

Concurrent Evaluation of Implementation of National Food Security Act, 2013 in the State of Andhra Pradesh

**Districts Covered – Anakapalli, Eluru, NTR, Palnadu,
Parvathipuram Manyam & Srikakulam**

**PHASE II (2020-23) ROUND 3
(Period 1st October, 2021 – 31st March, 2022)**

FINAL REPORT

Submitted to:

**Ministry of Consumer Affairs, Food & Public Distribution,
Department of Food & Public Distribution,
Government of India,
Krishi Bhawan, New Delhi -110111**

Monitoring Institute:

**CENTRE FOR DEVELOPMENT COMMUNICATION & STUDIES
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(21 December, 2022)

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(21 December, 2022)**

Some Reality

"If I Have the Belief that I can do it, I shall surely acquire the capacity to do it even if I may not have in the beginning".

.....Mahatma Gandhi

"People want guidance, not rhetoric; they need to know what the plan of action is and how it will be implemented. They want to be given responsibility to help solve the problem and the authority to act on it."

.....Howard Schultz, Starbucks

"We learn to do something by doing it. There is no other way."

.....John Holt

Our Task now is not to fix the blame for the past, but to fix the course for future.

.....John F. Kennedy

ACKNOWLEDGEMENT

Provision of adequate food and nutrition to all citizens is the key to National Food Security Act 2013. The National Food Security Act (NFSA), 2013 passed by Government of India with the objective of providing food and nutrition security to people by providing access to adequate quantity of quality food grains at affordable prices to people to live life with dignity. The act translated the Targeted Public Distribution System (TPDS) from a welfare approach to a rights-based approach to social protection. Since enactment of the NFSA, the Ministry of Consumer Affairs, Food and Public Distribution has been monitoring the progress of NFSA/PDS implementation mainly through official sources, which include periodic progress reports, regular meetings, field visits etc. There is a need, however, for more in-depth, incisive and comprehensive monitoring of the implementation process on regular basis for adequate empirical evidence for the qualitative evaluation of the programme. Looking to the mandate, the third party Concurrent Evaluation & monitoring of functioning of National Food Security Act, 2013 has been assigned to various Institutions of repute. CDECS has been assigned the responsibility of Concurrent Evaluation & monitoring of functioning of National Food Security Act, 2013 in the State of Andhra Pradesh.

This 3rd Party Concurrent Evaluation & monitoring of functioning of National Food Security Act, 2013 report has been prepared for Ministry of Consumer Affairs, Food & Public Distribution, Department of Food & Public Distribution, Government of India. In the report, there are the facts giving details to the extent and quality of execution of NFSA, 2013 in the State. The execution of NFSA, 2013 has been taken in the State, districts, Mandals, Gram Panchayats/ Urban wards/ villages with required preparation and capacity with the help of dynamic team of officials and functionaries. The empirical data have been obtained from the State, districts, FPS and benefitted households (PHH & AAY) associated with NFSA, 2013 execution.

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2. Sh. S. Jagannathan, IAS, Joint Secretary (BP & PD), Department of Food & Public Distribution, Government of India, New Delhi,
3. Shri M.Girijashankar, IAS, Ex-Officio Secretary to Government, Department of Consumer Affairs, Food & Civil Supplies, Government of Andhra Pradesh,
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7. Shri A.Sreenivasa Rao, Deputy Director (IT &PDS), Department of Consumer Affairs, Food & Civil Supplies, Government of Andhra Pradesh,

We owe our thanks to District Collectors of Parvathipuram Manyam, Srikakulam, Anakapalli, Elluru, NTR and Palnadu. We owe our gratitude to CPMU team, Administrative, Finance Officials and technical team of Department of Food & Public Distribution, Ministry of Consumer Affairs, Food & Public Distribution, Government of India, New Delhi & Department of Consumer Affairs, Food & Civil Supplies, Government of Andhra Pradesh for their support and cooperation. We are thankful to Joint Collectors, District Supply Officers, Mandal Revenue Officers, Mandal development Officers, Assistant Supply Officers, Food Inspectors of sample districts for their deep concern for concurrent evaluation of NFSA Act, 2013. They themselves and their team supported the whole Evaluation process. We owe our gratitude to District & Mandal level Administrative & Technical team in the sample districts - Parvathipuram Manyam, Srikakulam, Anakapalli, Elluru, NTR and Palnadu. We have also been benefited with the support of young & dynamic team of NFSA, 2013 in the sample districts & the State.

