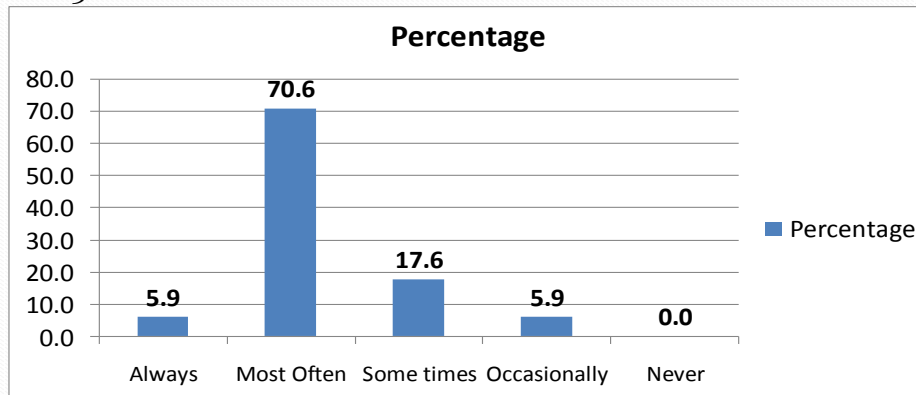


FEEDBACK FROM STAKE HOLDERS DURING VIGILANCE AWARENESS WEEK -2013

1. Has the Coal India been transparent, fair and objective in its dealing with stake holders?



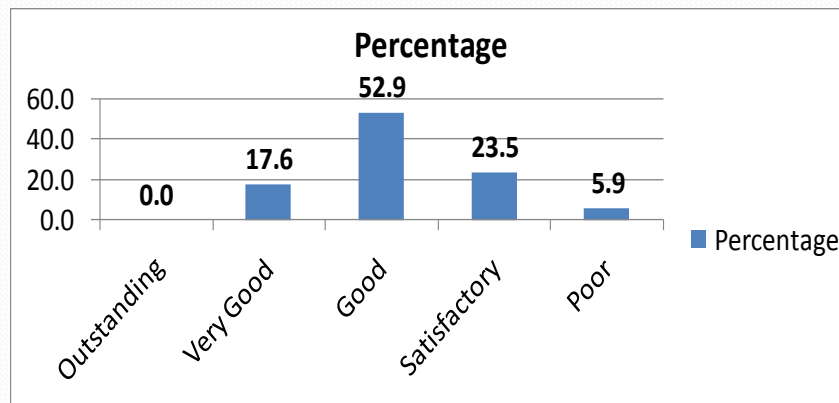
- 1- Always
- 2- Most often
- 3- Some times
- 4- Occasionally
- 5- Never



2. How good are Coal India's channels for receiving & addressing the grievances of stake holders?



- 1- Outstanding
- 2- Very Good
- 3- Good
- 4- Satisfactory
- 5- Poor



FEEDBACK FROM STAKE HOLDERS DURING VIGILANCE AWARENESS WEEK -2013

3. Has Coal India been looking into the complaints of stakeholders fairly and effectively?

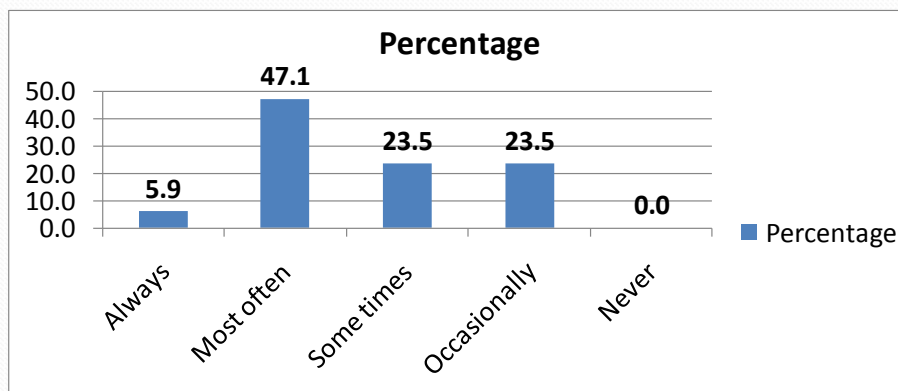
1- Always

2-Most often

3-Some times

4-Occasionally

5-Never



4. Has Coal India been transparent and fair while making procurement of goods & services as well as while entering into contracts?

