tamil Nadu Dr.Ambedkar Law University, were deployed to undertake the survey under the supervision of the Project Coordinators. Copies of the questionnaire (both in English and Tamil) distributed to the student volunteers are enclosed at Annexure-I. A total of 3200 persons were interviewed by the students. Of the 3200 persons interviewed, 1738 were male and 1462 were female. 1255 persons of those interviewed live in rural areas and the remaining 1945 in urban areas. The classification of the target group and the number of persons interviewed by each student against target group is enclosed as Annexure-II. Random sampling method was followed while undertaking the survey. Copy of the instructions given to the students who participated in the survey is enclosed as Annexure-III. The classification of the raw data obtained in the survey is given in Annexure-IV. Region wise data is given in Annexure-V. The survey was confined to peoples' response to the allopathic system of medicine only.

**2.** Tamil Nadu has been divided into four regions and the Districts comprising the regions are given below:

**Northern Region:** Chennai, Kancheepuram, Tirvallur, Cuddalore, Villupuram, Vellore, Tiruvannamalai. [7 Districts]

**SouthernRegion:** Madurai, Dindigul, Theni, Ramanathapuram, Sivaganga, Virudhunagar, Tirunelveli, Thoothukkudi, Kanniyakumari. [9 Districts]

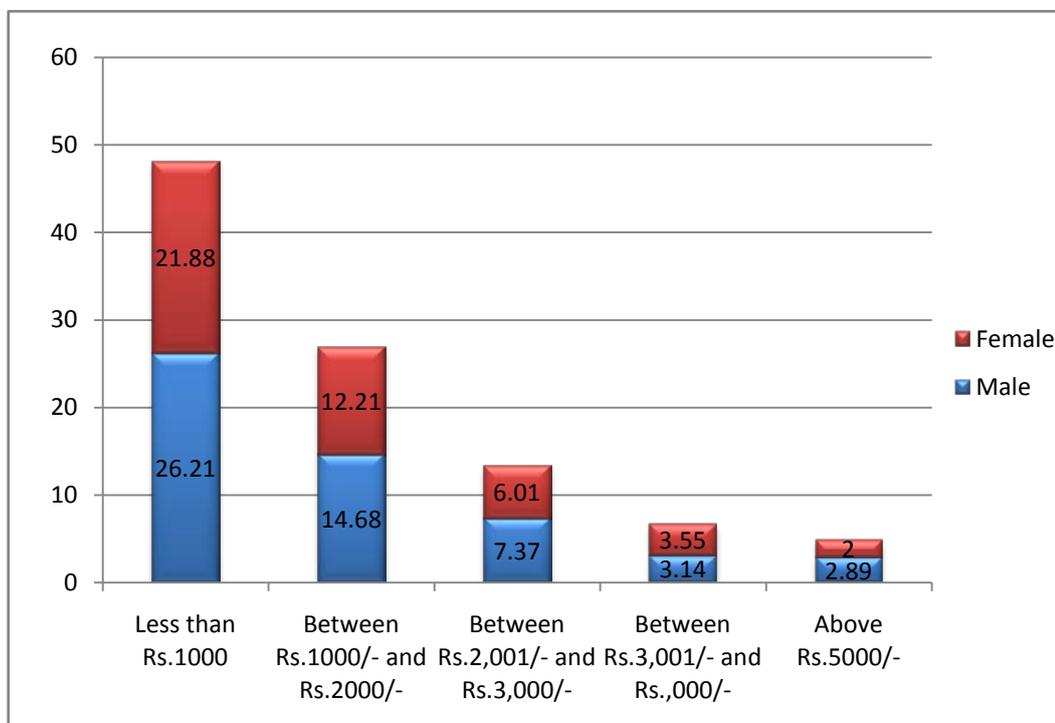
**Western Region:** The Nilgiris, Coimbatore, Tiruppur, Erode, Salem, Krishnagiri, Dharmapuri. [7 Districts]

**Central Region:** Thanjavur, Tiruvarur, Nagapattinam, Pudukkottai, Trichy, Karur, Perambalur, Ariyalur. [8 Districts]

3. A detailed analysis of the data is given in the following paragraphs:

**I. Amount spent on Health and Medicines per month:**

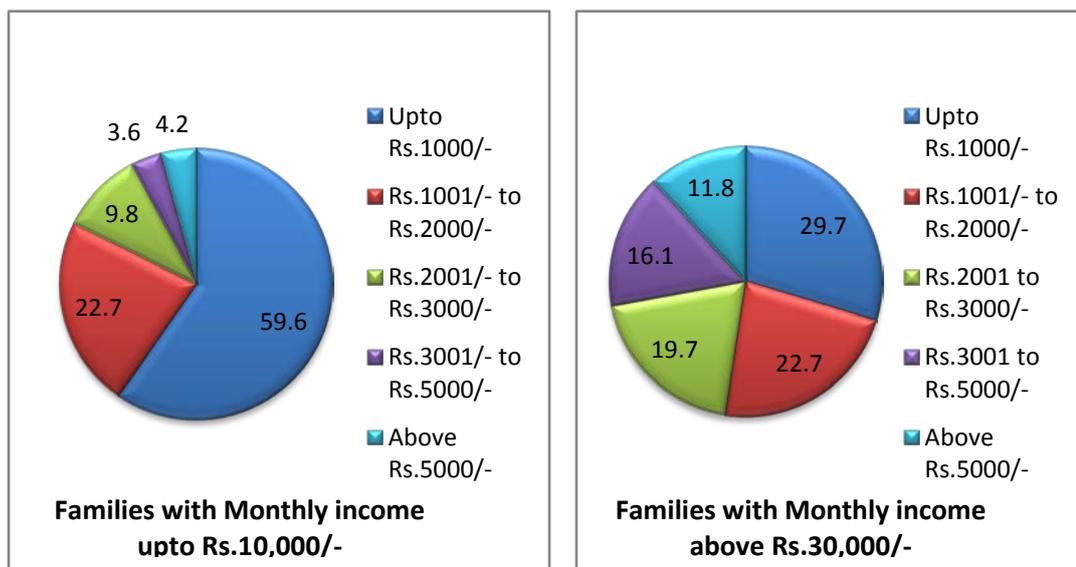
- (a) Respondents were asked to indicate the amount spent by their families on health and medicines every month. 48.1% of the Respondents stated that they spend less than Rs.1,000/- per month, while 26.9% spend between Rs.1,001/- and Rs.2,000/- per month. 13.4% of the Respondents spend between Rs.2,001/- and Rs.3,000/-, while 6.7% spend between Rs.3,001 and Rs.5,000/-, only 4.9% of the Respondents spend above Rs.5,000/- per month.
- (b) There is no appreciable difference between men and women in the amount spent by their families, except in the above Rs.5,000/- category, as the following diagram would show.



- (c) The percentage of families spending less than Rs.1,000/- per month is highest at 58.4% in the western region followed by 50.2% in the southern region, 48.2% in the central region and 44% in northern region. The percentage of families spending between Rs.3,001/- and Rs.5,000/- is highest at 59.5% in the northern region while it is relatively low in other regions: 15.8% in southern region, 8.4% in western region and 16.3% in central region. The same trend is noticed in respect of families spending above Rs.5,000/- per month: 53.8% in northern region, 19.2% in southern region, 13.5% each in western and central regions.

- (d) Figures relating to the amounts spent by the families on health and medicines indicate that more people in the age group of above 60 spend more than Rs.3,000/- per month.
- (e) There is very little correlation between the amount spent on medicines and the marital status of the persons concerned.
- (f) Families with monthly income of upto Rs.10,000/- spend the following amounts on medicines (i) Upto Rs.1,000/-: 59.6% (ii) Rs.1,001/- to Rs.2,000/-: 22.7% (iii) Rs.2,001/- to Rs.3,000/-: 9.8% (iv) Rs.3,001/- to Rs.5,000/-: 3.6% and (v) Above Rs.5,000/-: 4.2%. Families with monthly income of above Rs.30,000/- spend the following amounts (i) Upto Rs.1,000/-: 29.7% (ii) Rs.1,001/- to Rs.2,000/-: 22.7% (iii) Rs.2,001/- to Rs.3,000/-: 19.7% (iv) Rs.3,001/- to Rs.5,000/-: 16.1% and (v) Above Rs.5,000/-: 11.8%.

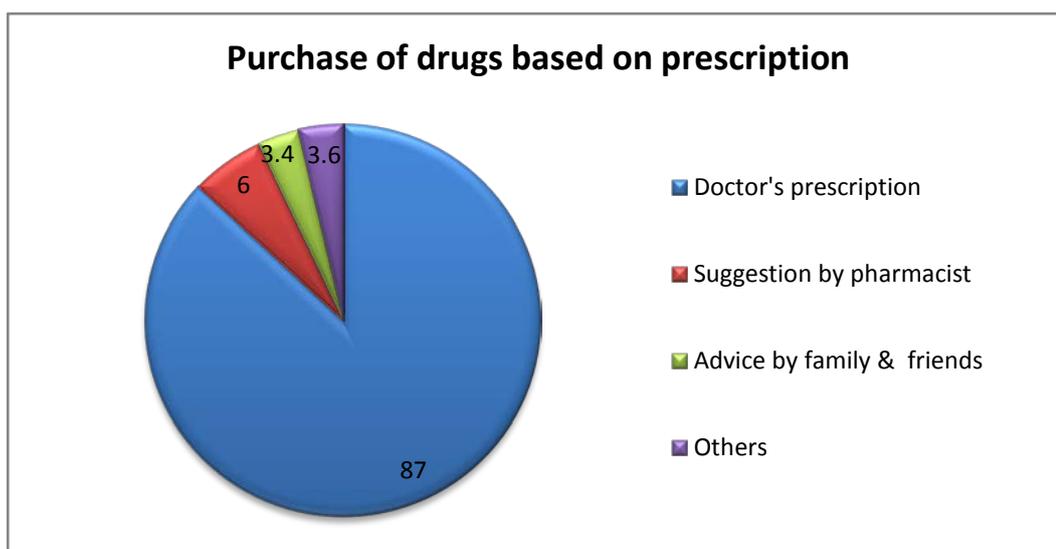
### Amount Spent on Medicines



- (g) There is no significant correlation between educational qualification and the amounts spent by the families on medicines.

## II. Purchase of Drugs:

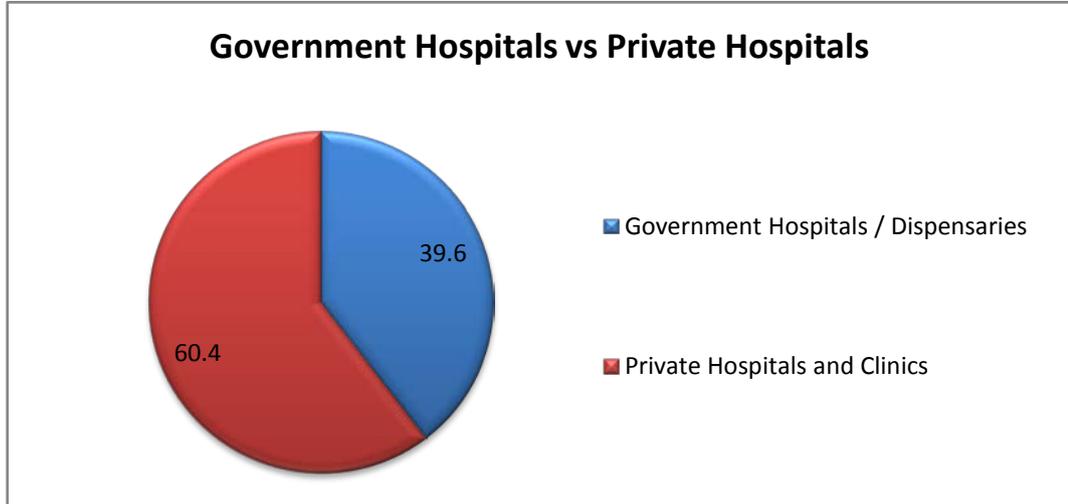
- (a) An overwhelming majority of Respondents (87%) purchase drugs based on doctor's prescription. While 6% of the Respondents purchase drugs on the suggestion of the pharmacist, 3.4% of the Respondents go by the advice of their families and friends. The remaining 3.6% depend on others.



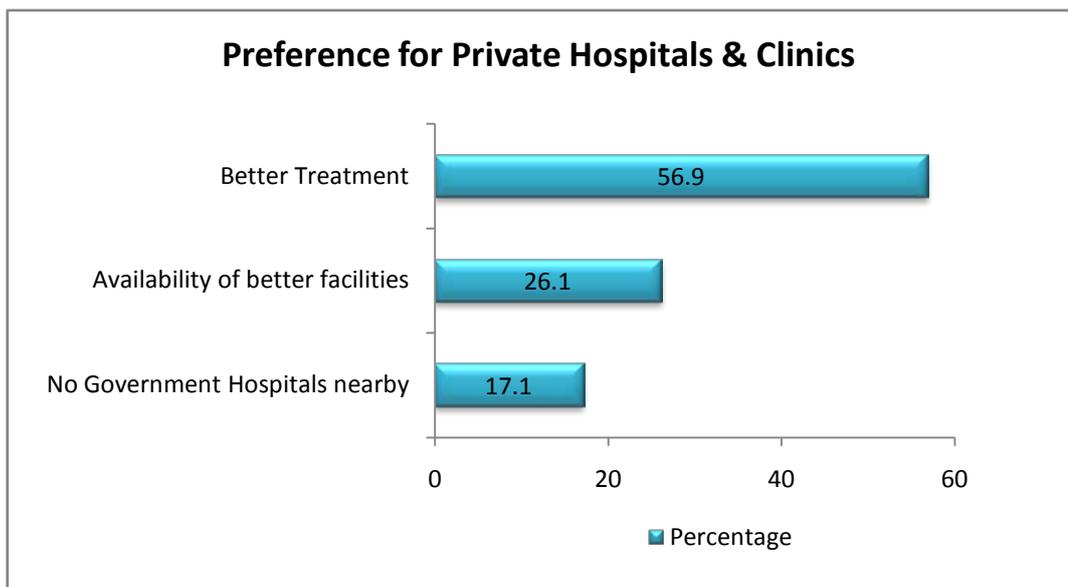
- (b) There is no appreciable difference in the behaviour of Respondents in different regions in this regard. However, the Respondents in the western region seem to depend less on the advice of their families and friends compared to the Respondents in the other regions.
- (c) Female Respondents rely on the doctor's prescription a little more (89.1%) than their male counterparts (85.3%).
- (d) People in the above 60 age group rely more on doctor's prescription than persons in the 18-40 and 41-60 age groups. They also depend less on the advice of family/friends or on the suggestion of the pharmacists than persons in the other age groups.
- (e) There is no marked difference between the behaviour of single persons and married persons with regard to taking advice on purchase of medicines.
- (f) People in the higher income group (above Rs.30,000/- p.m.) rely more on doctor's prescription than people in other income groups. It is also seen that pharmacists' influence on recommending medicines decreases as the family income of persons buying medicines increases.
- (g) It is seen that persons who have not completed SSLC are influenced more by pharmacists and others while purchasing medicines. But in respect of those who are better educated, the influence of family members, friends and pharmacists is much less. Among graduates 91% go by doctor's prescription only.
- (h) There is no marked difference between people in urban areas and rural areas with regard to being influenced by others in the purchase of medicines.

### III. Government Hospitals vs. Private Hospitals:

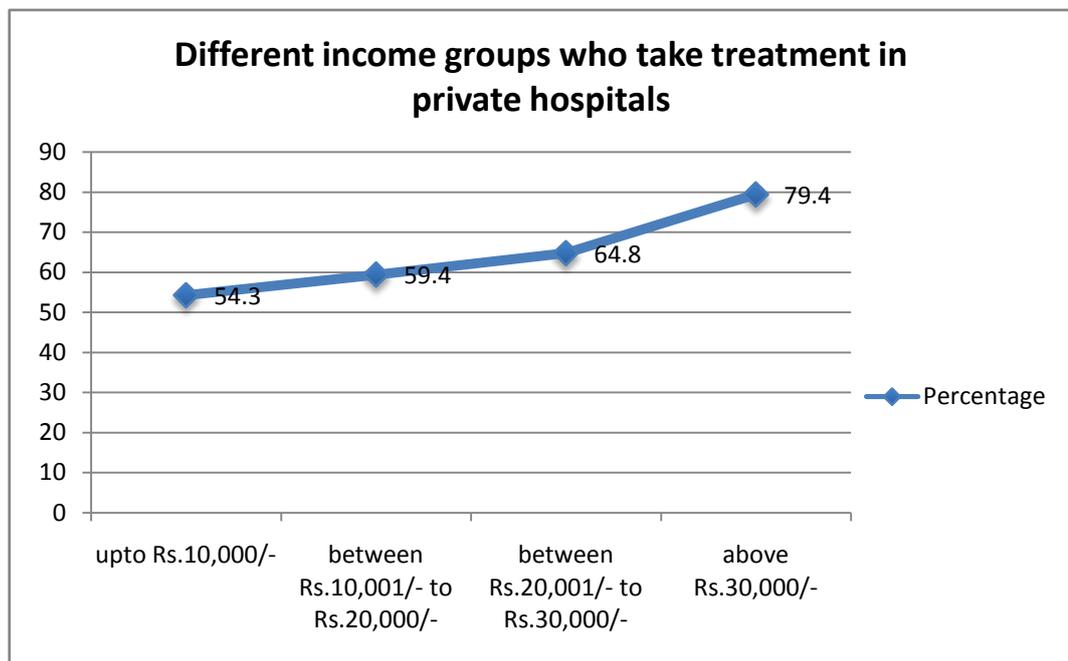
- (a) The survey shows that while 39.6% of the Respondents go to government hospitals/dispensaries, 60.4% prefer to go to private hospitals and clinics.



- (b) The percentage of Respondents going to private hospitals is highest at 78.4% in the western region while it is 59.9% in the northern region, 54.4% in the southern region and 56.8% in the central region.
- (c) 56.9% of the Respondents stated that they go to private doctors/clinics for better treatment while 26.0% stated that they go because of the availability of better facilities. 17.1% of the Respondents stated that they go to private doctors because there is no government hospital nearby.



- (d) The percentage of male Respondents going to government hospital is higher at 42.9% compared to female Respondents (35.6%). Consequently, the percentage of female Respondents going to private doctors/clinics is higher at 64.4% compared to 57.1% among male Respondents.
- (e) Respondents in the above 60 age group seem to prefer going to government hospitals than Respondents in other age groups.
- (f) 41.9% of the married Respondents go to government hospitals and 58.1% go to private doctors/clinics. In the case of Respondents who are single, 36% go to government hospitals while 64% go to private doctors/clinics.
- (g) There is positive correlation between monthly family income and taking treatment in private hospitals. The percentage of Respondents of different income groups who take treatment in private hospitals is as follows: (i) Income upto Rs.10,000/-: 54.3% (ii) Income between Rs.10,001/- to Rs.20,000/-: 59.4% (iii) Income between Rs.20,001/- to Rs.30,000/-: 64.8% and (iv) Income above Rs.30,000/- per month: 79.4%. It is also seen that people in the higher income group prefer to go to private doctors/clinics because of better facilities available there.

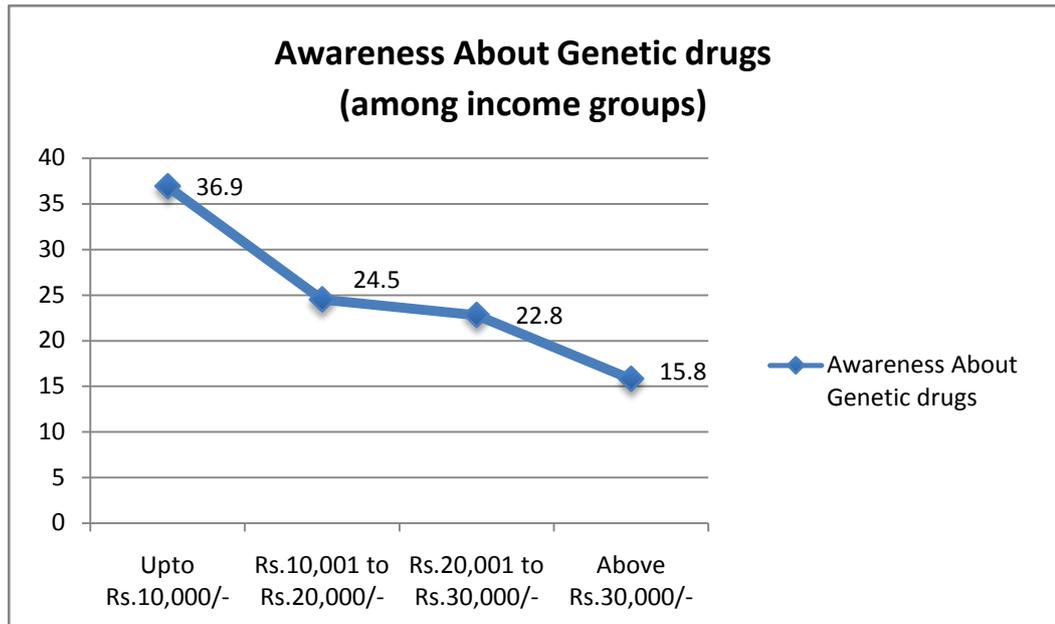


- (h) There is also positive correlation between educational qualification and preference for treatment at private hospitals as seen from the following figures: (i) Below SSLC: 44.3% (ii) SSLC: 56% (iii) HSC: 55.2% and (iv) Graduate: 69.7%.

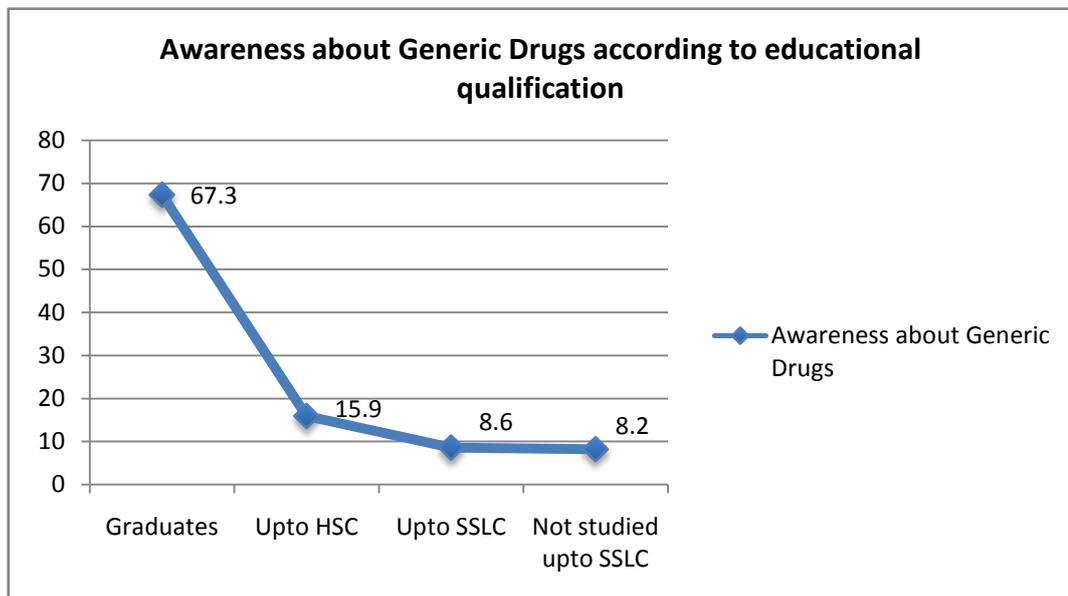
- (i) 48.4% of the Respondents in rural areas go to government hospitals and 51.6% go to private clinics. The corresponding figures for Respondents in the urban areas are 33.9% and 66.1% respectively.
- (j) 58.3% of the Respondents in rural areas go to private hospitals for better treatment while 21.5% do so because of the availability of better facilities. 20.2% of the Respondents in rural areas go to private clinics because there is no government hospital nearby. The corresponding figures for Respondents in urban areas are 56.1%, 28.4% and 15.5% respectively.

#### **IV. Awareness about generic drugs:**

- (a) Only 26.2% of the Respondents had heard of generic drugs while 61.7% had not heard about them. 12.2% of the Respondents did not want to give any opinion.
- (b) There is no appreciable difference in the awareness about generic drugs in different regions. While 27.2% of the Respondents had heard about generic drugs in the northern region, 26.8%, 24.9% and 22.1% of the Respondents had heard about these drugs in southern, central and western regions respectively.
- (c) Of 837 Respondents who had heard about generic drugs, 478 or 57.1% were male and 359 or 42.9% were female.
- (d) Awareness about generic drugs is highest in the age group of 18-40. Of the 837 Respondents who had heard about generic drugs, as many as 646 or 77.2% were in the 18-40 age groups. 166 Respondents or 19.8% were in the 41-60 age group and only 25 persons or 3% of the Respondents were in the above 60 age group.
- (e) Marital status did not seem to make any difference to one's awareness about generic drugs. Of the 837 Respondents who had heard about generic drugs. 425 (50.8%) were married and 412 (49.2%) were single.
- (f) Surprisingly, of the 837 Respondents who had heard about generic drugs, awareness was highest among those who were drawing less than Rs.10,000/- per month. Awareness decreased as the monthly family income went up as seen from the following figures: (i) Upto Rs.10,000/-: 36.9% (ii) Rs.10,001/- to Rs.20,000/-: 24.5% (iii) Rs.20,001/- to Rs.30,000/-: 22.8% and (iv) Above Rs.30,000/-: 15.8%. However, among those who were in the income group of above Rs.30,000/- per month, awareness about generic drugs was 40% while it was less than 30% in respect of other income groups.



(g) There is a positive correlation between educational qualification and awareness about generic drugs. Of the 837 Respondents who had heard of generic drugs, as many as 563 or 67.3% were graduates, 133 or 15.9% had studied up to HSC, 72 or 8.6% had studied up to SSLC and 69 persons or 8.2% had not studied up to SSLC.

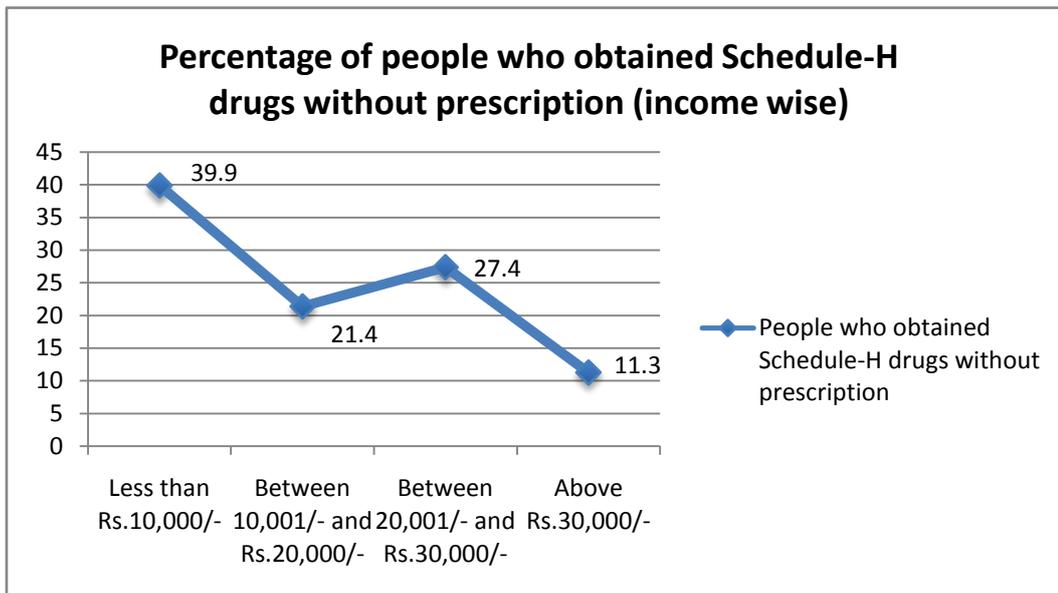


(h) There is not much difference between people in the rural and urban areas with regard to awareness about generic drugs. Of the 1255 Respondents in the rural areas, 309 or 24.6% were aware about generic drugs, while 800 Respondents or 63.7% were not aware (the rest had no opinion). In the urban areas of the 1945 Respondents who were interviewed only 528 or 27.1% were about generic drugs while 1173 persons or 60.3% were not aware.

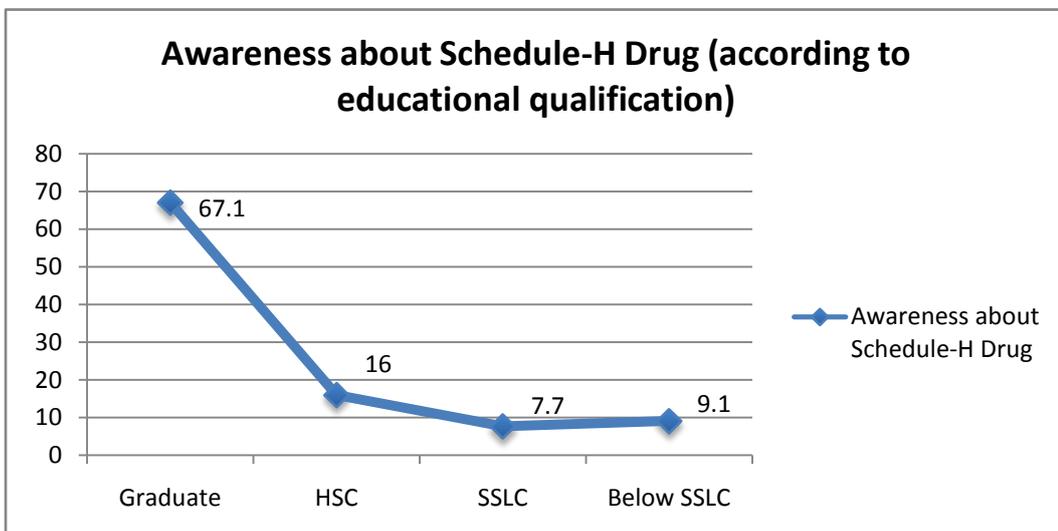
## **V. Awareness about Schedule-H drug:**

- (a) Awareness about Schedule-H drug is very limited in almost all regions ranging from 12.8% in the northern region to 9.2% in the southern region with western and central regions coming in between with awareness levels of 10.6% and 11% respectively. The awareness percentage for the State as a whole was only 11.3% with only 362 Respondents out of 3200 stating that they were aware of Schedule-H drugs. The percentage of Respondents who were not aware of Schedule-H drugs was quite high at 71.4% while 17.3% of the Respondents did not give any opinion.
- (b) 168 Respondents or 5.3% obtained Schedule-H drugs without medical prescription, a substantial number of them in the northern (77 Respondents) and southern (61 Respondents) regions. A fairly significant percentage of Respondents (30.5%) did not give any opinion about getting these drugs without medical prescription.
- (c) There is no significant difference between men and women with regard to this aspect. Of the 1738 men who were interviewed, 219 (12.6%) stated that they were aware about Schedule-H drugs while 1218 Respondents (70.1%) stated that they were not aware about these drugs. 301 Respondents (17.3%) did not give any opinion. The corresponding figures in percentage for women were 9.8%, 73.0% and 17.2% respectively.
- (d) Of the 168 Respondents who obtained Schedule-H drugs without prescription, 105 were male and 63 were female.
- (e) A significant percentage of Respondents, 73.8% who were aware of Schedule-H drugs were in the age group 18-40 while in the age groups of 41-60 and above 60, the awareness percentage was 21.0% and 5.2% respectively. However, between the different age groups there is not much variation in the percentage of Respondents being aware of Schedule-H drugs or not aware or not giving any opinion.
- (f) Among the 168 Respondents who were able to get Schedule-H drugs without medical prescription, an overwhelming majority, 83.9% (141 Respondents) were in the 18-40 age groups while only 13.1% (22 Respondents) and 3% (5 Respondents) were in the 41-60 and above 60 age groups.
- (g) There is no significant difference between married Respondents and single Respondents with regard to awareness about Schedule-H drugs.

- (h) The survey showed that awareness about Schedule-H drugs was highest among those who were in the category of monthly income exceeding Rs.30,000/-.
- (i) Of the 168 persons who obtained Schedule-H drugs without prescription, as many as 67 or 39.9% were in the less than Rs.10,000/- income bracket. 36 Respondents or 21.4% were in the Rs.10,001/- to Rs.20,000/- income group, while 46 Respondents or 27.4% were in the Rs.20,001/- to Rs.30,000/- income group. Only 19 persons (11.3%) were in the income group exceeding Rs.30,000/- per month.



- (j) Not surprisingly graduates were more aware of Schedule-H drugs than the lesser educated Respondents. The percentage of Respondents who were aware of Schedule-H drugs in the different educational qualification categories is as follows: (i) Graduate 67.1% (ii) HSC 16.0% (iii) SSLC 7.7% and (iv) Below SSLC 9.1%.



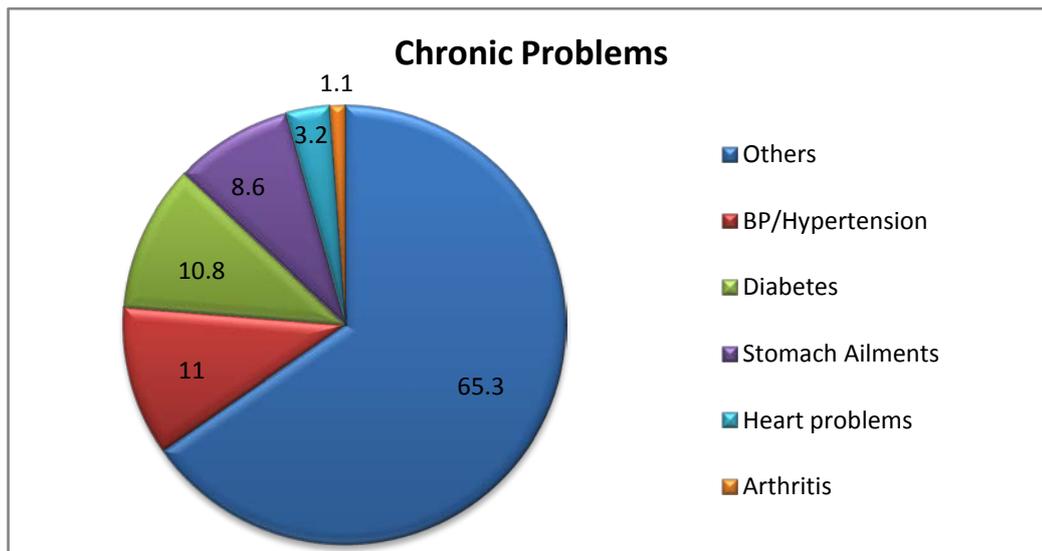
- (k) Of the 168 Respondents who got Schedule-H drugs without medical prescription. 103 were graduates (61.3%), 26 had HSC qualification (15.5%), 18 had SSLC qualification (10.7%) and 21 had below SSLC qualification.
- (l) 217 (59.9%) of the 362 Respondents who were aware of Schedule-H drugs were from urban areas, while 145 (40.1%) were from rural areas.
- (m) Surprisingly of the 168 persons who obtained Schedule-H drugs without medical prescription, 89 or 53% were from rural areas while 79 or 47% were from urban areas.

#### **VI. Practice of Self-medication:**

- (a) Out of 3200 Respondents as many as 1173 or 36.7% of the Respondents stated that they practice self-medication. The proportion of Respondents practicing self-medication is relatively high in western and central regions.
- (b) The practice is evenly present among male and female Respondents.
- (c) There is no correlation between age group or marital status or monthly family income and the practice of self-medication.
- (d) The proportion of Respondents practicing self-medication is higher among the less educated categories compared to the better educated groups.
- (e) The proportion practicing self-medication is also higher in rural areas than in urban areas.

#### **VII. Chronic problems for which people take medicines:**

- (a) Respondents were asked to identify one among the following major problems for which they take medicines: BP/Hypertension, Heart problems, Diabetes, Stomach ailments, Arthritis and others. Surprisingly, 65.3% of the Respondents stated that they take medicines under 'others' category (diseases not mentioned above). 11% of the Respondents suffer from BP/Hypertension, followed by diabetes (10.8%), stomach ailments (8.6%), heart problems (3.2%) and arthritis (1.1%).

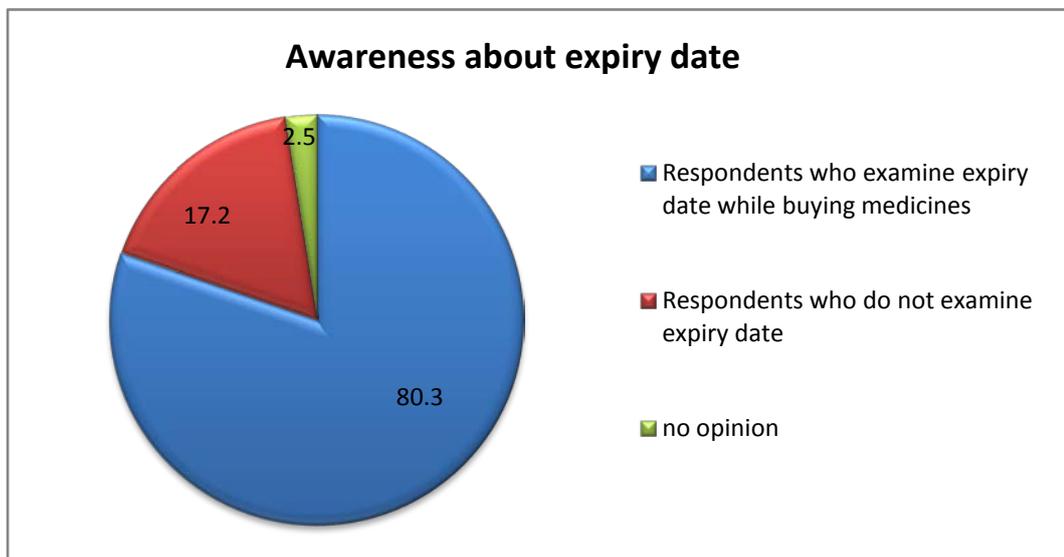


- (b) There is no significant difference in the percentage of Respondents suffering from above ailments between the four regions.
- (c) More male Respondents seem to suffer from heart problems (69.6%), diabetes (61.4%) and arthritis (61.8%) than female Respondents. However, the percentage of female Respondents suffering from stomach ailments is more (55.4%) than male Respondents (44.6%).
- (d) Of the 3200 Respondents interviewed, 71.8% were in the 18-40 age group, 23.4% were in the 41-60 age group and the remaining 4.8% were in the above 60 age group. But 11% of those having BP/Hypertension, 17.6% of those having heart problems, 12.5% of those having diabetes, 4% of those having stomach ailments and 5.9% of those having arthritis belong to the above 60 age group. Although 23.4% of the Respondents interviewed were in the 41-60 age group, 38.2% of persons having BP/Hypertension, 30.4% of persons having heart problems, 49.3% of persons having diabetes, 41.2% of persons having arthritis and 15.6% of persons having stomach ailments belong to the 41-60 age group.
- (e) Although, 60% of the 3200 Respondents interviewed were married and 40% were single, the percentage of Respondents suffering from major ailments was disproportionately higher among married Respondents as shown here: BP/Hypertension – 81.0%, heart problems – 75.5%, diabetes – 88.4%, arthritis – 76.5%.
- (f) There is no significant correlation between family income and the type of disease that the Respondents suffered from. However, it was noticed that although the percentage of Respondents in the above Rs.30,000/- category was only 10.3% of the total, 11.9% in this category suffered from BP/Hypertension, 16.7% from heart problems and 17.7% from diabetes.

- (g) No significant correlation is found between educational qualification and the chronic problems for which family members take medicines regularly.
- (h) Similarly, not much difference is found between rural and urban Respondents with regard to the chronic problems for which they take medicines regularly.

**VIII. Awareness about expiry date:**

- (a) The survey showed that 80.3% of the Respondents examine the expiry date when they buy medicines. Only 17.2% of the Respondents do not do so.



- (b) There is no major difference between Respondents in different regions in this regard. On an average about 80% of the Respondents examine the expiry date in all the regions.
- (c) There is no significant difference between male and female Respondents with regard to examining the expiry date. Of the 3200 Respondents, 225 or 7% of the Respondents stated that they had been victims of expired drugs. 129 of them were male and 96 were female.
- (d) The percentage of Respondents who were interviewed according to their age groups was as follows: 18-40: 71.8%, 41-60: 23.4%, above 60: 4.8%. But of the Respondents who examined the expiry date while buying medicines, 73.1% were in the age group 18-40, 22.9% in the age group 41-60 and 4% in the age group above 60, showing better awareness among persons in the age group 18-40.
- (e) There is no significant difference between married Respondents and those that are single with respect to examining the expiry date while buying medicines.