We are thankful to FPS owners, associated team and associated beneficiaries who had cooperated in the whole process of 3rd party Concurrent Evaluation & Monitoring of functioning of NFSA, 2013.

We appreciate the efforts of the whole team of CDECS for their patience and hard work, which really helped in bringing out this report. We hope that the findings of this report will be useful to various people concerned with planning, implementation and management of effective execution of NFSA, 2013 in the State.

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21 December, 2022

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ABBREVIATIONS

AAY	: Antyodaya Anna Yojana
AePOS	: Aadhaar enabled Point of Sale
BPL	: Below Poverty Level
CDECS	: Centre for Development Communication & Studies
CSC	: Common Service Centre
DGRO	: District Grievance Redressal Officer
DC	: District Collector
DSO	: District Supply Officer
e-POS	: Electronic Point of Sale
FEAST	: Food, Essential Commodities Assurance and Security Target
FPS	: Fair Price Shop
Gol	: Government of India
GoAP	: Government of Andhra Pradesh
MI	: Monitoring Institutions
NFSA	: National Food Security Act
NIC	: National Informatics Centre
PDS	: Public Distribution System
PHH	: Priority Households
PoS	: Point of Sale
SCs	: Scheduled Castes
SDO	: Sub-Divisional Magistrate
STs	: Scheduled Tribes
ToR	: Terms of Reference
TPDS	: Targeted Public Distribution System
VCs	: Vigilance Committees

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Chapter - 1

Executive Summary of Key Findings and Recommendations of Concurrent Evaluation

A. Background

This report of Concurrent Evaluation & Monitoring of functioning of National Food Security Act, 2013 report has been prepared for Ministry of Consumer Affairs, Food & Public Distribution, Department of Food & Public Distribution, Government of India. In the report, there are the facts giving details to the extent and quality of execution of NFSA, 2013 in the State. The execution of NFSA, 2013 has been taken in the State, districts, Mandals, Grama Panchayats/ Urban wards/ villages with required preparation and capacity with the help of dynamic team of officials and functionaries. The empirical data obtained from the State, districts, FPSs and benefitted households (PHH & AAY) associated with NFSA, 2013 execution were instrumental in the process of under Concurrent Evaluation & Monitoring of NFSA in the State.

In the second year (2021-2022) round- 3 of Concurrent Evaluation & Monitoring of NFSA in the State of Andhra Pradesh six districts was selected randomly, namely, Anakapalli, Eluru, NTR, Palnadu, Parwathipuram Manyam & Srikakulam. The key objective of the study is to assess the overall progress of implementation of NFSA Act, 2013 in the state and monitor the changes brought at the system level and at targeted beneficiary level. The Key findings and recommendations of the study are given in the subsequent section.

B. Key Findings

The State of Andhra Pradesh has undertaken the execution of National Food Security Act, 2013 in the ambit of NFSA framework to provide food security (food and nutrition) to the poor eligible families at affordable price. The coverage of beneficiaries under act was 2,68,22,993 (89,11,731 Ration cards). 89,11,731 RCs The State team took lead role in effective and systematic execution of NFSA, 2013, in terms of identification of eligible beneficiaries, categorizing them into Priority Household (PHH) and Antyodaya Anna Yojana (AAY), timely allocation/ distribution of food grains monthly to beneficiaries, online management of FPS through AePOS, better supply chain management through Mandal Level Stock (MLS) point, FPS automation, formation of Vigilance committees, One Nation One Ration Card/Portability and Prime Minister Garib Kalyan Anna Yojana (PMGKAY) etc.