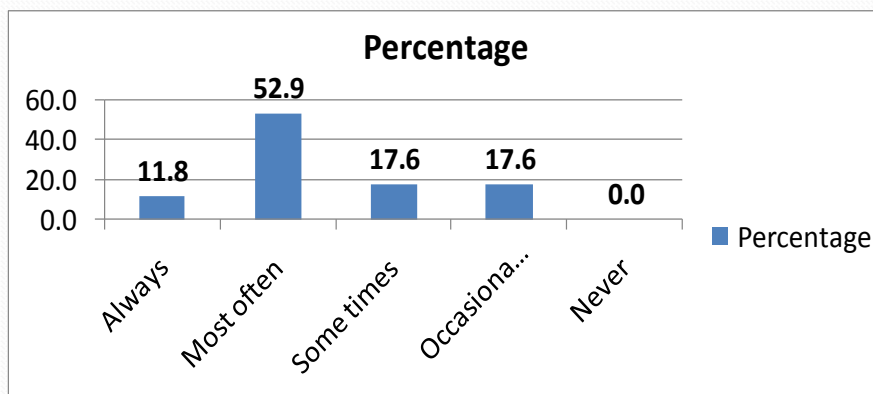
1- Always

2-Most often

3-Some times

4-Occasionally

5-Never

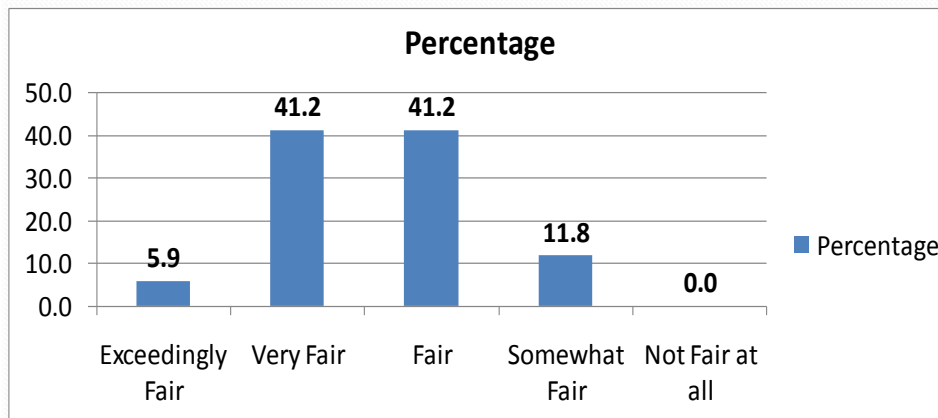


FEEDBACK FROM STAKE HOLDERS DURING VIGILANCE AWARENESS WEEK -2013

5. How fair & objective is Coal India's framework of functioning and decision making indicated by manuals, instructions, guidelines & practices to stake holders?



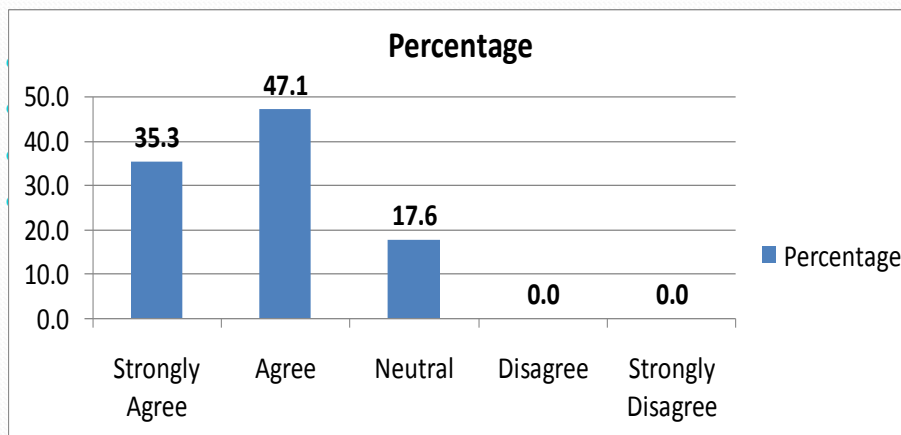
- 1- Exceedingly fair 2- Very fair
 3- Fair 4- Somewhat fair
 5- Not fair at all