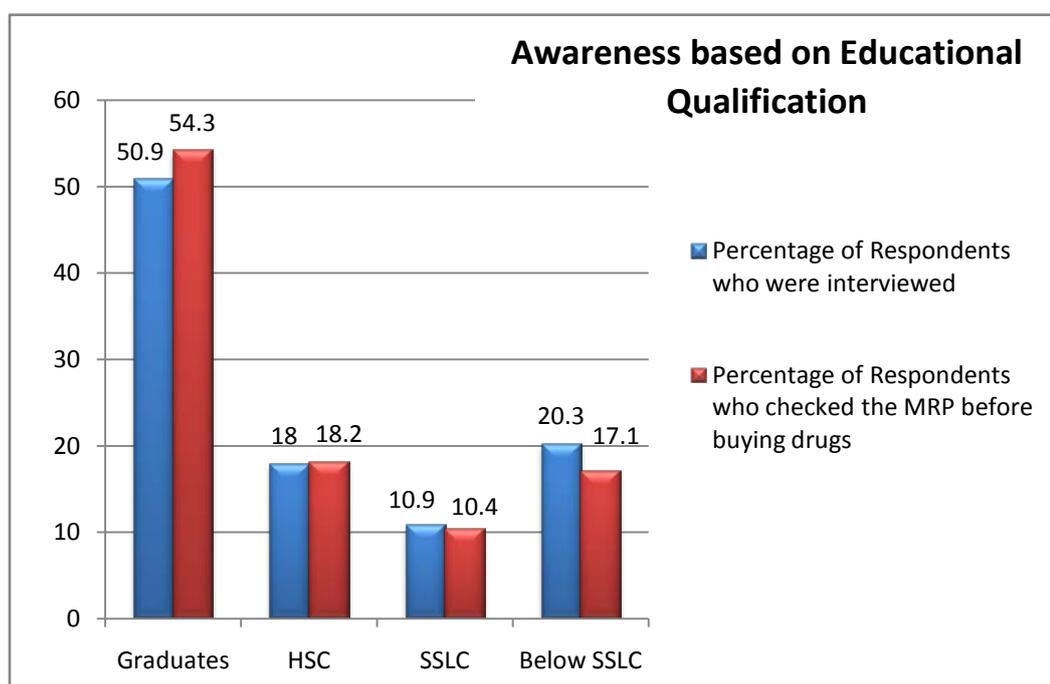
- (f) Similarly, there is no correlation between income levels and awareness about expiry date.
- (g) The percentage of Respondents who were interviewed according to their educational qualification was as follows: (i) Graduate 50.9% (ii) HSC 18% (iii) SSLC 10.9% and (iv) Below SSLC 20.3%. The percentages of Respondents who examined the expiry date while buying medicines in these four categories were 55.2%, 17.2%, 10.8% and 16.8% respectively, showing a positive correlation between educational qualification and awareness about expiry date of medicines.
- (h) The survey showed that though the urban Respondents constituted only 60.8% of the total Respondents, of the 2569 Respondents who examined the expiry date while buying medicines, 1599 or 62.2% were urban Respondents showing relatively greater awareness among urban Respondents.

#### **IX. Awareness about MRP:**

- (a) Awareness about MRP is still not very high. Only 70.1% of the Respondents check the MRP before buying drugs while 25.9% do not do so. 4.1% of the Respondents did not give any opinion.
- (b) Awareness is relatively higher in northern and southern regions compared to the western region.
- (c) 8.5% of the Respondents stated that they had paid more than the MRP while buying drugs.
- (d) The percentage of male Respondents (55.9%) who checked the MRP was higher compared to the percentage of male Respondents who were interviewed (54.3%). Correspondingly, the percentage of female Respondents (44.1%) who checked the MRP was lower than the percentage interviewed (45.7%).
- (e) There is no significant correlation between the age groups of Respondents and checking MRP while buying medicines.
- (f) Similarly, there is no correlation between marital status and checking MRP.
- (g) 273 persons or 8.5% of the Respondents interviewed had paid more than MRP while buying drugs. Of them 156 were married and 117 were single.
- (h) The percentage of Respondents who were interviewed is given below according to their income category: (i) Upto Rs.10,000/-: 42.9% (ii) Rs.10,001/- to Rs.20,000/-: 25.7% (iii) Rs.20,001/- to Rs.30,000/-: 21.2% and (iv) Above Rs.30,000/-: 10.3%. The

percentage of Respondents who checked MRP in the above categories was 40.9%, 27.2%, 21.1% and 10.7% respectively, showing very little correlation between monthly incomes and checking the MRP while buying medicines.

- (i) The percentage of Respondents who were interviewed according to their educational qualification was as follows: (i) Graduate 50.9% (ii) HSC 18% (iii) SSLC 10.9% and (iv) Below SSLC 20.3%. The percentage of Respondents in these categories who checked the MRP before buying drugs was (i) Graduate 54.3% (ii) HSC 18.2% (iii) SSLC 10.4% and (iv) Below SSLC 17.1%, showing mild correlation between educational qualification and checking MRP.



- (j) While 39.2% of the Respondents who were interviewed were from rural areas, only 37.7% of those who checked MRP before buying drugs were from rural areas. On the other hand 62.3% of the Respondents who checked MRP were from urban areas although the percentage of Respondents belonging to urban areas who were interviewed was only 60.8%. These figures indicate that there is greater awareness among people from urban areas.

#### **X. Use of spurious drugs:**

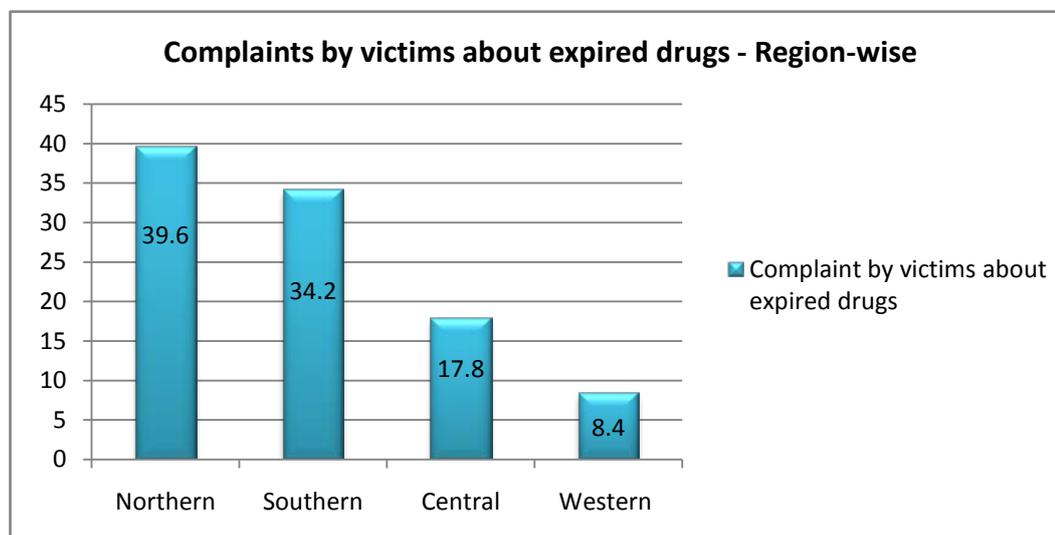
- (a) Only 5.1% or 163 out of 3200 Respondents stated that they have come across spurious drugs while 81.3% stated that they had not come across spurious drugs. The remaining 13.6% of the Respondents did not offer any opinion. When compared to the percentage of Respondents interviewed in different regions the sale

or prevalence spurious drugs was highest in the southern region and lowest in the western region.

- (b) The percentage of Respondents who came across spurious drugs was relatively higher in the age group 18-40 compared to the other age groups.
- (c) There is no correlation between family income and the incidence of coming across spurious medicines.
- (d) The percentage of Respondents who were interviewed according to their educational qualification was as follows: (i) Graduate 50.9% (ii) HSC 18% (iii) SSLC 10.9% and (iv) Below SSLC 20.3%. The percentage of Respondents in these categories who came across spurious drugs was (i) Graduate 60.1% (ii) HSC 22.1% (iii) SSLC 9.2% and (iv) Below SSLC 8.6%, showing positive correlation between educational qualification and identifying spurious drugs.
- (e) While 39.2% of the Respondents who were interviewed were from rural areas, as much as 51.5% of the Respondents who came across spurious drugs were from rural areas. On the other hand though 60.8% of the Respondents interviewed were from urban areas, the percentage of Respondents belonging to urban areas who identified spurious drugs was only 48.5%. These figures show that spurious drugs are sold more in rural areas than in urban areas.

## **XI. Complaints about drugs:**

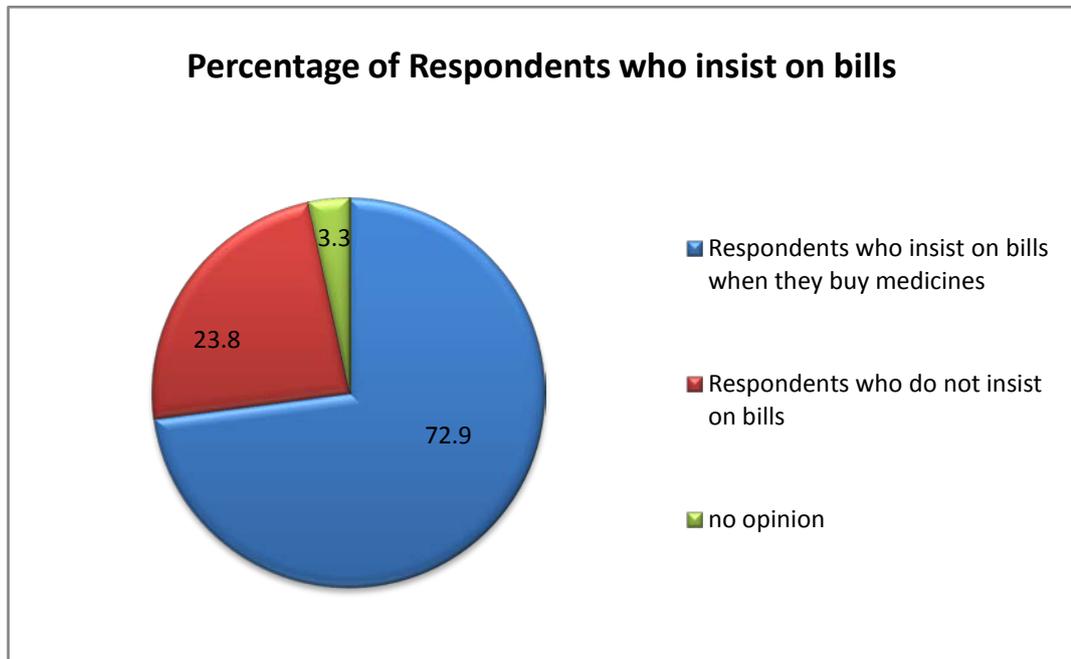
- (a) Victims of expired drugs complained to Drug Inspector in 35.1% of the cases, to the State Drug Controller in 29.3% of the cases and to others in 35.6% of the cases. More Respondents in the northern (39.6%) and southern (34.2%) regions complained to the officials as compared to 17.8% in the central region and 8.4% in the western region.



- (b) Out of 225 complaints filed with different authorities only 29 or 12.9% of the complaints were disposed of to the satisfaction of the complainants. In 95 cases (42.2% of the total) there was no response whatsoever.
- (c) Of the 29 complaints satisfactorily disposed of 14 had been given by Graduates, 6 by persons with HSC qualification, 5 by persons with SSLC qualification and 4 by persons having qualifications below SSLC.
- (d) There is no correlation between satisfactory disposal of complaint and location of complainant.

**XII. Insistence on bills when buying medicines:**

- (a) Out of 3200 Respondents who were interviewed, 72.9% only insist on bills when they buy medicines. As much as 23.8% do not insist on bills while 3.3% have no opinion.



- (b) Insistence on bills while buying medicines is highest in central region (78.7%) followed by northern (73.7%), southern (70.4%) and western (69.7%) regions.
- (c) There is no significant correlation between gender or age group or marital status or monthly income or location on the one hand and insistence on bills while buying medicines on the other.
- (d) However, it is seen that Respondents with higher educational qualifications insist on bills while buying drugs. 55.1% of the Respondents who insisted on bills were graduates while the percentage of graduates who were interviewed was only 50.9%.

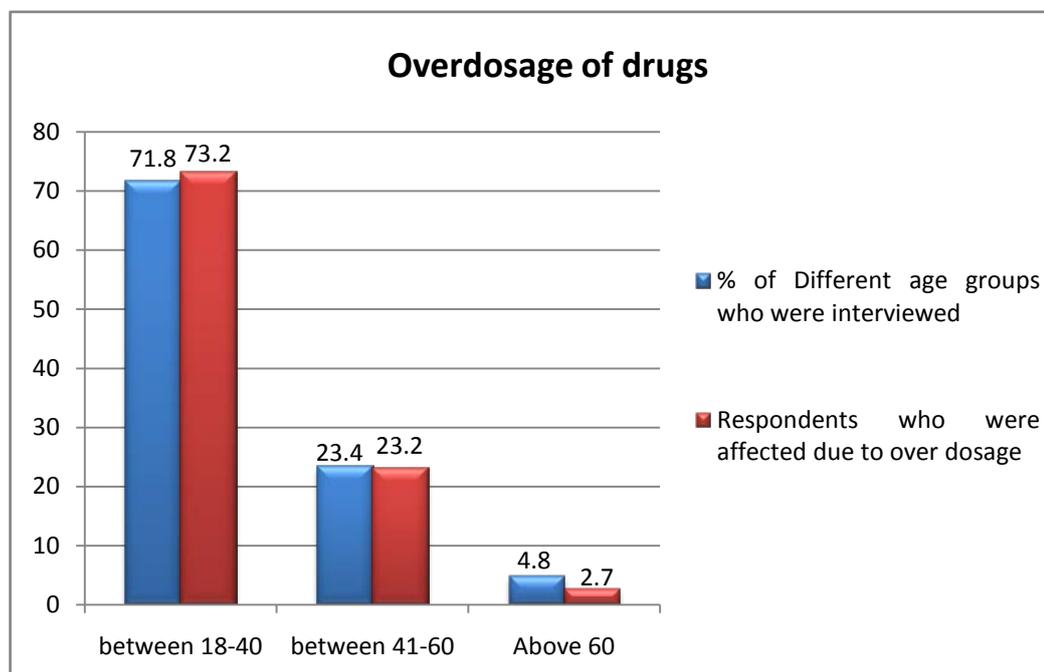
### **XIII. Purchase of medicines online:**

- (a) Only a small percentage of Respondents (11.7%) have purchased medicines online while an overwhelming percentage (84.8%) of the Respondents stated that they have not bought medicines online. 3.5% of the Respondents did not give any opinion.
- (b) The percentage of Respondents who bought medicines online was comparatively higher in northern and central regions compared to southern and western regions.
- (c) The percentage of Respondents who bought medicines online was marginally higher among males.
- (d) The percentage of Respondents of different age groups who were interviewed were as follows: (i) 18-40: 71.8% (ii) 41-60: 23.4% (iii) Above 60: 4.8%. The percentage of Respondents who bought medicines online in the above age groups was as follows: (i) 18-40: 73.9% (ii) 41-60: 19.7% (iii) Above 60: 6.4%.
- (e) The survey showed that the percentage of Respondents who bought medicines online was higher in the category having monthly income above Rs.30,000/- compared to other categories.
- (f) The percentage of Respondents who were interviewed according to their educational qualification was as follows: (i) Graduate 50.9% (ii) HSC 18% (iii) SSLC 10.9% and (iv) Below SSLC 20.3%. The corresponding percentage of Respondents in these categories who bought medicines online was as follows: (i) Graduate 55.8% (ii) HSC 18.2% (iii) SSLC 10.9% and (iv) Below SSLC 15.1%. These figures indicate that the tendency to buy online is more among those who are better qualified.
- (g) Not surprisingly, 70.9% of the Respondents who bought medicines online were in the urban areas while 29.1% were in the rural areas. The percentage of Respondents who were interviewed was 60.8% in urban areas while it was 39.2% in rural areas.

### **XIV. Overdosage of drugs:**

- (a) Of the 3200 persons interviewed only 440 or 13.8% were affected due to overdosage. The percentage was relatively higher in northern and southern regions than in western and central regions.
- (b) Women are more prone to taking overdosage compared to men.
- (c) The percentage of Respondents of different age groups who were interviewed were as follows: (i) 18-40: 71.8% (ii) 41-60: 23.4% (iii) Above 60: 4.8%. The percentage of Respondents who were

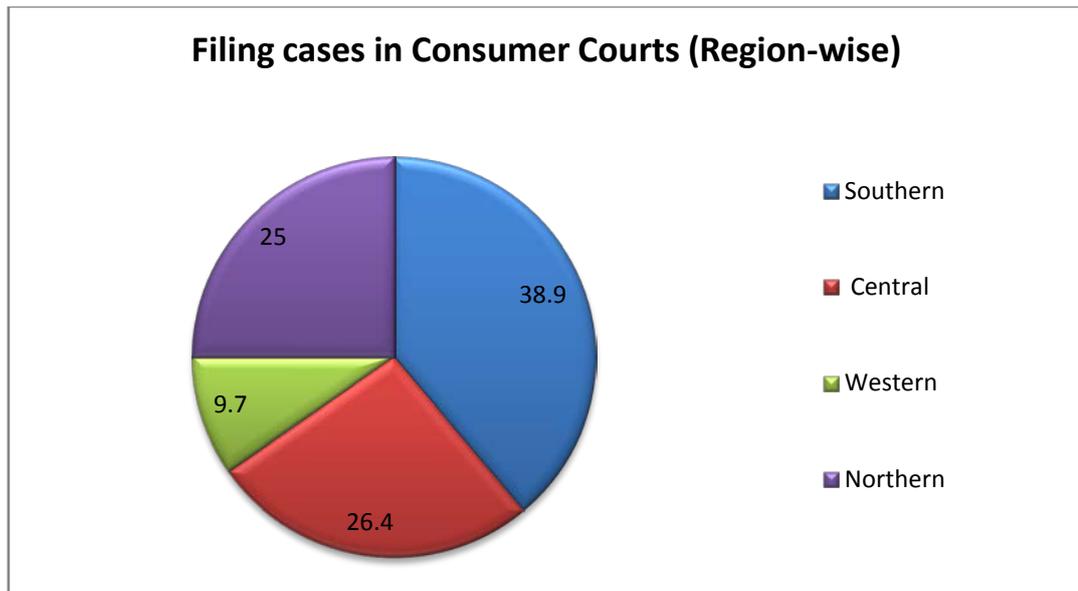
affected due to overdose in the above age groups was as follows: (i) 18-40: 73.2% (ii) 41-60: 23.2% (iii) Above 60: 2.7%. These figures show that as age advances, people are more careful about dosage.



- (d) 60% of the Respondents who were interviewed were married while 40% were single. But 54.8% of the Respondents who were affected due to overdose were married while 45.2% were single. These figures show that married persons are more careful about dosage than persons who are single.
- (e) There is no correlation between monthly family income or educational qualification and dosage of medicines.
- (f) The percentage of Respondents who were affected by overdose was more in rural areas compared to urban areas when considered as a proportion of Respondents interviewed in these areas.

#### **XV. Awareness about Consumer Protection Laws:**

- (a) Awareness of existing laws for protecting the consumer in the case of counterfeit medicines is still very low in the State with only 47.3% of the Respondents stating that they are aware of the laws. Only 61.8% of the Respondents are aware of the existence consumer courts for redressal of the grievances relating to malpractices while selling drugs.



- (b) There is no correlation between gender and awareness of the laws relating to Consumer Protection.
- (c) There is relatively better awareness among persons in the age group 18-40 compared to other age groups with regard to existing laws on Consumer Protection.
- (d) The proportion of Respondents being aware of the laws on Consumer Protection is relatively higher in Respondents with higher monthly income.
- (e) Similarly, awareness about laws relating to Consumer Protection was higher among those who are more qualified.

**XVI. Filing cases in Consumer Courts:**

- (a) The survey showed that out of 1978 persons who were aware of the existence of consumer courts for redressal of grievances only 72 persons or 3.6% of the Respondents have actually filed cases in consumer courts. More percentage of Respondents in southern region have filed cases (38.9%) followed closely by central (26.4%) and northern regions. Only a small percentage of Respondents (9.7%) in western region have filed cases in consumer courts.
- (b) It is gratifying to note that in 51 of the 72 cases (70.8%), the consumer courts have been able to redress grievances. The percentage is again the highest in southern region (41.2%) followed by central (33.3%), northern (23.5%) and western (2%) regions.
- (c) The percentage of male Respondents who filed cases (63.9%) is significantly higher than female Respondents (36.1%). Correspondingly, the percentage of men and women who were able

to get their grievances redressed was also nearly of the same proportion (60.8% male and 39.2% female).

- (d) There is no correlation between the age group of persons who were aware of the existence of consumer courts and those who filed cases.
- (e) Similarly, there is no correlation between monthly family income and filing of cases in consumer courts.
- (f) The percentage of persons who were aware of the existence of consumer courts according to their educational qualification was as follows: (i) Graduate 58.6% (ii) HSC 17.2% (iii) SSLC 9.7% and (iv) Below SSLC 14.4%. The percentage of persons, according to their educational qualification, who filed the cases in consumer courts was (i) Graduate 56.9% (ii) HSC 23.6% (iii) SSLC 11.1% and (iv) Below SSLC 8.3%. These figures do not indicate any trend between educational qualification and the tendency to file cases in consumer courts for redressal of grievances.

#### **4. Findings of the survey:**

- (a) Nearly 50% of the Respondents' families spend less than Rs.1,000/- per month on Health and Drugs. Families in the northern region spend more on medicine while families in the western region spend less.
- (b) An overwhelming majority of Respondents (87%) purchase drugs based on doctor's prescription only. Persons in the lower income groups are influenced by the pharmacists also.
- (c) Only about 40% of the Respondents go to government hospitals/dispensaries for treatment. Those who go to private hospitals do so for better treatment (56.9%), availability of better facilities (26%) or because there is no government hospital nearby (17.1%).
- (d) People in the higher income groups prefer private hospitals. There is also a positive correlation between educational qualification and preference for treatment at private hospitals.
- (e) 61.7% of those interviewed had not heard about generic drugs. Awareness about generic drugs was highest in the 18-40 age group and also among those with family income of less than Rs.10,000/- per month. Awareness about generic drugs was higher among those who were better educated.
- (f) Awareness about Schedule-H drug was only 11.3% in the State as a whole. There was not much difference between regions in this

regard. Awareness was highest (73.8%) in the 18-40 age groups. Not surprisingly, of those who were able to get Schedule-H drugs without prescription, an overwhelming majority (83.9%) were in that age group.

- (g) Awareness about Schedule-H drugs was higher among high income groups and better educated Respondents. Surprisingly, more persons were able to get Schedule-H drugs without prescription in the rural areas than urban areas.
- (h) 36.7% of the Respondents stated that they practice self-medication. The proportion of Respondents practicing self-medication is relatively high in western and central regions. The percentage of Respondents practicing self-medication is higher in rural areas compared to urban areas.
- (i) A large percentage of Respondents (65.3%) take medicines for diseases other than BP/hypertension, diabetes, stomach ailments, heart problems and arthritis.
- (j) More male Respondents seem to suffer from heart problems, diabetes and arthritis than female Respondents. Stomach ailments seem to affect female Respondents more.
- (k) Respondents in the highest income category seem to suffer more from BP/hypertension, heart problems and diabetes than Respondents from other income groups.
- (l) It is heartening to note that more than 80% of the Respondents examine the expiry date when they buy medicines. 17.2% of the Respondents do not look at the expiry date even now.
- (m) There is a positive correlation between educational qualification and awareness about expiry date. There is greater awareness among urban Respondents than among rural Respondents regarding expiry date though the difference is not very significant.
- (n) Awareness about MRP is still only 70.1% for the State as the whole which is disappointing. 8.5% of the Respondents stated that they paid more than the MRP while buying drugs. Awareness is higher in the northern and southern regions compared to the western region.
- (o) Percentage of Respondents who came across spurious drugs is thankfully low at 5.1%. The Respondents who came across spurious drugs is more in rural areas (51.5%) than in urban areas (48.5%).

- (p) Complaints to drug control authorities on time expired drugs, spurious drugs etc. did not evoke any response in 42.2% of the cases.
- (q) As much as 23.8% of the Respondents did not insist on bills while buying medicines. Respondents with higher education qualification insist on bills compared to others.
- (r) Only 11.7% of the Respondents have purchased medicines online. The percentage is higher among male Respondents, those who are better qualified, those who are in the high income category and those who live in urban areas.
- (s) Women are more prone to having an overdose of medicines than men. Overdosage is more in rural areas than urban areas.
- (t) Only 47.3% of the Respondents are aware of the laws relating to consumer protection. Awareness is less among those who are relatively less qualified and earn less.
- (u) The percentage of Respondents who filed cases in consumer courts continues to be very, very small at 3.6%.

## **5. Recommendations:**

### **(i) Awareness about Consumer Protection Laws:**

- (a) The fact that only 47.3% of the Respondents are aware of the laws relating to consumer protection shows that a lot more has to be done to increase awareness among the people. No doubt the awareness percentage has gone up by 14.3% compared to the findings of the Consumer Awareness Survey conducted by the Chair in August 2015 when it came to light that only 33% of the Respondents were aware of the existing laws relating to consumer protection. Since awareness is more among those who are less educated and also earn less, it is clear that the focus should be on the low income, less educated population especially in the rural areas. It is also seen that awareness is less in western region compared to other regions pointing to the need for greater attention in that region.
- (b) It is highly disappointing that awareness about MRP is still only 70.1% for the State as a whole. It is also shocking to note that 8.5% of the Respondents had paid more than the MRP while buying drugs. These figures suggest that not only efforts should be made to create more awareness among the people but the enforcement machinery should be activated to discourage pharmacists from overcharging.

- (c) Though it is heartening to note that more than 80% of the Respondents examine the expiry date when they buy medicines, the fact that 17.2% of the Respondents do not look at the expiry date even now calls for more aggressive awareness campaigns especially in the rural areas.
- (d) The percentage of people who go to consumer courts for redressal of grievances is still very low at 3.6%. Consumer awareness campaigns on the efficacy of consumer courts and speedy disposal of cases by the latter will help in this regard.

**(ii) Purchase and consumption of drugs:**

- (a) Although most of the Respondents (87%) purchase drugs on doctors' prescription only, there are still people who are influenced by the pharmacists, friends and relatives. Our awareness campaigns should focus on this aspect also.
- (b) It is shocking to note that more than 35% of the Respondents are practicing self-medication. The hazards of self-medication should be explained to the people especially in the rural areas through appropriate awareness campaigns.
- (c) Consumer should be educated to insist on bills while buying medicines, since a substantial percentage of Respondents (23.8%) do not do so.
- (d) Drug enforcement authorities should clamp down on those selling spurious drugs. Though, only 5.1% of the Respondents came across spurious drugs, the availability of such drugs in rural areas, more than in urban areas, calls for stringent action by the authorities.
- (e) Purchase of medicines online has still not caught up with our consumers. Only those in urban areas and those who are better educated are purchasing medicines online. The public have to be educated on the pros and cons of online purchases.

**(iii) Government hospitals vs. Private hospitals:**

Only about 40% of the Respondents stated that they go to government hospitals/dispensaries for treatment. Though the private sector has to be involved in the provision of healthcare, the finding that many people go to private hospitals for better treatment and availability of better facilities should influence the authorities to improve the facilities in government hospitals also.

**(iv) Awareness about generic drugs and special drugs:**

- (a) Less than two-third of the Respondents are aware of generic drugs. Awareness is higher among those in the 18-40 age group and among those who are better educated. There is a need for popularizing generic medicines and increasing awareness about them among all sections of the population.
- (b) Awareness about Schedule-H Drugs is very low at 11.3% for the State as a whole. It is shocking to note that more persons were able to get Schedule-H Drugs without prescription in the rural areas than in urban areas. Here again the drug control authorities have to take stringent measures to prevent the sale of Schedule-H Drugs without valid prescription.

**(v) Complaints to Drug Control Authorities:**

It is disappointing to note that complaints to drug control authorities on time expired drugs, spurious drugs etc. did not evoke any response in 42% of the cases. This shows that the enforcement wing will have to be trained to be more responsive while dealing with public complaints.

To sum up, the survey points to the need for organizing more awareness campaigns especially in the rural areas. The western region of the State requires more attention. The awareness campaigns should highlight the importance of getting doctors' prescription, insisting on bills while purchasing medicines, checking the MRP and the expiry date. Awareness should be created about generic drugs, schedule-H drugs and the harmful effects of spurious drugs. The drug control authorities should be asked to intensify their enforcement to prevent sale of drugs without prescription and sale of time expired and spurious drugs.

## Annexure - I

### QUESTIONNAIRE ON HEALTH AND DRUGS

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

3. Telephone No if you wish : \_\_\_\_\_

4. Number of Members in the family : \_\_\_\_\_

5. Monthly Income :

Less than Rs.10,000

Rs.10,001 - 20,000

Rs.20,001 – Rs.30,000

Above Rs.30,000

6. How much does your family spend on Health and Medicines every month?

Less than Rs.1,000

Rs.1001 – 2000

Rs.2001- 3,000

Rs.3,001 – 5,000

Above Rs.5,001

6. Age : \_\_\_\_\_

7. Sex : Male / Female

8. Please tick of the following:

(i) Marital Status : Married / Single / Any Other

(ii) Qualification : Graduated / HSC / SSLC / Below S.S.L.C If so,  
Please mention:

(iii) Location : Rural / Urban

9. Do you buy medicines based on Doctor's prescription or on the advice of family and friends?

Doctor's Prescription  On the advice of Family/ Friends

On the suggestion of the Pharmacist  Others

10. (i) Do you / your family members go to a Govt Hospital / Dispensary or a Private Clinic normally?

Doctor                       Private Doctor

(ii) If the answer is (b), why do you go to a Private Doctor / Clinic?

Better Treatment     Better Facilities     No Govt.Hospital nearby

11. Have you heard of Generic Drugs?

Yes                       No                       No Opinion

12. What are the chronic problems for which you/your family members take medicines regularly?

BP/Hypertension     Heart Problems     Diabetes  
 Stomach Ailments     Arthritis                       Others, specify

13. Do you examine the expiry date when you buy medicines?

Yes                       No                       No Opinion

14. Have you ever been the victim of expired drugs?

Yes                       No                       No Opinion

15. (a) Do you check the MRP (Maximum Retail Price) before buying drugs?

Yes                       No                       No Opinion

(b) Are you charged the MRP or more than/less than the MRP?

> MRP                       < MRP                       at MRP

16. Do you buy medicines only on the prescription of the Doctor?

Yes                       No                       No Opinion

17. Do you practice Self-medication?

Yes                       No                       No Opinion

18. Have you ever come across counterfeit medicines?

Yes                       No                       No Opinion

19. (a) If yes to question (14), did you complain to:

Drug Inspector     State Drug Controller     Any other

(b) What was the response to your complaint?

Satisfactory     Not Satisfactory     No Response

20. Do you insist for bills when you buy medicines?

Yes                       No                       No Opinion

21. (a) When the particular brand of medicine you are looking for is not available, Are you being asked by the Pharmacies to buy alternative company drugs having the same components?

Yes                       No                       No Opinion

(b) In that circumstances, Are you ready to buy as advised by the Pharmacy?

Yes                       No                       No Opinion

22. Have you ever bought medicines through online?

Yes                       No                       No Opinion

23. Do you look into the dosage level prescribed in the drugs when you buy?

Yes                       No                       No Opinion



## உடல்நலம் மற்றும் மருந்துகள் பற்றிய வினாப்பட்டியல்

- 1) பெயர் :
- 2) தொலைபேசி எண் :
- 3) ஊர் மற்றும் மாவட்டம் :
- 4) வயது :
- 5) பாலினம் :  ஆண்  பெண்  மற்றவர்
- 6) மாத வருமானம் :  
(அ)  ரூ.10,000/-க்கும் குறைவாக (ஆ)  ரூ.10,001/- – 20,000/-  
(இ)  ரூ.20,001/- – 30,000/- (ஈ)  ரூ.30,000/-க்கு மேல்
- 7) உடல்நலம் மற்றும் மருந்துகளுக்காக உங்களுடைய குடும்பம் மாதம் எவ்வளவு செலவு செய்கிறது?  
(அ)  ரூ.1,000/-க்கு கீழ் (ஆ)  ரூ.1,001/- – 2,000/-  
(இ)  ரூ.2,001/- – 3,000/- (ஈ)  ரூ.3,001/- – 5,000/-  
(உ)  ரூ.5,000/-க்கு மேல்
- 8) கீழ்க்கண்டவற்றில் பொருத்தமான ஒன்றை குறியீடு (✓) செய்யவும்  
(i) திருமண அந்தஸ்து :  திருமணமானவர் /  திருமணமாகாதவர் /  மற்றவர்  
(ii) கல்வித்தகுதி :  பட்டதாரி /  மேல்நிலைப்பள்ளி படிப்பு /  உயர்நிலைப் படிப்பு /  உயர்நிலைக்கு கீழே  
(iii) இருப்பிடம் :  ஊரகப்பகுதி /  நகர்புறப்பகுதி
- 9) மருந்துகளை வாங்கும்போது கீழ்க்கண்டவர்களில் யார் பரிந்துரையின்படி வாங்குகிறீர்கள்?  
(அ)  மருத்துவரின் மருந்துசீட்டுப்படி  
(ஆ)  குடும்பத்தினர்கள் (அ) நண்பர்களின் அறிவுரையின்படி  
(இ)  மருந்துகடைக்காரரின் பரிந்துரைபடி  
(ஈ)  மேற்கண்டவைகளில் எதுவும் இல்லை

- 10) உடல்நலக்குறைவின் போது தாங்கள் பெரிதும் அணுகுவது.
- (i) (அ)  அரசு மருத்துவர் (ஆ)  தனியார் மருத்துவர்
- (ii) மேற்கண்ட கேள்விக்கு விடை (ஆ)எனில், காரணம்
- (அ)  சிறந்த சிகிச்சைமுறை
- (ஆ)  சிறந்த வசதிகள்
- (இ)  அரசு மருத்துவமனை அருகில் இல்லாததால்
- 11) நீங்கள் பொதுவான அல்லது மரபியல்பான மருந்துகள் (Generic Drugs) குறித்து கேள்விப்பட்டிருக்கிறீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 12) கீழ்க்குறிப்பிட்டவைகளில் எந்தவிதமான நாளப்பட்ட நோய்க்கு (Chronic Diseases) தாங்கள் வழக்கமாக மருந்து உட்கொண்டு வருகிறீர்கள்?
- (அ)  குறைந்த இரத்த அழுத்தம் / உயர் இரத்த அழுத்தம்
- (ஆ)  இதய சம்பந்தமான நோய்கள்
- (இ)  சர்க்கரை நோய்
- (ஈ)  வயிறு சம்பந்தமான நோய்கள்
- (உ)  கீழ் வாதம் சம்பந்தமான நோய்கள்
- (ஊ)  மேற்குறிப்பிட்டவைகளில் எதுவும் இல்லை
- 13) நீங்கள் மருந்துகள் வாங்கும்போது காலாவதியாகும் தேதி (Expiry Date) பார்த்து வாங்குகிறீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 14) நீங்கள் எப்போதாவது காலாவதியான மருந்துகளால் பாதிக்கப்பட்டிருக்கிறீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 15) நீங்கள் மருந்துகள் வாங்கும்போது அதிகபட்ச விலையை (MRP) பார்த்து வாங்குகிறீர்களா?
- (i) (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- (ii) மருந்துகள் வாங்கும்போது கீழ்க்கண்டவைகளில் என்ன விலை கொடுத்து வாங்குகிறீர்கள்?
- (அ)  MRPஐ விட அதிகம்
- (ஆ)  MRPஐ விட குறைவு
- (இ)  MRP விலையில்

- 16) உங்களுக்கு ஏற்படும் உடல் உபாதைகளுக்கு நீங்களே மருந்து எடுத்துக் கொள்கிறீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 17) தாங்கள் எப்போதாவது போலியான மருந்துகளை வாங்கியதுண்டா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 18) போலியான மற்றும் காலாவதியான மருந்துகள் குறித்து, கீழ்க்கண்டவர்களில் யாருக்கு புகார் தெரிவித்துள்ளீர்கள்?
- (அ)  மருந்து ஆய்வாளர் (ஆ)  மாநில மருந்து கட்டுப்பாட்டாளர்  
(இ)  மற்றவர்கள்
- 19) புகாரின் மீது நடவடிக்கை எப்படி இருந்தது?
- (அ)  திருப்தியளிக்கும் வகையில் இருந்தது  
(ஆ)  திருப்தியளிக்கும் வகையில் இல்லை  
(இ)  கருத்து இல்லை
- 20) மருந்துகள் வாங்கும்போது மருந்துக்குரிய ரசீதை கேட்டுப்பெறுகிறீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 21) மருந்துகள் வாங்கும்போது, தாங்கள் எதிர்பார்த்த மருந்து இல்லாதபட்சத்தில், அதே உட்கூறுகள் கொண்ட வேறு கம்பெனி மருந்தை வாங்கும்படி மருந்துகடைக்காரர் அறிவுறுத்துகிறாரா?
- (i) (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- (ii) அவ்வாறான சூழ்நிலைகளில், மருந்துகடைக்காரரின் அறிவுரைப்படி மருந்து வாங்குகிறீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 22) நீங்கள் எப்போதாவது இணையதளம் (Online) மூலம் மருந்து வாங்கியிருக்கிறீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 23) மருந்துகள் வாங்கும்போது மருந்தில் குறிப்பிட்டிருக்கும் அளவை உற்று நோக்குகிறீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 24) Schedule-H மருந்து பற்றி தெரியுமா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை

- 25) தாங்கள் எப்போதாவது Schedule-H மருந்தை மருத்துவரின் பரிந்துரைசீட்டு இல்லாமல் வாங்கியிருக்கிறீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 26) தாங்கள் எப்போதாவது மருந்தின் அளவு அதிகமானதால் பாதிக்கப்பட்டிருக்கிறீர்களா?
- (i) (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- (ii) மேற்கண்ட கேள்விக்கு விடை (அ)எனில், அந்த மருந்தை எவ்வாறு பெற்றீர்கள்?
- (அ)  மருத்துவரின் பரிந்துரைசீட்டின்படி  
(ஆ)  மருந்து கடைக்காரரிடமிருந்து  
(இ)  தாமாகவே வாங்கி உட்கொண்டது
- 27) போலி மருந்துகள் மற்றும் மருந்துகளினால் ஏற்படும் பாதிப்புகளுக்கு எதிராக பாதுகாப்பு தரும் தற்போதைய சட்டங்கள் குறித்து தாங்கள் அறிவீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 28) மேற்குறிப்பிட்ட பிரச்சனைகளுக்காக புகார் தொடுப்பதற்கு நுகர்வோர் நீதிமன்றம் உண்டு என்பதை தாங்கள் அறிவீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 29) மேற்கூறிய கேள்விக்கு விடை (அ)எனில், நீங்கள் எப்போதாவது நுகர்வோர் நீதிமன்றத்தில் வழக்கு தாக்கல் செய்துள்ளீர்களா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை
- 30) மேற்கூறிய கேள்விக்கு விடை (அ)எனில், நுகர்வோர் நீதிமன்றம் தங்களுடைய குறைகளைக் களைந்து நிவாரணம் வழங்கியதா?
- (அ)  ஆம் (ஆ)  இல்லை (இ)  கருத்து இல்லை

கள ஆய்வாளர்/மாணவர்  
(பெயர் மற்றும் கையொப்பம்)

ஒருங்கிணைப்பாளர்/மேற்பார்வையாளர்  
(பெயர் மற்றும் கையொப்பம்)

**Annexure - II**  
**Details of Target Group**

No. of Days Scheduled for Survey	4
No. of Persons to be interviewed per day by each student	10
No. of Students involved in Survey (8x10)	80
Total Number of Targeted People (4x10x80)	3200

<b>Classification of the Target Group</b>	<b>Percentage of Persons to be interviewed by each Student</b>
<b><u>Social Status Based</u></b>	
i. Married	12
ii. Unmarried	8
<b><u>Location Based</u></b>	
i. Rural	10
ii. Urban	10
<b><u>Income Based</u></b>	
i. Upto Rs.10,000/- p.m.	10
ii. Rs.10,001 – 20,000/- p.m.	5
iii. Rs.20,001 – 30,000/- p.m. } iv. Above Rs.30,000/- p.m. }	5
<b><u>Education Based</u></b>	
i. Graduate Level	5
ii. S.S.L.C & H.S.C	5
iii. Below S.S.L.C	10
<b><u>Gender Based</u></b>	
i. Male	10
ii. Female	10

## **Annexure - III**

### **Instructions to Field Workers**

- Collect the Voter's List in your City.
- Follow the Random Sampling method.
- From the Voter's List, select twenty respondents (target group), through the above method, ten from the Urban area and ten from the rural area of the district. For example, persons with serial numbers 15, 25, 35,45, 55 etc may be selected or persons with serial numbers 11, 31, 51, 71, 91 etc may be selected. If a particular respondent, say Serial No.71 in your list is not available, then you may go to S.No.72.
- If any Respondent doesn't fill the personal details, don't force him/her to do so.
- Choose the Respondents who are willing to answer the questionnaire. Don't choose the Respondents who are uninterested or unwilling.
- Approach the Respondents when they are free and give them sufficient time to fill the questionnaire.
- If they are not able to understand the question, please explain it to them and answer the queries which they ask.
- If the respondent is illiterate/semi-literate, you should explain all the questions patiently and get the answers.
- If any one of the Respondents does not return the questionnaire within a reasonable time, then go to the next Respondent.
- Under no circumstances should you answer the questionnaire yourself for the sake of completing the survey.
- Please remember that authenticity of the data collected and integrity of the persons interviewing/interviewed are very important for the success of the survey.