The execution of NFSA, 2013 in the State can be well appreciated in terms of sensitiveness the State and officials have for the effective execution of the Act. Moreover, it can also be said that it is well planned and systematic in terms of identification of eligible beneficiaries, categorizing them into Priority Household (PHH) and Antyodaya Anna Yojana (AAY), timely allocation, distribution of food

grains monthly to beneficiaries, online management of FPSs, better supply chain management, FPS automation and putting additional resources by the State by providing additional rice cards to the needy and left out from NFSA and ensure doorstep delivery through MDUs. The whole team for execution of NFSA is young and dynamic who are committed & responsible for quality delivery and meet the expectations of the Act. The whole exercise of concurrent evaluation has been focused on assessing the input, process, output and outcome and the strengths and weaknesses in the execution of the NFSA, 2013 in the sample districts both at the system level and at the beneficiaries' levels. In addition, the evaluation team has tried to assess the system established for execution of NFSA, 2013 and also see how the beneficiaries have been benefitted and what more is needed to be done in order to improve the efficacy in terms of execution of the Act.

The key findings of the third party Concurrent Evaluation and Monitoring are mainly focused on system, process, management and practice of whole NFSA in the state and sample districts, sample Mandals and sample FPSs etc.

In terms of beneficiary selection in the state under AAY and PHH, 10.2 percent were AAY and 89.8 percent were PHH beneficiaries ration cards holders. Similarly, out of total targeted NFSA beneficiaries members (as per census 2011 and state provisions in rural & urban area) under NFSA in the state, 100 percent beneficiaries have been covered.

Better management of FPSs certainly helps in better execution of NFSA in the state and ensures proper distribution of food grains amongst the targeted beneficiaries of AAY and PHH. In the state, the FPSs are run by Co-operative Societies, Village Panchayat, Self Help Groups (SHGs) and FPSs owned by individuals. In terms of ownership of sample FPSs, 66.7 percent of sample FPSs owned were under private license followed by 6.7 percent of sample FPSs were owned by Cooperative & 26.7 percent of sample FPSs were owned by SHGs. For 100 percent sample households the distance travelled to FPS from their house was 500 meters to 1 km, which was manageable.

The Chief Minister's office had initiated door-step delivery to the infirm & Old through Mobile Dispensing Unit (MDU). MDUs were deployed in Feb.2021 by providing 10% loan & 90% subsidy to the unemployed youth. After initial teething problems now it has been settled well in the system. An amount of Rs 21000 is being paid per month to MDU owner for driving fee, fuel & maintenance, these MDUs are distributing regular ration to PHH, AAY & state card holders. MDU is distributing ration to on an average 150 card holders on daily basis for first fifteen days in a month, MDU collects ration from concerning FPS along with e-PoS machine & starts distribution early in the morning and finish the task by 10-11 am. It covers 3 to 4 FPSs. In the state, Volunteers are deployed for every 50 households. Volunteers of the targeted area support MDUs in reaching to the people without hurdles. MDU is parked at village Sachivalay in evening from where such People can get ration who missed in the morning. This system is good for people who are unable to reach FPS.

The State Government adopted exception management practice to sell ration. All the sample respondents reported (100 percent) that the exception management practices adopted were through authentication of Volunteers. At each FPS, 7-8 Volunteers were appointed through whom authentication rations were distributed to the cardholders, in case of finger print authentication failure. The State government adopted doorstep delivery of food grain to the card holders through MDU & volunteers, which is certainly a commendable step. None of the sample respondents/households (100 percent) experienced problem of under- weight, overcharged by FPS dealer in last one month. The beneficiaries have satisfaction (100 percent) with opening & closing time of FPSs. All the sample respondents (100%) reported that they are able to receive entitled quantity of food grains from the FPS in a single visit. 100 percent sample FPSs reported installation of AePOS at FPSs. However, 96.7 percent AePOS at FPSs were reported operational. The aadhaar seeding was reported completed of 100 percent beneficiaries.

In terms of transparency, it needs to ensure giving receipts of transaction of food grains as only 84.2 percent sample households reported that they got printed receipt from e-POS, 10.4 percent sample households reported that they sometimes got printed receipt from e-POS and 5.3 percent sample households reported that they never got printed receipt from e-POS. But it was reported that majority of sample respondents (93.1 percent) received their food grains in single successful authentication attempt.

In terms of ensuring dealer's right of getting doorstep delivery and timely release of commissions, it was reported 100 percent at the sample FPSs and FPS dealers were very much satisfied as everybody got their dealer's commission in time. Also, the electronic weighing machine integrated with PoS was used in 100 percent sample FPSs for distribution of food grains.

