APPENDIX E

INTERVIEW SCHEDULES

EMPLOYEES' INTERVIEW SCHEDULE

1. When did you join the Haryana Warehousing Corporation?

2. How did you come to know about the vacancy in the Corporation?
   (a) advertisement
   (b) employment exchange

3. How many promotions have you received in the Corporation?

4.1 Have you obtained any additional qualifications during your service with the Corporation?
   Yes ☐ ☐ No ☐ ☐
   (If yes) What are they?

4.2 How many times have you been transferred?

5.1 Mention the length of your stay at each place?

5.2 Have you attended any training programme during your service with the Corporation?
   Yes ☐ ☐ No ☐ ☐
   (If yes) Where did you attend them and with what did they deal?

6.3 Did you benefit from them? Yes ☐ ☐ No ☐ ☐

6.4 (If yes) In what way?

7. How do you receive/give instructions?
   (a) office notes
   (b) face-to-face
   (c) telephonically
   (d) others
8.1 Have "get-togethers" of the employees of the Corporation been held?
   Yes ☐ No ☐

8.2 (If yes) How often in a year?

8.3 When was the last one held?

9.1 Have you been to any village or mandi in the past six months in connection with the Corporation's work?
   Yes ☐ No ☐

9.2 (If yes) How many times did you go?
   (a) Village ☐
   (b) mandi ☐

9.3 What did you do there?

10.1 Have you participated in the procurement of foodgrains by the Corporation?
   Yes ☐ No ☐

10.2 (If yes) What was the nature of your duties?

10.3 Were you given any targets to meet?
   Yes ☐ No ☐

10.4 (If yes) Did you meet them?

10.5 (If no) What do you think caused the shortfall?

11.1 Have you participated in the disinfection service of the Corporation?
   Yes ☐ No ☐

11.2 (If yes) What did you do?

11.3 Which of the following places did you visit for disinfection in the past six months?
   (a) mandis (trader's storage accommodation) ☐
   (b) farmers' storage accommodation ☐
   (c) privately owned warehouses ☐
   (d) agricultural land for spraying/treating standing crops ☐
11.4 How many times did you visit these places during this period?

11.5 Were you given a target to be covered under this scheme?
Yes ☐  No ☐

11.6 (If yes) How was this target set?

11.7 Did you meet the target? Yes ☐  No ☐

11.8 (If no) What were the reasons?

11.9 Has any individual/body demanded this service in the past six months?

11.10 (If yes) Who demanded it?

11.11 Did you approach any individual/body for using this service?
Yes ☐  No ☐

11.12 (If yes) How?

12.1 Have you ever made/received any complaint in connection with the warehousing equipment being used?
Yes ☐  No ☐

12.2 (If yes) What was the complaint?

13.1 Have the duties in your present job been specified?
Yes ☐  No ☐

13.2 (If yes) What are your duties?

13.3 Do you find the work load heavy?
Yes ☐  No ☐
13.4 Do you find your job challenging?
Yes ☐ No ☐

14.1 Are you satisfied with the present system of annual confidential reports?
Yes ☐ No ☐

14.2 (If no) What system would you suggest?

Additional Questions for Managers

15.1 How often are joint meetings of Managers of the head office and district held?

15.2 When was such a meeting last held?

15.3 What were the main items discussed at the meeting?

16.1 How often are meetings of the Managers in the field held?

16.2 When was such a meeting last held?

16.3 What were the main items discussed?

17.1 Have you been involved in the recovery of overdue storage charges? Yes ☐ No ☐

17.2 (If yes) Who were the defaulters?

17.3 What steps did you take to expedite the recovery of overdue payments?

17.4 Were you successful in the recovery?
Yes ☐ No ☐
17.5 (If yes) (a) partially ☐
(b) fully ☐

18.1 Do you have the authority to provide storage accommodation? Yes ☐ No ☐

18.2 (If yes) Have you faced any difficulties in working according to the guidelines or not? Yes ☐ No ☐

18.3 (If yes) What are they?