**Annexure-IV**  
**Analysis of Data**

## Frequency Table

### Age Group in years

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-40	2299	71.8	71.8	71.8
	41-60	748	23.4	23.4	95.2
	Above 60	153	4.8	4.8	100.0
	Total	3200	100.0	100.0	

### Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	1738	54.3	54.3	54.3
	Female	1462	45.7	45.7	100.0
	Total	3200	100.0	100.0	

### Monthly Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Upto 10000	1372	42.9	42.9	42.9
	10001-20000	821	25.7	25.7	68.5
	20001-30000	677	21.2	21.2	89.7
	Above 30000	330	10.3	10.3	100.0
	Total	3200	100.0	100.0	

**Amount spent family on Health and Medicines per month**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Upto 1000	1539	48.1	48.1	48.1
	1001-2000	862	26.9	26.9	75.0
	2001-3000	428	13.4	13.4	88.4
	3001-5000	215	6.7	6.7	95.1
	Above 5000	156	4.9	4.9	100.0
	Total	3200	100.0	100.0	

**Marital Status**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	1919	60.0	60.0	60.0
	Single	1281	40.0	40.0	100.0
	Total	3200	100.0	100.0	

**Educational Qualification**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Graduate	1628	50.9	50.9	50.9
	HSc	576	18.0	18.0	68.9
	SSLC	348	10.9	10.9	79.8
	Below SSLC	648	20.3	20.3	100.0
	Total	3200	100.0	100.0	

**Location**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rural	1255	39.2	39.2	39.2
	Urban	1945	60.8	60.8	100.0
	Total	3200	100.0	100.0	

**Buy medicines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Doctor's Prescription	2785	87.0	87.0	87.0
	Advice of Family/ Friends	110	3.4	3.4	90.5
	Suggestion of the Pharmacist	191	6.0	6.0	96.4
	Others	114	3.6	3.6	100.0
	Total	3200	100.0	100.0	

**Family members go to Clinic normally**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Govt Hospital / Dispensary	1266	39.6	39.6	39.6
	Private Clinic	1934	60.4	60.4	100.0
	Total	3200	100.0	100.0	

**Reason for go to a Private Doctor / Clinic**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better Treatment	1100	34.4	56.9	56.9
	Better Facilities	504	15.8	26.1	82.9
	No Govt.Hospital nearby	330	10.3	17.1	100.0
	Total	1934	60.4	100.0	
Missing	System	1266	39.6		
Total		3200	100.0		

**Heard of Generic Drugs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	837	26.2	26.2	26.2
	No	1973	61.7	61.7	87.8
	No opinion	390	12.2	12.2	100.0
	Total	3200	100.0	100.0	

**Chronic problems for which family members take medicines regularly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	BP/Hypertension	353	11.0	11.0	11.0
	Heart Problems	102	3.2	3.2	14.2
	Diabetes	345	10.8	10.8	25.0
	Stomach Ailments	276	8.6	8.6	33.6

Arthritis	34	1.1	1.1	34.7
Others	2090	65.3	65.3	100.0
Total	3200	100.0	100.0	

**Examine the expiry date when buy medicines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2569	80.3	80.3	80.3
	No	550	17.2	17.2	97.5
	No opinion	81	2.5	2.5	100.0
	Total	3200	100.0	100.0	

**Victim of expired drugs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	225	7.0	7.0	7.0
	No	2750	85.9	85.9	93.0
	No opinion	225	7.0	7.0	100.0
	Total	3200	100.0	100.0	

**Check the MRP (Maximum Retail Price) before buying drugs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2242	70.1	70.1	70.1
	No	828	25.9	25.9	95.9
	No opinion	130	4.1	4.1	100.0

Total	3200	100.0	100.0
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**Charged the MRP of buying drugs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Above MRP	273	8.5	8.5	8.5
	Below MRP	631	19.7	19.7	28.3
	At MRP	2296	71.8	71.8	100.0
	Total	3200	100.0	100.0	

**Practice Self-medication**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1173	36.7	36.7	36.7
	No	1802	56.3	56.3	93.0
	No opinion	225	7.0	7.0	100.0
	Total	3200	100.0	100.0	

**Come across counterfeit medicines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	163	5.1	5.1	5.1
	No	2601	81.3	81.3	86.4
	No opinion	436	13.6	13.6	100.0
	Total	3200	100.0	100.0	

**If victim of expired drugs, complain to officials**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Drug Inspector	79	2.5	35.1	35.1
	State Drug Controller	66	2.1	29.3	64.4
	Others	80	2.5	35.6	100.0
	Total	225	7.0	100.0	
Missing	System	2975	93.0		
Total		3200	100.0		

**Satisfaction level of complaints**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Satisfactory	29	.9	12.9	12.9
	Not Satisfactory	101	3.2	44.9	57.8
	No Response	95	3.0	42.2	100.0
	Total	225	7.0	100.0	
Missing	System	2975	93.0		
Total		3200	100.0		

**Insist for bills when buy medicines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2334	72.9	72.9	72.9
	No	760	23.8	23.8	96.7
	No opinion	106	3.3	3.3	100.0

Total	3200	100.0	100.0
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**When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	2072	64.8	64.8	64.8
No	992	31.0	31.0	95.8
No opinion	136	4.3	4.3	100.0
Total	3200	100.0	100.0	

**Ready to buy as advised by the Pharmacy**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	1359	42.5	42.5	42.5
No	1659	51.8	51.8	94.3
No opinion	182	5.7	5.7	100.0
Total	3200	100.0	100.0	

**Bought medicines through online**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	375	11.7	11.7	11.7
No	2713	84.8	84.8	96.5
No opinion	112	3.5	3.5	100.0
Total	3200	100.0	100.0	

**Look into the dosage level prescribed in the drugs when buy medicine**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1805	56.4	56.4	56.4
	No	1236	38.6	38.6	95.0
	No opinion	159	5.0	5.0	100.0
	Total	3200	100.0	100.0	

**Aware of Schedule H - drug**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	362	11.3	11.3	11.3
	No	2285	71.4	71.4	82.7
	No opinion	553	17.3	17.3	100.0
	Total	3200	100.0	100.0	

**Got Schedule H - drug without medical prescription**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	168	5.3	5.3	5.3
	No	2057	64.3	64.3	69.5
	No opinion	975	30.5	30.5	100.0
	Total	3200	100.0	100.0	

**Affected due to over dosage of drug**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	440	13.8	13.8	13.8
	No	2443	76.3	76.3	90.1
	No opinion	317	9.9	9.9	100.0
	Total	3200	100.0	100.0	

**If yes, mode of get the drug**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On prescription	196	6.1	44.5	44.5
	Overcounter in pharmacy	121	3.8	27.5	72.0
	Self medication	123	3.8	28.0	100.0
	Total	440	13.8	100.0	
Missing	System	2760	86.3		
Total		3200	100.0		

**Aware of the existing laws for protecting the Consumer in case of counterfeit medicines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1512	47.3	47.3	47.3
	No	1393	43.5	43.5	90.8
	No opinion	295	9.2	9.2	100.0
	Total	3200	100.0	100.0	

**Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1978	61.8	61.8	61.8
	No	1008	31.5	31.5	93.3
	No opinion	214	6.7	6.7	100.0
	Total	3200	100.0	100.0	

**If yes, filled a case in the Consumer Court**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	72	2.3	3.6	3.6
	No	1828	57.1	92.4	96.1
	No opinion	78	2.4	3.9	100.0
	Total	1978	61.8	100.0	
Missing	System	1222	38.2		
Total		3200	100.0		

**If files case, Consumer Court able to redress grievance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	51	1.6	70.8	70.8
	No	12	.4	16.7	87.5
	No opinion	9	.3	12.5	100.0
	Total	72	2.3	100.0	
Missing	System	3128	97.8		
Total		3200	100.0		

**Crosstabs**

## Age Group in years \* Gender

Crosstab

			Gender		Total
			Male	Female	
Age Group in years	18-40	Count	1198	1101	2299
		% within Age Group in years	52.1%	47.9%	100.0%
		% within Gender	68.9%	75.3%	71.8%
	41-60	Count	434	314	748
		% within Age Group in years	58.0%	42.0%	100.0%
		% within Gender	25.0%	21.5%	23.4%
	Above 60	Count	106	47	153
		% within Age Group in years	69.3%	30.7%	100.0%
		% within Gender	6.1%	3.2%	4.8%
Total	Count	1738	1462	3200	
	% within Age Group in years	54.3%	45.7%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	22.458(a)	2	.000
Likelihood Ratio	22.946	2	.000
Linear-by-Linear Association	21.515	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 69.90.

## Monthly Income \* Gender

Crosstab

			Gender		Total
			Male	Female	
Monthly Income	Upto 10000	Count	656	716	1372
		% within Monthly Income	47.8%	52.2%	100.0%
		% within Gender	37.7%	49.0%	42.9%
	10001-20000	Count	530	291	821
		% within Monthly Income	64.6%	35.4%	100.0%
		% within Gender	30.5%	19.9%	25.7%
	20001-30000	Count	340	337	677
		% within Monthly Income	50.2%	49.8%	100.0%
		% within Gender	19.6%	23.1%	21.2%
Above 30000	Count	212	118	330	
	% within Monthly Income	64.2%	35.8%	100.0%	
	% within Gender	12.2%	8.1%	10.3%	
Total	Count	1738	1462	3200	
	% within Monthly Income	54.3%	45.7%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	75.746(a)	3	.000
Likelihood Ratio	76.546	3	.000
Linear-by-Linear Association	19.292	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 150.77.

**Amount spent family on Health and Medicines per month \* Gender**

**Crosstab**

			Gender		Total
			Male	Female	
Amount spent family on Health and Medicines per month	Upto 1000	Count	838	701	1539
		% within Amount spent family on Health and Medicines per month	54.5%	45.5%	100.0%
	1001-2000	% within Gender	48.2%	47.9%	48.1%
		Count	471	391	862
	2001-3000	% within Amount spent family on Health and Medicines per month	54.6%	45.4%	100.0%
		% within Gender	27.1%	26.7%	26.9%
		Count	236	192	428

		% within Amount spent family on Health and Medicines per month	55.1%	44.9%	100.0%
		% within Gender	13.6%	13.1%	13.4%
	3001-5000	Count	101	114	215
		% within Amount spent family on Health and Medicines per month	47.0%	53.0%	100.0%
		% within Gender	5.8%	7.8%	6.7%
	Above 5000	Count	92	64	156
		% within Amount spent family on Health and Medicines per month	59.0%	41.0%	100.0%
		% within Gender	5.3%	4.4%	4.9%
Total		Count	1738	1462	3200
		% within Amount spent family on Health and Medicines per month	54.3%	45.7%	100.0%
		% within Gender	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.196(a)	4	.185
Likelihood Ratio	6.183	4	.186
Linear-by-Linear Association	.066	1	.797

N of Valid Cases	3200
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a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 71.27.

## Marital Status \* Gender

Crosstab

			Gender		
			Male	Female	Total
Marital Status	Married	Count	1021	898	1919
		% within Marital Status	53.2%	46.8%	100.0%
	Single	% within Gender	58.7%	61.4%	60.0%
		Count	717	564	1281
		% within Marital Status	56.0%	44.0%	100.0%
		% within Gender	41.3%	38.6%	40.0%
Total		Count	1738	1462	3200
		% within Marital Status	54.3%	45.7%	100.0%
		% within Gender	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	2.370(b)	1	.124		
Continuity Correction(a)	2.260	1	.133		
Likelihood Ratio	2.372	1	.124		

Fisher's Exact Test				.128	.066
Linear-by-Linear Association	2.370	1	.124		
N of Valid Cases	3200				

a. Computed only for a 2x2 table

b. 0 cells (.0%) have expected count less than 5. The minimum expected count is 585.26.

## Educational Qualification \* Gender

Crosstab

			Gender		Total
			Male	Female	
Educational Qualification	Graduate	Count	890	738	1628
		% within Educational Qualification	54.7%	45.3%	100.0%
		% within Gender	51.2%	50.5%	50.9%
	HSc	Count	303	273	576
		% within Educational Qualification	52.6%	47.4%	100.0%
		% within Gender	17.4%	18.7%	18.0%
	SSLC	Count	206	142	348
		% within Educational Qualification	59.2%	40.8%	100.0%
		% within Gender	11.9%	9.7%	10.9%
	Below SSLC	Count	339	309	648
		% within Educational Qualification	52.3%	47.7%	100.0%
		% within Gender	19.5%	21.1%	20.3%
Total	Count	1738	1462	3200	

	% within Educational Qualification	54.3%	45.7%	100.0%
	% within Gender	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.146(a)	3	.161
Likelihood Ratio	5.168	3	.160
Linear-by-Linear Association	.190	1	.663
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 158.99.

**Location \* Gender**

**Crosstab**

		Gender		Total	
		Male	Female		
Location	Rural	Count	689	566	1255
		% within Location	54.9%	45.1%	100.0%
		% within Gender	39.6%	38.7%	39.2%
	Urban	Count	1049	896	1945
		% within Location	53.9%	46.1%	100.0%
		% within Gender	60.4%	61.3%	60.8%
Total		Count	1738	1462	3200

% within Location	54.3%	45.7%	100.0%
% within Gender	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.288(b)	1	.592		
Continuity Correction(a)	.250	1	.617		
Likelihood Ratio	.288	1	.592		
Fisher's Exact Test				.611	.309
Linear-by-Linear Association	.288	1	.592		
N of Valid Cases	3200				

a. Computed only for a 2x2 table

b. 0 cells (.0%) have expected count less than 5. The minimum expected count is 573.38.

## Buy medicines \* Gender

### Crosstab

		Gender		Total	
		Male	Female		
Buy medicines	Doctor's Prescription	Count	1482	1303	2785
		% within Buy medicines	53.2%	46.8%	100.0%
		% within Gender	85.3%	89.1%	87.0%
	Advice of Family/ Friends	Count	63	47	110
		% within Buy medicines	57.3%	42.7%	100.0%

Total	Suggestion of the Pharmacist	% within Gender	3.6%	3.2%	3.4%
		Count	111	80	191
		% within Buy medicines	58.1%	41.9%	100.0%
	Others	% within Gender	6.4%	5.5%	6.0%
		Count	82	32	114
		% within Buy medicines	71.9%	28.1%	100.0%
	Total	% within Gender	4.7%	2.2%	3.6%
		Count	1738	1462	3200
		% within Buy medicines	54.3%	45.7%	100.0%
		% within Gender	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.116(a)	3	.001
Likelihood Ratio	17.761	3	.000
Linear-by-Linear Association	14.579	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 50.26.

### Family members go to Clinic normally \* Gender

#### Crosstab

		Gender		Total
		Male	Female	

Family members go to Clinic normally	Govt Hospital / Dispensary	Count	745	521	1266
		% within Family members go to Clinic normally	58.8%	41.2%	100.0%
		% within Gender	42.9%	35.6%	39.6%
	Private Clinic	Count	993	941	1934
		% within Family members go to Clinic normally	51.3%	48.7%	100.0%
		% within Gender	57.1%	64.4%	60.4%
Total	Count	1738	1462	3200	
	% within Family members go to Clinic normally	54.3%	45.7%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.356(b)	1	.000		
Continuity Correction(a)	17.055	1	.000		
Likelihood Ratio	17.407	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	17.350	1	.000		
N of Valid Cases	3200				

a. Computed only for a 2x2 table

b. 0 cells (.0%) have expected count less than 5. The minimum expected count is 578.40.

### Reason for go to a Private Doctor / Clinic \* Gender

Crosstab

				Gender		
				Male	Female	Total
Reason for go to a Private Doctor / Clinic	Better Treatment	Count		554	546	1100
		% within Reason for go to a Private Doctor / Clinic		50.4%	49.6%	100.0%
		% within Gender		55.8%	58.0%	56.9%
	Better Facilities	Count		273	231	504
		% within Reason for go to a Private Doctor / Clinic		54.2%	45.8%	100.0%
		% within Gender		27.5%	24.5%	26.1%
	No Govt.Hospital nearby	Count		166	164	330
		% within Reason for go to a Private Doctor / Clinic		50.3%	49.7%	100.0%
		% within Gender		16.7%	17.4%	17.1%
Total	Count		993	941	1934	
	% within Reason for go to a Private Doctor / Clinic		51.3%	48.7%	100.0%	
	% within Gender		100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.174(a)	2	.337
Likelihood Ratio	2.176	2	.337
Linear-by-Linear Association	.192	1	.661
N of Valid Cases	1934		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 160.56.

## Heard of Generic Drugs \* Gender

Crosstab

		Gender				
		Male	Female	Total		
Heard of Generic Drugs	Yes	Count	478	359	837	
		% within Heard of Generic Drugs	57.1%	42.9%	100.0%	
		% within Gender	27.5%	24.6%	26.2%	
	No	Count	1045	928	1973	
		% within Heard of Generic Drugs	53.0%	47.0%	100.0%	
		% within Gender	60.1%	63.5%	61.7%	
	No opinion	Count	215	175	390	
		% within Heard of Generic Drugs	55.1%	44.9%	100.0%	
		% within Gender	12.4%	12.0%	12.2%	
Total	Count	1738	1462	3200		
	% within Heard of Generic Drugs	54.3%	45.7%	100.0%		
	% within Gender	100.0%	100.0%	100.0%		

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.186(a)	2	.123
Likelihood Ratio	4.194	2	.123
Linear-by-Linear Association	1.415	1	.234
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 178.18.

**Chronic problems for which family members take medicines regularly \* Gender**

**Crosstab**

			Gender		Total
			Male	Female	
Chronic problems for which family members take medicines regularly	BP/Hypertension	Count	179	174	353
		% within Chronic problems for which family members take medicines regularly	50.7%	49.3%	100.0%
		% within Gender	10.3%	11.9%	11.0%
	Heart Problems	Count	71	31	102
		% within Chronic problems for which family members take medicines regularly	69.6%	30.4%	100.0%
		% within Gender	4.1%	2.1%	3.2%
Diabetes	Count	212	133	345	

		% within Chronic problems for which family members take medicines regularly	61.4%	38.6%	100.0%
		% within Gender	12.2%	9.1%	10.8%
	Stomach Ailments	Count	123	153	276
		% within Chronic problems for which family members take medicines regularly	44.6%	55.4%	100.0%
		% within Gender	7.1%	10.5%	8.6%
	Arthritis	Count	21	13	34
		% within Chronic problems for which family members take medicines regularly	61.8%	38.2%	100.0%
		% within Gender	1.2%	.9%	1.1%
	Others	Count	1132	958	2090
		% within Chronic problems for which family members take medicines regularly	54.2%	45.8%	100.0%
		% within Gender	65.1%	65.5%	65.3%
Total		Count	1738	1462	3200
		% within Chronic problems for which family members take medicines regularly	54.3%	45.7%	100.0%
		% within Gender	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	29.894(a)	5	.000
Likelihood Ratio	30.273	5	.000
Linear-by-Linear Association	.181	1	.671
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 15.53.

## Examine the expiry date when buy medicines \* Gender

Crosstab

			Gender		Total
			Male	Female	
Examine the expiry date when buy medicines	Yes	Count	1375	1194	2569
		% within Examine the expiry date when buy medicines	53.5%	46.5%	100.0%
		% within Gender	79.1%	81.7%	80.3%
	No	Count	316	234	550
		% within Examine the expiry date when buy medicines	57.5%	42.5%	100.0%
		% within Gender	18.2%	16.0%	17.2%
	No opinion	Count	47	34	81
		% within Examine the expiry date when buy medicines	58.0%	42.0%	100.0%
		% within Gender	2.7%	2.3%	2.5%
Total	Count	1738	1462	3200	
	% within Examine the expiry date when buy medicines	54.3%	45.7%	100.0%	

% within Gender	100.0%	100.0%	100.0%
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### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.284(a)	2	.194
Likelihood Ratio	3.295	2	.193
Linear-by-Linear Association	3.055	1	.080
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 37.01.

## Victim of expired drugs \* Gender

### Crosstab

			Gender		Total
			Male	Female	
Victim of expired drugs	Yes	Count	129	96	225
		% within Victim of expired drugs	57.3%	42.7%	100.0%
		% within Gender	7.4%	6.6%	7.0%
	No	Count	1480	1270	2750
		% within Victim of expired drugs	53.8%	46.2%	100.0%
		% within Gender	85.2%	86.9%	85.9%
	No opinion	Count	129	96	225

Total	% within Victim of expired drugs	57.3%	42.7%	100.0%
	% within Gender	7.4%	6.6%	7.0%
	Count	1738	1462	3200
	% within Victim of expired drugs	54.3%	45.7%	100.0%
	% within Gender	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.926(a)	2	.382
Likelihood Ratio	1.932	2	.381
Linear-by-Linear Association	.000	1	1.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 102.80.

**Check the MRP (Maximum Retail Price) before buying drugs \* Gender**

**Crosstab**

			Gender		Total
			Male	Female	
Check the MRP (Maximum Retail Price) before buying drugs	Yes	Count	1254	988	2242
		% within Check the MRP (Maximum Retail Price) before buying drugs	55.9%	44.1%	100.0%

	No	% within Gender	72.2%	67.6%	70.1%
		Count	413	415	828
	No opinion	% within Check the MRP (Maximum Retail Price) before buying drugs	49.9%	50.1%	100.0%
		% within Gender	23.8%	28.4%	25.9%
	Total	Count	71	59	130
		% within Check the MRP (Maximum Retail Price) before buying drugs	54.6%	45.4%	100.0%
		% within Gender	4.1%	4.0%	4.1%
		Count	1738	1462	3200
		% within Check the MRP (Maximum Retail Price) before buying drugs	54.3%	45.7%	100.0%
		% within Gender	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.933(a)	2	.011
Likelihood Ratio	8.913	2	.012
Linear-by-Linear Association	5.315	1	.021
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 59.39.

## Charged the MRP of buying drugs \* Gender

Crosstab

		Gender		Total	
		Male	Female		
Charged the MRP of buying drugs	Above MRP	Count	137	136	273
		% within Charged the MRP of buying drugs	50.2%	49.8%	100.0%
		% within Gender	7.9%	9.3%	8.5%
	Below MRP	Count	369	262	631
		% within Charged the MRP of buying drugs	58.5%	41.5%	100.0%
		% within Gender	21.2%	17.9%	19.7%
	At MRP	Count	1232	1064	2296
		% within Charged the MRP of buying drugs	53.7%	46.3%	100.0%
		% within Gender	70.9%	72.8%	71.8%
Total	Count	1738	1462	3200	
	% within Charged the MRP of buying drugs	54.3%	45.7%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.685(a)	2	.035
Likelihood Ratio	6.705	2	.035
Linear-by-Linear Association	.044	1	.834
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 124.73.

## Practice Self-medication \* Gender

Crosstab

				Gender		
				Male	Female	Total
Practice Self-medication	Yes	Count		633	540	1173
		% within Practice Self-medication		54.0%	46.0%	100.0%
		% within Gender		36.4%	36.9%	36.7%
	No	Count		968	834	1802
		% within Practice Self-medication		53.7%	46.3%	100.0%
		% within Gender		55.7%	57.0%	56.3%
	No opinion	Count		137	88	225
		% within Practice Self-medication		60.9%	39.1%	100.0%
		% within Gender		7.9%	6.0%	7.0%
Total	Count		1738	1462	3200	
	% within Practice Self-medication		54.3%	45.7%	100.0%	
	% within Gender		100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.236(a)	2	.120
Likelihood Ratio	4.277	2	.118

Linear-by-Linear Association	1.286	1	.257
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 102.80.

## Come across counterfeit medicines \* Gender

Crosstab

			Gender		Total
			Male	Female	
Come across counterfeit medicines	Yes	Count	96	67	163
		% within Come across counterfeit medicines	58.9%	41.1%	100.0%
		% within Gender	5.5%	4.6%	5.1%
	No	Count	1374	1227	2601
		% within Come across counterfeit medicines	52.8%	47.2%	100.0%
		% within Gender	79.1%	83.9%	81.3%
	No opinion	Count	268	168	436
		% within Come across counterfeit medicines	61.5%	38.5%	100.0%
		% within Gender	15.4%	11.5%	13.6%
Total	Count	1738	1462	3200	
	% within Come across counterfeit medicines	54.3%	45.7%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.693(a)	2	.002
Likelihood Ratio	12.806	2	.002
Linear-by-Linear Association	3.940	1	.047
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 74.47.

### If victim of expired drugs, complain to officials \* Gender

Crosstab

		Gender		Total	
		Male	Female		
If victim of expired drugs, complain to officials	Drug Inspector	Count	52	27	79
		% within If victim of expired drugs, complain to officials	65.8%	34.2%	100.0%
		% within Gender	40.3%	28.1%	35.1%
	State Drug Controller	Count	31	35	66
		% within If victim of expired drugs, complain to officials	47.0%	53.0%	100.0%
		% within Gender	24.0%	36.5%	29.3%
	Others	Count	46	34	80
		% within If victim of expired drugs, complain to officials	57.5%	42.5%	100.0%
		% within Gender	35.7%	35.4%	35.6%
Total	Count	129	96	225	

	% within If victim of expired drugs, complain to officials	57.3%	42.7%	100.0%
	% within Gender	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.226(a)	2	.073
Likelihood Ratio	5.241	2	.073
Linear-by-Linear Association	1.106	1	.293
N of Valid Cases	225		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 28.16.

## Satisfaction level of complaints \* Gender

### Crosstab

		Gender		Total	
		Male	Female		
Satisfaction level of complaints	Satisfactory	Count	19	10	29
		% within Satisfaction level of complaints	65.5%	34.5%	100.0%
		% within Gender	14.7%	10.4%	12.9%
	Not Satisfactory	Count	54	47	101
		% within Satisfaction level of complaints	53.5%	46.5%	100.0%
		% within Gender	41.9%	49.0%	44.9%

	No Response	Count	56	39	95
		% within Satisfaction level of complaints	58.9%	41.1%	100.0%
		% within Gender	43.4%	40.6%	42.2%
Total		Count	129	96	225
		% within Satisfaction level of complaints	57.3%	42.7%	100.0%
		% within Gender	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.513(a)	2	.469
Likelihood Ratio	1.526	2	.466
Linear-by-Linear Association	.027	1	.868
N of Valid Cases	225		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 12.37.

## Insist for bills when buy medicines \* Gender

### Crosstab

		Gender		Total	
		Male	Female		
Insist for bills when buy medicines	Yes	Count	1241	1093	2334
		% within Insist for bills when buy medicines	53.2%	46.8%	100.0%
		% within Gender	71.4%	74.8%	72.9%

Total	No	Count	430	330	760
		% within Insist for bills when buy medicines	56.6%	43.4%	100.0%
		% within Gender	24.7%	22.6%	23.8%
	No opinion	Count	67	39	106
		% within Insist for bills when buy medicines	63.2%	36.8%	100.0%
		% within Gender	3.9%	2.7%	3.3%
	Total	Count	1738	1462	3200
		% within Insist for bills when buy medicines	54.3%	45.7%	100.0%
		% within Gender	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.180(a)	2	.046
Likelihood Ratio	6.237	2	.044
Linear-by-Linear Association	5.902	1	.015
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 48.43.

**When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components \* Gender**

#### Crosstab

		Gender	Total

			Male	Female		
When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	Yes	Count	1131	941	2072	
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	54.6%	45.4%	100.0%	
		% within Gender	65.1%	64.4%	64.8%	
	No	Count	518	474	992	
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	52.2%	47.8%	100.0%	
		% within Gender	29.8%	32.4%	31.0%	
	No opinion	Count	89	47	136	
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	65.4%	34.6%	100.0%	
		% within Gender	5.1%	3.2%	4.3%	
	Total		Count	1738	1462	3200

	% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	54.3%	45.7%	100.0%
	% within Gender	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.604(a)	2	.014
Likelihood Ratio	8.750	2	.013
Linear-by-Linear Association	.350	1	.554
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 62.14.

## Ready to buy as advised by the Pharmacy \* Gender

### Crosstab

		Gender		Total	
		Male	Female		
Ready to buy as advised by the Pharmacy	Yes	Count	761	598	1359
		% within Ready to buy as advised by the Pharmacy	56.0%	44.0%	100.0%
		% within Gender	43.8%	40.9%	42.5%

Total	No	Count	876	783	1659
		% within Ready to buy as advised by the Pharmacy	52.8%	47.2%	100.0%
		% within Gender	50.4%	53.6%	51.8%
	No opinion	Count	101	81	182
		% within Ready to buy as advised by the Pharmacy	55.5%	44.5%	100.0%
		% within Gender	5.8%	5.5%	5.7%
	Total	Count	1738	1462	3200
		% within Ready to buy as advised by the Pharmacy	54.3%	45.7%	100.0%
		% within Gender	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.180(a)	2	.204
Likelihood Ratio	3.181	2	.204
Linear-by-Linear Association	1.564	1	.211
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 83.15.

### Bought medicines through online \* Gender

#### Crosstab

		Gender		Total
		Male	Female	

Bought medicines through online	Yes	Count	216	159	375
		% within Bought medicines through online	57.6%	42.4%	100.0%
		% within Gender	12.4%	10.9%	11.7%
	No	Count	1454	1259	2713
		% within Bought medicines through online	53.6%	46.4%	100.0%
		% within Gender	83.7%	86.1%	84.8%
	No opinion	Count	68	44	112
		% within Bought medicines through online	60.7%	39.3%	100.0%
		% within Gender	3.9%	3.0%	3.5%
Total	Count	1738	1462	3200	
	% within Bought medicines through online	54.3%	45.7%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.048(a)	2	.132
Likelihood Ratio	4.074	2	.130
Linear-by-Linear Association	.230	1	.631
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 51.17.

**Look into the dosage level prescribed in the drugs when buy medicine \* Gender**

**Crosstab**

		Gender		Total	
		Male	Female		
Look into the dosage level prescribed in the drugs when buy medicine	Yes	Count	963	842	1805
		% within Look into the dosage level prescribed in the drugs when buy medicine	53.4%	46.6%	100.0%
		% within Gender	55.4%	57.6%	56.4%
	No	Count	679	557	1236
		% within Look into the dosage level prescribed in the drugs when buy medicine	54.9%	45.1%	100.0%
		% within Gender	39.1%	38.1%	38.6%
	No opinion	Count	96	63	159
		% within Look into the dosage level prescribed in the drugs when buy medicine	60.4%	39.6%	100.0%
		% within Gender	5.5%	4.3%	5.0%
Total	Count	1738	1462	3200	
	% within Look into the dosage level prescribed in the drugs when buy medicine	54.3%	45.7%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.221(a)	2	.200
Likelihood Ratio	3.244	2	.198
Linear-by-Linear Association	2.625	1	.105
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 72.64.

## Aware of Schedule H - drug \* Gender

Crosstab

			Gender		Total
			Male	Female	
Aware of Schedule H - drug	Yes	Count	219	143	362
		% within Aware of Schedule H - drug	60.5%	39.5%	100.0%
		% within Gender	12.6%	9.8%	11.3%
	No	Count	1218	1067	2285
		% within Aware of Schedule H - drug	53.3%	46.7%	100.0%
		% within Gender	70.1%	73.0%	71.4%
	No opinion	Count	301	252	553
		% within Aware of Schedule H - drug	54.4%	45.6%	100.0%
		% within Gender	17.3%	17.2%	17.3%
Total	Count	1738	1462	3200	
	% within Aware of Schedule H - drug	54.3%	45.7%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.520(a)	2	.038
Likelihood Ratio	6.574	2	.037
Linear-by-Linear Association	2.107	1	.147
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 165.39.

**Got Schedule H - drug without medical prescription \* Gender**

**Crosstab**

			Gender		Total
			Male	Female	
Got Schedule H - drug without medical prescription	Yes	Count	105	63	168
		% within Got Schedule H - drug without medical prescription	62.5%	37.5%	100.0%
		% within Gender	6.0%	4.3%	5.3%
	No	Count	1133	924	2057
		% within Got Schedule H - drug without medical prescription	55.1%	44.9%	100.0%
		% within Gender	65.2%	63.2%	64.3%
	No opinion	Count	500	475	975
		% within Got Schedule H - drug without medical	51.3%	48.7%	100.0%

	prescription			
Total	% within Gender	28.8%	32.5%	30.5%
	Count	1738	1462	3200
	% within Got Schedule H - drug without medical prescription	54.3%	45.7%	100.0%
	% within Gender	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.636(a)	2	.013
Likelihood Ratio	8.691	2	.013
Linear-by-Linear Association	8.041	1	.005
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 76.76.

## Affected due to over dosage of drug \* Gender

### Crosstab

			Gender		Total
			Male	Female	
Affected due to over dosage of drug	Yes	Count	228	212	440
		% within Affected due to over dosage of drug	51.8%	48.2%	100.0%
		% within Gender	13.1%	14.5%	13.8%

	No	Count	1314	1129	2443
		% within Affected due to over dosage of drug	53.8%	46.2%	100.0%
		% within Gender	75.6%	77.2%	76.3%
	No opinion	Count	196	121	317
		% within Affected due to over dosage of drug	61.8%	38.2%	100.0%
		% within Gender	11.3%	8.3%	9.9%
Total	Count	1738	1462	3200	
	% within Affected due to over dosage of drug	54.3%	45.7%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.595(a)	2	.014
Likelihood Ratio	8.684	2	.013
Linear-by-Linear Association	6.487	1	.011
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 144.83.

#### If yes, mode of get the drug \* Gender

##### Crosstab

		Gender		Total
		Male	Female	

If yes, mode of get the drug	On prescription	Count	100	96	196
		% within If yes, mode of get the drug	51.0%	49.0%	100.0%
		% within Gender	43.9%	45.3%	44.5%
	Overcounter in pharmacy	Count	62	59	121
		% within If yes, mode of get the drug	51.2%	48.8%	100.0%
		% within Gender	27.2%	27.8%	27.5%
	Self medication	Count	66	57	123
		% within If yes, mode of get the drug	53.7%	46.3%	100.0%
		% within Gender	28.9%	26.9%	28.0%
Total	Count	228	212	440	
	% within If yes, mode of get the drug	51.8%	48.2%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.233(a)	2	.890
Likelihood Ratio	.233	2	.890
Linear-by-Linear Association	.191	1	.662
N of Valid Cases	440		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 58.30.

### Aware of the existing laws for protecting the Consumer in case of counterfeit medicines \* Gender

**Crosstab**

				Gender		
				Male	Female	Total
Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	Yes	Count		820	692	1512
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines		54.2%	45.8%	100.0%
		% within Gender		47.2%	47.3%	47.3%
	No	Count		753	640	1393
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines		54.1%	45.9%	100.0%
		% within Gender		43.3%	43.8%	43.5%
	No opinion	Count		165	130	295
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines		55.9%	44.1%	100.0%
		% within Gender		9.5%	8.9%	9.2%
Total	Count		1738	1462	3200	
	% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines		54.3%	45.7%	100.0%	
	% within Gender		100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.353(a)	2	.838
Likelihood Ratio	.353	2	.838
Linear-by-Linear Association	.107	1	.743
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 134.78.

**Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs \* Gender**

**Crosstab**

			Gender		Total
			Male	Female	
Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	Yes	Count	1065	913	1978
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	53.8%	46.2%	100.0%
	No	% within Gender	61.3%	62.4%	61.8%
		Count	541	467	1008
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in	53.7%	46.3%	100.0%

		selling drugs			
Total	No opinion	% within Gender	31.1%	31.9%	31.5%
		Count	132	82	214
	% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs		61.7%	38.3%	100.0%
		% within Gender	7.6%	5.6%	6.7%
	Count	1738	1462	3200	
	% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs		54.3%	45.7%	100.0%
% within Gender		100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.028(a)	2	.081
Likelihood Ratio	5.086	2	.079
Linear-by-Linear Association	2.077	1	.150
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 97.77.

## If yes, filled a case in the Consumer Court \* Gender

Crosstab

		Gender		Total	
		Male	Female		
If yes, filled a case in the Consumer Court	Yes	Count	46	26	72
		% within If yes, filled a case in the Consumer Court	63.9%	36.1%	100.0%
		% within Gender	4.3%	2.8%	3.6%
	No	Count	973	855	1828
		% within If yes, filled a case in the Consumer Court	53.2%	46.8%	100.0%
		% within Gender	91.4%	93.6%	92.4%
	No opinion	Count	46	32	78
		% within If yes, filled a case in the Consumer Court	59.0%	41.0%	100.0%
		% within Gender	4.3%	3.5%	3.9%
Total	Count	1065	913	1978	
	% within If yes, filled a case in the Consumer Court	53.8%	46.2%	100.0%	
	% within Gender	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	4.029(a)	2	.133
Likelihood Ratio	4.086	2	.130
Linear-by-Linear Association	.280	1	.597
N of Valid Cases	1978		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 33.23.

### If files case, Consumer Court able to redress grievance \* Gender

Crosstab

			Gender		Total
			Male	Female	
If files case, Consumer Court able to redress grievance	Yes	Count	31	20	51
		% within If files case, Consumer Court able to redress grievance	60.8%	39.2%	100.0%
		% within Gender	67.4%	76.9%	70.8%
	No	Count	8	4	12
		% within If files case, Consumer Court able to redress grievance	66.7%	33.3%	100.0%
		% within Gender	17.4%	15.4%	16.7%
	No opinion	Count	7	2	9
		% within If files case, Consumer Court able to redress grievance	77.8%	22.2%	100.0%
		% within Gender	15.2%	7.7%	12.5%
Total		Count	46	26	72

	% within If files case, Consumer Court able to redress grievance	63.9%	36.1%	100.0%
	% within Gender	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.006(a)	2	.605
Likelihood Ratio	1.063	2	.588
Linear-by-Linear Association	.967	1	.326
N of Valid Cases	72		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is 3.25.

## Crosstabs

### Gender \* Age Group in years

#### Crosstab

			Age Group in years			Total
			18-40	41-60	Above 60	
Gender	Male	Count	1198	434	106	1738
		% within Gender	68.9%	25.0%	6.1%	100.0%
		% within Age Group in years	52.1%	58.0%	69.3%	54.3%
	Female	Count	1101	314	47	1462

Total	% within Gender	75.3%	21.5%	3.2%	100.0%
	% within Age Group in years	47.9%	42.0%	30.7%	45.7%
	Count	2299	748	153	3200
	% within Gender	71.8%	23.4%	4.8%	100.0%
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.458(a)	2	.000
Likelihood Ratio	22.946	2	.000
Linear-by-Linear Association	21.515	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 69.90.

## Monthly Income \* Age Group in years

### Crosstab

			Age Group in years			Total
			18-40	41-60	Above 60	
Monthly Income	Upto 10000	Count	983	310	79	1372
		% within Monthly Income	71.6%	22.6%	5.8%	100.0%
		% within Age Group in years	42.8%	41.4%	51.6%	42.9%

Total	10001-20000	Count	590	198	33	821
		% within Monthly Income	71.9%	24.1%	4.0%	100.0%
		% within Age Group in years	25.7%	26.5%	21.6%	25.7%
	20001-30000	Count	521	126	30	677
		% within Monthly Income	77.0%	18.6%	4.4%	100.0%
		% within Age Group in years	22.7%	16.8%	19.6%	21.2%
	Above 30000	Count	205	114	11	330
		% within Monthly Income	62.1%	34.5%	3.3%	100.0%
		% within Age Group in years	8.9%	15.2%	7.2%	10.3%
Total	Count	2299	748	153	3200	
	% within Monthly Income	71.8%	23.4%	4.8%	100.0%	
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	36.906(a)	6	.000
Likelihood Ratio	35.344	6	.000
Linear-by-Linear Association	.002	1	.963
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 15.78.