The operational mode of selling food grains at FPS was through biometric authentication through e-PoS connected with weighing machine with Bluetooth. It was reported that in all the sample (100 percent) FPSs, the ePoS were connected with weighing machine and sale of food grains was done through biometric authentication only. Apart from biometric authentication food grains were not sold either through other forms of authentication through PoS (OTP/Iris) or through other mode- may be manually or offline.

However, in terms of access to food grains entitlements, 100 percent sample households opined that they received entitled quantity of food grains last month in a single visit. In terms of satisfaction, 100 percent sample households were either very satisfied or satisfied with the quality of grains. Moreover, 89.3 percent sample households were satisfied with the proportion of rice given to them through PDS, whereas 10.7 percent were not satisfied with the proportion of food grains given to them through PDS. The sample households who were not satisfied with the proportion of rice given to them demanded some proportion of wheat under NFSA. Regarding nomination/ home delivery facility in the sample FPSs, in all the six districts (viz. Anakapalli, Eluru, NTR, Palnadu, Parvathipuram Manyam & Srikakulam) ration cardholders

were availing home delivery facility at all the 30 sample FPSs through Mobile Dispensing Unit (MDU) & Volunteers.

The special Yojana titled 'Prime Minister Garib Kalyan Anna Yojana (PMGKAY)' during covid-19 period had made dent in the state in terms of providing relief to NFSA beneficiaries by providing them double ration. In 6 sample districts, it was reported that all the 450 sample respondents (100 percent) got free food grains as per norms during July 2021- March 2022 under PMGKAY

In terms of Viability of FPS, 73 percent sample FPS (22 FPS) are able to meet their expenditures and are in profit, whereas 27 percent (08 FPS) FPS are on deficit as expenditures are more than income..Their monthly profit varies from Rs 400 to Rs. 22100 monthly. The deficit was reported by 07 sample FPS which varies from Rs.154 to Rs. 2950 monthly. The retail sale of small (5kg) LPG cylinders, role of Banking Correspondent Service, CSC, broadband network services through PM WANI scheme & any other income generation activity through FPS was not reported at the sample FPSs. Apart from selling of non-PDS grocery items items (03 FPSs), FPS dealers in the sample districts were not engaged in any other income enhancing activity.

In terms of Supply Chain management, supply Chain Management is being implemented under end to end computerization of by APSCSCL in MLS Points/Godown space hired by APSCSCL for storage. The real time stock position at each MLS points can be verified online at state site through specified logins.The in charge of MLS points collects the cost of commodities from the FPS dealers by way of NEFT/RTGS and generates 'Release Orders (RO)' online and also generates 'Truck Chit' in SCM while dispatching the stocks to the FP shops.As part of computerization SCM portal has been integrated with e-PDS portal for effective real time flow of information pertaining to PDS.

The progress of state in terms of ONORC can be appreciated as 47.3 percent sample respondents reported that they were aware about portability option for picking their ration. In terms of getting training on ONORC, 93 percent sample FPS dealers received training on ONORC / Portability. However, their profit margin stayed same as reported by 100 percent FPS dealers.

C. Recommendations

The execution of NFSA in the state across villages and urban areas/wards are instrumental in ensuring food and nutritional security of targeted beneficiaries under AAY and PHH. The food security and nutritional security under NFSA has never lost its relevance to meet the food security of the poor, needy, old age people and other needy as per the mandate of NFSA and inclusion criteria of the state. It means that across the state and in districts, the NFSA has been instrumental for the poor and needy people are to be included under the NFSA entitlements.

Against this backdrop and with a view to make the extant NFSA more relevant to the people concerned it may be worthwhile to have some focus on the following.

First, the awareness, access, regular supply, getting proper quantity, entitlement and eligibility criteria etc. are issues which need to be disseminated regularly. Therefore, state may direct districts to undertake the actions to popularize the various components of NFSA, inclusion and exclusion criteria's, ONORC and portability in order to have better outcome of the NFSA in terms of providing food and nutritional security to marginalized, poor and needy.