6. Does Coal India adhere to laid down guidelines, instructions, manuals and policy in letter and spirit?



- 1- Strongly Agree 2- Agree
 3- Neutral 4- Disagree
 5- Strongly Disagree

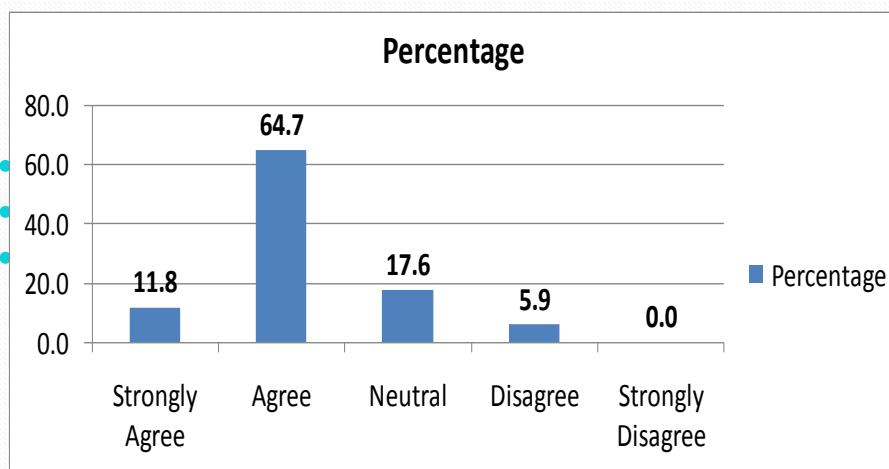


FEEDBACK FROM STAKE HOLDERS DURING VIGILANCE AWARENESS WEEK -2013

7. Are Decision makers in Coal India accessible to stakeholders and sensitive to difficulties of stake holders?



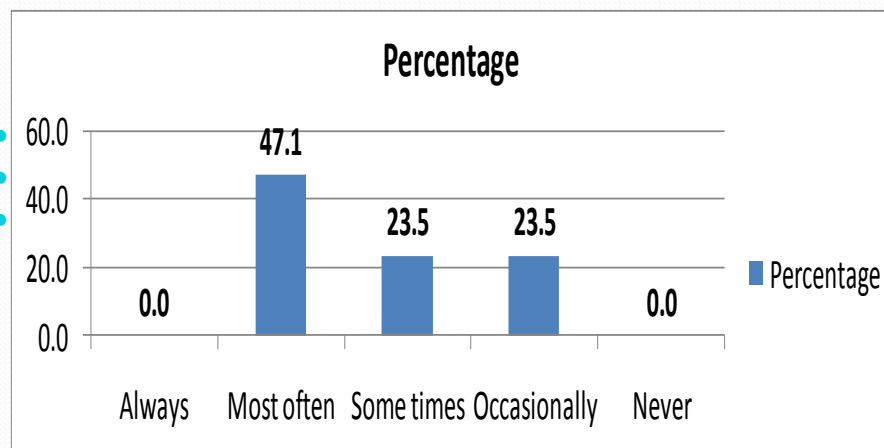
- 1- Strongly Agree
- 2- Agree
- 3- Neutral
- 4- Disagree
- 5- Strongly Disagree