### Amount spent family on Health and Medicines per month \* Age Group in years

**Crosstab**

		Age Group in years			Total	
		18-40	41-60	Above 60		
Amount spent family on Health and Medicines per month	Upto 1000	Count	1139	340	60	1539
		% within Amount spent family on Health and Medicines per month	74.0%	22.1%	3.9%	100.0%
		% within Age Group in years	49.5%	45.5%	39.2%	48.1%
	1001-2000	Count	609	204	49	862
		% within Amount spent family on Health and Medicines per month	70.6%	23.7%	5.7%	100.0%
		% within Age Group in years	26.5%	27.3%	32.0%	26.9%
	2001-3000	Count	304	107	17	428
		% within Amount spent family on Health and Medicines per month	71.0%	25.0%	4.0%	100.0%
		% within Age Group in years	13.2%	14.3%	11.1%	13.4%
	3001-5000	Count	141	58	16	215
		% within Amount spent family on Health and Medicines per month	65.6%	27.0%	7.4%	100.0%
		% within Age Group in years	6.1%	7.8%	10.5%	6.7%

	Above 5000	Count	106	39	11	156
		% within Amount spent family on Health and Medicines per month	67.9%	25.0%	7.1%	100.0%
		% within Age Group in years	4.6%	5.2%	7.2%	4.9%
Total		Count	2299	748	153	3200
		% within Amount spent family on Health and Medicines per month	71.8%	23.4%	4.8%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.115(a)	8	.057
Likelihood Ratio	14.535	8	.069
Linear-by-Linear Association	9.761	1	.002
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.46.

### Marital Status \* Age Group in years

#### Crosstab

		Age Group in years	Total
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			18-40	41-60	Above 60	
Marital Status	Married	Count	1061	712	146	1919
		% within Marital Status	55.3%	37.1%	7.6%	100.0%
		% within Age Group in years	46.2%	95.2%	95.4%	60.0%
	Single	Count	1238	36	7	1281
		% within Marital Status	96.6%	2.8%	.5%	100.0%
		% within Age Group in years	53.8%	4.8%	4.6%	40.0%
Total	Count	2299	748	153	3200	
	% within Marital Status	71.8%	23.4%	4.8%	100.0%	
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	649.454(a)	2	.000
Likelihood Ratio	789.098	2	.000
Linear-by-Linear Association	568.749	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 61.25.

### Educational Qualification \* Age Group in years

Crosstab

		Age Group in years				
			18-40	41-60	Above 60	Total
Educational Qualification	Graduate	Count	1322	259	47	1628
		% within Educational Qualification	81.2%	15.9%	2.9%	100.0%
		% within Age Group in years	57.5%	34.6%	30.7%	50.9%
	HSc	Count	445	121	10	576
		% within Educational Qualification	77.3%	21.0%	1.7%	100.0%
		% within Age Group in years	19.4%	16.2%	6.5%	18.0%
	SSLC	Count	229	94	25	348
		% within Educational Qualification	65.8%	27.0%	7.2%	100.0%
		% within Age Group in years	10.0%	12.6%	16.3%	10.9%
	Below SSLC	Count	303	274	71	648
		% within Educational Qualification	46.8%	42.3%	11.0%	100.0%
		% within Age Group in years	13.2%	36.6%	46.4%	20.3%
Total	Count	2299	748	153	3200	
	% within Educational Qualification	71.8%	23.4%	4.8%	100.0%	
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	301.292(a)	6	.000
Likelihood Ratio	285.254	6	.000
Linear-by-Linear Association	263.847	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 16.64.

## Location \* Age Group in years

Crosstab

			Age Group in years			Total
			18-40	41-60	Above 60	
Location	Rural	Count	888	305	62	1255
		% within Location	70.8%	24.3%	4.9%	100.0%
		% within Age Group in years	38.6%	40.8%	40.5%	39.2%
	Urban	Count	1411	443	91	1945
		% within Location	72.5%	22.8%	4.7%	100.0%
		% within Age Group in years	61.4%	59.2%	59.5%	60.8%
Total	Count	2299	748	153	3200	
	% within Location	71.8%	23.4%	4.8%	100.0%	
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.209(a)	2	.546
Likelihood Ratio	1.206	2	.547
Linear-by-Linear Association	1.012	1	.314
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 60.00.

**Buy medicines \* Age Group in years**

**Crosstab**

		Age Group in years			Total	
		18-40	41-60	Above 60		
Buy medicines	Doctor's Prescription	Count	1996	652	137	2785
		% within Buy medicines	71.7%	23.4%	4.9%	100.0%
		% within Age Group in years	86.8%	87.2%	89.5%	87.0%
	Advice of Family/Friends	Count	80	28	2	110
		% within Buy medicines	72.7%	25.5%	1.8%	100.0%
		% within Age Group in years	3.5%	3.7%	1.3%	3.4%
	Suggestion of the Pharmacist	Count	137	46	8	191
		% within Buy medicines	71.7%	24.1%	4.2%	100.0%
		% within Age Group in years	6.0%	6.1%	5.2%	6.0%
Others	Count	86	22	6	114	

Total	% within Buy medicines	75.4%	19.3%	5.3%	100.0%
	% within Age Group in years	3.7%	2.9%	3.9%	3.6%
	Count	2299	748	153	3200
	% within Buy medicines	71.8%	23.4%	4.8%	100.0%
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.612(a)	6	.729
Likelihood Ratio	4.289	6	.638
Linear-by-Linear Association	.523	1	.469
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.26.

## Family members go to Clinic normally \* Age Group in years

### Crosstab

			Age Group in years			Total
			18-40	41-60	Above 60	
Family members go to Clinic normally	Govt Hospital / Dispensary	Count	910	292	64	1266
		% within Family members go to Clinic normally	71.9%	23.1%	5.1%	100.0%
		% within Age Group in years	39.6%	39.0%	41.8%	39.6%

	Private Clinic	Count	1389	456	89	1934
		% within Family members go to Clinic normally	71.8%	23.6%	4.6%	100.0%
		% within Age Group in years	60.4%	61.0%	58.2%	60.4%
Total		Count	2299	748	153	3200
		% within Family members go to Clinic normally	71.8%	23.4%	4.8%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.416(a)	2	.812
Likelihood Ratio	.414	2	.813
Linear-by-Linear Association	.037	1	.847
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 60.53.

### Reason for go to a Private Doctor / Clinic \* Age Group in years

#### Crosstab

		Age Group in years			Total	
		18-40	41-60	Above 60		
Reason for go to a Private Doctor / Clinic	Better Treatment	Count	759	282	59	1100
		% within Reason for go to a Private Doctor /	69.0%	25.6%	5.4%	100.0%

		Clinic				
Total	Better Facilities	% within Age Group in years	54.6%	61.8%	66.3%	56.9%
		Count	399	88	17	504
		% within Reason for go to a Private Doctor / Clinic	79.2%	17.5%	3.4%	100.0%
		% within Age Group in years	28.7%	19.3%	19.1%	26.1%
	No Govt.Hospital nearby	Count	231	86	13	330
		% within Reason for go to a Private Doctor / Clinic	70.0%	26.1%	3.9%	100.0%
		% within Age Group in years	16.6%	18.9%	14.6%	17.1%
		Count	1389	456	89	1934
		% within Reason for go to a Private Doctor / Clinic	71.8%	23.6%	4.6%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.353(a)	4	.001
Likelihood Ratio	20.078	4	.000
Linear-by-Linear Association	3.605	1	.058
N of Valid Cases	1934		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 15.19.

## Heard of Generic Drugs \* Age Group in years

Crosstab

		Age Group in years			Total	
		18-40	41-60	Above 60		
Heard of Generic Drugs	Yes	Count	646	166	25	837
		% within Heard of Generic Drugs	77.2%	19.8%	3.0%	100.0%
		% within Age Group in years	28.1%	22.2%	16.3%	26.2%
	No	Count	1361	498	114	1973
		% within Heard of Generic Drugs	69.0%	25.2%	5.8%	100.0%
		% within Age Group in years	59.2%	66.6%	74.5%	61.7%
	No opinion	Count	292	84	14	390
		% within Heard of Generic Drugs	74.9%	21.5%	3.6%	100.0%
		% within Age Group in years	12.7%	11.2%	9.2%	12.2%
Total	Count	2299	748	153	3200	
	% within Heard of Generic Drugs	71.8%	23.4%	4.8%	100.0%	
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	24.954(a)	4	.000
Likelihood Ratio	25.814	4	.000
Linear-by-Linear Association	5.069	1	.024
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 18.65.

**Chronic problems for which family members take medicines regularly \* Age Group in years**

**Crosstab**

		Age Group in years			Total	
		18-40	41-60	Above 60		
Chronic problems for which family members take medicines regularly	BP/Hypertension	Count	179	135	39	353
		% within Chronic problems for which family members take medicines regularly	50.7%	38.2%	11.0%	100.0%
	Heart Problems	% within Age Group in years	7.8%	18.0%	25.5%	11.0%
		Count	53	31	18	102
		% within Chronic problems for which family members take medicines regularly	52.0%	30.4%	17.6%	100.0%
		% within Age Group in years	2.3%	4.1%	11.8%	3.2%

Total	Diabetes	Count	132	170	43	345
		% within Chronic problems for which family members take medicines regularly	38.3%	49.3%	12.5%	100.0%
		% within Age Group in years	5.7%	22.7%	28.1%	10.8%
	Stomach Ailments	Count	222	43	11	276
		% within Chronic problems for which family members take medicines regularly	80.4%	15.6%	4.0%	100.0%
		% within Age Group in years	9.7%	5.7%	7.2%	8.6%
	Arthritis	Count	18	14	2	34
		% within Chronic problems for which family members take medicines regularly	52.9%	41.2%	5.9%	100.0%
		% within Age Group in years	.8%	1.9%	1.3%	1.1%
	Others	Count	1695	355	40	2090
		% within Chronic problems for which family members take medicines regularly	81.1%	17.0%	1.9%	100.0%
		% within Age Group in years	73.7%	47.5%	26.1%	65.3%
		Count	2299	748	153	3200
		% within Chronic problems for which family members take medicines regularly	71.8%	23.4%	4.8%	100.0%

% within Age Group in years	100.0%	100.0%	100.0%	100.0%
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### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	437.292(a)	10	.000
Likelihood Ratio	399.938	10	.000
Linear-by-Linear Association	309.198	1	.000
N of Valid Cases	3200		

a. 2 cells (11.1%) have expected count less than 5. The minimum expected count is 1.63.

## Examine the expiry date when buy medicines \* Age Group in years

### Crosstab

		Age Group in years			Total	
		18-40	41-60	Above 60		
Examine the expiry date when buy medicines	Yes	Count	1877	589	103	2569
		% within Examine the expiry date when buy medicines	73.1%	22.9%	4.0%	100.0%
		% within Age Group in years	81.6%	78.7%	67.3%	80.3%
No		Count	366	142	42	550
		% within Examine the expiry date when buy medicines	66.5%	25.8%	7.6%	100.0%
		% within Age Group in years	15.9%	19.0%	27.5%	17.2%

Total	No opinion	Count	56	17	8	81
		% within Examine the expiry date when buy medicines	69.1%	21.0%	9.9%	100.0%
		% within Age Group in years	2.4%	2.3%	5.2%	2.5%
		Count	2299	748	153	3200
		% within Examine the expiry date when buy medicines	71.8%	23.4%	4.8%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	21.563(a)	4	.000
Likelihood Ratio	19.267	4	.001
Linear-by-Linear Association	14.586	1	.000
N of Valid Cases	3200		

a. 1 cells (11.1%) have expected count less than 5. The minimum expected count is 3.87.

### Victim of expired drugs \* Age Group in years

#### Crosstab

		Age Group in years			Total	
		18-40	41-60	Above 60		
Victim of	Yes	Count	172	47	6	225

expired drugs		% within Victim of expired drugs	76.4%	20.9%	2.7%	100.0%
		% within Age Group in years	7.5%	6.3%	3.9%	7.0%
No		Count	1973	646	131	2750
		% within Victim of expired drugs	71.7%	23.5%	4.8%	100.0%
No opinion		% within Age Group in years	85.8%	86.4%	85.6%	85.9%
		Count	154	55	16	225
Total		% within Victim of expired drugs	68.4%	24.4%	7.1%	100.0%
		% within Age Group in years	6.7%	7.4%	10.5%	7.0%
		Count	2299	748	153	3200
		% within Victim of expired drugs	71.8%	23.4%	4.8%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.410(a)	4	.171
Likelihood Ratio	6.491	4	.165
Linear-by-Linear Association	5.503	1	.019
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.76.

### Check the MRP (Maximum Retail Price) before buying drugs \* Age Group in years

Crosstab

			Age Group in years			Total
			18-40	41-60	Above 60	
Check the MRP (Maximum Retail Price) before buying drugs	Yes	Count	1622	515	105	2242
		% within Check the MRP (Maximum Retail Price) before buying drugs	72.3%	23.0%	4.7%	100.0%
		% within Age Group in years	70.6%	68.9%	68.6%	70.1%
	No	Count	590	200	38	828
		% within Check the MRP (Maximum Retail Price) before buying drugs	71.3%	24.2%	4.6%	100.0%
		% within Age Group in years	25.7%	26.7%	24.8%	25.9%
	No opinion	Count	87	33	10	130
		% within Check the MRP (Maximum Retail Price) before buying drugs	66.9%	25.4%	7.7%	100.0%
		% within Age Group in years	3.8%	4.4%	6.5%	4.1%
Total	Count	2299	748	153	3200	
	% within Check the MRP (Maximum Retail Price) before buying drugs	71.8%	23.4%	4.8%	100.0%	

% within Age Group in years	100.0%	100.0%	100.0%	100.0%
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### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.566(a)	4	.468
Likelihood Ratio	3.208	4	.524
Linear-by-Linear Association	1.805	1	.179
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.22.

## Charged the MRP of buying drugs \* Age Group in years

### Crosstab

		Age Group in years			Total	
		18-40	41-60	Above 60		
Charged the MRP of buying drugs	Above MRP	Count	202	64	7	273
		% within Charged the MRP of buying drugs	74.0%	23.4%	2.6%	100.0%
		% within Age Group in years	8.8%	8.6%	4.6%	8.5%
	Below MRP	Count	455	144	32	631
		% within Charged the MRP of buying drugs	72.1%	22.8%	5.1%	100.0%
		% within Age Group in years	19.8%	19.3%	20.9%	19.7%
	At MRP	Count	1642	540	114	2296

Total	% within Charged the MRP of buying drugs	71.5%	23.5%	5.0%	100.0%
	% within Age Group in years	71.4%	72.2%	74.5%	71.8%
	Count	2299	748	153	3200
	% within Charged the MRP of buying drugs	71.8%	23.4%	4.8%	100.0%
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.400(a)	4	.493
Likelihood Ratio	3.970	4	.410
Linear-by-Linear Association	1.372	1	.241
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.05.

**Practice Self-medication \* Age Group in years**

**Crosstab**

			Age Group in years			Total
			18-40	41-60	Above 60	
Practice Self-medication	Yes	Count	813	302	58	1173
		% within Practice Self-medication	69.3%	25.7%	4.9%	100.0%

		% within Age Group in years	35.4%	40.4%	37.9%	36.7%
	No	Count	1312	404	86	1802
		% within Practice Self-medication	72.8%	22.4%	4.8%	100.0%
		% within Age Group in years	57.1%	54.0%	56.2%	56.3%
	No opinion	Count	174	42	9	225
		% within Practice Self-medication	77.3%	18.7%	4.0%	100.0%
		% within Age Group in years	7.6%	5.6%	5.9%	7.0%
Total		Count	2299	748	153	3200
		% within Practice Self-medication	71.8%	23.4%	4.8%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.237(a)	4	.083
Likelihood Ratio	8.321	4	.081
Linear-by-Linear Association	5.918	1	.015
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.76.

**Come across counterfeit medicines \* Age Group in years**

**Crosstab**

			Age Group in years			Total
			18-40	41-60	Above 60	
Come across counterfeit medicines	Yes	Count	135	23	5	163
		% within Come across counterfeit medicines	82.8%	14.1%	3.1%	100.0%
		% within Age Group in years	5.9%	3.1%	3.3%	5.1%
	No	Count	1853	616	132	2601
		% within Come across counterfeit medicines	71.2%	23.7%	5.1%	100.0%
		% within Age Group in years	80.6%	82.4%	86.3%	81.3%
	No opinion	Count	311	109	16	436
		% within Come across counterfeit medicines	71.3%	25.0%	3.7%	100.0%
		% within Age Group in years	13.5%	14.6%	10.5%	13.6%
Total	Count	2299	748	153	3200	
	% within Come across counterfeit medicines	71.8%	23.4%	4.8%	100.0%	
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.062(a)	4	.017

Likelihood Ratio	13.157	4	.011
Linear-by-Linear Association	1.793	1	.181
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.79.

### If victim of expired drugs, complain to officials \* Age Group in years

Crosstab

			Age Group in years			Total
			18-40	41-60	Above 60	
If victim of expired drugs, complain to officials	Drug Inspector	Count	64	12	3	79
		% within If victim of expired drugs, complain to officials	81.0%	15.2%	3.8%	100.0%
		% within Age Group in years	37.2%	25.5%	50.0%	35.1%
	State Drug Controller	Count	48	16	2	66
		% within If victim of expired drugs, complain to officials	72.7%	24.2%	3.0%	100.0%
		% within Age Group in years	27.9%	34.0%	33.3%	29.3%
	Others	Count	60	19	1	80
		% within If victim of expired drugs, complain to officials	75.0%	23.8%	1.3%	100.0%
		% within Age Group in years	34.9%	40.4%	16.7%	35.6%
Total	Count	172	47	6	225	

	% within If victim of expired drugs, complain to officials	76.4%	20.9%	2.7%	100.0%
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.268(a)	4	.514
Likelihood Ratio	3.468	4	.483
Linear-by-Linear Association	.190	1	.663
N of Valid Cases	225		

a. 3 cells (33.3%) have expected count less than 5. The minimum expected count is 1.76.

## Satisfaction level of complaints \* Age Group in years

### Crosstab

		Age Group in years			Total	
		18-40	41-60	Above 60		
Satisfaction level of complaints	Satisfactory	Count	22	7	0	29
		% within Satisfaction level of complaints	75.9%	24.1%	.0%	100.0%
	Not Satisfactory	% within Age Group in years	12.8%	14.9%	.0%	12.9%
		Count	76	20	5	101
		% within Satisfaction level of complaints	75.2%	19.8%	5.0%	100.0%

		% within Age Group in years	44.2%	42.6%	83.3%	44.9%
	No Response	Count	74	20	1	95
		% within Satisfaction level of complaints	77.9%	21.1%	1.1%	100.0%
		% within Age Group in years	43.0%	42.6%	16.7%	42.2%
Total		Count	172	47	6	225
		% within Satisfaction level of complaints	76.4%	20.9%	2.7%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.928(a)	4	.416
Likelihood Ratio	4.573	4	.334
Linear-by-Linear Association	.205	1	.651
N of Valid Cases	225		

a. 3 cells (33.3%) have expected count less than 5. The minimum expected count is .77.

### Insist for bills when buy medicines \* Age Group in years

#### Crosstab

		Age Group in years			Total	
		18-40	41-60	Above 60		
Insist for bills when	Yes	Count	1685	529	120	2334

buy medicines		% within Insist for bills when buy medicines	72.2%	22.7%	5.1%	100.0%
		% within Age Group in years	73.3%	70.7%	78.4%	72.9%
No		Count	536	194	30	760
		% within Insist for bills when buy medicines	70.5%	25.5%	3.9%	100.0%
	No opinion	% within Age Group in years	23.3%	25.9%	19.6%	23.8%
		Count	78	25	3	106
		% within Insist for bills when buy medicines	73.6%	23.6%	2.8%	100.0%
		% within Age Group in years	3.4%	3.3%	2.0%	3.3%
Total		Count	2299	748	153	3200
		% within Insist for bills when buy medicines	71.8%	23.4%	4.8%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.861(a)	4	.302
Likelihood Ratio	5.024	4	.285
Linear-by-Linear Association	.061	1	.804
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.07.

**When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components \* Age Group in years**

**Crosstab**

		Age Group in years				
			18-40	41-60	Above 60	Total
When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	Yes	Count	1452	519	101	2072
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	70.1%	25.0%	4.9%	100.0%
		% within Age Group in years	63.2%	69.4%	66.0%	64.8%
	No	Count	742	203	47	992
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	74.8%	20.5%	4.7%	100.0%
		% within Age Group in years	32.3%	27.1%	30.7%	31.0%
No opinion	Count	105	26	5	136	

Total	% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	77.2%	19.1%	3.7%	100.0%
	% within Age Group in years	4.6%	3.5%	3.3%	4.3%
	Count	2299	748	153	3200
	% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	71.8%	23.4%	4.8%	100.0%
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.172(a)	4	.038
Likelihood Ratio	10.353	4	.035
Linear-by-Linear Association	6.825	1	.009
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.50.

## Ready to buy as advised by the Pharmacy \* Age Group in years

Crosstab

			Age Group in years			Total
			18-40	41-60	Above 60	
Ready to buy as advised by the Pharmacy	Yes	Count	962	352	45	1359
		% within Ready to buy as advised by the Pharmacy	70.8%	25.9%	3.3%	100.0%
		% within Age Group in years	41.8%	47.1%	29.4%	42.5%
	No	Count	1200	359	100	1659
		% within Ready to buy as advised by the Pharmacy	72.3%	21.6%	6.0%	100.0%
		% within Age Group in years	52.2%	48.0%	65.4%	51.8%
	No opinion	Count	137	37	8	182
		% within Ready to buy as advised by the Pharmacy	75.3%	20.3%	4.4%	100.0%
		% within Age Group in years	6.0%	4.9%	5.2%	5.7%
Total	Count	2299	748	153	3200	
	% within Ready to buy as advised by the Pharmacy	71.8%	23.4%	4.8%	100.0%	
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	18.725(a)	4	.001
Likelihood Ratio	19.017	4	.001
Linear-by-Linear Association	.005	1	.944
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 8.70.

## Bought medicines through online \* Age Group in years

Crosstab

			Age Group in years			Total
			18-40	41-60	Above 60	
Bought medicines through online	Yes	Count	277	74	24	375
		% within Bought medicines through online	73.9%	19.7%	6.4%	100.0%
		% within Age Group in years	12.0%	9.9%	15.7%	11.7%
	No	Count	1940	651	122	2713
		% within Bought medicines through online	71.5%	24.0%	4.5%	100.0%
		% within Age Group in years	84.4%	87.0%	79.7%	84.8%
	No opinion	Count	82	23	7	112
		% within Bought medicines through online	73.2%	20.5%	6.3%	100.0%
		% within Age Group in years	3.6%	3.1%	4.6%	3.5%
Total		Count	2299	748	153	3200
		% within Bought medicines through	71.8%	23.4%	4.8%	100.0%

online				
% within Age Group in years	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.266(a)	4	.180
Likelihood Ratio	6.162	4	.187
Linear-by-Linear Association	.018	1	.893
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.36.

**Look into the dosage level prescribed in the drugs when buy medicine \* Age Group in years**

**Crosstab**

			Age Group in years			Total
			18-40	41-60	Above 60	
Look into the dosage level prescribed in the drugs when buy medicine	Yes	Count	1319	396	90	1805
		% within Look into the dosage level prescribed in the drugs when buy medicine	73.1%	21.9%	5.0%	100.0%
	% within Age Group in years	57.4%	52.9%	58.8%	56.4%	
No	Count	866	316	54	1236	

		% within Look into the dosage level prescribed in the drugs when buy medicine	70.1%	25.6%	4.4%	100.0%
		% within Age Group in years	37.7%	42.2%	35.3%	38.6%
	No opinion	Count	114	36	9	159
		% within Look into the dosage level prescribed in the drugs when buy medicine	71.7%	22.6%	5.7%	100.0%
		% within Age Group in years	5.0%	4.8%	5.9%	5.0%
Total		Count	2299	748	153	3200
		% within Look into the dosage level prescribed in the drugs when buy medicine	71.8%	23.4%	4.8%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.949(a)	4	.203
Likelihood Ratio	5.906	4	.206
Linear-by-Linear Association	1.148	1	.284
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.60.

## Aware of Schedule H - drug \* Age Group in years

Crosstab

			Age Group in years			Total
			18-40	41-60	Above 60	
Aware of Schedule H - drug	Yes	Count	267	76	19	362
		% within Aware of Schedule H - drug	73.8%	21.0%	5.2%	100.0%
		% within Age Group in years	11.6%	10.2%	12.4%	11.3%
	No	Count	1637	533	115	2285
		% within Aware of Schedule H - drug	71.6%	23.3%	5.0%	100.0%
		% within Age Group in years	71.2%	71.3%	75.2%	71.4%
	No opinion	Count	395	139	19	553
		% within Aware of Schedule H - drug	71.4%	25.1%	3.4%	100.0%
		% within Age Group in years	17.2%	18.6%	12.4%	17.3%
Total	Count	2299	748	153	3200	
	% within Aware of Schedule H - drug	71.8%	23.4%	4.8%	100.0%	
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.386(a)	4	.356
Likelihood Ratio	4.617	4	.329

Linear-by-Linear Association	.000	1	.996
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 17.31.

## Got Schedule H - drug without medical prescription \* Age Group in years

Crosstab

			Age Group in years			Total
			18-40	41-60	Above 60	
Got Schedule H - drug without medical prescription	Yes	Count	141	22	5	168
		% within Got Schedule H - drug without medical prescription	83.9%	13.1%	3.0%	100.0%
	No	% within Age Group in years	6.1%	2.9%	3.3%	5.3%
		Count	1436	506	115	2057
		% within Got Schedule H - drug without medical prescription	69.8%	24.6%	5.6%	100.0%
		% within Age Group in years	62.5%	67.6%	75.2%	64.3%
No opinion	Count	722	220	33	975	
	% within Got Schedule H - drug without medical prescription	74.1%	22.6%	3.4%	100.0%	
	% within Age Group in years	31.4%	29.4%	21.6%	30.5%	
Total		Count	2299	748	153	3200

% within Got Schedule H - drug without medical prescription	71.8%	23.4%	4.8%	100.0%
% within Age Group in years	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.389(a)	4	.000
Likelihood Ratio	24.137	4	.000
Linear-by-Linear Association	.469	1	.494
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 8.03.

**Affected due to over dosage of drug \* Age Group in years**

**Crosstab**

			Age Group in years			Total
			18-40	41-60	Above 60	
Affected due to over dosage of drug	Yes	Count	322	106	12	440
		% within Affected due to over dosage of drug	73.2%	24.1%	2.7%	100.0%
		% within Age Group in years	14.0%	14.2%	7.8%	13.8%
	No	Count	1745	567	131	2443
		% within Affected due to over	71.4%	23.2%	5.4%	100.0%

		dosage of drug				
	No opinion	% within Age Group in years	75.9%	75.8%	85.6%	76.3%
		Count	232	75	10	317
Total		% within Affected due to over dosage of drug	73.2%	23.7%	3.2%	100.0%
		% within Age Group in years	10.1%	10.0%	6.5%	9.9%
		Count	2299	748	153	3200
		% within Affected due to over dosage of drug	71.8%	23.4%	4.8%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.746(a)	4	.101
Likelihood Ratio	8.638	4	.071
Linear-by-Linear Association	.128	1	.721
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 15.16.

#### If yes, mode of get the drug \* Age Group in years

##### Crosstab

		Age Group in years	Total

			18-40	41-60	Above 60	
If yes, mode of get the drug	On prescription	Count	151	42	3	196
		% within If yes, mode of get the drug	77.0%	21.4%	1.5%	100.0%
		% within Age Group in years	46.9%	39.6%	25.0%	44.5%
	Overcounter in pharmacy	Count	88	28	5	121
		% within If yes, mode of get the drug	72.7%	23.1%	4.1%	100.0%
		% within Age Group in years	27.3%	26.4%	41.7%	27.5%
	Self medication	Count	83	36	4	123
		% within If yes, mode of get the drug	67.5%	29.3%	3.3%	100.0%
		% within Age Group in years	25.8%	34.0%	33.3%	28.0%
Total	Count	322	106	12	440	
	% within If yes, mode of get the drug	73.2%	24.1%	2.7%	100.0%	
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.968(a)	4	.291
Likelihood Ratio	4.979	4	.289
Linear-by-Linear Association	3.820	1	.051
N of Valid Cases	440		

a. 2 cells (22.2%) have expected count less than 5. The minimum expected count is 3.30.

## Aware of the existing laws for protecting the Consumer in case of counterfeit medicines \* Age Group in years

Crosstab

		Age Group in years				
			18-40	41-60	Above 60	Total
Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	Yes	Count	1119	318	75	1512
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	74.0%	21.0%	5.0%	100.0%
		% within Age Group in years	48.7%	42.5%	49.0%	47.3%
	No	Count	965	362	66	1393
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	69.3%	26.0%	4.7%	100.0%
		% within Age Group in years	42.0%	48.4%	43.1%	43.5%
	No opinion	Count	215	68	12	295
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	72.9%	23.1%	4.1%	100.0%
		% within Age Group in years	9.4%	9.1%	7.8%	9.2%
Total		Count	2299	748	153	3200

	% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	71.8%	23.4%	4.8%	100.0%
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.361(a)	4	.035
Likelihood Ratio	10.364	4	.035
Linear-by-Linear Association	1.451	1	.228
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 14.10.

**Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs \* Age Group in years**

**Crosstab**

			Age Group in years			Total
			18-40	41-60	Above 60	
Aware of Consumer	Yes	Count	1431	453	94	1978

Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	No	% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	72.3%	22.9%	4.8%	100.0%
		% within Age Group in years	62.2%	60.6%	61.4%	61.8%
		Count	711	242	55	1008
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	70.5%	24.0%	5.5%	100.0%
		% within Age Group in years	30.9%	32.4%	35.9%	31.5%
		Count	157	53	4	214
	No opinion	% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	73.4%	24.8%	1.9%	100.0%
		% within Age Group in years	6.8%	7.1%	2.6%	6.7%
		Count	2299	748	153	3200
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	71.8%	23.4%	4.8%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%
		Total				

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.678(a)	4	.225
Likelihood Ratio	6.787	4	.148
Linear-by-Linear Association	.003	1	.959
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.23.

**If yes, filled a case in the Consumer Court \* Age Group in years**

**Crosstab**

		Age Group in years			Total	
		18-40	41-60	Above 60		
If yes, filled a case in the Consumer Court	Yes	Count	52	17	3	72
		% within If yes, filled a case in the Consumer Court	72.2%	23.6%	4.2%	100.0%
		% within Age Group in years	3.6%	3.8%	3.2%	3.6%
	No	Count	1317	421	90	1828
		% within If yes, filled a case in the Consumer Court	72.0%	23.0%	4.9%	100.0%
		% within Age Group in years	92.0%	92.9%	95.7%	92.4%
No opinion	Count	62	15	1	78	

Total	% within If yes, filled a case in the Consumer Court	79.5%	19.2%	1.3%	100.0%
	% within Age Group in years	4.3%	3.3%	1.1%	3.9%
	Count	1431	453	94	1978
	% within If yes, filled a case in the Consumer Court	72.3%	22.9%	4.8%	100.0%
	% within Age Group in years	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.202(a)	4	.525
Likelihood Ratio	4.029	4	.402
Linear-by-Linear Association	1.339	1	.247
N of Valid Cases	1978		

a. 2 cells (22.2%) have expected count less than 5. The minimum expected count is 3.42.

**If files case, Consumer Court able to redress grievance \* Age Group in years**

**Crosstab**

			Age Group in years			Total
			18-40	41-60	Above 60	
If files case,	Yes	Count	37	13	1	51

Consumer Court able to redress grievance	No	% within If files case, Consumer Court able to redress grievance	72.5%	25.5%	2.0%	100.0%
		% within Age Group in years	71.2%	76.5%	33.3%	70.8%
		Count	9	3	0	12
No opinion	No opinion	% within If files case, Consumer Court able to redress grievance	75.0%	25.0%	.0%	100.0%
		% within Age Group in years	17.3%	17.6%	.0%	16.7%
		Count	6	1	2	9
Total		% within If files case, Consumer Court able to redress grievance	66.7%	11.1%	22.2%	100.0%
		% within Age Group in years	11.5%	5.9%	66.7%	12.5%
		Count	52	17	3	72
		% within If files case, Consumer Court able to redress grievance	72.2%	23.6%	4.2%	100.0%
		% within Age Group in years	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.871(a)	4	.064
Likelihood Ratio	6.068	4	.194
Linear-by-Linear Association	1.078	1	.299

N of Valid Cases | 72 |  
 a 5 cells (55.6%) have expected count less than 5. The minimum expected count is .38.

## Crosstabs

### Age Group in years \* Marital Status

Crosstab

			Marital Status		Total
			Married	Single	
Age Group in years	18-40	Count	1061	1238	2299
		% within Age Group in years	46.2%	53.8%	100.0%
		% within Marital Status	55.3%	96.6%	71.8%
	41-60	Count	712	36	748
		% within Age Group in years	95.2%	4.8%	100.0%
		% within Marital Status	37.1%	2.8%	23.4%
	Above 60	Count	146	7	153
		% within Age Group in years	95.4%	4.6%	100.0%
		% within Marital Status	7.6%	.5%	4.8%
Total	Count	1919	1281	3200	
	% within Age Group in years	60.0%	40.0%	100.0%	
	% within Marital Status	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	649.454(a)	2	.000
Likelihood Ratio	789.098	2	.000
Linear-by-Linear Association	568.749	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 61.25.

### Gender \* Marital Status

#### Crosstab

			Marital Status		Total
			Married	Single	
Gender	Male	Count	1021	717	1738
		% within Gender	58.7%	41.3%	100.0%
		% within Marital Status	53.2%	56.0%	54.3%
	Female	Count	898	564	1462
		% within Gender	61.4%	38.6%	100.0%
		% within Marital Status	46.8%	44.0%	45.7%
Total	Count	1919	1281	3200	
	% within Gender	60.0%	40.0%	100.0%	
	% within Marital Status	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	2.370(b)	1	.124		
Continuity Correction(a)	2.260	1	.133		
Likelihood Ratio	2.372	1	.124		
Fisher's Exact Test				.128	.066
Linear-by-Linear Association	2.370	1	.124		
N of Valid Cases	3200				

a. Computed only for a 2x2 table

b. 0 cells (.0%) have expected count less than 5. The minimum expected count is 585.26.

## Monthly Income \* Marital Status

### Crosstab

				Marital Status		
				Married	Single	Total
Monthly Income	Upto 10000	Count		793	579	1372
		% within Monthly Income		57.8%	42.2%	100.0%
		% within Marital Status		41.3%	45.2%	42.9%
	10001-20000	Count		525	296	821
		% within Monthly Income		63.9%	36.1%	100.0%
		% within Marital Status		27.4%	23.1%	25.7%
	20001-30000	Count		381	296	677
		% within Monthly Income		56.3%	43.7%	100.0%
		% within Marital Status		19.9%	23.1%	21.2%

	Above 30000	Count	220	110	330
		% within Monthly Income	66.7%	33.3%	100.0%
		% within Marital Status	11.5%	8.6%	10.3%
Total		Count	1919	1281	3200
		% within Monthly Income	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.111(a)	3	.000
Likelihood Ratio	18.266	3	.000
Linear-by-Linear Association	2.967	1	.085
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 132.10.

## Amount spent family on Health and Medicines per month \* Marital Status

### Crosstab

		Marital Status		Total	
		Married	Single		
Amount spent family on Health and Medicines per month	Upto 1000	Count	870	669	1539
		% within Amount spent family on Health and Medicines per month	56.5%	43.5%	100.0%

		% within Marital Status	45.3%	52.2%	48.1%
	1001-2000	Count	553	309	862
		% within Amount spent family on Health and Medicines per month	64.2%	35.8%	100.0%
		% within Marital Status	28.8%	24.1%	26.9%
	2001-3000	Count	263	165	428
		% within Amount spent family on Health and Medicines per month	61.4%	38.6%	100.0%
		% within Marital Status	13.7%	12.9%	13.4%
	3001-5000	Count	132	83	215
		% within Amount spent family on Health and Medicines per month	61.4%	38.6%	100.0%
		% within Marital Status	6.9%	6.5%	6.7%
	Above 5000	Count	101	55	156
		% within Amount spent family on Health and Medicines per month	64.7%	35.3%	100.0%
		% within Marital Status	5.3%	4.3%	4.9%
Total		Count	1919	1281	3200
		% within Amount spent family on Health and Medicines per month	60.0%	40.0%	100.0%

% within Marital Status	100.0%	100.0%	100.0%
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**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.921(a)	4	.003
Likelihood Ratio	15.963	4	.003
Linear-by-Linear Association	7.601	1	.006
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 62.45.

**Educational Qualification \* Marital Status**

**Crosstab**

			Marital Status		Total
			Married	Single	
Educational Qualification	Graduate	Count	771	857	1628
		% within Educational Qualification	47.4%	52.6%	100.0%
		% within Marital Status	40.2%	66.9%	50.9%
	HSc	Count	331	245	576
		% within Educational Qualification	57.5%	42.5%	100.0%
		% within Marital Status	17.2%	19.1%	18.0%
	SSLC	Count	243	105	348

		% within Educational Qualification	69.8%	30.2%	100.0%
		% within Marital Status	12.7%	8.2%	10.9%
	Below SSLC	Count	574	74	648
		% within Educational Qualification	88.6%	11.4%	100.0%
		% within Marital Status	29.9%	5.8%	20.3%
Total		Count	1919	1281	3200
		% within Educational Qualification	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	344.399(a)	3	.000
Likelihood Ratio	383.609	3	.000
Linear-by-Linear Association	339.670	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 139.31.

### Location \* Marital Status

#### Crosstab

		Marital Status	Total

			Married	Single	
Location	Rural	Count	751	504	1255
		% within Location	59.8%	40.2%	100.0%
	Urban	% within Marital Status	39.1%	39.3%	39.2%
		Count	1168	777	1945
		% within Location	60.1%	39.9%	100.0%
		% within Marital Status	60.9%	60.7%	60.8%
Total		Count	1919	1281	3200
		% within Location	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.014(b)	1	.905		
Continuity Correction(a)	.007	1	.935		
Likelihood Ratio	.014	1	.905		
Fisher's Exact Test				.912	.467
Linear-by-Linear Association	.014	1	.905		
N of Valid Cases	3200				

a. Computed only for a 2x2 table

b. 0 cells (.0%) have expected count less than 5. The minimum expected count is 502.39.

**Buy medicines \* Marital Status**

**Crosstab**

				Marital Status			
				Married	Single	Total	
Buy medicines	Doctor's Prescription	Count		1669	1116	2785	
		% within Buy medicines		59.9%	40.1%	100.0%	
		% within Marital Status		87.0%	87.1%	87.0%	
		Advice of Family/ Friends	Count		58	52	110
			% within Buy medicines		52.7%	47.3%	100.0%
			% within Marital Status		3.0%	4.1%	3.4%
	Suggestion of the Pharmacist	Count		119	72	191	
		% within Buy medicines		62.3%	37.7%	100.0%	
		% within Marital Status		6.2%	5.6%	6.0%	
	Others	Count		73	41	114	
		% within Buy medicines		64.0%	36.0%	100.0%	
		% within Marital Status		3.8%	3.2%	3.6%	
Total	Count		1919	1281	3200		
	% within Buy medicines		60.0%	40.0%	100.0%		
	% within Marital Status		100.0%	100.0%	100.0%		

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.624(a)	3	.305
Likelihood Ratio	3.598	3	.308

Linear-by-Linear Association	.547	1	.460
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 44.03.

## Family members go to Clinic normally \* Marital Status

Crosstab

		Marital Status		Total	
		Married	Single		
Family members go to Clinic normally	Govt Hospital / Dispensary	Count	805	461	1266
		% within Family members go to Clinic normally	63.6%	36.4%	100.0%
		% within Marital Status	41.9%	36.0%	39.6%
	Private Clinic	Count	1114	820	1934
		% within Family members go to Clinic normally	57.6%	42.4%	100.0%
		% within Marital Status	58.1%	64.0%	60.4%
Total	Count	1919	1281	3200	
	% within Family members go to Clinic normally	60.0%	40.0%	100.0%	
	% within Marital Status	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)

Pearson Chi-Square	11.418(b)	1	.001		
Continuity Correction(a)	11.170	1	.001		
Likelihood Ratio	11.467	1	.001		
Fisher's Exact Test				.001	.000
Linear-by-Linear Association	11.414	1	.001		
N of Valid Cases	3200				

a Computed only for a 2x2 table

b 0 cells (.0%) have expected count less than 5. The minimum expected count is 506.80.

## Reason for go to a Private Doctor / Clinic \* Marital Status

Crosstab

		Marital Status		Total	
		Married	Single		
Reason for go to a Private Doctor / Clinic	Better Treatment	Count	665	435	1100
		% within Reason for go to a Private Doctor / Clinic	60.5%	39.5%	100.0%
		% within Marital Status	59.7%	53.0%	56.9%
	Better Facilities	Count	260	244	504
		% within Reason for go to a Private Doctor / Clinic	51.6%	48.4%	100.0%
		% within Marital Status	23.3%	29.8%	26.1%
	No Govt.Hospital nearby	Count	189	141	330
		% within Reason for go to a Private Doctor / Clinic	57.3%	42.7%	100.0%
		% within Marital Status	17.0%	17.2%	17.1%
Total	Count	1114	820	1934	

	% within Reason for go to a Private Doctor / Clinic	57.6%	42.4%	100.0%
	% within Marital Status	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.145(a)	2	.004
Likelihood Ratio	11.096	2	.004
Linear-by-Linear Association	3.842	1	.050
N of Valid Cases	1934		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 139.92.

## Heard of Generic Drugs \* Marital Status

### Crosstab

		Marital Status		Total	
		Married	Single		
Heard of Generic Drugs	Yes	Count	425	412	837
		% within Heard of Generic Drugs	50.8%	49.2%	100.0%
		% within Marital Status	22.1%	32.2%	26.2%
	No	Count	1280	693	1973
		% within Heard of Generic Drugs	64.9%	35.1%	100.0%
		% within Marital Status	66.7%	54.1%	61.7%

Total	No opinion	Count	214	176	390
		% within Heard of Generic Drugs	54.9%	45.1%	100.0%
		% within Marital Status	11.2%	13.7%	12.2%
		Count	1919	1281	3200
		% within Heard of Generic Drugs	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	53.471(a)	2	.000
Likelihood Ratio	53.167	2	.000
Linear-by-Linear Association	11.643	1	.001
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 156.12.

**Chronic problems for which family members take medicines regularly \* Marital Status**

**Crosstab**

		Count	Marital Status		Total
			Married	Single	
Chronic problems for	BP/Hypertension		286	67	353

which family members take medicines regularly		% within Chronic problems for which family members take medicines regularly	81.0%	19.0%	100.0%
		% within Marital Status	14.9%	5.2%	11.0%
	Heart Problems	Count	77	25	102
		% within Chronic problems for which family members take medicines regularly	75.5%	24.5%	100.0%
		% within Marital Status	4.0%	2.0%	3.2%
	Diabetes	Count	305	40	345
		% within Chronic problems for which family members take medicines regularly	88.4%	11.6%	100.0%
		% within Marital Status	15.9%	3.1%	10.8%
	Stomach Ailments	Count	149	127	276
		% within Chronic problems for which family members take medicines regularly	54.0%	46.0%	100.0%
		% within Marital Status	7.8%	9.9%	8.6%
	Arthritis	Count	26	8	34
		% within Chronic problems for which family members take medicines regularly	76.5%	23.5%	100.0%
		% within Marital Status	1.4%	.6%	1.1%
	Others	Count	1076	1014	2090

Total	% within Chronic problems for which family members take medicines regularly	51.5%	48.5%	100.0%
	% within Marital Status	56.1%	79.2%	65.3%
	Count	1919	1281	3200
	% within Chronic problems for which family members take medicines regularly	60.0%	40.0%	100.0%
	% within Marital Status	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	262.274(a)	5	.000
Likelihood Ratio	290.386	5	.000
Linear-by-Linear Association	201.036	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.61.

### Examine the expiry date when buy medicines \* Marital Status

#### Crosstab

		Marital Status			
		Married	Single	Total	
Examine the expiry	Yes	Count	1482	1087	2569

date when buy medicines		% within Examine the expiry date when buy medicines	57.7%	42.3%	100.0%
	No	% within Marital Status	77.2%	84.9%	80.3%
		Count	382	168	550
		% within Examine the expiry date when buy medicines	69.5%	30.5%	100.0%
	No opinion	% within Marital Status	19.9%	13.1%	17.2%
		Count	55	26	81
		% within Examine the expiry date when buy medicines	67.9%	32.1%	100.0%
Total		% within Marital Status	2.9%	2.0%	2.5%
		Count	1919	1281	3200
		% within Examine the expiry date when buy medicines	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	28.306(a)	2	.000
Likelihood Ratio	29.039	2	.000
Linear-by-Linear Association	24.604	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 32.43.

## Victim of expired drugs \* Marital Status

Crosstab

		Marital Status		Total	
		Married	Single		
Victim of expired drugs	Yes	Count	118	107	225
		% within Victim of expired drugs	52.4%	47.6%	100.0%
		% within Marital Status	6.1%	8.4%	7.0%
	No	Count	1656	1094	2750
		% within Victim of expired drugs	60.2%	39.8%	100.0%
		% within Marital Status	86.3%	85.4%	85.9%
	No opinion	Count	145	80	225
		% within Victim of expired drugs	64.4%	35.6%	100.0%
		% within Marital Status	7.6%	6.2%	7.0%
Total	Count	1919	1281	3200	
	% within Victim of expired drugs	60.0%	40.0%	100.0%	
	% within Marital Status	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	7.255(a)	2	.027
Likelihood Ratio	7.194	2	.027
Linear-by-Linear Association	6.746	1	.009
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 90.07.

## Check the MRP (Maximum Retail Price) before buying drugs \* Marital Status

Crosstab

			Marital Status		Total
			Married	Single	
Check the MRP (Maximum Retail Price) before buying drugs	Yes	Count	1335	907	2242
		% within Check the MRP (Maximum Retail Price) before buying drugs	59.5%	40.5%	100.0%
		% within Marital Status	69.6%	70.8%	70.1%
	No	Count	505	323	828
		% within Check the MRP (Maximum Retail Price) before buying drugs	61.0%	39.0%	100.0%
		% within Marital Status	26.3%	25.2%	25.9%
No opinion	Count	79	51	130	
	% within Check the MRP (Maximum Retail Price) before buying drugs	60.8%	39.2%	100.0%	
	% within Marital Status	4.1%	4.0%	4.1%	
Total		Count	1919	1281	3200

	% within Check the MRP (Maximum Retail Price) before buying drugs	60.0%	40.0%	100.0%
	% within Marital Status	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.562(a)	2	.755
Likelihood Ratio	.563	2	.755
Linear-by-Linear Association	.473	1	.492
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 52.04.

## Charged the MRP of buying drugs \* Marital Status

### Crosstab

		Marital Status		Total
		Married	Single	
Charged the MRP of buying drugs	Above MRP	Count 156	117	273
		% within Charged the MRP of buying drugs 57.1%	42.9%	100.0%
		% within Marital Status 8.1%	9.1%	8.5%
	Below MRP	Count 368	263	631
		% within Charged the MRP of buying drugs 58.3%	41.7%	100.0%

	At MRP	% within Marital Status	19.2%	20.5%	19.7%
		Count	1395	901	2296
		% within Charged the MRP of buying drugs	60.8%	39.2%	100.0%
Total		% within Marital Status	72.7%	70.3%	71.8%
		Count	1919	1281	3200
		% within Charged the MRP of buying drugs	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.218(a)	2	.330
Likelihood Ratio	2.210	2	.331
Linear-by-Linear Association	2.154	1	.142
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 109.29.

### Practice Self-medication \* Marital Status

#### Crosstab

		Marital Status			
		Married	Single	Total	
Practice Self-	Yes	Count	696	477	1173

medication		% within Practice Self-medication	59.3%	40.7%	100.0%
		% within Marital Status	36.3%	37.2%	36.7%
No		Count	1095	707	1802
		% within Practice Self-medication	60.8%	39.2%	100.0%
No opinion		% within Marital Status	57.1%	55.2%	56.3%
		Count	128	97	225
		% within Practice Self-medication	56.9%	43.1%	100.0%
		% within Marital Status	6.7%	7.6%	7.0%
Total		Count	1919	1281	3200
		% within Practice Self-medication	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.562(a)	2	.458
Likelihood Ratio	1.556	2	.459
Linear-by-Linear Association	.001	1	.975
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 90.07.

### Come across counterfeit medicines \* Marital Status

**Crosstab**

				Marital Status		
				Married	Single	Total
Come across counterfeit medicines	Yes	Count		77	86	163
		% within Come across counterfeit medicines		47.2%	52.8%	100.0%
		% within Marital Status		4.0%	6.7%	5.1%
	No	Count		1588	1013	2601
		% within Come across counterfeit medicines		61.1%	38.9%	100.0%
		% within Marital Status		82.8%	79.1%	81.3%
	No opinion	Count		254	182	436
		% within Come across counterfeit medicines		58.3%	41.7%	100.0%
		% within Marital Status		13.2%	14.2%	13.6%
Total	Count		1919	1281	3200	
	% within Come across counterfeit medicines		60.0%	40.0%	100.0%	
	% within Marital Status		100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.809(a)	2	.002
Likelihood Ratio	12.555	2	.002
Linear-by-Linear Association	1.277	1	.259

N of Valid Cases | 3200

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 65.25.

### If victim of expired drugs, complain to officials \* Marital Status

Crosstab

		Marital Status		Total	
		Married	Single		
If victim of expired drugs, complain to officials	Drug Inspector	Count	40	39	79
		% within If victim of expired drugs, complain to officials	50.6%	49.4%	100.0%
	State Drug Controller	% within Marital Status	33.9%	36.4%	35.1%
		Count	36	30	66
	Others	% within If victim of expired drugs, complain to officials	54.5%	45.5%	100.0%
		% within Marital Status	30.5%	28.0%	29.3%
Count		42	38	80	
% within If victim of expired drugs, complain to officials		52.5%	47.5%	100.0%	
Total	% within Marital Status	35.6%	35.5%	35.6%	
	Count	118	107	225	
	% within If victim of expired drugs, complain to officials	52.4%	47.6%	100.0%	
	% within Marital Status	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.221(a)	2	.895
Likelihood Ratio	.221	2	.895
Linear-by-Linear Association	.055	1	.815
N of Valid Cases	225		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 31.39.

### Satisfaction level of complaints \* Marital Status

#### Crosstab

			Marital Status		Total
			Married	Single	
Satisfaction level of complaints	Satisfactory	Count	20	9	29
		% within Satisfaction level of complaints	69.0%	31.0%	100.0%
		% within Marital Status	16.9%	8.4%	12.9%
	Not Satisfactory	Count	52	49	101
		% within Satisfaction level of complaints	51.5%	48.5%	100.0%
		% within Marital Status	44.1%	45.8%	44.9%
No Response	Count	46	49	95	
	% within Satisfaction level of complaints	48.4%	51.6%	100.0%	
	% within Marital Status	39.0%	45.8%	42.2%	

Total	Count	118	107	225
	% within Satisfaction level of complaints	52.4%	47.6%	100.0%
	% within Marital Status	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.828(a)	2	.148
Likelihood Ratio	3.925	2	.141
Linear-by-Linear Association	2.830	1	.093
N of Valid Cases	225		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.79.

**Insist for bills when buy medicines \* Marital Status**

**Crosstab**

			Marital Status		Total
			Married	Single	
Insist for bills when buy medicines	Yes	Count	1358	976	2334
		% within Insist for bills when buy medicines	58.2%	41.8%	100.0%
	No	% within Marital Status	70.8%	76.2%	72.9%
		Count	497	263	760
		% within Insist for bills when buy medicines	65.4%	34.6%	100.0%

	No opinion	% within Marital Status	25.9%	20.5%	23.8%
		Count	64	42	106
		% within Insist for bills when buy medicines	60.4%	39.6%	100.0%
Total		% within Marital Status	3.3%	3.3%	3.3%
		Count	1919	1281	3200
		% within Insist for bills when buy medicines	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.427(a)	2	.002
Likelihood Ratio	12.576	2	.002
Linear-by-Linear Association	8.306	1	.004
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 42.43.

**When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components \* Marital Status**

#### Crosstab

	Marital Status		Total
	Married	Single	

When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	Yes	Count	1232	840	2072
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	59.5%	40.5%	100.0%
		% within Marital Status	64.2%	65.6%	64.8%
	No	Count	611	381	992
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	61.6%	38.4%	100.0%
		% within Marital Status	31.8%	29.7%	31.0%
	No opinion	Count	76	60	136
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	55.9%	44.1%	100.0%
		% within Marital Status	4.0%	4.7%	4.3%
	Total	Count	1919	1281	3200

	% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	60.0%	40.0%	100.0%
	% within Marital Status	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.260(a)	2	.323
Likelihood Ratio	2.255	2	.324
Linear-by-Linear Association	.100	1	.752
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 54.44.

**Ready to buy as advised by the Pharmacy \* Marital Status**

**Crosstab**

		Marital Status		Total	
		Married	Single		
Ready to buy as advised by the Pharmacy	Yes	Count	798	561	1359
		% within Ready to buy as advised by the Pharmacy	58.7%	41.3%	100.0%
		% within Marital	41.6%	43.8%	42.5%

		Status			
	No	Count	1020	639	1659
		% within Ready to buy as advised by the Pharmacy	61.5%	38.5%	100.0%
		% within Marital Status	53.2%	49.9%	51.8%
	No opinion	Count	101	81	182
		% within Ready to buy as advised by the Pharmacy	55.5%	44.5%	100.0%
		% within Marital Status	5.3%	6.3%	5.7%
Total	Count	1919	1281	3200	
	% within Ready to buy as advised by the Pharmacy	60.0%	40.0%	100.0%	
	% within Marital Status	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.985(a)	2	.136
Likelihood Ratio	3.973	2	.137
Linear-by-Linear Association	.293	1	.588
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 72.86.

### Bought medicines through online \* Marital Status

Crosstab

			Marital Status		Total
			Married	Single	
Bought medicines through online	Yes	Count	210	165	375
		% within Bought medicines through online	56.0%	44.0%	100.0%
		% within Marital Status	10.9%	12.9%	11.7%
	No	Count	1642	1071	2713
		% within Bought medicines through online	60.5%	39.5%	100.0%
		% within Marital Status	85.6%	83.6%	84.8%
	No opinion	Count	67	45	112
		% within Bought medicines through online	59.8%	40.2%	100.0%
		% within Marital Status	3.5%	3.5%	3.5%
Total		Count	1919	1281	3200
		% within Bought medicines through online	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.809(a)	2	.245
Likelihood Ratio	2.786	2	.248
Linear-by-Linear Association	1.938	1	.164
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 44.84.

## Look into the dosage level prescribed in the drugs when buy medicine \* Marital Status

Crosstab

			Marital Status		Total
			Married	Single	
Look into the dosage level prescribed in the drugs when buy medicine	Yes	Count	1050	755	1805
		% within Look into the dosage level prescribed in the drugs when buy medicine	58.2%	41.8%	100.0%
		% within Marital Status	54.7%	58.9%	56.4%
	No	Count	778	458	1236
		% within Look into the dosage level prescribed in the drugs when buy medicine	62.9%	37.1%	100.0%
		% within Marital Status	40.5%	35.8%	38.6%
	No opinion	Count	91	68	159
		% within Look into the dosage level prescribed in the drugs when buy medicine	57.2%	42.8%	100.0%
		% within Marital Status	4.7%	5.3%	5.0%
Total	Count	1919	1281	3200	
	% within Look into the dosage level prescribed in the drugs when buy	60.0%	40.0%	100.0%	

medicine			
% within Marital Status	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.484(a)	2	.024
Likelihood Ratio	7.511	2	.023
Linear-by-Linear Association	2.940	1	.086
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 63.65.

**Aware of Schedule H - drug \* Marital Status**

**Crosstab**

			Marital Status		Total
			Married	Single	
Aware of Schedule H - drug	Yes	Count	200	162	362
		% within Aware of Schedule H - drug	55.2%	44.8%	100.0%
	No	% within Marital Status	10.4%	12.6%	11.3%
		Count	1395	890	2285
		% within Aware of Schedule H - drug	61.1%	38.9%	100.0%

	No opinion	% within Marital Status	72.7%	69.5%	71.4%
		Count	324	229	553
		% within Aware of Schedule H - drug	58.6%	41.4%	100.0%
Total		% within Marital Status	16.9%	17.9%	17.3%
		Count	1919	1281	3200
		% within Aware of Schedule H - drug	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.911(a)	2	.086
Likelihood Ratio	4.875	2	.087
Linear-by-Linear Association	.412	1	.521
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 144.91.

### Got Schedule H - drug without medical prescription \* Marital Status

#### Crosstab

			Marital Status		Total
			Married	Single	
Got Schedule H -	Yes	Count	70	98	168

drug without medical prescription	No	% within Got Schedule H - drug without medical prescription	41.7%	58.3%	100.0%
		% within Marital Status	3.6%	7.7%	5.3%
		Count	1286	771	2057
	No opinion	% within Got Schedule H - drug without medical prescription	62.5%	37.5%	100.0%
		% within Marital Status	67.0%	60.2%	64.3%
		Count	563	412	975
Total		% within Got Schedule H - drug without medical prescription	57.7%	42.3%	100.0%
		% within Marital Status	29.3%	32.2%	30.5%
		Count	1919	1281	3200
		% within Got Schedule H - drug without medical prescription	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	31.022(a)	2	.000
Likelihood Ratio	30.431	2	.000
Linear-by-Linear Association	.363	1	.547
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 67.25.

### Affected due to over dosage of drug \* Marital Status

Crosstab

			Marital Status		Total
			Married	Single	
Affected due to over dosage of drug	Yes	Count	241	199	440
		% within Affected due to over dosage of drug	54.8%	45.2%	100.0%
		% within Marital Status	12.6%	15.5%	13.8%
	No	Count	1487	956	2443
		% within Affected due to over dosage of drug	60.9%	39.1%	100.0%
		% within Marital Status	77.5%	74.6%	76.3%
	No opinion	Count	191	126	317
		% within Affected due to over dosage of drug	60.3%	39.7%	100.0%
		% within Marital Status	10.0%	9.8%	9.9%
Total	Count	1919	1281	3200	
	% within Affected due to over dosage of drug	60.0%	40.0%	100.0%	
	% within Marital Status	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.782(a)	2	.056
Likelihood Ratio	5.723	2	.057
Linear-by-Linear Association	3.125	1	.077
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 126.90.

### If yes, mode of get the drug \* Marital Status

Crosstab

			Marital Status		Total
			Married	Single	
If yes, mode of get the drug	On prescription	Count	102	94	196
		% within If yes, mode of get the drug	52.0%	48.0%	100.0%
		% within Marital Status	42.3%	47.2%	44.5%
	Overcounter in pharmacy	Count	65	56	121
		% within If yes, mode of get the drug	53.7%	46.3%	100.0%
		% within Marital Status	27.0%	28.1%	27.5%
	Self medication	Count	74	49	123
		% within If yes, mode of get the drug	60.2%	39.8%	100.0%
		% within Marital Status	30.7%	24.6%	28.0%
Total	Count	241	199	440	
	% within If yes, mode of get the drug	54.8%	45.2%	100.0%	

% within Marital Status	100.0%	100.0%	100.0%
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**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.087(a)	2	.352
Likelihood Ratio	2.098	2	.350
Linear-by-Linear Association	1.885	1	.170
N of Valid Cases	440		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 54.73.

**Aware of the existing laws for protecting the Consumer in case of counterfeit medicines \* Marital Status**

**Crosstab**

			Marital Status		Total
			Married	Single	
Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	Yes	Count	863	649	1512
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	57.1%	42.9%	100.0%
	No	% within Marital Status	45.0%	50.7%	47.3%
Count		888	505	1393	

Total	No opinion	% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	63.7%	36.3%	100.0%
		% within Marital Status	46.3%	39.4%	43.5%
		Count	168	127	295
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	56.9%	43.1%	100.0%
		% within Marital Status	8.8%	9.9%	9.2%
		Count	1919	1281	3200
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	60.0%	40.0%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.673(a)	2	.001
Likelihood Ratio	14.722	2	.001
Linear-by-Linear Association	3.756	1	.053
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 118.09.

## Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs \* Marital Status

Crosstab

			Marital Status		Total
			Married	Single	
Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	Yes	Count	1111	867	1978
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	56.2%	43.8%	100.0%
	No	% within Marital Status	57.9%	67.7%	61.8%
		Count	676	332	1008
	No opinion	% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	67.1%	32.9%	100.0%
		% within Marital Status	35.2%	25.9%	31.5%
Count		132	82	214	
% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs		61.7%	38.3%	100.0%	
		% within Marital	6.9%	6.4%	6.7%

Total	Status			
	Count	1919	1281	3200
	% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	60.0%	40.0%	100.0%
	% within Marital Status	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	33.301(a)	2	.000
Likelihood Ratio	33.698	2	.000
Linear-by-Linear Association	21.228	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 85.67.

### If yes, filled a case in the Consumer Court \* Marital Status

#### Crosstab

			Marital Status		Total
			Married	Single	
If yes, filled a case in the Consumer Court	Yes	Count	38	34	72
		% within If yes, filled a case in the Consumer Court	52.8%	47.2%	100.0%

	No	% within Marital Status	3.4%	3.9%	3.6%
		Count	1034	794	1828
		% within If yes, filled a case in the Consumer Court	56.6%	43.4%	100.0%
	No opinion	% within Marital Status	93.1%	91.6%	92.4%
		Count	39	39	78
		% within If yes, filled a case in the Consumer Court	50.0%	50.0%	100.0%
Total		% within Marital Status	3.5%	4.5%	3.9%
		Count	1111	867	1978
		% within If yes, filled a case in the Consumer Court	56.2%	43.8%	100.0%
		% within Marital Status	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.658(a)	2	.436
Likelihood Ratio	1.647	2	.439
Linear-by-Linear Association	.152	1	.697
N of Valid Cases	1978		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 31.56.

**If files case, Consumer Court able to redress grievance \* Marital Status**

**Crosstab**

				Marital Status		
				Married	Single	Total
If files case, Consumer Court able to redress grievance	Yes	Count		23	28	51
		% within If files case, Consumer Court able to redress grievance		45.1%	54.9%	100.0%
		% within Marital Status		60.5%	82.4%	70.8%
	No	Count		10	2	12
		% within If files case, Consumer Court able to redress grievance		83.3%	16.7%	100.0%
		% within Marital Status		26.3%	5.9%	16.7%
No opinion	Count		5	4	9	
	% within If files case, Consumer Court able to redress grievance		55.6%	44.4%	100.0%	
	% within Marital Status		13.2%	11.8%	12.5%	
Total	Count		38	34	72	
	% within If files case, Consumer Court able to redress grievance		52.8%	47.2%	100.0%	
	% within Marital Status		100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.730(a)	2	.057
Likelihood Ratio	6.202	2	.045
Linear-by-Linear Association	1.935	1	.164
N of Valid Cases	72		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is 4.25.

## Crosstabs

### Age Group in years \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Age Group in years	18-40	Count	983	590	521	205	2299
		% within Age Group in years	42.8%	25.7%	22.7%	8.9%	100.0%
		% within Monthly Income	71.6%	71.9%	77.0%	62.1%	71.8%
41-60	41-60	Count	310	198	126	114	748
		% within Age Group in years	41.4%	26.5%	16.8%	15.2%	100.0%
		% within Monthly Income	22.6%	24.1%	18.6%	34.5%	23.4%
Above 60	Above 60	Count	79	33	30	11	153
		% within Age Group in years	51.6%	21.6%	19.6%	7.2%	100.0%
		% within Monthly Income	5.8%	4.0%	4.4%	3.3%	4.8%

Total	Count	1372	821	677	330	3200
	% within Age Group in years	42.9%	25.7%	21.2%	10.3%	100.0%
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	36.906(a)	6	.000
Likelihood Ratio	35.344	6	.000
Linear-by-Linear Association	.002	1	.963
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 15.78.

## Gender \* Monthly Income

### Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Gender	Male	Count	656	530	340	212	1738
		% within Gender	37.7%	30.5%	19.6%	12.2%	100.0%
		% within Monthly Income	47.8%	64.6%	50.2%	64.2%	54.3%
	Female	Count	716	291	337	118	1462
		% within Gender	49.0%	19.9%	23.1%	8.1%	100.0%
		% within	52.2%	35.4%	49.8%	35.8%	45.7%

Total	Monthly Income Count	1372	821	677	330	3200
	% within Gender	42.9%	25.7%	21.2%	10.3%	100.0%
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	75.746(a)	3	.000
Likelihood Ratio	76.546	3	.000
Linear-by-Linear Association	19.292	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 150.77.

**Amount spent family on Health and Medicines per month \* Monthly Income**

**Crosstab**

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Amount spent family on Health and Medicines per month	Upto 1000	Count	818	388	235	98	1539
		% within Amount spent family on Health and Medicines per month	53.2%	25.2%	15.3%	6.4%	100.0%
		% within Monthly Income	59.6%	47.3%	34.7%	29.7%	48.1%

Total	1001-2000	Count	312	271	204	75	862
		% within Amount spent family on Health and Medicines per month	36.2%	31.4%	23.7%	8.7%	100.0%
		% within Monthly Income	22.7%	33.0%	30.1%	22.7%	26.9%
	2001-3000	Count	135	93	135	65	428
		% within Amount spent family on Health and Medicines per month	31.5%	21.7%	31.5%	15.2%	100.0%
		% within Monthly Income	9.8%	11.3%	19.9%	19.7%	13.4%
	3001-5000	Count	49	40	73	53	215
		% within Amount spent family on Health and Medicines per month	22.8%	18.6%	34.0%	24.7%	100.0%
		% within Monthly Income	3.6%	4.9%	10.8%	16.1%	6.7%
	Above 5000	Count	58	29	30	39	156
		% within Amount spent family on Health and Medicines per month	37.2%	18.6%	19.2%	25.0%	100.0%
		% within Monthly Income	4.2%	3.5%	4.4%	11.8%	4.9%
		Count	1372	821	677	330	3200
		% within Amount spent family on Health and Medicines per month	42.9%	25.7%	21.2%	10.3%	100.0%
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	279.499(a)	12	.000
Likelihood Ratio	261.193	12	.000
Linear-by-Linear Association	192.553	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 16.09.

**Marital Status \* Monthly Income**

**Crosstab**

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Marital Status	Married	Count	793	525	381	220	1919
		% within Marital Status	41.3%	27.4%	19.9%	11.5%	100.0%
		% within Monthly Income	57.8%	63.9%	56.3%	66.7%	60.0%
	Single	Count	579	296	296	110	1281
		% within Marital Status	45.2%	23.1%	23.1%	8.6%	100.0%
		% within Monthly Income	42.2%	36.1%	43.7%	33.3%	40.0%
Total	Count	1372	821	677	330	3200	
	% within Marital Status	42.9%	25.7%	21.2%	10.3%	100.0%	
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%	

Monthly Income					
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### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.111(a)	3	.000
Likelihood Ratio	18.266	3	.000
Linear-by-Linear Association	2.967	1	.085
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 132.10.

## Educational Qualification \* Monthly Income

### Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Educational Qualification	Graduate	Count	561	448	371	248	1628
		% within Educational Qualification	34.5%	27.5%	22.8%	15.2%	100.0%
	HSc	% within Monthly Income	40.9%	54.6%	54.8%	75.2%	50.9%
		Count	275	137	116	48	576
		% within Educational Qualification	47.7%	23.8%	20.1%	8.3%	100.0%
		% within Monthly Income	20.0%	16.7%	17.1%	14.5%	18.0%
SSLC	Count	169	91	69	19	348	

		% within Educational Qualification	48.6%	26.1%	19.8%	5.5%	100.0%
		% within Monthly Income	12.3%	11.1%	10.2%	5.8%	10.9%
	Below SSLC	Count	367	145	121	15	648
		% within Educational Qualification	56.6%	22.4%	18.7%	2.3%	100.0%
		% within Monthly Income	26.7%	17.7%	17.9%	4.5%	20.3%
Total		Count	1372	821	677	330	3200
		% within Educational Qualification	42.9%	25.7%	21.2%	10.3%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	160.124(a)	9	.000
Likelihood Ratio	174.846	9	.000
Linear-by-Linear Association	132.995	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 35.89.

### Location \* Monthly Income

#### Crosstab

		Monthly Income	Total

			Upto 10000	10001-20000	20001-30000	Above 30000	
Location	Rural	Count	633	337	218	67	1255
		% within Location	50.4%	26.9%	17.4%	5.3%	100.0%
		% within Monthly Income	46.1%	41.0%	32.2%	20.3%	39.2%
	Urban	Count	739	484	459	263	1945
		% within Location	38.0%	24.9%	23.6%	13.5%	100.0%
		% within Monthly Income	53.9%	59.0%	67.8%	79.7%	60.8%
Total	Count	1372	821	677	330	3200	
	% within Location	42.9%	25.7%	21.2%	10.3%	100.0%	
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	92.220(a)	3	.000
Likelihood Ratio	96.864	3	.000
Linear-by-Linear Association	88.933	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 129.42.

### Buy medicines \* Monthly Income

Crosstab

			Monthly Income					
			Upto 10000	10001-20000	20001-30000	Above 30000	Total	
Buy medicines	Doctor's Prescription	Count	1200	713	568	304	2785	
		% within Buy medicines	43.1%	25.6%	20.4%	10.9%	100.0%	
		% within Monthly Income	87.5%	86.8%	83.9%	92.1%	87.0%	
		Advice of Family/ Friends	Count	46	23	33	8	110
			% within Buy medicines	41.8%	20.9%	30.0%	7.3%	100.0%
			% within Monthly Income	3.4%	2.8%	4.9%	2.4%	3.4%
	Suggestion of the Pharmacist	Count	96	49	38	8	191	
		% within Buy medicines	50.3%	25.7%	19.9%	4.2%	100.0%	
		% within Monthly Income	7.0%	6.0%	5.6%	2.4%	6.0%	
	Others	Count	30	36	38	10	114	
		% within Buy medicines	26.3%	31.6%	33.3%	8.8%	100.0%	
		% within Monthly Income	2.2%	4.4%	5.6%	3.0%	3.6%	
Total	Count	1372	821	677	330	3200		
	% within Buy medicines	42.9%	25.7%	21.2%	10.3%	100.0%		
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%		

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	34.447(a)	9	.000
Likelihood Ratio	35.933	9	.000
Linear-by-Linear	.083	1	.773

Association			
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 11.34.

## Family members go to Clinic normally \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Family members go to Clinic normally	Govt Hospital / Dispensary	Count	627	333	238	68	1266
		% within Family members go to Clinic normally	49.5%	26.3%	18.8%	5.4%	100.0%
		% within Monthly Income	45.7%	40.6%	35.2%	20.6%	39.6%
	Private Clinic	Count	745	488	439	262	1934
		% within Family members go to Clinic normally	38.5%	25.2%	22.7%	13.5%	100.0%
		% within Monthly Income	54.3%	59.4%	64.8%	79.4%	60.4%
Total	Count	1372	821	677	330	3200	
	% within Family members go to Clinic normally	42.9%	25.7%	21.2%	10.3%	100.0%	
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	77.049(a)	3	.000

Likelihood Ratio	81.452	3	.000
Linear-by-Linear Association	70.986	1	.000
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 130.56.

## Reason for go to a Private Doctor / Clinic \* Monthly Income

Crosstab

			Monthly Income				
			Upto 10000	10001-20000	20001-30000	Above 30000	Total
Reason for go to a Private Doctor / Clinic	Better Treatment	Count	458	267	220	155	1100
		% within Reason for go to a Private Doctor / Clinic	41.6%	24.3%	20.0%	14.1%	100.0%
		% within Monthly Income	61.5%	54.7%	50.1%	59.2%	56.9%
	Better Facilities	Count	150	136	133	85	504
		% within Reason for go to a Private Doctor / Clinic	29.8%	27.0%	26.4%	16.9%	100.0%
		% within Monthly Income	20.1%	27.9%	30.3%	32.4%	26.1%
	No Govt.Hospital nearby	Count	137	85	86	22	330
		% within Reason for go to a Private Doctor / Clinic	41.5%	25.8%	26.1%	6.7%	100.0%
		% within Monthly Income	18.4%	17.4%	19.6%	8.4%	17.1%
Total	Count	745	488	439	262	1934	
	% within Reason for go to a Private Doctor / Clinic	38.5%	25.2%	22.7%	13.5%	100.0%	
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	38.692(a)	6	.000
Likelihood Ratio	41.754	6	.000
Linear-by-Linear Association	.047	1	.828
N of Valid Cases	1934		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 44.71.

### Heard of Generic Drugs \* Monthly Income

#### Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Heard of Generic Drugs	Yes	Count	309	205	191	132	837
		% within Heard of Generic Drugs	36.9%	24.5%	22.8%	15.8%	100.0%
		% within Monthly Income	22.5%	25.0%	28.2%	40.0%	26.2%
	No	Count	890	506	411	166	1973
		% within Heard of Generic Drugs	45.1%	25.6%	20.8%	8.4%	100.0%
		% within Monthly Income	64.9%	61.6%	60.7%	50.3%	61.7%
No opinion	Count	173	110	75	32	390	
	% within Heard of Generic Drugs	44.4%	28.2%	19.2%	8.2%	100.0%	
	% within Monthly Income	12.6%	13.4%	11.1%	9.7%	12.2%	

Total	Count	1372	821	677	330	3200
	% within Heard of Generic Drugs	42.9%	25.7%	21.2%	10.3%	100.0%
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	45.489(a)	6	.000
Likelihood Ratio	42.956	6	.000
Linear-by-Linear Association	27.876	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 40.22.

## Chronic problems for which family members take medicines regularly \* Monthly Income

### Crosstab

		Monthly Income				Total	
		Upto 10000	10001-20000	20001-30000	Above 30000		
Chronic problems for which family members take medicines regularly	BP/Hypertension	Count	168	80	63	42	353
		% within Chronic problems for which family members take medicines regularly	47.6%	22.7%	17.8%	11.9%	100.0%
		% within Monthly Income	12.2%	9.7%	9.3%	12.7%	11.0%
	Heart Problems	Count	36	26	23	17	102

		% within Chronic problems for which family members take medicines regularly	35.3%	25.5%	22.5%	16.7%	100.0%
	Diabetes	% within Monthly Income	2.6%	3.2%	3.4%	5.2%	3.2%
		Count	113	96	75	61	345
		% within Chronic problems for which family members take medicines regularly	32.8%	27.8%	21.7%	17.7%	100.0%
	Stomach Ailments	% within Monthly Income	8.2%	11.7%	11.1%	18.5%	10.8%
		Count	128	58	65	25	276
		% within Chronic problems for which family members take medicines regularly	46.4%	21.0%	23.6%	9.1%	100.0%
	Arthritis	% within Monthly Income	9.3%	7.1%	9.6%	7.6%	8.6%
		Count	15	8	8	3	34
		% within Chronic problems for which family members take medicines regularly	44.1%	23.5%	23.5%	8.8%	100.0%
	Others	% within Monthly Income	1.1%	1.0%	1.2%	.9%	1.1%
		Count	912	553	443	182	2090
		% within Chronic problems for which family members take medicines regularly	43.6%	26.5%	21.2%	8.7%	100.0%
Total		% within Monthly Income	66.5%	67.4%	65.4%	55.2%	65.3%
		Count	1372	821	677	330	3200

% within Chronic problems for which family members take medicines regularly	42.9%	25.7%	21.2%	10.3%	100.0%
% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	48.843(a)	15	.000
Likelihood Ratio	46.246	15	.000
Linear-by-Linear Association	5.610	1	.018
N of Valid Cases	3200		

a. 1 cells (4.2%) have expected count less than 5. The minimum expected count is 3.51.

## Examine the expiry date when buy medicines \* Monthly Income

### Crosstab

		Monthly Income				Total	
		Upto 10000	10001-20000	20001-30000	Above 30000		
Examine the expiry date when buy medicines	Yes	Count	1078	673	536	282	2569
		% within Examine the expiry date when buy medicines	42.0%	26.2%	20.9%	11.0%	100.0%
		% within Monthly Income	78.6%	82.0%	79.2%	85.5%	80.3%
	No	Count	254	131	123	42	550

		% within Examine the expiry date when buy medicines	46.2%	23.8%	22.4%	7.6%	100.0%
		% within Monthly Income	18.5%	16.0%	18.2%	12.7%	17.2%
	No opinion	Count	40	17	18	6	81
		% within Examine the expiry date when buy medicines	49.4%	21.0%	22.2%	7.4%	100.0%
		% within Monthly Income	2.9%	2.1%	2.7%	1.8%	2.5%
Total		Count	1372	821	677	330	3200
		% within Examine the expiry date when buy medicines	42.9%	25.7%	21.2%	10.3%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.516(a)	6	.105
Likelihood Ratio	10.933	6	.090
Linear-by-Linear Association	4.653	1	.031
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 8.35.

### Victim of expired drugs \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Victim of expired drugs	Yes	Count	88	64	50	23	225
		% within Victim of expired drugs	39.1%	28.4%	22.2%	10.2%	100.0%
	No	% within Monthly Income Count	6.4%	7.8%	7.4%	7.0%	7.0%
		Count	1197	693	584	276	2750
	No opinion	% within Victim of expired drugs	43.5%	25.2%	21.2%	10.0%	100.0%
		% within Monthly Income Count	87.2%	84.4%	86.3%	83.6%	85.9%
Total		Count	87	64	43	31	225
		% within Victim of expired drugs	38.7%	28.4%	19.1%	13.8%	100.0%
		% within Monthly Income Count	6.3%	7.8%	6.4%	9.4%	7.0%
		Count	1372	821	677	330	3200
		% within Victim of expired drugs	42.9%	25.7%	21.2%	10.3%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.931(a)	6	.327
Likelihood Ratio	6.702	6	.349
Linear-by-Linear Association	.211	1	.646
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 23.20.

## Check the MRP (Maximum Retail Price) before buying drugs \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Check the MRP (Maximum Retail Price) before buying drugs	Yes	Count	917	610	474	241	2242
		% within Check the MRP (Maximum Retail Price) before buying drugs	40.9%	27.2%	21.1%	10.7%	100.0%
	No	% within Monthly Income	66.8%	74.3%	70.0%	73.0%	70.1%
		Count	395	183	172	78	828
		% within Check the MRP (Maximum Retail Price) before buying drugs	47.7%	22.1%	20.8%	9.4%	100.0%
		% within Monthly Income	28.8%	22.3%	25.4%	23.6%	25.9%
No opinion	Count	60	28	31	11	130	
	% within Check the MRP (Maximum Retail Price) before buying drugs	46.2%	21.5%	23.8%	8.5%	100.0%	
	% within Monthly Income	4.4%	3.4%	4.6%	3.3%	4.1%	
	Total	1372	821	677	330	3200	
Total	% within Check the MRP (Maximum Retail Price) before buying drugs	42.9%	25.7%	21.2%	10.3%	100.0%	
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.899(a)	6	.014
Likelihood Ratio	15.999	6	.014
Linear-by-Linear Association	4.636	1	.031
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.41.

### Charged the MRP of buying drugs \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Charged the MRP of buying drugs	Above MRP	Count	123	45	73	32	273
		% within Charged the MRP of buying drugs	45.1%	16.5%	26.7%	11.7%	100.0%
		% within Monthly Income	9.0%	5.5%	10.8%	9.7%	8.5%
	Below MRP	Count	223	176	163	69	631
		% within Charged the MRP of buying drugs	35.3%	27.9%	25.8%	10.9%	100.0%
		% within Monthly Income	16.3%	21.4%	24.1%	20.9%	19.7%
	At MRP	Count	1026	600	441	229	2296
		% within Charged the MRP of buying drugs	44.7%	26.1%	19.2%	10.0%	100.0%
		% within Monthly Income	74.8%	73.1%	65.1%	69.4%	71.8%
Total		Count	1372	821	677	330	3200

	% within Charged the MRP of buying drugs	42.9%	25.7%	21.2%	10.3%	100.0%
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	36.484(a)	6	.000
Likelihood Ratio	37.630	6	.000
Linear-by-Linear Association	10.402	1	.001
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 28.15.

## Practice Self-medication \* Monthly Income

### Crosstab

		Monthly Income					
			Upto 10000	10001-20000	20001-30000	Above 30000	Total
Practice Self-medication	Yes	Count	538	277	246	112	1173
		% within Practice Self-medication	45.9%	23.6%	21.0%	9.5%	100.0%
		% within Monthly Income	39.2%	33.7%	36.3%	33.9%	36.7%
	No	Count	744	470	390	198	1802
		% within Practice Self-medication	41.3%	26.1%	21.6%	11.0%	100.0%
		% within Monthly Income	54.2%	57.2%	57.6%	60.0%	56.3%

Total	No opinion	Count	90	74	41	20	225
		% within Practice Self-medication	40.0%	32.9%	18.2%	8.9%	100.0%
		% within Monthly Income	6.6%	9.0%	6.1%	6.1%	7.0%
		Count	1372	821	677	330	3200
		% within Practice Self-medication	42.9%	25.7%	21.2%	10.3%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.599(a)	6	.034
Likelihood Ratio	13.307	6	.038
Linear-by-Linear Association	2.010	1	.156
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 23.20.

## Come across counterfeit medicines \* Monthly Income

### Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Come across counterfeit medicines	Yes	Count	70	37	37	19	163
		% within Come across counterfeit medicines	42.9%	22.7%	22.7%	11.7%	100.0%
		% within Monthly	5.1%	4.5%	5.5%	5.8%	5.1%

		Income					
Total	No	Count	1138	641	558	264	2601
		% within Come across counterfeit medicines	43.8%	24.6%	21.5%	10.1%	100.0%
	No opinion	% within Monthly Income	82.9%	78.1%	82.4%	80.0%	81.3%
		Count	164	143	82	47	436
		% within Come across counterfeit medicines	37.6%	32.8%	18.8%	10.8%	100.0%
		% within Monthly Income	12.0%	17.4%	12.1%	14.2%	13.6%
		Count	1372	821	677	330	3200
		% within Come across counterfeit medicines	42.9%	25.7%	21.2%	10.3%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.416(a)	6	.017
Likelihood Ratio	14.891	6	.021
Linear-by-Linear Association	.164	1	.685
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 16.81.

### If victim of expired drugs, complain to officials \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
If victim of expired drugs, complain to officials	Drug Inspector	Count	38	16	16	9	79
		% within If victim of expired drugs, complain to officials	48.1%	20.3%	20.3%	11.4%	100.0%
		% within Monthly Income	43.2%	25.0%	32.0%	39.1%	35.1%
	State Drug Controller	Count	19	23	15	9	66
		% within If victim of expired drugs, complain to officials	28.8%	34.8%	22.7%	13.6%	100.0%
		% within Monthly Income	21.6%	35.9%	30.0%	39.1%	29.3%
	Others	Count	31	25	19	5	80
		% within If victim of expired drugs, complain to officials	38.8%	31.3%	23.8%	6.3%	100.0%
		% within Monthly Income	35.2%	39.1%	38.0%	21.7%	35.6%
Total	Count	88	64	50	23	225	
	% within If victim of expired drugs, complain to officials	39.1%	28.4%	22.2%	10.2%	100.0%	
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.793(a)	6	.186
Likelihood Ratio	9.130	6	.166
Linear-by-Linear Association	.024	1	.878

N of Valid Cases | 225

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.75.

### Satisfaction level of complaints \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Satisfaction level of complaints	Satisfactory	Count	6	9	10	4	29
		% within Satisfaction level of complaints	20.7%	31.0%	34.5%	13.8%	100.0%
		% within Monthly Income	6.8%	14.1%	20.0%	17.4%	12.9%
	Not Satisfactory	Count	41	24	25	11	101
		% within Satisfaction level of complaints	40.6%	23.8%	24.8%	10.9%	100.0%
		% within Monthly Income	46.6%	37.5%	50.0%	47.8%	44.9%
	No Response	Count	41	31	15	8	95
		% within Satisfaction level of complaints	43.2%	32.6%	15.8%	8.4%	100.0%
		% within Monthly Income	46.6%	48.4%	30.0%	34.8%	42.2%
Total	Count	88	64	50	23	225	
	% within Satisfaction level of complaints	39.1%	28.4%	22.2%	10.2%	100.0%	
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.132(a)	6	.166
Likelihood Ratio	9.551	6	.145
Linear-by-Linear Association	5.524	1	.019
N of Valid Cases	225		

a. 1 cells (8.3%) have expected count less than 5. The minimum expected count is 2.96.

## Insist for bills when buy medicines \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Insist for bills when buy medicines	Yes	Count	1000	605	469	260	2334
		% within Insist for bills when buy medicines	42.8%	25.9%	20.1%	11.1%	100.0%
		% within Monthly Income	72.9%	73.7%	69.3%	78.8%	72.9%
	No	Count	333	184	185	58	760
		% within Insist for bills when buy medicines	43.8%	24.2%	24.3%	7.6%	100.0%
		% within Monthly Income	24.3%	22.4%	27.3%	17.6%	23.8%
	No opinion	Count	39	32	23	12	106
		% within Insist for bills when buy medicines	36.8%	30.2%	21.7%	11.3%	100.0%
		% within Monthly Income	2.8%	3.9%	3.4%	3.6%	3.3%
Total		Count	1372	821	677	330	3200

	% within Insist for bills when buy medicines	42.9%	25.7%	21.2%	10.3%	100.0%
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.459(a)	6	.025
Likelihood Ratio	14.808	6	.022
Linear-by-Linear Association	.031	1	.861
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.93.

## When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components \* Monthly Income

### Crosstab

		Monthly Income				Total
		Upto 10000	10001-20000	20001-30000	Above 30000	
When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	Yes	Count 896	524	429	223	2072
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components 43.2%	25.3%	20.7%	10.8%	100.0%

Total	No	% within Monthly Income	65.3%	63.8%	63.4%	67.6%	64.8%
		Count	424	257	220	91	992
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	42.7%	25.9%	22.2%	9.2%	100.0%
	No opinion	% within Monthly Income	30.9%	31.3%	32.5%	27.6%	31.0%
		Count	52	40	28	16	136
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	38.2%	29.4%	20.6%	11.8%	100.0%
		% within Monthly Income	3.8%	4.9%	4.1%	4.8%	4.3%
		Count	1372	821	677	330	3200
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	42.9%	25.7%	21.2%	10.3%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.276(a)	6	.639
Likelihood Ratio	4.293	6	.637
Linear-by-Linear Association	.056	1	.813
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 14.03.

### Ready to buy as advised by the Pharmacy \* Monthly Income

#### Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Ready to buy as advised by the Pharmacy	Yes	Count	604	362	271	122	1359
		% within Ready to buy as advised by the Pharmacy	44.4%	26.6%	19.9%	9.0%	100.0%
		% within Monthly Income	44.0%	44.1%	40.0%	37.0%	42.5%
	No	Count	700	413	356	190	1659
		% within Ready to buy as advised by the Pharmacy	42.2%	24.9%	21.5%	11.5%	100.0%
		% within Monthly Income	51.0%	50.3%	52.6%	57.6%	51.8%
No opinion	Count	68	46	50	18	182	
	% within Ready to buy as advised by the Pharmacy	37.4%	25.3%	27.5%	9.9%	100.0%	
	% within Monthly Income	5.0%	5.6%	7.4%	5.5%	5.7%	

Total	Count	1372	821	677	330	3200
	% within Ready to buy as advised by the Pharmacy	42.9%	25.7%	21.2%	10.3%	100.0%
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.070(a)	6	.060
Likelihood Ratio	11.874	6	.065
Linear-by-Linear Association	7.593	1	.006
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 18.77.

## Bought medicines through online \* Monthly Income

### Crosstab

		Monthly Income				Total	
		Upto 10000	10001-20000	20001-30000	Above 30000		
Bought medicines through online	Yes	Count	110	100	104	61	375
		% within Bought medicines through online	29.3%	26.7%	27.7%	16.3%	100.0%
		% within Monthly Income	8.0%	12.2%	15.4%	18.5%	11.7%
No		Count	1216	686	548	263	2713
		% within Bought medicines through online	44.8%	25.3%	20.2%	9.7%	100.0%

	No opinion	% within Monthly Income	88.6%	83.6%	80.9%	79.7%	84.8%
		Count	46	35	25	6	112
		% within Bought medicines through online	41.1%	31.3%	22.3%	5.4%	100.0%
Total		% within Monthly Income	3.4%	4.3%	3.7%	1.8%	3.5%
		Count	1372	821	677	330	3200
		% within Bought medicines through online	42.9%	25.7%	21.2%	10.3%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	45.660(a)	6	.000
Likelihood Ratio	45.531	6	.000
Linear-by-Linear Association	33.368	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 11.55.

### Look into the dosage level prescribed in the drugs when buy medicine \* Monthly Income

#### Crosstab

		Monthly Income					
		Upto 10000	10001-20000	20001-30000	Above 30000	Total	
Look into the dosage	Yes	Count	766	455	386	198	1805

level prescribed in the drugs when buy medicine	No	% within Look into the dosage level prescribed in the drugs when buy medicine	42.4%	25.2%	21.4%	11.0%	100.0%
		% within Monthly Income	55.8%	55.4%	57.0%	60.0%	56.4%
		Count	530	330	254	122	1236
	No opinion	% within Look into the dosage level prescribed in the drugs when buy medicine	42.9%	26.7%	20.6%	9.9%	100.0%
		% within Monthly Income	38.6%	40.2%	37.5%	37.0%	38.6%
		Count	76	36	37	10	159
Total		% within Look into the dosage level prescribed in the drugs when buy medicine	47.8%	22.6%	23.3%	6.3%	100.0%
		% within Monthly Income	5.5%	4.4%	5.5%	3.0%	5.0%
		Count	1372	821	677	330	3200
		% within Look into the dosage level prescribed in the drugs when buy medicine	42.9%	25.7%	21.2%	10.3%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.289(a)	6	.392
Likelihood Ratio	6.661	6	.353

Linear-by-Linear Association	2.388	1	.122
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 16.40.

## Aware of Schedule H - drug \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Aware of Schedule H - drug	Yes	Count	123	73	96	70	362
		% within Aware of Schedule H - drug	34.0%	20.2%	26.5%	19.3%	100.0%
		% within Monthly Income	9.0%	8.9%	14.2%	21.2%	11.3%
	No	Count	1030	600	451	204	2285
		% within Aware of Schedule H - drug	45.1%	26.3%	19.7%	8.9%	100.0%
		% within Monthly Income	75.1%	73.1%	66.6%	61.8%	71.4%
	No opinion	Count	219	148	130	56	553
		% within Aware of Schedule H - drug	39.6%	26.8%	23.5%	10.1%	100.0%
		% within Monthly Income	16.0%	18.0%	19.2%	17.0%	17.3%
Total	Count	1372	821	677	330	3200	
	% within Aware of Schedule H - drug	42.9%	25.7%	21.2%	10.3%	100.0%	
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	56.886(a)	6	.000
Likelihood Ratio	51.651	6	.000
Linear-by-Linear Association	8.122	1	.004
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 37.33.

### Got Schedule H - drug without medical prescription \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Got Schedule H - drug without medical prescription	Yes	Count	67	36	46	19	168
		% within Got Schedule H - drug without medical prescription	39.9%	21.4%	27.4%	11.3%	100.0%
		% within Monthly Income	4.9%	4.4%	6.8%	5.8%	5.3%
No	No	Count	927	512	417	201	2057
		% within Got Schedule H - drug without medical prescription	45.1%	24.9%	20.3%	9.8%	100.0%
		% within Monthly Income	67.6%	62.4%	61.6%	60.9%	64.3%
No opinion	No opinion	Count	378	273	214	110	975
		% within Got Schedule H - drug without medical prescription	38.8%	28.0%	21.9%	11.3%	100.0%

Total	% within Monthly Income	27.6%	33.3%	31.6%	33.3%	30.5%
	Count	1372	821	677	330	3200
	% within Got Schedule H - drug without medical prescription	42.9%	25.7%	21.2%	10.3%	100.0%
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.975(a)	6	.014
Likelihood Ratio	15.811	6	.015
Linear-by-Linear Association	2.312	1	.128
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 17.33.

### Affected due to over dosage of drug \* Monthly Income

#### Crosstab

			Monthly Income				
			Upto 10000	10001-20000	20001-30000	Above 30000	Total
Affected due to over dosage of drug	Yes	Count	188	100	108	44	440
		% within Affected due to over dosage of drug	42.7%	22.7%	24.5%	10.0%	100.0%
		% within Monthly Income	13.7%	12.2%	16.0%	13.3%	13.8%
	No	Count	1061	621	513	248	2443

		% within Affected due to over dosage of drug	43.4%	25.4%	21.0%	10.2%	100.0%
	No opinion	% within Monthly Income	77.3%	75.6%	75.8%	75.2%	76.3%
		Count	123	100	56	38	317
		% within Affected due to over dosage of drug	38.8%	31.5%	17.7%	12.0%	100.0%
		% within Monthly Income	9.0%	12.2%	8.3%	11.5%	9.9%
Total		Count	1372	821	677	330	3200
		% within Affected due to over dosage of drug	42.9%	25.7%	21.2%	10.3%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.424(a)	6	.053
Likelihood Ratio	12.178	6	.058
Linear-by-Linear Association	.000	1	.990
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 32.69.

### If yes, mode of get the drug \* Monthly Income

#### Crosstab

		Monthly Income	Total

			Upto 10000	10001-20000	20001-30000	Above 30000	
If yes, mode of get the drug	On prescription	Count	92	34	44	26	196
		% within If yes, mode of get the drug	46.9%	17.3%	22.4%	13.3%	100.0%
		% within Monthly Income	48.9%	34.0%	40.7%	59.1%	44.5%
	Overcounter in pharmacy	Count	50	31	32	8	121
		% within If yes, mode of get the drug	41.3%	25.6%	26.4%	6.6%	100.0%
		% within Monthly Income	26.6%	31.0%	29.6%	18.2%	27.5%
	Self medication	Count	46	35	32	10	123
		% within If yes, mode of get the drug	37.4%	28.5%	26.0%	8.1%	100.0%
		% within Monthly Income	24.5%	35.0%	29.6%	22.7%	28.0%
Total	Count	188	100	108	44	440	
	% within If yes, mode of get the drug	42.7%	22.7%	24.5%	10.0%	100.0%	
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.951(a)	6	.090
Likelihood Ratio	11.064	6	.086
Linear-by-Linear Association	.034	1	.855
N of Valid Cases	440		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 12.10.

## Aware of the existing laws for protecting the Consumer in case of counterfeit medicines \* Monthly Income

Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	Yes	Count	581	429	313	189	1512
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	38.4%	28.4%	20.7%	12.5%	100.0%
	No	% within Monthly Income	42.3%	52.3%	46.2%	57.3%	47.3%
		Count	657	316	305	115	1393
	No opinion	% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	47.2%	22.7%	21.9%	8.3%	100.0%
		% within Monthly Income	47.9%	38.5%	45.1%	34.8%	43.5%
	Count	134	76	59	26	295	
	% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	45.4%	25.8%	20.0%	8.8%	100.0%	
	% within Monthly Income	9.8%	9.3%	8.7%	7.9%	9.2%	
Total		Count	1372	821	677	330	3200

% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	42.9%	25.7%	21.2%	10.3%	100.0%
% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	36.618(a)	6	.000
Likelihood Ratio	36.733	6	.000
Linear-by-Linear Association	15.124	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 30.42.

**Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs \* Monthly Income**

**Crosstab**

		Count	Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
Aware of Consumer	Yes		809	520	422	227	1978

Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	No	% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	40.9%	26.3%	21.3%	11.5%	100.0%
		% within Monthly Income	59.0%	63.3%	62.3%	68.8%	61.8%
		Count	477	235	211	85	1008
No opinion	No opinion	% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	47.3%	23.3%	20.9%	8.4%	100.0%
		% within Monthly Income	34.8%	28.6%	31.2%	25.8%	31.5%
		Count	86	66	44	18	214
Total		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	40.2%	30.8%	20.6%	8.4%	100.0%
		% within Monthly Income	6.3%	8.0%	6.5%	5.5%	6.7%
		Count	1372	821	677	330	3200
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	42.9%	25.7%	21.2%	10.3%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.408(a)	6	.005
Likelihood Ratio	18.410	6	.005
Linear-by-Linear Association	6.633	1	.010
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 22.07.

**If yes, filled a case in the Consumer Court \* Monthly Income**

**Crosstab**

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
If yes, filled a case in the Consumer Court	Yes	Count	28	16	19	9	72
		% within If yes, filled a case in the Consumer Court	38.9%	22.2%	26.4%	12.5%	100.0%
	No	% within Monthly Income	3.5%	3.1%	4.5%	4.0%	3.6%
		Count	757	480	384	207	1828
		% within If yes, filled a case in the Consumer Court	41.4%	26.3%	21.0%	11.3%	100.0%
		% within Monthly Income	93.6%	92.3%	91.0%	91.2%	92.4%
No opinion	Count	24	24	19	11	78	
	% within If yes, filled a case in the Consumer Court	30.8%	30.8%	24.4%	14.1%	100.0%	

Total	% within Monthly Income	3.0%	4.6%	4.5%	4.8%	3.9%
	Count	809	520	422	227	1978
	% within If yes, filled a case in the Consumer Court	40.9%	26.3%	21.3%	11.5%	100.0%
	% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.055(a)	6	.537
Likelihood Ratio	5.126	6	.528
Linear-by-Linear Association	.375	1	.540
N of Valid Cases	1978		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 8.26.

## If files case, Consumer Court able to redress grievance \* Monthly Income

### Crosstab

			Monthly Income				Total
			Upto 10000	10001-20000	20001-30000	Above 30000	
If files case, Consumer Court able to redress grievance	Yes	Count	22	11	13	5	51
		% within If files case, Consumer Court able to redress grievance	43.1%	21.6%	25.5%	9.8%	100.0%
	No	% within Monthly Income	78.6%	68.8%	68.4%	55.6%	70.8%
Count		2	4	4	2	12	

		% within If files case, Consumer Court able to redress grievance	16.7%	33.3%	33.3%	16.7%	100.0%
		% within Monthly Income	7.1%	25.0%	21.1%	22.2%	16.7%
	No opinion	Count	4	1	2	2	9
		% within If files case, Consumer Court able to redress grievance	44.4%	11.1%	22.2%	22.2%	100.0%
		% within Monthly Income	14.3%	6.3%	10.5%	22.2%	12.5%
Total		Count	28	16	19	9	72
		% within If files case, Consumer Court able to redress grievance	38.9%	22.2%	26.4%	12.5%	100.0%
		% within Monthly Income	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.446(a)	6	.617
Likelihood Ratio	4.745	6	.577
Linear-by-Linear Association	.954	1	.329
N of Valid Cases	72		

a. 8 cells (66.7%) have expected count less than 5. The minimum expected count is 1.13.

#### Crosstabs

#### Age Group in years \* Educational Qualification

**Crosstab**

		Educational Qualification					
		Graduate	HSc	SSLC	Below SSLC	Total	
Age Group in years	18-40	Count	1322	445	229	303	2299
		% within Age Group in years	57.5%	19.4%	10.0%	13.2%	100.0%
		% within Educational Qualification	81.2%	77.3%	65.8%	46.8%	71.8%
	41-60	Count	259	121	94	274	748
		% within Age Group in years	34.6%	16.2%	12.6%	36.6%	100.0%
		% within Educational Qualification	15.9%	21.0%	27.0%	42.3%	23.4%
	Above 60	Count	47	10	25	71	153
		% within Age Group in years	30.7%	6.5%	16.3%	46.4%	100.0%
		% within Educational Qualification	2.9%	1.7%	7.2%	11.0%	4.8%
Total	Count	1628	576	348	648	3200	
	% within Age Group in years	50.9%	18.0%	10.9%	20.3%	100.0%	
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	301.292(a)	6	.000
Likelihood Ratio	285.254	6	.000

Linear-by-Linear Association	263.847	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 16.64.

## Gender \* Educational Qualification

Crosstab

			Educational Qualification				
			Graduate	HSc	SSLC	Below SSLC	Total
Gender	Male	Count	890	303	206	339	1738
		% within Gender	51.2%	17.4%	11.9%	19.5%	100.0%
		% within Educational Qualification	54.7%	52.6%	59.2%	52.3%	54.3%
	Female	Count	738	273	142	309	1462
		% within Gender	50.5%	18.7%	9.7%	21.1%	100.0%
		% within Educational Qualification	45.3%	47.4%	40.8%	47.7%	45.7%
Total	Count	1628	576	348	648	3200	
	% within Gender	50.9%	18.0%	10.9%	20.3%	100.0%	
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	5.146(a)	3	.161
Likelihood Ratio	5.168	3	.160
Linear-by-Linear Association	.190	1	.663
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 158.99.

## Monthly Income \* Educational Qualification

Crosstab

		Educational Qualification					
			Graduate	HSc	SSLC	Below SSLC	Total
Monthly Income	Upto 10000	Count	561	275	169	367	1372
		% within Monthly Income	40.9%	20.0%	12.3%	26.7%	100.0%
	10001-20000	% within Educational Qualification	34.5%	47.7%	48.6%	56.6%	42.9%
		Count	448	137	91	145	821
	20001-30000	% within Monthly Income	54.6%	16.7%	11.1%	17.7%	100.0%
		% within Educational Qualification	27.5%	23.8%	26.1%	22.4%	25.7%
	Above 30000	Count	371	116	69	121	677
		% within Monthly Income	54.8%	17.1%	10.2%	17.9%	100.0%
		% within Educational Qualification	22.8%	20.1%	19.8%	18.7%	21.2%
		Count	248	48	19	15	330
		% within Monthly Income	75.2%	14.5%	5.8%	4.5%	100.0%

Total	% within Educational Qualification	15.2%	8.3%	5.5%	2.3%	10.3%
	Count	1628	576	348	648	3200
	% within Monthly Income	50.9%	18.0%	10.9%	20.3%	100.0%
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	160.124(a)	9	.000
Likelihood Ratio	174.846	9	.000
Linear-by-Linear Association	132.995	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 35.89.

## Amount spent family on Health and Medicines per month \* Educational Qualification

### Crosstab

		Educational Qualification				Total
		Graduate	HSc	SSLC	Below SSLC	
Amount spent family on Health and Medicines per month	Upto 1000	Count 754	283	159	343	1539
		% within Amount spent family on Health and Medicines per month 49.0%	18.4%	10.3%	22.3%	100.0%

		% within Educational Qualification Count	46.3%	49.1%	45.7%	52.9%	48.1%
	1001-2000		433	147	108	174	862
		% within Amount spent family on Health and Medicines per month	50.2%	17.1%	12.5%	20.2%	100.0%
		% within Educational Qualification Count	26.6%	25.5%	31.0%	26.9%	26.9%
	2001-3000		237	87	48	56	428
		% within Amount spent family on Health and Medicines per month	55.4%	20.3%	11.2%	13.1%	100.0%
		% within Educational Qualification Count	14.6%	15.1%	13.8%	8.6%	13.4%
	3001-5000		121	32	19	43	215
		% within Amount spent family on Health and Medicines per month	56.3%	14.9%	8.8%	20.0%	100.0%
		% within Educational Qualification Count	7.4%	5.6%	5.5%	6.6%	6.7%
	Above 5000		83	27	14	32	156
		% within Amount spent family on Health and Medicines per month	53.2%	17.3%	9.0%	20.5%	100.0%
		% within Educational Qualification Count	5.1%	4.7%	4.0%	4.9%	4.9%
Total			1628	576	348	648	3200

% within Amount spent family on Health and Medicines per month	50.9%	18.0%	10.9%	20.3%	100.0%
% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	25.285(a)	12	.014
Likelihood Ratio	26.699	12	.009
Linear-by-Linear Association	7.601	1	.006
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 16.97.

**Marital Status \* Educational Qualification**

**Crosstab**

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Marital Status	Married	Count	771	331	243	574	1919
		% within Marital Status	40.2%	17.2%	12.7%	29.9%	100.0%
		% within Educational Qualification	47.4%	57.5%	69.8%	88.6%	60.0%
Single		Count	857	245	105	74	1281
		% within	66.9%	19.1%	8.2%	5.8%	100.0%

	Marital Status					
	% within Educational Qualification	52.6%	42.5%	30.2%	11.4%	40.0%
Total	Count	1628	576	348	648	3200
	% within Marital Status	50.9%	18.0%	10.9%	20.3%	100.0%
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	344.399(a)	3	.000
Likelihood Ratio	383.609	3	.000
Linear-by-Linear Association	339.670	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 139.31.

## Location \* Educational Qualification

### Crosstab

			Educational Qualification				Total
Location	Rural		Graduate	HSc	SSLC	Below SSLC	
		Count	592	224	151	288	1255
		% within Location	47.2%	17.8%	12.0%	22.9%	100.0%
		% within Educational Qualification	36.4%	38.9%	43.4%	44.4%	39.2%

Total	Urban	Count	1036	352	197	360	1945
		% within Location	53.3%	18.1%	10.1%	18.5%	100.0%
		% within Educational Qualification	63.6%	61.1%	56.6%	55.6%	60.8%
		Count	1628	576	348	648	3200
		% within Location	50.9%	18.0%	10.9%	20.3%	100.0%
		% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.558(a)	3	.001
Likelihood Ratio	15.481	3	.001
Linear-by-Linear Association	15.213	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 136.48.

## Buy medicines \* Educational Qualification

### Crosstab

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Buy medicines	Doctor's Prescription	Count	1481	488	314	502	2785
		% within Buy medicines	53.2%	17.5%	11.3%	18.0%	100.0%

		% within Educational Qualification	91.0%	84.7%	90.2%	77.5%	87.0%
	Advice of Family/ Friends	Count	42	32	10	26	110
		% within Buy medicines	38.2%	29.1%	9.1%	23.6%	100.0%
		% within Educational Qualification	2.6%	5.6%	2.9%	4.0%	3.4%
	Suggestion of the Pharmacist	Count	66	47	18	60	191
		% within Buy medicines	34.6%	24.6%	9.4%	31.4%	100.0%
		% within Educational Qualification	4.1%	8.2%	5.2%	9.3%	6.0%
	Others	Count	39	9	6	60	114
		% within Buy medicines	34.2%	7.9%	5.3%	52.6%	100.0%
		% within Educational Qualification	2.4%	1.6%	1.7%	9.3%	3.6%
Total		Count	1628	576	348	648	3200
		% within Buy medicines	50.9%	18.0%	10.9%	20.3%	100.0%
		% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	124.196(a)	9	.000
Likelihood Ratio	107.752	9	.000
Linear-by-Linear Association	73.709	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 11.96.

## Family members go to Clinic normally \* Educational Qualification

Crosstab

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Family members go to Clinic normally	Govt Hospital / Dispensary	Count	494	258	153	361	1266
		% within Family members go to Clinic normally	39.0%	20.4%	12.1%	28.5%	100.0%
		% within Educational Qualification	30.3%	44.8%	44.0%	55.7%	39.6%
	Private Clinic	Count	1134	318	195	287	1934
		% within Family members go to Clinic normally	58.6%	16.4%	10.1%	14.8%	100.0%
		% within Educational Qualification	69.7%	55.2%	56.0%	44.3%	60.4%
Total	Count	1628	576	348	648	3200	
	% within Family members go to Clinic normally	50.9%	18.0%	10.9%	20.3%	100.0%	
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	137.932(a)	3	.000
Likelihood Ratio	137.851	3	.000
Linear-by-Linear Association	128.485	1	.000
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 137.68.

## Reason for go to a Private Doctor / Clinic \* Educational Qualification

Crosstab

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Reason for go to a Private Doctor / Clinic	Better Treatment	Count	629	177	107	187	1100
		% within Reason for go to a Private Doctor / Clinic	57.2%	16.1%	9.7%	17.0%	100.0%
		% within Educational Qualification	55.5%	55.7%	54.9%	65.2%	56.9%
	Better Facilities	Count	333	79	52	40	504
		% within Reason for go to a Private Doctor / Clinic	66.1%	15.7%	10.3%	7.9%	100.0%
		% within Educational Qualification	29.4%	24.8%	26.7%	13.9%	26.1%
	No Govt.Hospital nearby	Count	172	62	36	60	330
		% within Reason for go to a Private Doctor / Clinic	52.1%	18.8%	10.9%	18.2%	100.0%
		% within Educational Qualification	15.2%	19.5%	18.5%	20.9%	17.1%
Total	Count	1134	318	195	287	1934	
	% within Reason for go to a Private Doctor / Clinic	58.6%	16.4%	10.1%	14.8%	100.0%	
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	31.422(a)	6	.000
Likelihood Ratio	34.288	6	.000
Linear-by-Linear Association	.127	1	.722
N of Valid Cases	1934		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 33.27.

## Heard of Generic Drugs \* Educational Qualification

Crosstab

			Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
Heard of Generic Drugs	Yes	Count	563	133	72	69	837
		% within Heard of Generic Drugs	67.3%	15.9%	8.6%	8.2%	100.0%
		% within Educational Qualification	34.6%	23.1%	20.7%	10.6%	26.2%
	No	Count	874	363	234	502	1973
		% within Heard of Generic Drugs	44.3%	18.4%	11.9%	25.4%	100.0%
		% within Educational Qualification	53.7%	63.0%	67.2%	77.5%	61.7%
No opinion	Count	191	80	42	77	390	
	% within Heard of Generic Drugs	49.0%	20.5%	10.8%	19.7%	100.0%	

Total	% within Educational Qualification	11.7%	13.9%	12.1%	11.9%	12.2%
	Count	1628	576	348	648	3200
	% within Heard of Generic Drugs	50.9%	18.0%	10.9%	20.3%	100.0%
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	156.507(a)	6	.000
Likelihood Ratio	168.851	6	.000
Linear-by-Linear Association	78.038	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 42.41.

## Chronic problems for which family members take medicines regularly \* Educational Qualification

### Crosstab

Chronic problems for	BP/Hypertension	Count	Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
			154	60	54	85	353

which family members take medicines regularly		% within Chronic problems for which family members take medicines regularly	43.6%	17.0%	15.3%	24.1%	100.0%
		% within Educational Qualification	9.5%	10.4%	15.5%	13.1%	11.0%
	Heart Problems	Count	46	20	14	22	102
		% within Chronic problems for which family members take medicines regularly	45.1%	19.6%	13.7%	21.6%	100.0%
		% within Educational Qualification	2.8%	3.5%	4.0%	3.4%	3.2%
	Diabetes	Count	132	65	41	107	345
		% within Chronic problems for which family members take medicines regularly	38.3%	18.8%	11.9%	31.0%	100.0%
		% within Educational Qualification	8.1%	11.3%	11.8%	16.5%	10.8%
	Stomach Ailments	Count	139	55	27	55	276
		% within Chronic problems for which family members take medicines regularly	50.4%	19.9%	9.8%	19.9%	100.0%
		% within Educational Qualification	8.5%	9.5%	7.8%	8.5%	8.6%
	Arthritis	Count	10	10	6	8	34
		% within Chronic problems for which family members take medicines regularly	29.4%	29.4%	17.6%	23.5%	100.0%
		% within Educational Qualification	.6%	1.7%	1.7%	1.2%	1.1%
	Others	Count	1147	366	206	371	2090

Total	% within Chronic problems for which family members take medicines regularly	54.9%	17.5%	9.9%	17.8%	100.0%
	% within Educational Qualification	70.5%	63.5%	59.2%	57.3%	65.3%
	Count	1628	576	348	648	3200
	% within Chronic problems for which family members take medicines regularly	50.9%	18.0%	10.9%	20.3%	100.0%
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	68.763(a)	15	.000
Likelihood Ratio	66.365	15	.000
Linear-by-Linear Association	39.237	1	.000
N of Valid Cases	3200		

a. 1 cells (4.2%) have expected count less than 5. The minimum expected count is 3.70.

### Examine the expiry date when buy medicines \* Educational Qualification

#### Crosstab

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Examine the expiry	Yes	Count	1418	442	277	432	2569

date when buy medicines		% within Examine the expiry date when buy medicines	55.2%	17.2%	10.8%	16.8%	100.0%
		% within Educational Qualification	87.1%	76.7%	79.6%	66.7%	80.3%
No		Count	182	113	62	193	550
		% within Examine the expiry date when buy medicines	33.1%	20.5%	11.3%	35.1%	100.0%
No opinion		% within Educational Qualification	11.2%	19.6%	17.8%	29.8%	17.2%
		Count	28	21	9	23	81
		% within Examine the expiry date when buy medicines	34.6%	25.9%	11.1%	28.4%	100.0%
		% within Educational Qualification	1.7%	3.6%	2.6%	3.5%	2.5%
Total		Count	1628	576	348	648	3200
		% within Examine the expiry date when buy medicines	50.9%	18.0%	10.9%	20.3%	100.0%
		% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	131.106(a)	6	.000
Likelihood Ratio	125.621	6	.000
Linear-by-Linear Association	97.999	1	.000
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 8.81.

## Victim of expired drugs \* Educational Qualification

Crosstab

			Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
Victim of expired drugs	Yes	Count	133	41	16	35	225
		% within Victim of expired drugs	59.1%	18.2%	7.1%	15.6%	100.0%
		% within Educational Qualification	8.2%	7.1%	4.6%	5.4%	7.0%
	No	Count	1403	483	312	552	2750
		% within Victim of expired drugs	51.0%	17.6%	11.3%	20.1%	100.0%
		% within Educational Qualification	86.2%	83.9%	89.7%	85.2%	85.9%
	No opinion	Count	92	52	20	61	225
		% within Victim of expired drugs	40.9%	23.1%	8.9%	27.1%	100.0%
		% within Educational Qualification	5.7%	9.0%	5.7%	9.4%	7.0%
Total	Count	1628	576	348	648	3200	
	% within Victim of expired drugs	50.9%	18.0%	10.9%	20.3%	100.0%	
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	23.013(a)	6	.001
Likelihood Ratio	23.081	6	.001
Linear-by-Linear Association	14.643	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 24.47.

**Check the MRP (Maximum Retail Price) before buying drugs \* Educational Qualification**

**Crosstab**

		Educational Qualification					
			Graduate	HSc	SSLC	Below SSLC	Total
Check the MRP (Maximum Retail Price) before buying drugs	Yes	Count	1217	408	234	383	2242
		% within Check the MRP (Maximum Retail Price) before buying drugs	54.3%	18.2%	10.4%	17.1%	100.0%
	No	% within Educational Qualification	74.8%	70.8%	67.2%	59.1%	70.1%
		Count	355	145	96	232	828
No opinion	No	% within Check the MRP (Maximum Retail Price) before buying drugs	42.9%	17.5%	11.6%	28.0%	100.0%
		% within Educational Qualification	21.8%	25.2%	27.6%	35.8%	25.9%
	No opinion	Count	56	23	18	33	130

Total	% within Check the MRP (Maximum Retail Price) before buying drugs	43.1%	17.7%	13.8%	25.4%	100.0%
	% within Educational Qualification	3.4%	4.0%	5.2%	5.1%	4.1%
	Count	1628	576	348	648	3200
	% within Check the MRP (Maximum Retail Price) before buying drugs	50.9%	18.0%	10.9%	20.3%	100.0%
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	56.575(a)	6	.000
Likelihood Ratio	54.897	6	.000
Linear-by-Linear Association	46.764	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 14.14.

**Charged the MRP of buying drugs \* Educational Qualification**

**Crosstab**

		Count	Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
Charged the MRP	Above MRP		138	52	34	49	273

of buying drugs		% within Charged the MRP of buying drugs	50.5%	19.0%	12.5%	17.9%	100.0%
		% within Educational Qualification Count	8.5%	9.0%	9.8%	7.6%	8.5%
Below MRP		Count	335	116	57	123	631
		% within Charged the MRP of buying drugs	53.1%	18.4%	9.0%	19.5%	100.0%
At MRP		% within Educational Qualification Count	20.6%	20.1%	16.4%	19.0%	19.7%
		Count	1155	408	257	476	2296
Total		% within Charged the MRP of buying drugs	50.3%	17.8%	11.2%	20.7%	100.0%
		% within Educational Qualification Count	70.9%	70.8%	73.9%	73.5%	71.8%
Total		Count	1628	576	348	648	3200
		% within Charged the MRP of buying drugs	50.9%	18.0%	10.9%	20.3%	100.0%
Total		% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%
		Count					

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.010(a)	6	.542
Likelihood Ratio	5.119	6	.529
Linear-by-Linear Association	1.351	1	.245
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 29.69.

## Practice Self-medication \* Educational Qualification

Crosstab

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Practice Self-medication	Yes	Count	539	217	136	281	1173
		% within Practice Self-medication	46.0%	18.5%	11.6%	24.0%	100.0%
		% within Educational Qualification	33.1%	37.7%	39.1%	43.4%	36.7%
	No	Count	977	305	191	329	1802
		% within Practice Self-medication	54.2%	16.9%	10.6%	18.3%	100.0%
		% within Educational Qualification	60.0%	53.0%	54.9%	50.8%	56.3%
	No opinion	Count	112	54	21	38	225
		% within Practice Self-medication	49.8%	24.0%	9.3%	16.9%	100.0%
		% within Educational Qualification	6.9%	9.4%	6.0%	5.9%	7.0%
Total	Count	1628	576	348	648	3200	
	% within Practice Self-medication	50.9%	18.0%	10.9%	20.3%	100.0%	
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	29.338(a)	6	.000
Likelihood Ratio	28.803	6	.000
Linear-by-Linear Association	17.959	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 24.47.

## Come across counterfeit medicines \* Educational Qualification

Crosstab

			Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
Come across counterfeit medicines	Yes	Count	98	36	15	14	163
		% within Come across counterfeit medicines	60.1%	22.1%	9.2%	8.6%	100.0%
		% within Educational Qualification	6.0%	6.3%	4.3%	2.2%	5.1%
	No	Count	1329	454	290	528	2601
		% within Come across counterfeit medicines	51.1%	17.5%	11.1%	20.3%	100.0%
		% within Educational Qualification	81.6%	78.8%	83.3%	81.5%	81.3%
No opinion	Count	201	86	43	106	436	
	% within Come across counterfeit medicines	46.1%	19.7%	9.9%	24.3%	100.0%	

Total	% within Educational Qualification Count	12.3%	14.9%	12.4%	16.4%	13.6%
	Count	1628	576	348	648	3200
	% within Come across counterfeit medicines	50.9%	18.0%	10.9%	20.3%	100.0%
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.892(a)	6	.001
Likelihood Ratio	25.557	6	.000
Linear-by-Linear Association	14.093	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 17.73.

## If victim of expired drugs, complain to officials \* Educational Qualification

### Crosstab

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
If victim of expired drugs, complain to officials	Drug Inspector	Count	45	15	6	13	79
		% within If victim of expired drugs, complain to officials	57.0%	19.0%	7.6%	16.5%	100.0%

		% within Educational Qualification	33.8%	36.6%	37.5%	37.1%	35.1%
	State Drug Controller	Count	38	10	7	11	66
		% within If victim of expired drugs, complain to officials	57.6%	15.2%	10.6%	16.7%	100.0%
		% within Educational Qualification	28.6%	24.4%	43.8%	31.4%	29.3%
	Others	Count	50	16	3	11	80
		% within If victim of expired drugs, complain to officials	62.5%	20.0%	3.8%	13.8%	100.0%
		% within Educational Qualification	37.6%	39.0%	18.8%	31.4%	35.6%
Total		Count	133	41	16	35	225
		% within If victim of expired drugs, complain to officials	59.1%	18.2%	7.1%	15.6%	100.0%
		% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.441(a)	6	.752
Likelihood Ratio	3.577	6	.734
Linear-by-Linear Association	.702	1	.402
N of Valid Cases	225		

a. 1 cells (8.3%) have expected count less than 5. The minimum expected count is 4.69.

## Satisfaction level of complaints \* Educational Qualification

Crosstab

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Satisfaction level of complaints	Satisfactory	Count	14	6	5	4	29
		% within Satisfaction level of complaints	48.3%	20.7%	17.2%	13.8%	100.0%
		% within Educational Qualification	10.5%	14.6%	31.3%	11.4%	12.9%
	Not Satisfactory	Count	62	17	5	17	101
		% within Satisfaction level of complaints	61.4%	16.8%	5.0%	16.8%	100.0%
		% within Educational Qualification	46.6%	41.5%	31.3%	48.6%	44.9%
	No Response	Count	57	18	6	14	95
		% within Satisfaction level of complaints	60.0%	18.9%	6.3%	14.7%	100.0%
		% within Educational Qualification	42.9%	43.9%	37.5%	40.0%	42.2%
Total	Count	133	41	16	35	225	
	% within Satisfaction level of complaints	59.1%	18.2%	7.1%	15.6%	100.0%	
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	6.046(a)	6	.418
Likelihood Ratio	4.961	6	.549
Linear-by-Linear Association	.517	1	.472
N of Valid Cases	225		

a. 2 cells (16.7%) have expected count less than 5. The minimum expected count is 2.06.