Second, in addition to MDUs, distribution of food grains should also be made as per earlier system from FPS so that the NFSA beneficiaries had liberty to take ration at any time and on any day. This will help people who are going for work or may be out of village for some reasons as they will get their entitlements.

Third, on completion of round of MDU in the village, the FPSs may be allowed / should open and distribute food grains to those who had not taken food grains from MDU- may be due to some reason.

Fourth, in the state, all the needy beneficiaries were covered either by NFSA or by State launched Chief Minister Rice card. Thus, the state is of the opinion to shift the beneficiaries of Chief Minister Rice card to NFSA card for which the target under NFSA needs to be revised as per current population. This will help in getting NFSA entitlements and support.

Fifth, there is a strong need to upkeep, maintain and ensure the proper operation and maintenance of e-PoS in a proper way and in timely manner so that the e-PoS can be operated at FPS in an un-interrupted manner. The issue of connectivity and network certainly requires attention. The upgradation of 2G data sim card to 4G will certainly improve the network connectivity and authentication.

Sixth, the display of required information at FPS is the key action area so that the beneficiaries are aware of non-NFSA and NFSA entitlements. Every Fair Price Shop (FPS) should display the information in proper way so that the same can be registered by the visitors and NFSA beneficiaries coming for getting food grains. It should be regarding the entitlements for PHH, AAY, Number of RCs, PHH and AAY members, Stock availability – stock received and distributed and balance, date of receipt of stock and distribution period etc., toll free number for registering their grievances, samples of food grains etc.

Seventh, there were cases reported related to diversion of rice. As a matter of fact, it was reported that 10-20 metric tonnes of rice or even more were seized by the enforcement/ vigilance team of district/state and was stored at MLS points and the case is still in the court. The problem is affecting district administration in getting indulged with court cases. Hence, it was suggested to include other items as per nutritional requirements to the families who have land and having agriculture production of rice but fall under NFSA framework as per income and land holding criteria.

Eighth, there should be proper management at Fair Price Shop in terms of proper arrangement at FPS. There should be proper display of information, entitlements, stocks and food grain samples etc. Also, the beneficiaries should be taken care at the

FPS as NFSA is their 'right'. There should be proper arrangement at FPSs so that the beneficiaries should get printed receipt of their transaction containing the amount of food grains given and amount charged in their local language.

Ninth, there is need to increase the capacity of almost all MLS point/ godown in order to ensure the storage of required capacity of food grains at least for a month. Also, weighbridge need to installed at MLS point in order weigh all the allotment of FPS at a time and the same can be entered at a time on linked ePoS. Also, Release order (RO) may be issued by date 21-22 of the month for lifting/ distribution of food grains of next month.

Tenth, the FPS dealer should be equipped with knowledge and hand-on how to review in ePoS the left out mapped ration card holders who have not lifted ration in the particular month. There should be mechanism of review the ration card that has not lifted the food grains.

Eleventh, providing buffer stock of food grain to FPSs so that the additional demand could be met may be of ONORC/ portability.

Chapter - 2

Introduction

2.1 Introduction

The basic concept of food security globally is to ensure that all people, at all times, should get access to the basic food for their active and healthy life and is characterized by availability, access, utilization and stability of food. Though the Indian Constitution does not have any explicit provision regarding right to food, the fundamental right to life enshrined in Article 21 of the Constitution may be interpreted to include right to live with human dignity, which may include the right to food and other basic necessities. National Food Security Act (NFSA), 2013 passed by Government of India with the objective of providing food and nutrition security to people by providing access to adequate quantity & quality food grains at affordable prices to people to live life with dignity. This act translated the Targeted Public Distribution System (TPDS) from a welfare approach to a rights-based approach to social protection. Under the Act, PHH households are entitled to receive 5 kg of food grains per person per month and AAY households are entitled for 35 kg of food grains per month at a highly subsidized price. This Act clearly outlines the TPDS reforms, which are necessary to be implemented in order to achieve the objectives of the NFSA.

In order to empower the deprived sections of the society to fight against the pangs of poverty, the National Food Security Act, 2013 is, of course, a unique endeavor undertaken by the Government of India. Realizing the truth of the saying that 'Every man has a right to live and live gracefully', the government has very rightly enacted this Act with the sole objective of having handholding with the weak and scarcity stricken section of the society comprising particularly SCs, STs and other deprived persons living in India. Not only this, the Act has, in fact, done a big justice by recognizing the categories of the poor and the poorer under the name of 'Priority Households' (PHH) and 'Antyodaya Anna Yojana' (AAY).