19.1 Have you ever received any complaints regarding the quality of construction of the warehouses? Yes ☐ No ☐

19.2 (If yes) Of what nature?

19.3 Who made the complaint?

19.4 Was any action taken? Yes ☐ No ☐

19.5 (If yes) What?

20.1 Have you ever received any complaints regarding damage to the commodities stored? Yes ☐ No ☐

20.2 (If yes) What are they?

20.3 Were the clients compensated? Yes ☐ No ☐
20.4 (If yes) To what extent?

20.5 (If no) What were the reasons?

21.1 Has there been a case of theft in the warehouse?
Yes ☐ No ☐

21.2 (If yes) Do you have any suggestion for minimizing thefts?

22.1 Have you hired a private godown for the Corporation during your present tenure?
Yes ☐ No ☐

22.2 (If yes) Did you hire it on the recommendations of your seniors?

22.3 Did private godown owners approach you or did you have to approach them?
(a) they approached us ☐
(b) we approached them ☐

23.1 What financial powers have been delegated to you?

23.2 Have you been using all of them? Yes ☐ No ☐

23.3 (If no) Why not?

24.1 What administrative powers have been delegated to you?

24.2 Have you been using all of them? Yes ☐ No ☐

24.3 (If no) Why Not?

NAME :
AGE :
QUALIFICATIONS:
POST HELD:
1. How much land do you cultivate?

2. Are you its owner /tenant/sharecropper?
   (a) Owner 
   (b) tenant 
   (c) sharecropper 

3. How many crops do you sow?

4.1 How much grain did you produce this season?

4.2 How much of it do you sell?

4.3 At what price did you sell it last?

4.4 How long did you have to wait at the mandi before your produce was sold?

5.1 Who checked the quality of the grain before it was bought?

5.2 Are there any problems in getting the quality of wheat checked or not?
   Yes  
   No  

5.3 (If yes) What are they?

6.1 Have you met a government employee dealing with agriculture, in the past season?
   Yes  
   No  

6.2 (If yes) Where did you meet him?
6.3 What was the purpose of the meeting?
6.4 To which agency did he belong?
7.1 Has any government employee met people in your village in a group?
   Yes ☐   No ☐
7.2 (If yes) To which agency did he belong?
8.1 Have you ever got your food grain stocks chemically sprayed?
   Yes ☐   No ☐
8.2 (If yes) Where was this done?
8.3 Did you ask for the service? Yes ☐   No ☐
8.4 (If yes) Where did you learn of the availability of the service?
8.5 Were you satisfied with the service?
   Yes ☐   No ☐
8.6 (If no) Why not?
8.7 Which agency provided the service?
8.8 Was a fee charged?
8.9 Did you find the fee reasonable or did you find it to be on the higher side?
   (a) reasonable ☐
   (b) on the higher side ☐
9.1 Do you know about a government warehouse?
   Yes ☐   No ☐
9.2 (If yes) What does it do?

9.3 How did you learn of the services offered by warehouses?
(a) friends/relatives ☐  (d) Television ☐
(b) approached by an ☐  (e) cinema hall ☐
    official ☐
(c) newspaper ☐  (f) poster/hoarding ☐

10.1 Have you ever stored anything in a government warehouse?
Yes ☐  No ☐

10.2 (If yes) What did you store?

11.1 How far is the warehouse from your land?

11.2 How did you take the produce to the warehouse?

12 Did you arrange for the labour yourself?
Yes ☐  No ☐

13 Did you find the storage charge reasonable or did you find it high?
(a) reasonable ☐
(b) on the higher side ☐

14.1 Were you satisfied with the service provided?
Yes ☐  No ☐
14.2 (If no) Why not?

15.1 Have your stocks ever got damaged during storage?
Yes □□ No □□

15.1 Have your stocks ever got damaged during storage?
Yes □□ No □□

15.2 (If yes) Were you compensated?