8 Has Coal India been keeping its commitments to the stakeholders and protecting their interests?



- 1- Always
- 2- Most often
- 3- Some times
- 4- Occasionally
- 5- Never

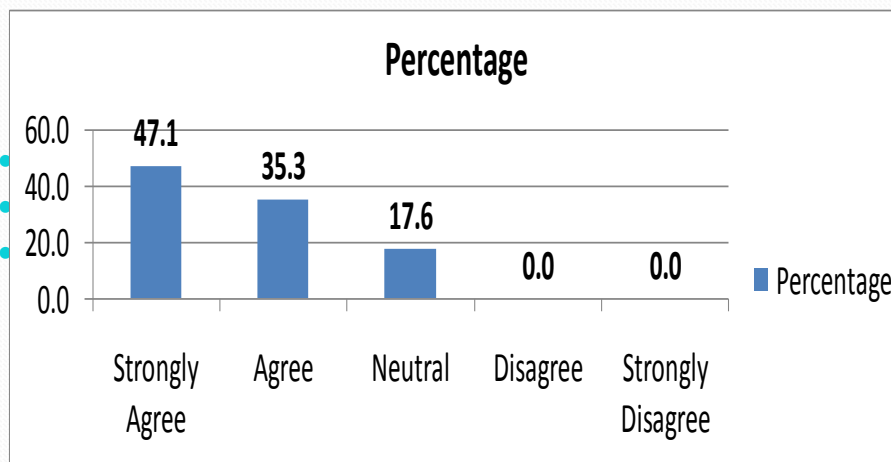


FEEDBACK FROM STAKE HOLDERS DURING VIGILANCE AWARENESS WEEK -2013

9 Will you treat Coal India as reliable and long term trusted partner?



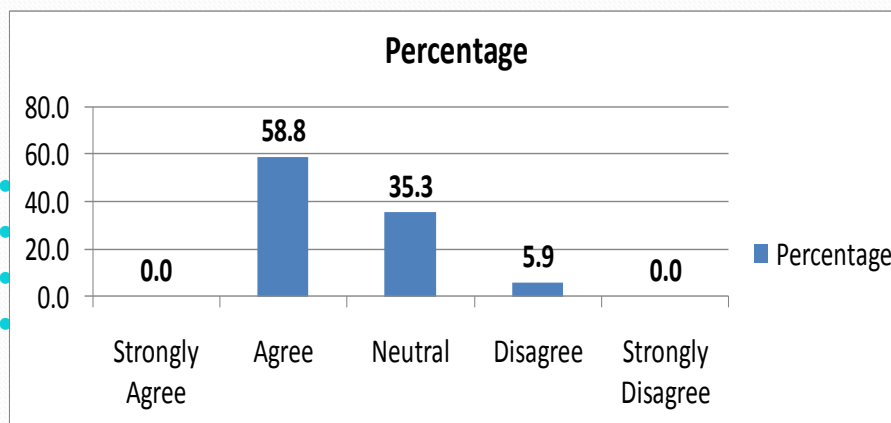
- 1- Strongly Agree 2- Agree
 3- Neutral 4- Disagree
 5- Strongly Disagree



10 Is the work culture of coal India transparent, corruption free, impartial and accountable?



- 1- Strongly Agree 2- Agree
 3- Neutral 4- Disagree
 5- Strongly Disagree

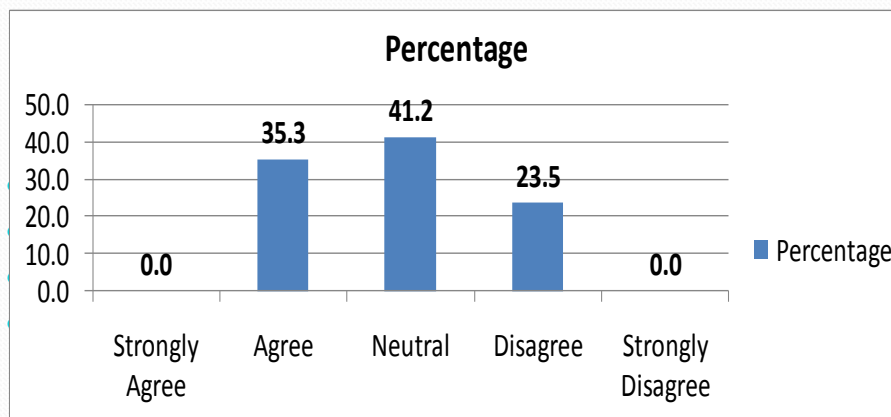


FEEDBACK FROM STAKE HOLDERS DURING VIGILANCE AWARENESS WEEK -2013

11 Is the decision making in Coal India whimsical, discretionary and arbitrary?



- 1- Strongly Agree
- 2- Agree
- 3- Neutral
- 4- Disagree
- 5- Strongly Disagree



12 Does Coal India misuse its monopoly status to hurt the interests of its stakeholders?



- 1- Strongly Agree
- 2- Agree
- 3- Neutral
- 4- Disagree
- 5- Strongly Disagree