## Insist for bills when buy medicines \* Educational Qualification

Crosstab

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Insist for bills when buy medicines	Yes	Count	1286	405	254	389	2334
		% within Insist for bills when buy medicines	55.1%	17.4%	10.9%	16.7%	100.0%
		% within Educational Qualification	79.0%	70.3%	73.0%	60.0%	72.9%
	No	Count	299	150	80	231	760
		% within Insist for bills when buy medicines	39.3%	19.7%	10.5%	30.4%	100.0%
		% within Educational Qualification	18.4%	26.0%	23.0%	35.6%	23.8%
	No opinion	Count	43	21	14	28	106
		% within Insist for bills when buy medicines	40.6%	19.8%	13.2%	26.4%	100.0%
		% within Educational Qualification	2.6%	3.6%	4.0%	4.3%	3.3%
Total		Count	1628	576	348	648	3200

% within Insist for bills when buy medicines	50.9%	18.0%	10.9%	20.3%	100.0%
% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	88.308(a)	6	.000
Likelihood Ratio	85.468	6	.000
Linear-by-Linear Association	67.251	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 11.53.

**When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components \* Educational Qualification**

**Crosstab**

			Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
When the particular	Yes	Count	1121	360	209	382	2072

brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	No	% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	54.1%	17.4%	10.1%	18.4%	100.0%
		% within Educational Qualification	68.9%	62.5%	60.1%	59.0%	64.8%
		Count	442	188	126	236	992
	No opinion	% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	44.6%	19.0%	12.7%	23.8%	100.0%
		% within Educational Qualification	27.1%	32.6%	36.2%	36.4%	31.0%
		Count	65	28	13	30	136
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	47.8%	20.6%	9.6%	22.1%	100.0%
		% within Educational Qualification	4.0%	4.9%	3.7%	4.6%	4.3%
Total		Count	1628	576	348	648	3200

	% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	50.9%	18.0%	10.9%	20.3%	100.0%
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	27.905(a)	6	.000
Likelihood Ratio	27.793	6	.000
Linear-by-Linear Association	18.543	1	.000
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 14.79.

**Ready to buy as advised by the Pharmacy \* Educational Qualification**

**Crosstab**

			Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
Ready to buy as advised by the Pharmacy	Yes	Count	677	251	135	296	1359
		% within Ready to buy as advised by the Pharmacy	49.8%	18.5%	9.9%	21.8%	100.0%

		% within Educational Qualification Count	41.6%	43.6%	38.8%	45.7%	42.5%
	No		860	295	188	316	1659
		% within Ready to buy as advised by the Pharmacy	51.8%	17.8%	11.3%	19.0%	100.0%
		% within Educational Qualification Count	52.8%	51.2%	54.0%	48.8%	51.8%
	No opinion		91	30	25	36	182
		% within Ready to buy as advised by the Pharmacy	50.0%	16.5%	13.7%	19.8%	100.0%
		% within Educational Qualification Count	5.6%	5.2%	7.2%	5.6%	5.7%
Total			1628	576	348	648	3200
		% within Ready to buy as advised by the Pharmacy	50.9%	18.0%	10.9%	20.3%	100.0%
		% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.645(a)	6	.355
Likelihood Ratio	6.560	6	.363
Linear-by-Linear Association	.918	1	.338
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 19.79.

## Bought medicines through online \* Educational Qualification

Crosstab

			Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
Bought medicines through online	Yes	Count	239	55	26	55	375
		% within Bought medicines through online	63.7%	14.7%	6.9%	14.7%	100.0%
		% within Educational Qualification	14.7%	9.5%	7.5%	8.5%	11.7%
	No	Count	1356	492	305	560	2713
		% within Bought medicines through online	50.0%	18.1%	11.2%	20.6%	100.0%
		% within Educational Qualification	83.3%	85.4%	87.6%	86.4%	84.8%
	No opinion	Count	33	29	17	33	112
		% within Bought medicines through online	29.5%	25.9%	15.2%	29.5%	100.0%
		% within Educational Qualification	2.0%	5.0%	4.9%	5.1%	3.5%
Total	Count	1628	576	348	648	3200	
	% within Bought medicines through online	50.9%	18.0%	10.9%	20.3%	100.0%	
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	47.198(a)	6	.000
Likelihood Ratio	48.413	6	.000
Linear-by-Linear Association	35.834	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 12.18.

## Look into the dosage level prescribed in the drugs when buy medicine \* Educational Qualification

Crosstab

			Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
Look into the dosage level prescribed in the drugs when buy medicine	Yes	Count	1008	328	196	273	1805
		% within Look into the dosage level prescribed in the drugs when buy medicine	55.8%	18.2%	10.9%	15.1%	100.0%
		% within Educational Qualification	61.9%	56.9%	56.3%	42.1%	56.4%
	No	Count	544	219	134	339	1236
		% within Look into the dosage level prescribed in the drugs when buy medicine	44.0%	17.7%	10.8%	27.4%	100.0%
		% within Educational Qualification	33.4%	38.0%	38.5%	52.3%	38.6%
No opinion	Count	76	29	18	36	159	

Total	% within Look into the dosage level prescribed in the drugs when buy medicine	47.8%	18.2%	11.3%	22.6%	100.0%
	% within Educational Qualification	4.7%	5.0%	5.2%	5.6%	5.0%
	Count	1628	576	348	648	3200
	% within Look into the dosage level prescribed in the drugs when buy medicine	50.9%	18.0%	10.9%	20.3%	100.0%
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	75.924(a)	6	.000
Likelihood Ratio	75.295	6	.000
Linear-by-Linear Association	52.070	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 17.29.

### Aware of Schedule H - drug \* Educational Qualification

#### Crosstab

		Educational Qualification				Total
		Graduate	HSc	SSLC	Below SSLC	

Aware of Schedule H - drug	Yes	Count	243	58	28	33	362
		% within Aware of Schedule H - drug	67.1%	16.0%	7.7%	9.1%	100.0%
		% within Educational Qualification	14.9%	10.1%	8.0%	5.1%	11.3%
	No	Count	1092	424	261	508	2285
		% within Aware of Schedule H - drug	47.8%	18.6%	11.4%	22.2%	100.0%
		% within Educational Qualification	67.1%	73.6%	75.0%	78.4%	71.4%
	No opinion	Count	293	94	59	107	553
		% within Aware of Schedule H - drug	53.0%	17.0%	10.7%	19.3%	100.0%
		% within Educational Qualification	18.0%	16.3%	17.0%	16.5%	17.3%
Total	Count	1628	576	348	648	3200	
	% within Aware of Schedule H - drug	50.9%	18.0%	10.9%	20.3%	100.0%	
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	55.788(a)	6	.000
Likelihood Ratio	60.170	6	.000
Linear-by-Linear Association	12.707	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 39.37.

## Got Schedule H - drug without medical prescription \* Educational Qualification

Crosstab

			Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
Got Schedule H - drug without medical prescription	Yes	Count	103	26	18	21	168
		% within Got Schedule H - drug without medical prescription	61.3%	15.5%	10.7%	12.5%	100.0%
		% within Educational Qualification	6.3%	4.5%	5.2%	3.2%	5.3%
	No	Count	999	377	226	455	2057
		% within Got Schedule H - drug without medical prescription	48.6%	18.3%	11.0%	22.1%	100.0%
		% within Educational Qualification	61.4%	65.5%	64.9%	70.2%	64.3%
	No opinion	Count	526	173	104	172	975
		% within Got Schedule H - drug without medical prescription	53.9%	17.7%	10.7%	17.6%	100.0%
		% within Educational Qualification	32.3%	30.0%	29.9%	26.5%	30.5%
Total	Count	1628	576	348	648	3200	
	% within Got Schedule H - drug without medical prescription	50.9%	18.0%	10.9%	20.3%	100.0%	

% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%
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**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	20.192(a)	6	.003
Likelihood Ratio	20.838	6	.002
Linear-by-Linear Association	1.136	1	.287
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 18.27.

**Affected due to over dosage of drug \* Educational Qualification**

**Crosstab**

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Affected due to over dosage of drug	Yes	Count	233	73	49	85	440
		% within Affected due to over dosage of drug	53.0%	16.6%	11.1%	19.3%	100.0%
	No	% within Educational Qualification	14.3%	12.7%	14.1%	13.1%	13.8%
		Count	1239	439	273	492	2443
		% within Affected due to over dosage of drug	50.7%	18.0%	11.2%	20.1%	100.0%
		% within Educational	76.1%	76.2%	78.4%	75.9%	76.3%

		Qualification					
Total	No opinion	Count	156	64	26	71	317
		% within Affected due to over dosage of drug	49.2%	20.2%	8.2%	22.4%	100.0%
		% within Educational Qualification	9.6%	11.1%	7.5%	11.0%	9.9%
		Count	1628	576	348	648	3200
		% within Affected due to over dosage of drug	50.9%	18.0%	10.9%	20.3%	100.0%
		% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.127(a)	6	.528
Likelihood Ratio	5.277	6	.509
Linear-by-Linear Association	.659	1	.417
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 34.47.

### If yes, mode of get the drug \* Educational Qualification

#### Crosstab

		Educational Qualification				Total
		Graduate	HSc	SSLC	Below SSLC	

If yes, mode of get the drug	On prescription	Count	109	38	26	23	196
		% within If yes, mode of get the drug	55.6%	19.4%	13.3%	11.7%	100.0%
		% within Educational Qualification	46.8%	52.1%	53.1%	27.1%	44.5%
	Overcounter in pharmacy	Count	56	23	15	27	121
		% within If yes, mode of get the drug	46.3%	19.0%	12.4%	22.3%	100.0%
		% within Educational Qualification	24.0%	31.5%	30.6%	31.8%	27.5%
	Self medication	Count	68	12	8	35	123
		% within If yes, mode of get the drug	55.3%	9.8%	6.5%	28.5%	100.0%
		% within Educational Qualification	29.2%	16.4%	16.3%	41.2%	28.0%
Total	Count	233	73	49	85	440	
	% within If yes, mode of get the drug	53.0%	16.6%	11.1%	19.3%	100.0%	
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	21.272(a)	6	.002
Likelihood Ratio	22.471	6	.001
Linear-by-Linear Association	4.594	1	.032
N of Valid Cases	440		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.48.

**Aware of the existing laws for protecting the Consumer in case of counterfeit medicines \***  
**Educational Qualification**

**Crosstab**

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	Yes	Count	901	252	167	192	1512
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	59.6%	16.7%	11.0%	12.7%	100.0%
		% within Educational Qualification	55.3%	43.8%	48.0%	29.6%	47.3%
		Count	603	250	155	385	1393
	No	% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	43.3%	17.9%	11.1%	27.6%	100.0%
		% within Educational Qualification	37.0%	43.4%	44.5%	59.4%	43.5%
		Count	124	74	26	71	295
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	42.0%	25.1%	8.8%	24.1%	100.0%
	No opinion	% within Educational Qualification	7.6%	12.8%	7.5%	11.0%	9.2%
		Count	1628	576	348	648	3200
		Total					

	% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	50.9%	18.0%	10.9%	20.3%	100.0%
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	136.115(a)	6	.000
Likelihood Ratio	137.847	6	.000
Linear-by-Linear Association	83.397	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 32.08.

**Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs \* Educational Qualification**

**Crosstab**

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
Aware of Consumer	Yes	Count	1160	341	192	285	1978

Courts for redressal of grievances of the consumers relating to mishandling in selling drugs		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	58.6%	17.2%	9.7%	14.4%	100.0%
		% within Educational Qualification	71.3%	59.2%	55.2%	44.0%	61.8%
No		Count	387	186	132	303	1008
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	38.4%	18.5%	13.1%	30.1%	100.0%
No opinion		% within Educational Qualification	23.8%	32.3%	37.9%	46.8%	31.5%
		Count	81	49	24	60	214
Total		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	37.9%	22.9%	11.2%	28.0%	100.0%
		% within Educational Qualification	5.0%	8.5%	6.9%	9.3%	6.7%
Total		Count	1628	576	348	648	3200
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	50.9%	18.0%	10.9%	20.3%	100.0%
Total		% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	159.794(a)	6	.000
Likelihood Ratio	158.663	6	.000
Linear-by-Linear Association	126.749	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 23.27.

**If yes, filled a case in the Consumer Court \* Educational Qualification**

**Crosstab**

			Educational Qualification				Total
			Graduate	HSc	SSLC	Below SSLC	
If yes, filled a case in the Consumer Court	Yes	Count	41	17	8	6	72
		% within If yes, filled a case in the Consumer Court	56.9%	23.6%	11.1%	8.3%	100.0%
	No	% within Educational Qualification	3.5%	5.0%	4.2%	2.1%	3.6%
		Count	1077	308	174	269	1828
No opinion	No	% within If yes, filled a case in the Consumer Court	58.9%	16.8%	9.5%	14.7%	100.0%
		% within Educational Qualification	92.8%	90.3%	90.6%	94.4%	92.4%
	Count	42	16	10	10	78	

Total	% within If yes, filled a case in the Consumer Court	53.8%	20.5%	12.8%	12.8%	100.0%
	% within Educational Qualification Count	3.6%	4.7%	5.2%	3.5%	3.9%
		1160	341	192	285	1978
	% within If yes, filled a case in the Consumer Court	58.6%	17.2%	9.7%	14.4%	100.0%
	% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.799(a)	6	.446
Likelihood Ratio	5.864	6	.439
Linear-by-Linear Association	.569	1	.450
N of Valid Cases	1978		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.99.

### If files case, Consumer Court able to redress grievance \* Educational Qualification

#### Crosstab

		Educational Qualification				Total	
		Graduate	HSc	SSLC	Below SSLC		
If files case,	Yes	Count	30	12	6	3	51

Consumer Court able to redress grievance	No	% within If files case, Consumer Court able to redress grievance	58.8%	23.5%	11.8%	5.9%	100.0%
		% within Educational Qualification	73.2%	70.6%	75.0%	50.0%	70.8%
		Count	6	3	2	1	12
No opinion	No opinion	% within If files case, Consumer Court able to redress grievance	50.0%	25.0%	16.7%	8.3%	100.0%
		% within Educational Qualification	14.6%	17.6%	25.0%	16.7%	16.7%
		Count	5	2	0	2	9
Total	Total	% within If files case, Consumer Court able to redress grievance	55.6%	22.2%	.0%	22.2%	100.0%
		% within Educational Qualification	12.2%	11.8%	.0%	33.3%	12.5%
		Count	41	17	8	6	72
		% within If files case, Consumer Court able to redress grievance	56.9%	23.6%	11.1%	8.3%	100.0%
		% within Educational Qualification	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.958(a)	6	.682
Likelihood Ratio	4.299	6	.636
Linear-by-Linear Association	.675	1	.411

N of Valid Cases 72  
 a 7 cells (58.3%) have expected count less than 5. The minimum expected count is .75.

## Crosstabs

### Age Group in years \* Location

Crosstab

			Location		Total
			Rural	Urban	
Age Group in years	18-40	Count	888	1411	2299
		% within Age Group in years	38.6%	61.4%	100.0%
		% within Location	70.8%	72.5%	71.8%
	41-60	Count	305	443	748
		% within Age Group in years	40.8%	59.2%	100.0%
		% within Location	24.3%	22.8%	23.4%
	Above 60	Count	62	91	153
		% within Age Group in years	40.5%	59.5%	100.0%
		% within Location	4.9%	4.7%	4.8%
Total	Count	1255	1945	3200	
	% within Age Group in years	39.2%	60.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.209(a)	2	.546
Likelihood Ratio	1.206	2	.547
Linear-by-Linear Association	1.012	1	.314
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 60.00.

### Gender \* Location

#### Crosstab

			Location		Total
			Rural	Urban	
Gender	Male	Count	689	1049	1738
		% within Gender	39.6%	60.4%	100.0%
		% within Location	54.9%	53.9%	54.3%
	Female	Count	566	896	1462
		% within Gender	38.7%	61.3%	100.0%
		% within Location	45.1%	46.1%	45.7%
Total	Count	1255	1945	3200	
	% within Gender	39.2%	60.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.288(b)	1	.592		
Continuity Correction(a)	.250	1	.617		
Likelihood Ratio	.288	1	.592		
Fisher's Exact Test				.611	.309
Linear-by-Linear Association	.288	1	.592		
N of Valid Cases	3200				

a. Computed only for a 2x2 table

b. 0 cells (.0%) have expected count less than 5. The minimum expected count is 573.38.

### Monthly Income \* Location

#### Crosstab

		Location		Total	
		Rural	Urban		
Monthly Income	Upto 10000	Count	633	739	1372
		% within Monthly Income	46.1%	53.9%	100.0%
	10001-20000	% within Location	50.4%	38.0%	42.9%
		Count	337	484	821
	20001-30000	% within Monthly Income	41.0%	59.0%	100.0%
		% within Location	26.9%	24.9%	25.7%
		Count	218	459	677
		% within Monthly Income	32.2%	67.8%	100.0%

	Above 30000	% within Location	17.4%	23.6%	21.2%
		Count	67	263	330
		% within Monthly Income	20.3%	79.7%	100.0%
Total		% within Location	5.3%	13.5%	10.3%
		Count	1255	1945	3200
		% within Monthly Income	39.2%	60.8%	100.0%
		% within Location	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	92.220(a)	3	.000
Likelihood Ratio	96.864	3	.000
Linear-by-Linear Association	88.933	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 129.42.

## Amount spent family on Health and Medicines per month \* Location

### Crosstab

		Location		Total
		Rural	Urban	
Amount spent	Upto 1000	Count	634	905
				1539

family on Health and Medicines per month		% within Amount spent family on Health and Medicines per month	41.2%	58.8%	100.0%
		% within Location	50.5%	46.5%	48.1%
1001-2000		Count	329	533	862
		% within Amount spent family on Health and Medicines per month	38.2%	61.8%	100.0%
2001-3000		% within Location	26.2%	27.4%	26.9%
		Count	174	254	428
3001-5000		% within Amount spent family on Health and Medicines per month	40.7%	59.3%	100.0%
		% within Location	13.9%	13.1%	13.4%
Above 5000		Count	60	155	215
		% within Amount spent family on Health and Medicines per month	27.9%	72.1%	100.0%
Total		% within Location	4.8%	8.0%	6.7%
		Count	58	98	156
Total		% within Amount spent family on Health and Medicines per month	37.2%	62.8%	100.0%
		% within Location	4.6%	5.0%	4.9%
Total		Count	1255	1945	3200
		% within Amount spent family on Health and Medicines per month	39.2%	60.8%	100.0%

Medicines per month			
% within Location	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.106(a)	4	.004
Likelihood Ratio	15.629	4	.004
Linear-by-Linear Association	6.763	1	.009
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 61.18.

## Marital Status \* Location

### Crosstab

		Location			
		Rural	Urban	Total	
Marital Status	Married	Count	751	1168	1919
		% within Marital Status	39.1%	60.9%	100.0%
	Single	% within Location	59.8%	60.1%	60.0%
		Count	504	777	1281
		% within Marital Status	39.3%	60.7%	100.0%
		% within Location	40.2%	39.9%	40.0%
Total		Count	1255	1945	3200

% within Marital Status	39.2%	60.8%	100.0%
% within Location	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.014(b)	1	.905		
Continuity Correction(a)	.007	1	.935		
Likelihood Ratio	.014	1	.905		
Fisher's Exact Test				.912	.467
Linear-by-Linear Association	.014	1	.905		
N of Valid Cases	3200				

a. Computed only for a 2x2 table

b. 0 cells (.0%) have expected count less than 5. The minimum expected count is 502.39.

## Educational Qualification \* Location

### Crosstab

			Location		Total
			Rural	Urban	
Educational Qualification	Graduate	Count	592	1036	1628
		% within Educational Qualification	36.4%	63.6%	100.0%
	% within Location	47.2%	53.3%	50.9%	
	HSc	Count	224	352	576

		% within Educational Qualification	38.9%	61.1%	100.0%
	SSLC	% within Location	17.8%	18.1%	18.0%
		Count	151	197	348
		% within Educational Qualification	43.4%	56.6%	100.0%
	Below SSLC	% within Location	12.0%	10.1%	10.9%
		Count	288	360	648
		% within Educational Qualification	44.4%	55.6%	100.0%
Total		% within Location	22.9%	18.5%	20.3%
		Count	1255	1945	3200
		% within Educational Qualification	39.2%	60.8%	100.0%
		% within Location	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.558(a)	3	.001
Likelihood Ratio	15.481	3	.001
Linear-by-Linear Association	15.213	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 136.48.

**Buy medicines \* Location**

**Crosstab**

			Location		
			Rural	Urban	Total
Buy medicines	Doctor's Prescription	Count	1091	1694	2785
		% within Buy medicines	39.2%	60.8%	100.0%
		% within Location	86.9%	87.1%	87.0%
	Advice of Family/ Friends	Count	34	76	110
		% within Buy medicines	30.9%	69.1%	100.0%
		% within Location	2.7%	3.9%	3.4%
	Suggestion of the Pharmacist	Count	94	97	191
		% within Buy medicines	49.2%	50.8%	100.0%
		% within Location	7.5%	5.0%	6.0%
	Others	Count	36	78	114
		% within Buy medicines	31.6%	68.4%	100.0%
		% within Location	2.9%	4.0%	3.6%
Total	Count	1255	1945	3200	
	% within Buy medicines	39.2%	60.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.986(a)	3	.003
Likelihood Ratio	13.985	3	.003
Linear-by-Linear	.021	1	.884

Association			
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 43.14.

## Family members go to Clinic normally \* Location

Crosstab

			Location		Total
			Rural	Urban	
Family members go to Clinic normally	Govt Hospital / Dispensary	Count	607	659	1266
		% within Family members go to Clinic normally	47.9%	52.1%	100.0%
		% within Location	48.4%	33.9%	39.6%
	Private Clinic	Count	648	1286	1934
		% within Family members go to Clinic normally	33.5%	66.5%	100.0%
		% within Location	51.6%	66.1%	60.4%
Total	Count	1255	1945	3200	
	% within Family members go to Clinic normally	39.2%	60.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	66.934(b)	1	.000		
Continuity Correction(a)	66.330	1	.000		

Likelihood Ratio	66.642	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	66.913	1	.000		
N of Valid Cases	3200				

a Computed only for a 2x2 table

b 0 cells (.0%) have expected count less than 5. The minimum expected count is 496.51.

## Reason for go to a Private Doctor / Clinic \* Location

Crosstab

			Location		Total
			Rural	Urban	
Reason for go to a Private Doctor / Clinic	Better Treatment	Count	378	722	1100
		% within Reason for go to a Private Doctor / Clinic	34.4%	65.6%	100.0%
		% within Location	58.3%	56.1%	56.9%
	Better Facilities	Count	139	365	504
		% within Reason for go to a Private Doctor / Clinic	27.6%	72.4%	100.0%
		% within Location	21.5%	28.4%	26.1%
	No Govt.Hospital nearby	Count	131	199	330
		% within Reason for go to a Private Doctor / Clinic	39.7%	60.3%	100.0%
		% within Location	20.2%	15.5%	17.1%
Total	Count	648	1286	1934	
	% within Reason for go to a Private Doctor / Clinic	33.5%	66.5%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.986(a)	2	.001
Likelihood Ratio	14.100	2	.001
Linear-by-Linear Association	.483	1	.487
N of Valid Cases	1934		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 110.57.

### Heard of Generic Drugs \* Location

#### Crosstab

			Location		Total
			Rural	Urban	
Heard of Generic Drugs	Yes	Count	309	528	837
		% within Heard of Generic Drugs	36.9%	63.1%	100.0%
		% within Location	24.6%	27.1%	26.2%
	No	Count	800	1173	1973
		% within Heard of Generic Drugs	40.5%	59.5%	100.0%
		% within Location	63.7%	60.3%	61.7%
No opinion	Count	146	244	390	

Total	% within Heard of Generic Drugs	37.4%	62.6%	100.0%
	% within Location	11.6%	12.5%	12.2%
	Count	1255	1945	3200
	% within Heard of Generic Drugs	39.2%	60.8%	100.0%
	% within Location	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.840(a)	2	.147
Likelihood Ratio	3.852	2	.146
Linear-by-Linear Association	.546	1	.460
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 152.95.

### Chronic problems for which family members take medicines regularly \* Location

#### Crosstab

		Count	Location		Total
			Rural	Urban	
Chronic problems for	BP/Hypertension		167	186	353

which family members take medicines regularly		% within Chronic problems for which family members take medicines regularly	47.3%	52.7%	100.0%
	Heart Problems	% within Location	13.3%	9.6%	11.0%
		Count	39	63	102
		% within Chronic problems for which family members take medicines regularly	38.2%	61.8%	100.0%
Diabetes	% within Location	3.1%	3.2%	3.2%	
		Count	124	221	345
		% within Chronic problems for which family members take medicines regularly	35.9%	64.1%	100.0%
Stomach Ailments	% within Location	9.9%	11.4%	10.8%	
		Count	121	155	276
		% within Chronic problems for which family members take medicines regularly	43.8%	56.2%	100.0%
Arthritis	% within Location	9.6%	8.0%	8.6%	
		Count	14	20	34
		% within Chronic problems for which family members take medicines regularly	41.2%	58.8%	100.0%
Others	% within Location	1.1%	1.0%	1.1%	
		Count	790	1300	2090
		% within Chronic problems for which family members take medicines regularly	37.8%	62.2%	100.0%

Total	% within Location	62.9%	66.8%	65.3%
	Count	1255	1945	3200
	% within Chronic problems for which family members take medicines regularly	39.2%	60.8%	100.0%
	% within Location	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.582(a)	5	.008
Likelihood Ratio	15.390	5	.009
Linear-by-Linear Association	7.059	1	.008
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.33.

## Examine the expiry date when buy medicines \* Location

### Crosstab

			Location		Total
			Rural	Urban	
Examine the expiry date when buy medicines	Yes	Count	970	1599	2569
		% within Examine the expiry date when buy medicines	37.8%	62.2%	100.0%
		% within Location	77.3%	82.2%	80.3%
	No	Count	256	294	550

		% within Examine the expiry date when buy medicines	46.5%	53.5%	100.0%
	No opinion	% within Location	20.4%	15.1%	17.2%
		Count	29	52	81
		% within Examine the expiry date when buy medicines	35.8%	64.2%	100.0%
		% within Location	2.3%	2.7%	2.5%
Total		Count	1255	1945	3200
		% within Examine the expiry date when buy medicines	39.2%	60.8%	100.0%
		% within Location	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.082(a)	2	.001
Likelihood Ratio	14.876	2	.001
Linear-by-Linear Association	7.082	1	.008
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 31.77.

### Victim of expired drugs \* Location

#### Crosstab

		Location		Total
		Rural	Urban	

Victim of expired drugs	Yes	Count	107	118	225
		% within Victim of expired drugs	47.6%	52.4%	100.0%
		% within Location	8.5%	6.1%	7.0%
	No	Count	1055	1695	2750
		% within Victim of expired drugs	38.4%	61.6%	100.0%
		% within Location	84.1%	87.1%	85.9%
	No opinion	Count	93	132	225
		% within Victim of expired drugs	41.3%	58.7%	100.0%
		% within Location	7.4%	6.8%	7.0%
	Total	Count	1255	1945	3200
		% within Victim of expired drugs	39.2%	60.8%	100.0%
		% within Location	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.826(a)	2	.020
Likelihood Ratio	7.696	2	.021
Linear-by-Linear Association	1.827	1	.177
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 88.24.

## Check the MRP (Maximum Retail Price) before buying drugs \* Location

Crosstab

			Location		Total
			Rural	Urban	
Check the MRP (Maximum Retail Price) before buying drugs	Yes	Count	845	1397	2242
		% within Check the MRP (Maximum Retail Price) before buying drugs	37.7%	62.3%	100.0%
		% within Location	67.3%	71.8%	70.1%
	No	Count	354	474	828
		% within Check the MRP (Maximum Retail Price) before buying drugs	42.8%	57.2%	100.0%
		% within Location	28.2%	24.4%	25.9%
No opinion	Count	56	74	130	
	% within Check the MRP (Maximum Retail Price) before buying drugs	43.1%	56.9%	100.0%	
	% within Location	4.5%	3.8%	4.1%	
Total	Count	1255	1945	3200	
	% within Check the MRP (Maximum Retail Price) before buying drugs	39.2%	60.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	7.351(a)	2	.025
Likelihood Ratio	7.312	2	.026
Linear-by-Linear Association	6.622	1	.010
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 50.98.

## Charged the MRP of buying drugs \* Location

Crosstab

		Location			
		Rural	Urban	Total	
Charged the MRP of buying drugs	Above MRP	Count	110	163	273
		% within Charged the MRP of buying drugs	40.3%	59.7%	100.0%
		% within Location	8.8%	8.4%	8.5%
	Below MRP	Count	244	387	631
		% within Charged the MRP of buying drugs	38.7%	61.3%	100.0%
		% within Location	19.4%	19.9%	19.7%
	At MRP	Count	901	1395	2296
		% within Charged the MRP of buying drugs	39.2%	60.8%	100.0%
		% within Location	71.8%	71.7%	71.8%
Total	Count	1255	1945	3200	
	% within Charged the MRP of buying drugs	39.2%	60.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.213(a)	2	.899
Likelihood Ratio	.212	2	.899
Linear-by-Linear Association	.019	1	.891
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 107.07.

### Practice Self-medication \* Location

#### Crosstab

			Location		Total
			Rural	Urban	
Practice Self-medication	Yes	Count	514	659	1173
		% within Practice Self-medication	43.8%	56.2%	100.0%
		% within Location	41.0%	33.9%	36.7%
	No	Count	675	1127	1802
		% within Practice Self-medication	37.5%	62.5%	100.0%
		% within Location	53.8%	57.9%	56.3%
	No opinion	Count	66	159	225
		% within Practice Self-medication	29.3%	70.7%	100.0%
		% within Location	5.3%	8.2%	7.0%

Total	Location			
	Count	1255	1945	3200
	% within Practice Self-medication	39.2%	60.8%	100.0%
	% within Location	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	21.981(a)	2	.000
Likelihood Ratio	22.227	2	.000
Linear-by-Linear Association	21.801	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 88.24.

**Come across counterfeit medicines \* Location**

**Crosstab**

			Location		Total
			Rural	Urban	
Come across counterfeit medicines	Yes	Count	84	79	163
		% within Come across counterfeit medicines	51.5%	48.5%	100.0%
		% within Location	6.7%	4.1%	5.1%
	No	Count	978	1623	2601
		% within Come across counterfeit	37.6%	62.4%	100.0%

		medicines			
	No opinion	% within Location	77.9%	83.4%	81.3%
		Count	193	243	436
Total		% within Come across counterfeit medicines	44.3%	55.7%	100.0%
		% within Location	15.4%	12.5%	13.6%
		Count	1255	1945	3200
		% within Come across counterfeit medicines	39.2%	60.8%	100.0%
		% within Location	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.886(a)	2	.000
Likelihood Ratio	17.573	2	.000
Linear-by-Linear Association	.027	1	.869
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 63.93.

#### If victim of expired drugs, complain to officials \* Location

##### Crosstab

		Count	Location		Total
			Rural	Urban	
If victim of expired	Drug Inspector				
			36	43	79

drugs, complain to officials		% within If victim of expired drugs, complain to officials	45.6%	54.4%	100.0%
		% within Location	33.6%	36.4%	35.1%
State Drug Controller	Count		26	40	66
		% within If victim of expired drugs, complain to officials	39.4%	60.6%	100.0%
Others	Count	% within Location	24.3%	33.9%	29.3%
			45	35	80
Total	Count	% within If victim of expired drugs, complain to officials	56.3%	43.8%	100.0%
		% within Location	42.1%	29.7%	35.6%
			107	118	225
		% within If victim of expired drugs, complain to officials	47.6%	52.4%	100.0%
		% within Location	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.312(a)	2	.116
Likelihood Ratio	4.329	2	.115
Linear-by-Linear Association	1.824	1	.177
N of Valid Cases	225		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 31.39.

### Satisfaction level of complaints \* Location

**Crosstab**

			Location		
			Rural	Urban	Total
Satisfaction level of complaints	Satisfactory	Count	15	14	29
		% within Satisfaction level of complaints	51.7%	48.3%	100.0%
		% within Location	14.0%	11.9%	12.9%
	Not Satisfactory	Count	39	62	101
		% within Satisfaction level of complaints	38.6%	61.4%	100.0%
		% within Location	36.4%	52.5%	44.9%
	No Response	Count	53	42	95
		% within Satisfaction level of complaints	55.8%	44.2%	100.0%
		% within Location	49.5%	35.6%	42.2%
Total	Count	107	118	225	
	% within Satisfaction level of complaints	47.6%	52.4%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.022(a)	2	.049
Likelihood Ratio	6.057	2	.048
Linear-by-Linear Association	1.668	1	.196

N of Valid Cases | 225 |

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.79.

**Insist for bills when buy medicines \* Location**

**Crosstab**

			Location		Total
			Rural	Urban	
Insist for bills when buy medicines	Yes	Count	899	1435	2334
		% within Insist for bills when buy medicines	38.5%	61.5%	100.0%
		% within Location	71.6%	73.8%	72.9%
	No	Count	315	445	760
		% within Insist for bills when buy medicines	41.4%	58.6%	100.0%
		% within Location	25.1%	22.9%	23.8%
	No opinion	Count	41	65	106
		% within Insist for bills when buy medicines	38.7%	61.3%	100.0%
		% within Location	3.3%	3.3%	3.3%
Total	Count	1255	1945	3200	
	% within Insist for bills when buy medicines	39.2%	60.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.078(a)	2	.354
Likelihood Ratio	2.069	2	.355
Linear-by-Linear Association	1.177	1	.278
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 41.57.

### When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components \* Location

Crosstab

			Location		Total
			Rural	Urban	
When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	Yes	Count	801	1271	2072
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	38.7%	61.3%	100.0%
		% within Location	63.8%	65.3%	64.8%
	No	Count	396	596	992

		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	39.9%	60.1%	100.0%
	No opinion	% within Location	31.6%	30.6%	31.0%
		Count	58	78	136
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	42.6%	57.4%	100.0%
Total		% within Location	4.6%	4.0%	4.3%
		Count	1255	1945	3200
		% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	39.2%	60.8%	100.0%
		% within Location	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.148(a)	2	.563

Likelihood Ratio	1.142	2	.565
Linear-by-Linear Association	1.071	1	.301
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 53.34.

## Ready to buy as advised by the Pharmacy \* Location

Crosstab

			Location		Total
			Rural	Urban	
Ready to buy as advised by the Pharmacy	Yes	Count	540	819	1359
		% within Ready to buy as advised by the Pharmacy	39.7%	60.3%	100.0%
		% within Location	43.0%	42.1%	42.5%
	No	Count	637	1022	1659
		% within Ready to buy as advised by the Pharmacy	38.4%	61.6%	100.0%
		% within Location	50.8%	52.5%	51.8%
	No opinion	Count	78	104	182
		% within Ready to buy as advised by the Pharmacy	42.9%	57.1%	100.0%
		% within Location	6.2%	5.3%	5.7%
Total	Count	1255	1945	3200	
	% within Ready to buy as advised by the Pharmacy	39.2%	60.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.633(a)	2	.442
Likelihood Ratio	1.624	2	.444
Linear-by-Linear Association	.001	1	.981
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 71.38.

### Bought medicines through online \* Location

#### Crosstab

			Location		Total
			Rural	Urban	
Bought medicines through online	Yes	Count	109	266	375
		% within Bought medicines through online	29.1%	70.9%	100.0%
		% within Location	8.7%	13.7%	11.7%
	No	Count	1095	1618	2713
		% within Bought medicines through online	40.4%	59.6%	100.0%
		% within Location	87.3%	83.2%	84.8%
	No opinion	Count	51	61	112
		% within Bought medicines through online	45.5%	54.5%	100.0%
		% within Location	4.1%	3.1%	3.5%
Total		Count	1255	1945	3200

	% within Bought medicines through online	39.2%	60.8%	100.0%
	% within Location	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.574(a)	2	.000
Likelihood Ratio	20.193	2	.000
Linear-by-Linear Association	18.366	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 43.93.

## Look into the dosage level prescribed in the drugs when buy medicine \* Location

### Crosstab

			Location		Total
			Rural	Urban	
Look into the dosage level prescribed in the drugs when buy medicine	Yes	Count	683	1122	1805
		% within Look into the dosage level prescribed in the drugs when buy medicine	37.8%	62.2%	100.0%
		% within Location	54.4%	57.7%	56.4%
	No	Count	507	729	1236

		% within Look into the dosage level prescribed in the drugs when buy medicine	41.0%	59.0%	100.0%
	No opinion	% within Location	40.4%	37.5%	38.6%
		Count	65	94	159
		% within Look into the dosage level prescribed in the drugs when buy medicine	40.9%	59.1%	100.0%
		% within Location	5.2%	4.8%	5.0%
Total		Count	1255	1945	3200
		% within Look into the dosage level prescribed in the drugs when buy medicine	39.2%	60.8%	100.0%
		% within Location	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.306(a)	2	.191
Likelihood Ratio	3.303	2	.192
Linear-by-Linear Association	2.847	1	.092
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 62.36.

### Aware of Schedule H - drug \* Location

**Crosstab**

			Location		Total
			Rural	Urban	
Aware of Schedule H - drug	Yes	Count	145	217	362
		% within Aware of Schedule H - drug	40.1%	59.9%	100.0%
		% within Location	11.6%	11.2%	11.3%
	No	Count	906	1379	2285
		% within Aware of Schedule H - drug	39.6%	60.4%	100.0%
		% within Location	72.2%	70.9%	71.4%
No opinion	Count	204	349	553	
	% within Aware of Schedule H - drug	36.9%	63.1%	100.0%	
	% within Location	16.3%	17.9%	17.3%	
Total	Count	1255	1945	3200	
	% within Aware of Schedule H - drug	39.2%	60.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.543(a)	2	.462
Likelihood Ratio	1.552	2	.460
Linear-by-Linear Association	1.174	1	.278
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 141.97.

## Got Schedule H - drug without medical prescription \* Location

Crosstab

			Location		Total
			Rural	Urban	
Got Schedule H - drug without medical prescription	Yes	Count	89	79	168
		% within Got Schedule H - drug without medical prescription	53.0%	47.0%	100.0%
		% within Location	7.1%	4.1%	5.3%
	No	Count	806	1251	2057
		% within Got Schedule H - drug without medical prescription	39.2%	60.8%	100.0%
		% within Location	64.2%	64.3%	64.3%
	No opinion	Count	360	615	975
		% within Got Schedule H - drug without medical prescription	36.9%	63.1%	100.0%
		% within Location	28.7%	31.6%	30.5%
Total	Count	1255	1945	3200	
	% within Got Schedule H - drug without medical prescription	39.2%	60.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	15.496(a)	2	.000
Likelihood Ratio	15.148	2	.001
Linear-by-Linear Association	9.239	1	.002
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 65.89.

### Affected due to over dosage of drug \* Location

Crosstab

			Location		Total
			Rural	Urban	
Affected due to over dosage of drug	Yes	Count	190	250	440
		% within Affected due to over dosage of drug	43.2%	56.8%	100.0%
		% within Location	15.1%	12.9%	13.8%
	No	Count	943	1500	2443
		% within Affected due to over dosage of drug	38.6%	61.4%	100.0%
		% within Location	75.1%	77.1%	76.3%
	No opinion	Count	122	195	317
		% within Affected due to over dosage of drug	38.5%	61.5%	100.0%
		% within Location	9.7%	10.0%	9.9%
Total		Count	1255	1945	3200
		% within Affected due to over dosage of drug	39.2%	60.8%	100.0%
		% within Location	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.363(a)	2	.186
Likelihood Ratio	3.333	2	.189
Linear-by-Linear Association	2.177	1	.140
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 124.32.

**If yes, mode of get the drug \* Location**

**Crosstab**

			Location		Total
			Rural	Urban	
If yes, mode of get the drug	On prescription	Count	87	109	196
		% within If yes, mode of get the drug	44.4%	55.6%	100.0%
		% within Location	45.8%	43.6%	44.5%
	Overcounter in pharmacy	Count	45	76	121
		% within If yes, mode of get the drug	37.2%	62.8%	100.0%
		% within Location	23.7%	30.4%	27.5%
	Self medication	Count	58	65	123
		% within If yes, mode of get the drug	47.2%	52.8%	100.0%
		% within Location	30.5%	26.0%	28.0%
Total	Count	190	250	440	

% within If yes, mode of get the drug	43.2%	56.8%	100.0%
% within Location	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.678(a)	2	.262
Likelihood Ratio	2.697	2	.260
Linear-by-Linear Association	.084	1	.772
N of Valid Cases	440		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 52.25.

**Aware of the existing laws for protecting the Consumer in case of counterfeit medicines \*  
Location**

**Crosstab**

			Location		Total
			Rural	Urban	
Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	Yes	Count	610	902	1512
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	40.3%	59.7%	100.0%
	No	% within Location	48.6%	46.4%	47.3%
		Count	555	838	1393

		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	39.8%	60.2%	100.0%
	No opinion	% within Location	44.2%	43.1%	43.5%
		Count	90	205	295
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	30.5%	69.5%	100.0%
		% within Location	7.2%	10.5%	9.2%
Total		Count	1255	1945	3200
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	39.2%	60.8%	100.0%
		% within Location	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.419(a)	2	.005
Likelihood Ratio	10.729	2	.005
Linear-by-Linear Association	5.691	1	.017
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 115.70.

**Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs \* Location**

**Crosstab**

			Location		Total
			Rural	Urban	
Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	Yes	Count	802	1176	1978
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	40.5%	59.5%	100.0%
		% within Location	63.9%	60.5%	61.8%
	No	Count	389	619	1008
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	38.6%	61.4%	100.0%
		% within Location	31.0%	31.8%	31.5%
	No opinion	Count	64	150	214
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	29.9%	70.1%	100.0%
		% within Location	5.1%	7.7%	6.7%
Total		Count	1255	1945	3200

	% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	39.2%	60.8%	100.0%
	% within Location	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.413(a)	2	.009
Likelihood Ratio	9.689	2	.008
Linear-by-Linear Association	7.334	1	.007
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 83.93.

### If yes, filled a case in the Consumer Court \* Location

#### Crosstab

				Location		Total
				Rural	Urban	
If yes, filled a case in the Consumer Court	Yes	Count		21	51	72
		% within If yes, filled a case in the Consumer Court		29.2%	70.8%	100.0%
		% within Location		2.6%	4.3%	3.6%
	No	Count		740	1088	1828

		% within If yes, filled a case in the Consumer Court	40.5%	59.5%	100.0%
	No opinion	% within Location Count	92.3% 41	92.5% 37	92.4% 78
		% within If yes, filled a case in the Consumer Court	52.6%	47.4%	100.0%
Total		% within Location Count	5.1% 802	3.1% 1176	3.9% 1978
		% within If yes, filled a case in the Consumer Court	40.5%	59.5%	100.0%
		% within Location	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.544(a)	2	.014
Likelihood Ratio	8.607	2	.014
Linear-by-Linear Association	8.531	1	.003
N of Valid Cases	1978		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 29.19.

### If files case, Consumer Court able to redress grievance \* Location

#### Crosstab

		Location		Total
		Rural	Urban	

If files case, Consumer Court able to redress grievance	Yes	Count	13	38	51
		% within If files case, Consumer Court able to redress grievance	25.5%	74.5%	100.0%
		% within Location	61.9%	74.5%	70.8%
	No	Count	4	8	12
		% within If files case, Consumer Court able to redress grievance	33.3%	66.7%	100.0%
		% within Location	19.0%	15.7%	16.7%
	No opinion	Count	4	5	9
		% within If files case, Consumer Court able to redress grievance	44.4%	55.6%	100.0%
		% within Location	19.0%	9.8%	12.5%
Total	Count	21	51	72	
	% within If files case, Consumer Court able to redress grievance	29.2%	70.8%	100.0%	
	% within Location	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.451(a)	2	.484
Likelihood Ratio	1.381	2	.501
Linear-by-Linear Association	1.420	1	.233
N of Valid Cases	72		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is 2.63.

**Annexure-V**  
**Analysis of Region-wise Data**

## Frequencies

### Region

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Northern	1498	46.8	46.8	46.8
	Southern	869	27.2	27.2	74.0
	Western	416	13.0	13.0	87.0
	Central	417	13.0	13.0	100.0
	Total	3200	100.0	100.0	

## Crosstabs

### Age Group in years \* Region

#### Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Age Group in years	18-40	Count	1128	654	254	263	2299
		% within Age Group in years	49.1%	28.4%	11.0%	11.4%	100.0%
		% within Region	75.3%	75.3%	61.1%	63.1%	71.8%
	41-60	Count	323	185	135	105	748
		% within Age Group in years	43.2%	24.7%	18.0%	14.0%	100.0%
		% within Region	21.6%	21.3%	32.5%	25.2%	23.4%

	Above 60	Count	47	30	27	49	153
		% within Age Group in years	30.7%	19.6%	17.6%	32.0%	100.0%
		% within Region	3.1%	3.5%	6.5%	11.8%	4.8%
Total		Count	1498	869	416	417	3200
		% within Age Group in years	46.8%	27.2%	13.0%	13.0%	100.0%
		% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	90.654(a)	6	.000
Likelihood Ratio	78.553	6	.000
Linear-by-Linear Association	59.783	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 19.89.

## Gender \* Region

### Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Gender	Male	Count	768	497	220	253	1738
		% within Gender	44.2%	28.6%	12.7%	14.6%	100.0%
		% within	51.3%	57.2%	52.9%	60.7%	54.3%

	Female	Region					
		Count	730	372	196	164	1462
		% within Gender	49.9%	25.4%	13.4%	11.2%	100.0%
		% within Region	48.7%	42.8%	47.1%	39.3%	45.7%
Total		Count	1498	869	416	417	3200
		% within Gender	46.8%	27.2%	13.0%	13.0%	100.0%
		% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.636(a)	3	.001
Likelihood Ratio	15.700	3	.001
Linear-by-Linear Association	9.716	1	.002
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 190.06.

## Monthly Income \* Region

### Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Monthly Income	Upto 10000	Count	650	339	192	191	1372
		% within Monthly Income	47.4%	24.7%	14.0%	13.9%	100.0%
		% within Region	43.4%	39.0%	46.2%	45.8%	42.9%

Total	10001-20000	Count	359	255	103	104	821
		% within Monthly Income	43.7%	31.1%	12.5%	12.7%	100.0%
		% within Region	24.0%	29.3%	24.8%	24.9%	25.7%
	20001-30000	Count	323	194	77	83	677
		% within Monthly Income	47.7%	28.7%	11.4%	12.3%	100.0%
		% within Region	21.6%	22.3%	18.5%	19.9%	21.2%
	Above 30000	Count	166	81	44	39	330
		% within Monthly Income	50.3%	24.5%	13.3%	11.8%	100.0%
		% within Region	11.1%	9.3%	10.6%	9.4%	10.3%
Total	Count	1498	869	416	417	3200	
	% within Monthly Income	46.8%	27.2%	13.0%	13.0%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.939(a)	9	.068
Likelihood Ratio	15.900	9	.069
Linear-by-Linear Association	2.391	1	.122
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 42.90.

### Amount spent family on Health and Medicines per month \* Region

#### Crosstab

		Region	Total

			Northern	Southern	Western	Central	
Amount spent family on Health and Medicines per month	Upto 1000	Count	659	436	243	201	1539
		% within Amount spent family on Health and Medicines per month	42.8%	28.3%	15.8%	13.1%	100.0%
		% within Region	44.0%	50.2%	58.4%	48.2%	48.1%
	1001-2000	Count	407	252	98	105	862
		% within Amount spent family on Health and Medicines per month	47.2%	29.2%	11.4%	12.2%	100.0%
		% within Region	27.2%	29.0%	23.6%	25.2%	26.9%
	2001-3000	Count	220	117	36	55	428
		% within Amount spent family on Health and Medicines per month	51.4%	27.3%	8.4%	12.9%	100.0%
		% within Region	14.7%	13.5%	8.7%	13.2%	13.4%
	3001-5000	Count	128	34	18	35	215
		% within Amount spent family on Health and Medicines per month	59.5%	15.8%	8.4%	16.3%	100.0%
		% within Region	8.5%	3.9%	4.3%	8.4%	6.7%
	Above 5000	Count	84	30	21	21	156
		% within Amount spent family on Health and Medicines per month	53.8%	19.2%	13.5%	13.5%	100.0%
		% within Region	5.6%	3.5%	5.0%	5.0%	4.9%
Total		Count	1498	869	416	417	3200

% within Amount spent family on Health and Medicines per month	46.8%	27.2%	13.0%	13.0%	100.0%
% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	55.957(a)	12	.000
Likelihood Ratio	58.448	12	.000
Linear-by-Linear Association	10.260	1	.001
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 20.28.

**Marital Status \* Region**

**Crosstab**

		Region				Total	
		Northern	Southern	Western	Central		
Marital Status	Married	Count	868	506	269	276	1919
		% within Marital Status	45.2%	26.4%	14.0%	14.4%	100.0%
Single	Region	% within Region	57.9%	58.2%	64.7%	66.2%	60.0%
		Count	630	363	147	141	1281
	% within Marital Status	49.2%	28.3%	11.5%	11.0%	100.0%	
	% within Region	42.1%	41.8%	35.3%	33.8%	40.0%	

Total	Count	1498	869	416	417	3200
	% within Marital Status	46.8%	27.2%	13.0%	13.0%	100.0%
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.191(a)	3	.003
Likelihood Ratio	14.368	3	.002
Linear-by-Linear Association	12.094	1	.001
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 166.53.

## Educational Qualification \* Region

### Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Educational Qualification	Graduate	Count	717	487	222	202	1628
		% within Educational Qualification	44.0%	29.9%	13.6%	12.4%	100.0%
		% within Region	47.9%	56.0%	53.4%	48.4%	50.9%
	HSc	Count	273	162	65	76	576
		% within Educational Qualification	47.4%	28.1%	11.3%	13.2%	100.0%
		% within Region	18.2%	18.6%	15.6%	18.2%	18.0%

Total	SSLC	Count	182	79	43	44	348
		% within Educational Qualification	52.3%	22.7%	12.4%	12.6%	100.0%
	Below SSLC	% within Region	12.1%	9.1%	10.3%	10.6%	10.9%
		Count	326	141	86	95	648
		% within Educational Qualification	50.3%	21.8%	13.3%	14.7%	100.0%
		% within Region	21.8%	16.2%	20.7%	22.8%	20.3%
	Total	Count	1498	869	416	417	3200
		% within Educational Qualification	46.8%	27.2%	13.0%	13.0%	100.0%
		% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	24.709(a)	9	.003
Likelihood Ratio	25.167	9	.003
Linear-by-Linear Association	.679	1	.410
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 45.24.

### Location \* Region

#### Crosstab

		Region				Total
		Northern	Southern	Western	Central	

Location	Rural	Count	490	346	212	207	1255
		% within Location	39.0%	27.6%	16.9%	16.5%	100.0%
		% within Region	32.7%	39.8%	51.0%	49.6%	39.2%
	Urban	Count	1008	523	204	210	1945
		% within Location	51.8%	26.9%	10.5%	10.8%	100.0%
		% within Region	67.3%	60.2%	49.0%	50.4%	60.8%
Total		Count	1498	869	416	417	3200
		% within Location	46.8%	27.2%	13.0%	13.0%	100.0%
		% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	69.813(a)	3	.000
Likelihood Ratio	69.398	3	.000
Linear-by-Linear Association	64.047	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 163.15.

### Buy medicines \* Region

#### Crosstab

		Region				Total
		Northern	Southern	Western	Central	

Buy medicines	Doctor's Prescription	Count	1321	733	368	363	2785
		% within Buy medicines	47.4%	26.3%	13.2%	13.0%	100.0%
		% within Region	88.2%	84.3%	88.5%	87.1%	87.0%
	Advice of Family/ Friends	Count	64	27	4	15	110
		% within Buy medicines	58.2%	24.5%	3.6%	13.6%	100.0%
		% within Region	4.3%	3.1%	1.0%	3.6%	3.4%
	Suggestion of the Pharmacist	Count	63	67	33	28	191
		% within Buy medicines	33.0%	35.1%	17.3%	14.7%	100.0%
		% within Region	4.2%	7.7%	7.9%	6.7%	6.0%
	Others	Count	50	42	11	11	114
		% within Buy medicines	43.9%	36.8%	9.6%	9.6%	100.0%
		% within Region	3.3%	4.8%	2.6%	2.6%	3.6%
Total	Count	1498	869	416	417	3200	
	% within Buy medicines	46.8%	27.2%	13.0%	13.0%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	33.237(a)	9	.000
Likelihood Ratio	36.086	9	.000
Linear-by-Linear Association	.678	1	.410
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 14.30.

## Family members go to Clinic normally \* Region

Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Family members go to Clinic normally	Govt Hospital / Dispensary	Count	600	396	90	180	1266
		% within Family members go to Clinic normally	47.4%	31.3%	7.1%	14.2%	100.0%
		% within Region	40.1%	45.6%	21.6%	43.2%	39.6%
	Private Clinic	Count	898	473	326	237	1934
		% within Family members go to Clinic normally	46.4%	24.5%	16.9%	12.3%	100.0%
		% within Region	59.9%	54.4%	78.4%	56.8%	60.4%
Total	Count	1498	869	416	417	3200	
	% within Family members go to Clinic normally	46.8%	27.2%	13.0%	13.0%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	71.449(a)	3	.000
Likelihood Ratio	76.042	3	.000
Linear-by-Linear Association	3.159	1	.076
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 164.58.

## Reason for go to a Private Doctor / Clinic \* Region

Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Reason for go to a Private Doctor / Clinic	Better Treatment	Count	504	243	191	162	1100
		% within Reason for go to a Private Doctor / Clinic	45.8%	22.1%	17.4%	14.7%	100.0%
		% within Region	56.1%	51.4%	58.6%	68.4%	56.9%
	Better Facilities	Count	222	153	79	50	504
		% within Reason for go to a Private Doctor / Clinic	44.0%	30.4%	15.7%	9.9%	100.0%
		% within Region	24.7%	32.3%	24.2%	21.1%	26.1%
	No Govt.Hospital nearby	Count	172	77	56	25	330
		% within Reason for go to a Private Doctor / Clinic	52.1%	23.3%	17.0%	7.6%	100.0%
		% within Region	19.2%	16.3%	17.2%	10.5%	17.1%
Total	Count	898	473	326	237	1934	
	% within Reason for go to a Private Doctor / Clinic	46.4%	24.5%	16.9%	12.3%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	27.081(a)	6	.000
Likelihood Ratio	27.343	6	.000
Linear-by-Linear Association	10.687	1	.001

N of Valid Cases | 1934

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 40.44.

### Heard of Generic Drugs \* Region

Crosstab

		Region					
			Northern	Southern	Western	Central	Total
Heard of Generic Drugs	Yes	Count	408	233	92	104	837
		% within Heard of Generic Drugs	48.7%	27.8%	11.0%	12.4%	100.0%
		% within Region	27.2%	26.8%	22.1%	24.9%	26.2%
	No	Count	889	526	277	281	1973
		% within Heard of Generic Drugs	45.1%	26.7%	14.0%	14.2%	100.0%
		% within Region	59.3%	60.5%	66.6%	67.4%	61.7%
	No opinion	Count	201	110	47	32	390
		% within Heard of Generic Drugs	51.5%	28.2%	12.1%	8.2%	100.0%
		% within Region	13.4%	12.7%	11.3%	7.7%	12.2%
Total	Count	1498	869	416	417	3200	
	% within Heard of Generic Drugs	46.8%	27.2%	13.0%	13.0%	100.0%	

% within Region	100.0%	100.0%	100.0%	100.0%	100.0%
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### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.240(a)	6	.006
Likelihood Ratio	19.301	6	.004
Linear-by-Linear Association	.214	1	.644
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 50.70.

## Chronic problems for which family members take medicines regularly \* Region

### Crosstab

		Region				Total	
		Northern	Southern	Western	Central		
Chronic problems for which family members take medicines regularly	BP/Hypertension	Count	166	80	58	49	353
		% within Chronic problems for which family members take medicines regularly	47.0%	22.7%	16.4%	13.9%	100.0%
	Heart Problems	% within Region	11.1%	9.2%	13.9%	11.8%	11.0%
		Count	51	17	12	22	102
		% within Chronic problems for which family members take medicines regularly	50.0%	16.7%	11.8%	21.6%	100.0%
		% within Region	3.4%	2.0%	2.9%	5.3%	3.2%

Total	Diabetes	Count	145	103	39	58	345
		% within Chronic problems for which family members take medicines regularly	42.0%	29.9%	11.3%	16.8%	100.0%
	Stomach Ailments	% within Region	9.7%	11.9%	9.4%	13.9%	10.8%
		Count	137	85	17	37	276
	Arthritis	% within Chronic problems for which family members take medicines regularly	49.6%	30.8%	6.2%	13.4%	100.0%
		% within Region	9.1%	9.8%	4.1%	8.9%	8.6%
	Others	Count	9	12	6	7	34
		% within Chronic problems for which family members take medicines regularly	26.5%	35.3%	17.6%	20.6%	100.0%
	Total	% within Region	.6%	1.4%	1.4%	1.7%	1.1%
		Count	990	572	284	244	2090
	Total	% within Chronic problems for which family members take medicines regularly	47.4%	27.4%	13.6%	11.7%	100.0%
		% within Region	66.1%	65.8%	68.3%	58.5%	65.3%
	Total	Count	1498	869	416	417	3200
		% within Chronic problems for which family members take medicines regularly	46.8%	27.2%	13.0%	13.0%	100.0%
	Total	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	44.709(a)	15	.000
Likelihood Ratio	46.748	15	.000
Linear-by-Linear Association	3.994	1	.046
N of Valid Cases	3200		

a. 2 cells (8.3%) have expected count less than 5. The minimum expected count is 4.42.

## Examine the expiry date when buy medicines \* Region

Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Examine the expiry date when buy medicines	Yes	Count	1210	691	338	330	2569
		% within Examine the expiry date when buy medicines	47.1%	26.9%	13.2%	12.8%	100.0%
		% within Region	80.8%	79.5%	81.3%	79.1%	80.3%
	No	Count	244	158	69	79	550
		% within Examine the expiry date when buy medicines	44.4%	28.7%	12.5%	14.4%	100.0%
		% within Region	16.3%	18.2%	16.6%	18.9%	17.2%
	No opinion	Count	44	20	9	8	81
		% within Examine the expiry date when buy medicines	54.3%	24.7%	11.1%	9.9%	100.0%
		% within Region	2.9%	2.3%	2.2%	1.9%	2.5%
Total		Count	1498	869	416	417	3200

% within Examine the expiry date when buy medicines	46.8%	27.2%	13.0%	13.0%	100.0%
% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.264(a)	6	.641
Likelihood Ratio	4.270	6	.640
Linear-by-Linear Association	.000	1	.995
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.53.

## Victim of expired drugs \* Region

### Crosstab

		Region					
		Northern	Southern	Western	Central	Total	
Victim of expired drugs	Yes	Count	89	77	19	40	225
		% within Victim of expired drugs	39.6%	34.2%	8.4%	17.8%	100.0%
		% within Region	5.9%	8.9%	4.6%	9.6%	7.0%
No		Count	1275	725	377	373	2750
		% within Victim of expired drugs	46.4%	26.4%	13.7%	13.6%	100.0%
		% within	85.1%	83.4%	90.6%	89.4%	85.9%

Total	No opinion	Region					
		Count	134	67	20	4	225
		% within Victim of expired drugs	59.6%	29.8%	8.9%	1.8%	100.0%
		% within Region	8.9%	7.7%	4.8%	1.0%	7.0%
		Count	1498	869	416	417	3200
		% within Victim of expired drugs	46.8%	27.2%	13.0%	13.0%	100.0%
		% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	49.732(a)	6	.000
Likelihood Ratio	62.212	6	.000
Linear-by-Linear Association	26.849	1	.000
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 29.25.

### Check the MRP (Maximum Retail Price) before buying drugs \* Region

#### Crosstab

		Count	Region				Total
			Northern	Southern	Western	Central	
Check the MRP	Yes		1055	639	259	289	2242

(Maximum Retail Price) before buying drugs	No	% within Check the MRP (Maximum Retail Price) before buying drugs	47.1%	28.5%	11.6%	12.9%	100.0%
		% within Region	70.4%	73.5%	62.3%	69.3%	70.1%
	No opinion	Count	381	194	138	115	828
		% within Check the MRP (Maximum Retail Price) before buying drugs	46.0%	23.4%	16.7%	13.9%	100.0%
		% within Region	25.4%	22.3%	33.2%	27.6%	25.9%
		Count	62	36	19	13	130
Total		% within Check the MRP (Maximum Retail Price) before buying drugs	47.7%	27.7%	14.6%	10.0%	100.0%
		% within Region	4.1%	4.1%	4.6%	3.1%	4.1%
		Count	1498	869	416	417	3200
		% within Check the MRP (Maximum Retail Price) before buying drugs	46.8%	27.2%	13.0%	13.0%	100.0%
		% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.761(a)	6	.003
Likelihood Ratio	19.441	6	.003
Linear-by-Linear Association	1.279	1	.258
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 16.90.

## Charged the MRP of buying drugs \* Region

Crosstab

		Region				Total	
		Northern	Southern	Western	Central		
Charged the MRP of buying drugs	Above MRP	Count	125	89	21	38	273
		% within Charged the MRP of buying drugs	45.8%	32.6%	7.7%	13.9%	100.0%
		% within Region	8.3%	10.2%	5.0%	9.1%	8.5%
	Below MRP	Count	259	207	90	75	631
		% within Charged the MRP of buying drugs	41.0%	32.8%	14.3%	11.9%	100.0%
		% within Region	17.3%	23.8%	21.6%	18.0%	19.7%
	At MRP	Count	1114	573	305	304	2296
		% within Charged the MRP of buying drugs	48.5%	25.0%	13.3%	13.2%	100.0%
		% within Region	74.4%	65.9%	73.3%	72.9%	71.8%
Total	Count	1498	869	416	417	3200	
	% within Charged the MRP of buying drugs	46.8%	27.2%	13.0%	13.0%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	28.168(a)	6	.000
Likelihood Ratio	28.831	6	.000
Linear-by-Linear Association	.183	1	.669

N of Valid Cases	3200
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a 0 cells (.0%) have expected count less than 5. The minimum expected count is 35.49.

## Practice Self-medication \* Region

Crosstab

		Region					
			Northern	Southern	Western	Central	Total
Practice Self-medication	Yes	Count	542	309	147	175	1173
		% within Practice Self-medication	46.2%	26.3%	12.5%	14.9%	100.0%
		% within Region	36.2%	35.6%	35.3%	42.0%	36.7%
	No	Count	851	463	256	232	1802
		% within Practice Self-medication	47.2%	25.7%	14.2%	12.9%	100.0%
		% within Region	56.8%	53.3%	61.5%	55.6%	56.3%
	No opinion	Count	105	97	13	10	225
		% within Practice Self-medication	46.7%	43.1%	5.8%	4.4%	100.0%
		% within Region	7.0%	11.2%	3.1%	2.4%	7.0%
Total	Count	1498	869	416	417	3200	
	% within Practice Self-medication	46.8%	27.2%	13.0%	13.0%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	50.171(a)	6	.000
Likelihood Ratio	53.556	6	.000
Linear-by-Linear Association	8.113	1	.004
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 29.25.

## Come across counterfeit medicines \* Region

Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Come across counterfeit medicines	Yes	Count	69	68	7	19	163
		% within Come across counterfeit medicines	42.3%	41.7%	4.3%	11.7%	100.0%
		% within Region	4.6%	7.8%	1.7%	4.6%	5.1%
	No	Count	1191	661	379	370	2601
		% within Come across counterfeit medicines	45.8%	25.4%	14.6%	14.2%	100.0%
		% within Region	79.5%	76.1%	91.1%	88.7%	81.3%
	No opinion	Count	238	140	30	28	436
		% within Come across counterfeit medicines	54.6%	32.1%	6.9%	6.4%	100.0%
		% within Region	15.9%	16.1%	7.2%	6.7%	13.6%
Total	Count	1498	869	416	417	3200	
	% within Come across counterfeit medicines	46.8%	27.2%	13.0%	13.0%	100.0%	

% within Region	100.0%	100.0%	100.0%	100.0%	100.0%
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**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	71.185(a)	6	.000
Likelihood Ratio	78.086	6	.000
Linear-by-Linear Association	17.804	1	.000
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 21.19.

**If victim of expired drugs, complain to officials \* Region**

**Crosstab**

		Region				Total	
		Northern	Southern	Western	Central		
If victim of expired drugs, complain to officials	Drug Inspector	Count	34	19	3	23	79
		% within If victim of expired drugs, complain to officials	43.0%	24.1%	3.8%	29.1%	100.0%
		% within Region	38.2%	24.7%	15.8%	57.5%	35.1%
State Drug Controller		Count	32	23	7	4	66
		% within If victim of expired drugs, complain to officials	48.5%	34.8%	10.6%	6.1%	100.0%
		% within Region	36.0%	29.9%	36.8%	10.0%	29.3%
Others		Count	23	35	9	13	80

Total	% within If victim of expired drugs, complain to officials	28.8%	43.8%	11.3%	16.3%	100.0%
	% within Region	25.8%	45.5%	47.4%	32.5%	35.6%
	Count	89	77	19	40	225
	% within If victim of expired drugs, complain to officials	39.6%	34.2%	8.4%	17.8%	100.0%
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.496(a)	6	.001
Likelihood Ratio	24.016	6	.001
Linear-by-Linear Association	.049	1	.825
N of Valid Cases	225		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.57.

### Satisfaction level of complaints \* Region

#### Crosstab

		Region				Total	
		Northern	Southern	Western	Central		
Satisfaction level of complaints	Satisfactory	Count	17	4	1	7	29
		% within Satisfaction level of complaints	58.6%	13.8%	3.4%	24.1%	100.0%
		% within Region	19.1%	5.2%	5.3%	17.5%	12.9%

Total	Not Satisfactory	Count	41	35	6	19	101
		% within Satisfaction level of complaints	40.6%	34.7%	5.9%	18.8%	100.0%
		% within Region	46.1%	45.5%	31.6%	47.5%	44.9%
	No Response	Count	31	38	12	14	95
		% within Satisfaction level of complaints	32.6%	40.0%	12.6%	14.7%	100.0%
		% within Region	34.8%	49.4%	63.2%	35.0%	42.2%
	Total	Count	89	77	19	40	225
		% within Satisfaction level of complaints	39.6%	34.2%	8.4%	17.8%	100.0%
		% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.107(a)	6	.041
Likelihood Ratio	13.863	6	.031
Linear-by-Linear Association	.521	1	.471
N of Valid Cases	225		

a. 1 cells (8.3%) have expected count less than 5. The minimum expected count is 2.45.

### Insist for bills when buy medicines \* Region

#### Crosstab

		Region				Total
		Northern	Southern	Western	Central	

Insist for bills when buy medicines	Yes	Count	1104	612	290	328	2334
		% within Insist for bills when buy medicines	47.3%	26.2%	12.4%	14.1%	100.0%
		% within Region	73.7%	70.4%	69.7%	78.7%	72.9%
	No	Count	348	231	105	76	760
		% within Insist for bills when buy medicines	45.8%	30.4%	13.8%	10.0%	100.0%
		% within Region	23.2%	26.6%	25.2%	18.2%	23.8%
	No opinion	Count	46	26	21	13	106
		% within Insist for bills when buy medicines	43.4%	24.5%	19.8%	12.3%	100.0%
		% within Region	3.1%	3.0%	5.0%	3.1%	3.3%
Total	Count	1498	869	416	417	3200	
	% within Insist for bills when buy medicines	46.8%	27.2%	13.0%	13.0%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.552(a)	6	.011
Likelihood Ratio	16.366	6	.012
Linear-by-Linear Association	.189	1	.664
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.78.

**When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy**

**alternative company drugs having the same components \* Region**

**Crosstab**

		Region				Total	
		Northern	Southern	Western	Central		
When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	Yes	Count	950	552	310	260	2072
		% within	45.8%	26.6%	15.0%	12.5%	100.0%
		% within Region	63.4%	63.5%	74.5%	62.4%	64.8%
	No	Count	479	284	87	142	992
		% within	48.3%	28.6%	8.8%	14.3%	100.0%
		% within Region	32.0%	32.7%	20.9%	34.1%	31.0%
No opinion		Count	69	33	19	15	136
		% within	50.7%	24.3%	14.0%	11.0%	100.0%
		% within Region					

Total	% within Region	4.6%	3.8%	4.6%	3.6%	4.3%
	Count	1498	869	416	417	3200
	% within When the particular brand of medicine looking for is not available, asked by the Pharmacies to buy alternative company drugs having the same components	46.8%	27.2%	13.0%	13.0%	100.0%
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	24.657(a)	6	.000
Likelihood Ratio	26.128	6	.000
Linear-by-Linear Association	2.169	1	.141
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 17.68.

### Ready to buy as advised by the Pharmacy \* Region

#### Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Ready to buy as advised by the Pharmacy	Yes	Count	677	335	197	150	1359
		% within Ready to buy as advised by	49.8%	24.7%	14.5%	11.0%	100.0%

		the Pharmacy				
No	% within Region		45.2%	38.6%	47.4%	36.0%
	Count		733	478	194	254
No opinion	% within Ready to buy as advised by the Pharmacy		44.2%	28.8%	11.7%	15.3%
	% within Region		48.9%	55.0%	46.6%	60.9%
Total	Count		88	56	25	13
	% within Ready to buy as advised by the Pharmacy		48.4%	30.8%	13.7%	7.1%
Total	% within Region		5.9%	6.4%	6.0%	3.1%
	Count		1498	869	416	417
Total	% within Ready to buy as advised by the Pharmacy		46.8%	27.2%	13.0%	13.0%
	% within Region		100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	31.048(a)	6	.000
Likelihood Ratio	31.895	6	.000
Linear-by-Linear Association	2.173	1	.140
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 23.66.

## Bought medicines through online \* Region

Crosstab

			Region				
			Northern	Southern	Western	Central	Total
Bought medicines through online	Yes	Count	186	99	21	69	375
		% within Bought medicines through online	49.6%	26.4%	5.6%	18.4%	100.0%
		% within Region	12.4%	11.4%	5.0%	16.5%	11.7%
	No	Count	1253	729	386	345	2713
		% within Bought medicines through online	46.2%	26.9%	14.2%	12.7%	100.0%
		% within Region	83.6%	83.9%	92.8%	82.7%	84.8%
	No opinion	Count	59	41	9	3	112
		% within Bought medicines through online	52.7%	36.6%	8.0%	2.7%	100.0%
		% within Region	3.9%	4.7%	2.2%	.7%	3.5%
Total	Count	1498	869	416	417	3200	
	% within Bought medicines through online	46.8%	27.2%	13.0%	13.0%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	44.296(a)	6	.000
Likelihood Ratio	52.001	6	.000
Linear-by-Linear Association	2.696	1	.101
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 14.56.

## Look into the dosage level prescribed in the drugs when buy medicine \* Region

Crosstab

			Region				
			Northern	Southern	Western	Central	Total
Look into the dosage level prescribed in the drugs when buy medicine	Yes	Count	851	504	198	252	1805
		% within Look into the dosage level prescribed in the drugs when buy medicine	47.1%	27.9%	11.0%	14.0%	100.0%
		% within Region	56.8%	58.0%	47.6%	60.4%	56.4%
	No	Count	553	327	202	154	1236
		% within Look into the dosage level prescribed in the drugs when buy medicine	44.7%	26.5%	16.3%	12.5%	100.0%
		% within Region	36.9%	37.6%	48.6%	36.9%	38.6%
	No opinion	Count	94	38	16	11	159
		% within Look into the dosage level prescribed in the drugs when buy medicine	59.1%	23.9%	10.1%	6.9%	100.0%
		% within Region	6.3%	4.4%	3.8%	2.6%	5.0%
Total	Count	1498	869	416	417	3200	
	% within Look into the dosage level prescribed in the drugs when buy medicine	46.8%	27.2%	13.0%	13.0%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	31.027(a)	6	.000
Likelihood Ratio	31.201	6	.000
Linear-by-Linear Association	.960	1	.327
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 20.67.

### Aware of Schedule H - drug \* Region

#### Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Aware of Schedule H - drug	Yes	Count	192	80	44	46	362
		% within Aware of Schedule H - drug	53.0%	22.1%	12.2%	12.7%	100.0%
		% within Region	12.8%	9.2%	10.6%	11.0%	11.3%
	No	Count	1105	537	299	344	2285
		% within Aware of Schedule H - drug	48.4%	23.5%	13.1%	15.1%	100.0%
		% within Region	73.8%	61.8%	71.9%	82.5%	71.4%
No opinion	Count	201	252	73	27	553	
	% within Aware of Schedule H - drug	36.3%	45.6%	13.2%	4.9%	100.0%	
	% within Region	13.4%	29.0%	17.5%	6.5%	17.3%	
Total		Count	1498	869	416	417	3200

% within Aware of Schedule H - drug	46.8%	27.2%	13.0%	13.0%	100.0%
% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	136.413(a)	6	.000
Likelihood Ratio	134.926	6	.000
Linear-by-Linear Association	.010	1	.920
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 47.06.

**Got Schedule H - drug without medical prescription \* Region**

**Crosstab**

			Region				Total
			Northern	Southern	Western	Central	
Got Schedule H - drug without medical prescription	Yes	Count	77	61	7	23	168
		% within Got Schedule H - drug without medical prescription	45.8%	36.3%	4.2%	13.7%	100.0%
		% within Region	5.1%	7.0%	1.7%	5.5%	5.3%
	No	Count	1012	418	300	327	2057
		% within Got Schedule H - drug without medical prescription	49.2%	20.3%	14.6%	15.9%	100.0%
		% within Region	67.6%	48.1%	72.1%	78.4%	64.3%

	No opinion	Count	409	390	109	67	975
		% within Got Schedule H - drug without medical prescription	41.9%	40.0%	11.2%	6.9%	100.0%
		% within Region	27.3%	44.9%	26.2%	16.1%	30.5%
Total		Count	1498	869	416	417	3200
		% within Got Schedule H - drug without medical prescription	46.8%	27.2%	13.0%	13.0%	100.0%
		% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	165.209(a)	6	.000
Likelihood Ratio	169.405	6	.000
Linear-by-Linear Association	6.034	1	.014
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 21.84.

## Affected due to over dosage of drug \* Region

### Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Affected due to over dosage of drug	Yes	Count	227	148	31	34	440
		% within Affected due to over	51.6%	33.6%	7.0%	7.7%	100.0%

		dosage of drug				
No	% within Region	15.2%	17.0%	7.5%	8.2%	13.8%
	Count	1099	615	364	365	2443
No opinion	% within Affected due to over dosage of drug	45.0%	25.2%	14.9%	14.9%	100.0%
	% within Region	73.4%	70.8%	87.5%	87.5%	76.3%
	Count	172	106	21	18	317
	% within Affected due to over dosage of drug	54.3%	33.4%	6.6%	5.7%	100.0%
Total	% within Region	11.5%	12.2%	5.0%	4.3%	9.9%
	Count	1498	869	416	417	3200
	% within Affected due to over dosage of drug	46.8%	27.2%	13.0%	13.0%	100.0%
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	80.768(a)	6	.000
Likelihood Ratio	89.017	6	.000
Linear-by-Linear Association	.014	1	.905
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 41.21.

**If yes, mode of get the drug \* Region**

Crosstab

			Region				
			Northern	Southern	Western	Central	Total
If yes, mode of get the drug	On prescription	Count	92	70	17	17	196
		% within If yes, mode of get the drug	46.9%	35.7%	8.7%	8.7%	100.0%
		% within Region	40.5%	47.3%	54.8%	50.0%	44.5%
	Overcounter in pharmacy	Count	69	36	8	8	121
		% within If yes, mode of get the drug	57.0%	29.8%	6.6%	6.6%	100.0%
		% within Region	30.4%	24.3%	25.8%	23.5%	27.5%
	Self medication	Count	66	42	6	9	123
		% within If yes, mode of get the drug	53.7%	34.1%	4.9%	7.3%	100.0%
		% within Region	29.1%	28.4%	19.4%	26.5%	28.0%
Total	Count	227	148	31	34	440	
	% within If yes, mode of get the drug	51.6%	33.6%	7.0%	7.7%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.459(a)	6	.615
Likelihood Ratio	4.529	6	.605
Linear-by-Linear Association	1.983	1	.159
N of Valid Cases	440		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 8.53.

## Aware of the existing laws for protecting the Consumer in case of counterfeit medicines \* Region

Crosstab

			Region				Total
			Northern	Southern	Western	Central	
Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	Yes	Count	678	485	166	183	1512
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	44.8%	32.1%	11.0%	12.1%	100.0%
	No	% within Region	45.3%	55.8%	39.9%	43.9%	47.3%
		Count	638	320	222	213	1393
	No opinion	% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	45.8%	23.0%	15.9%	15.3%	100.0%
		% within Region	42.6%	36.8%	53.4%	51.1%	43.5%
	Total	Count	182	64	28	21	295
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	61.7%	21.7%	9.5%	7.1%	100.0%
	Total	% within Region	12.1%	7.4%	6.7%	5.0%	9.2%
Count		1498	869	416	417	3200	
		% within Aware of the existing laws for protecting the Consumer in case of counterfeit medicines	46.8%	27.2%	13.0%	13.0%	100.0%

% within Region	100.0%	100.0%	100.0%	100.0%	100.0%
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**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	72.376(a)	6	.000
Likelihood Ratio	72.352	6	.000
Linear-by-Linear Association	2.430	1	.119
N of Valid Cases	3200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 38.35.

**Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs \* Region**

**Crosstab**

			Region				Total
			Northern	Southern	Western	Central	
Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	Yes	Count	835	565	294	284	1978
		% within Aware of grievances of the consumers relating to mishandling in selling drugs	42.2%	28.6%	14.9%	14.4%	100.0%
	No	% within Region	55.7%	65.0%	70.7%	68.1%	61.8%
Count		519	254	107	128	1008	

		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	51.5%	25.2%	10.6%	12.7%	100.0%
	No opinion	% within Region	34.6%	29.2%	25.7%	30.7%	31.5%
		Count	144	50	15	5	214
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	67.3%	23.4%	7.0%	2.3%	100.0%
	Total	% within Region	9.6%	5.8%	3.6%	1.2%	6.7%
		Count	1498	869	416	417	3200
		% within Aware of Consumer Courts for redressal of grievances of the consumers relating to mishandling in selling drugs	46.8%	27.2%	13.0%	13.0%	100.0%
		% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	73.952(a)	6	.000
Likelihood Ratio	82.850	6	.000
Linear-by-Linear Association	58.843	1	.000
N of Valid Cases	3200		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 27.82.

### If yes, filled a case in the Consumer Court \* Region

Crosstab

			Region				Total
			Northern	Southern	Western	Central	
If yes, filled a case in the Consumer Court	Yes	Count	18	28	7	19	72
		% within If yes, filled a case in the Consumer Court	25.0%	38.9%	9.7%	26.4%	100.0%
		% within Region	2.2%	5.0%	2.4%	6.7%	3.6%
	No	Count	794	495	278	261	1828
		% within If yes, filled a case in the Consumer Court	43.4%	27.1%	15.2%	14.3%	100.0%
		% within Region	95.1%	87.6%	94.6%	91.9%	92.4%
	No opinion	Count	23	42	9	4	78
		% within If yes, filled a case in the Consumer Court	29.5%	53.8%	11.5%	5.1%	100.0%
		% within Region	2.8%	7.4%	3.1%	1.4%	3.9%
Total	Count	835	565	294	284	1978	
	% within If yes, filled a case in the Consumer Court	42.2%	28.6%	14.9%	14.4%	100.0%	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	44.147(a)	6	.000
Likelihood Ratio	41.789	6	.000
Linear-by-Linear Association	6.370	1	.012
N of Valid Cases	1978		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.34.

### If files case, Consumer Court able to redress grievance \* Region

Crosstab

			Region				Total
			Northern	Southern	Western	Central	
If files case, Consumer Court able to redress grievance	Yes	Count	12	21	1	17	51
		% within If files case, Consumer Court able to redress grievance	23.5%	41.2%	2.0%	33.3%	100.0%
		% within Region	66.7%	75.0%	14.3%	89.5%	70.8%
	No	Count	2	5	3	2	12
		% within If files case, Consumer Court able to redress grievance	16.7%	41.7%	25.0%	16.7%	100.0%
		% within Region	11.1%	17.9%	42.9%	10.5%	16.7%
No opinion	Count	4	2	3	0	9	
	% within If files case, Consumer Court able to redress grievance	44.4%	22.2%	33.3%	.0%	100.0%	
	% within Region	22.2%	7.1%	42.9%	.0%	12.5%	
Total		Count	18	28	7	19	72

% within If files case, Consumer Court able to redress grievance	25.0%	38.9%	9.7%	26.4%	100.0%
% within Region	100.0%	100.0%	100.0%	100.0%	100.0%

### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.412(a)	6	.008
Likelihood Ratio	18.340	6	.005
Linear-by-Linear Association	1.498	1	.221
N of Valid Cases	72		

a. 9 cells (75.0%) have expected count less than 5. The minimum expected count is .88.