15.3 How?

15.4 Was the loss covered?
Yes □□ No □□

15.5 (If yes) (a) partially □□ (b) fully □□

16 Have you ever been refused storage accommodation?
Yes □□ No □□

17.1 Have you ever applied for an advance against the warehouse receipt?
Yes □□ No □□

17.2 (If yes) Where did you apply?

17.3 Did you receive it? Yes □□ No □□

18.1 Do you find the employees of the Haryana Warehousing Corporation helpful or not?
(a) helpful □□ (b) not helpful □□

18.2 In what way?

PLACE:
TRADER'S INTERVIEW SCHEDULE

1.1 At what price are you purchasing wheat?

1.2 How do you check its quality?

1.3 Do you face any problems in determining the quality?
   Yes ☐ No ☐

1.4 (If yes) Of what nature?

2.1 Have you ever got your foodgrains' stocks chemically sprayed?
   Yes ☐ No ☐

2.2 Where was this done?

2.3 Did any government agency do it for you?
   Yes ☐ No ☐

2.4 (If yes) Which one?

2.5 Did you ask for the service or were you approached?
   a) asked for the service ☐
   b) were approached ☐

3.1 Do you know about Government warehouses?
   Yes ☐ No ☐

3.2 (If yes) What services do they provide?
3.3 How did you learn of the services offered by warehouses?
   (a) friends/relatives ☐ (4) television ☐
   (b) approached by an ☐ (e) cinema hall ☐
   (c) newspaper ☐ (f) poster/hoarding ☐

4.1 Have you ever stored anything in a Government warehouse?
   Yes ☐ No ☐

4.2 (If yes) What did you store?

5.1 How far is the warehouse from your shop?

5.2 How did you take the goods to the warehouse?

6 Did you arrange for the labour yourself?
   Yes ☐ No ☐

7.1 Were you satisfied with the service provided?
   Yes ☐ No ☐

7.2 (If no) Why not?

8.1 Have your stocks ever got damaged during storage?
   Yes ☐ No ☐

8.2 (If yes) Were you compensated?

8.3 How?
8.4  Was the loss covered?
Yes ☐  No ☐

8.5  (If yes) (a) partially ☐
(b) fully ☐

9  Have you ever been refused storage accommodation?
Yes ☐  No ☐

10.1  Have you ever applied for an advance against the warehouse receipt?
Yes ☐  No ☐

10.2  If (yes) Where did you apply?

10.2  Did you receive it? Yes ☐  No ☐

11.1  Do you find the employees of the Haryana Housing Corporation helpful or not?
(a) helpful ☐
(b) not helpful ☐

11.2  In what way?

PLACE:
INTERVIEW SCHEDULE FOR CLIENT AGENCIES

1. For how long has your Corporation been dealing with the Haryana Warehousing Corporation?

2. What services are you availing of?
   (a) storage  
   (b) transportation  
   (c) handling  
   (d) distribution  
   (e) disinfection

3. How much in advance do you reserve space in the HWC's warehouses?

4.1 What did you store with the HWC last year?
   foodgrains  fertilizers  notified commodities

4.2 How much of each of these commodities did you store?
   (a) foodgrains
   (b) fertilizers
   (c) notified commodities

5.1 Have you suffered any losses during storage?
   Yes  No 

5.2 (If yes) What was the nature of the loss?
5.3 Have you been compensated for the loss
(a) no □
(b) partially □
(c) fully □

6.1 Do you have any arrears to pay to the Corporation?
Yes □ No □

6.2 (If yes) How much?

6.3 Why has this amount remained unpaid?

7.1 Have there been any problems in your dealings with the HWC?
Yes □ No □

7.2 (If yes) What are they?

7.3 How can these be solved?

NAME OF AGENCY:

DESIGNATION OF OFFICIAL

INTERVIEWED: