APPENDICES
Note: 1 This questionnaire is meant to understand the goals of HSEB and to locate various administrative problems. The information being asked is exclusively for my Ph.D. Degree at Panjab University Chandigarh. The topic of my research is: "Organisation and Working of Haryana State Electricity Board".

2 You are requested to give your honest and frank opinion to all the questions asked for in this questionnaire.

3 The information collected/your replies will be kept confidential and will be used for research purposes only. Kindly tick mark your answer wherever it is required. If the space is insufficient, please attach a separate sheet of paper.

1 Like the individuals, all organisations are created to pursue some goals or the other. They try to conduct their operations in a manner so as to achieve the goals. The Haryana State Electricity Board, as an organisation might be having its goals. Would you please list these goals?

1__________________
2__________________
3__________________
4__________________
5__________________
6__________________

2 Mention the goals listed by you above in order of your priority.

1st__________________
2nd__________________
3rd__________________
4th__________________
5th__________________
6th__________________

3 How are you satisfied with the resources placed at your disposal in achieving the goals of your organisation?

Highly satisfied/Fairly well satisfied/Neither satisfied nor dissatisfied/Highly dissatisfied/Nothing to say.
4 Please mention the factors, other than resources hindering the achievement of the goals of HSEB

1
2
3
4
5
6

5 How would you rate the commitment of your subordinates in the attainment of goals?

Excellent/good/Average/Fair/Poor.

6 How would you rate the commitment of your superiors in the attainment of organisational goals?

Excellent/good/Average/Fair/Poor.

Background Particulars

Sex_________________________
Age_________________________
Designation___________________
Education_____________________
Salary/Income_________________
For how long serving the present organisation (HSEB)___________________
**Questionnaire for the Consumers**

Note: The information being asked for in this questionnaire is meant for my Ph.D. Degree at Panjab University Chandigarh. The topic of my research is: "Organisation and Working of Haryana State Electricity Board".

(ii) You are requested to give your honest and frank answers to all the questions asked for in this questionnaire.

(iii) The information collected/your replies will be kept confidential and will be used for research purposes only. Kindly tick (√) mark your answer wherever it is required. If the space is insufficient, please attach a separate sheet of paper.

<table>
<thead>
<tr>
<th></th>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>What do you think of the job the officials of the Haryana State Electricity Board are doing?</td>
<td>(a) Poor (b) Fair (c) Good (d) Very Good (e) Nothing to say.</td>
</tr>
<tr>
<td>2</td>
<td>How many of the officials would you say are corrupt?</td>
<td>(a) Majority of them (b) About half of them (c) Just a few (d) None at all (e) Do not know.</td>
</tr>
<tr>
<td>3</td>
<td>Do you think salary structure of the employees of the Board alone is responsible for corruption? If not list other reasons.</td>
<td>1...........2........... 3...........4...........</td>
</tr>
<tr>
<td>4</td>
<td>How would you approach the officials of the Board if you have a problem?</td>
<td>(a) Do it myself (b) Take the help of other persons (c) Do it myself and also take the help of other persons (d) Other approaches (e) No opinion.</td>
</tr>
<tr>
<td>5</td>
<td>It is generally said that political pull or knowing the right persons plays an important role in getting the things done from the officials. What do you think about it?</td>
<td>(a) Yes, pull is important (b) Yes, sometimes (c) No, hardly matters (d) Nothing to say.</td>
</tr>
</tbody>
</table>
6. It is said that there is theft of electricity in HSEB. What do you think about it?
(a) Agree (b) Disagree (c) Nothing to say

7. If you agree that there is theft of electricity in HSEB, would you tell who are responsible for the pilferage?
(a) Officials alone (b) Consumers alone (c) Both officials and Consumers (d) Nothing to say

8. How would you characterise the attitude of officials in general, when you visit them?
(a) Very co-operative (b) Co-operative (c) Not co-operative at all (d) Nothing to say

9. Do you receive your electricity bills regularly?
Yes/No

10. Are you satisfied with the accuracy of the electricity bills supplied to you by the Board?
Yes/No

11. Minimum 15 days are given for depositing the amount of electricity bills. Do you think, this is being adhered to by the officials of HSEB?
(a) Agree (b) Disagree (c) Not at all (d) Do not know

12. Are you getting power supply regularly?
Yes/No

13. If not, for how many hours do you get power supply daily during winter and summer seasons? Mention separately.
- Summer
  (a) Below 3 hours
  (b) 3-6 hours
  (c) 6-9 hours
  (d) 9-12 hours
  (e) 12-15 hours
  (f) 15-18 hours
  (g) 18-21 hours
  (h) 21-24 hours
- Winter
  (a) Below 3 hours
  (b) 3-6 hours
  (c) 6-9 hours
  (d) 9-12 hours
  (e) 12-15 hours
  (f) 15-18 hours
  (g) 18-21 hours
  (h) 21-24 hours

14. Do you think your claims for over payment security and other refunds are settled in time?
Yes/No
15 If not, for how long you had to wait for getting the claims settled?
   (a) Below 3 months
   (b) 3-6 months
   (c) 6-9 months
   (d) 9-12 months
   (e) 12-18 months
   (f) 18-24 months
   (g) 24 months and above.

16 Are you satisfied with the procedures being followed by the Board in releasing the connections?
   Yes/No

17 For how long you had to wait for getting a new connection?
   (a) Below 3 months
   (b) 3-6 months
   (c) 6-9 months
   (d) 9-12 months
   (e) 12-18 months
   (f) 18-24 months
   (g) 24 months and above.

18 In case of breakdown, or fault, how are your complaints attended to by the officials of HEB?
   (a) Immediately
   (b) Fairly Promptly
   (c) Slowly
   (d) Very slowly
   (e) Not attended at all.

19 It is generally said that electricity rates are higher in Haryana. What do you think about it?
   (a) Agree
   (b) Disagree
   (c) Nothing to say
   (d) Other

Background Information

Sex
Age
Education
Occupation
Income
For how long living in the present city/village