2.2 Objectives and scope of the study

The main objective of the concurrent evaluation is to assess the overall progress of implementation of NFSA (2013) across the State and measure and monitor the changes it has brought in, specifically:

- a) **At systemic level:** Assess and analyze the progress of implementation of various aspects of the NFSA, 2013.
- b) **At beneficiary level:** Evaluate the benefits of NFSA on the target groups to achieve the objectives of the NFSA.

2.3 Sample selection and timelines

As per Terms of reference of the Ministry of Consumer Affairs, Food & Public Distribution, Department of Food & Public Distribution, GoI, the State-wise sample in

the State of Andhra Pradesh is based on the population size of the State/UT. Further, the sample is allocated in rural and urban areas within the State.

Sample design

A multi-stage sample design approach has been used for the concurrent evaluation. Districts/ cities/towns/ villages/ urban wards and households will form the first, second and third stages of sampling respectively. The list of 2011 Census districts and villages/ cities/ towns coinciding with Fair Price shop (FPS) will constitute the sampling frame. Within the State, districts have been selected randomly to cover the designated number of sample districts in every half yearly round.

Selection of samples

In the second year i.e. 2021-2022, Round 3 of Phase II of Concurrent Evaluation of Implementation of NFSA, 2013, total six districts were selected randomly using the equal probability approach as the first stage sample unit (FSU). Village/ Urban ward (where FPS is located) has been the second stage units (SSU) of the selection from which a sample of households has been selected. Five Villages/Urban wards (where FPS is located) have been selected randomly from rural/ urban areas in each district (based on urban rural distribution of NFSA population in the State). In each randomly selected urban ward/ village, 15 samples NFSA (i.e., 10 PHH & 5 AAY) have been selected using a systematic random sampling method & having adequate representation of SC/ST, poor and vulnerable populations in the sample.

Sample Size

In the Phase II & Round 3 of Concurrent Evaluation of Implementation of NFSA, 2013 (1st October 2021- 31st March 2022), total 450 sample NFSA households have been covered (PHH: 367 & AAY: 83) from 18 villages & 12 urban wards covering 06 sample districts. In a year, 900 sample NFSA households will be selected from 36 sample villages and 24 urban wards in 12 sample districts.

In each Village/ ward, in addition to 15 NFSA households (10 PHH households & 5 AAY households) & 01 Fair price shop has been covered in the study.

2.4 Data collection and analysis

As per ToR for concurrent evaluation of the functioning of National Food Security Act, 2013 of Ministry of Consumer Affairs, Food & Public Distribution, Department of Food & Public Distribution, Government of India, the data have been collected from 06 sample districts of the State of Andhra Pradesh during round 3. In total, 30 FPSs have been covered out of which 18 FPSs in rural areas and 12 FPSs in urban areas in which 450 sample NFSA Households have been covered (367 & AAY: 83).

The data collection has been done in the State from 6th May, 2022 to 16 May, 2022 with the help of different teams. The data collected were analyzed with the help of SPSS and photo picture analysis. The findings of the study have been prepared with

the help of qualitative and quantitative analysis, which have been presented in the chapters 3, 4, 5, 6, 7 and 8 of the report.

2.5 Limitations of the study

The concurrent evaluation study is limited to coverage of total 15 Households (10 PHH& 5 AAY) of each of the sample 05 FPSs of a district. Thus, the study is largely limited to sample FPS coverage area only with even less than one percent of the total FPSs in the district.

In terms of selection of sample households in the sample FPSs of the district, there have been cases where no Non-NFSA households were available. The reason may be coverage of all the needy and poor households under NFSA network.

Chapter - 3

Description of Study Area/ Sample

The Concurrent Evaluation of implementation of NFSA Act, 2013 in the State of Andhra Pradesh has been assigned to Monitoring Institute - Centre for Development Communication & Studies (CDECS). In the state, there are 26 districts. As per ToR of concurrent evaluation of implementation of National Food Security Act, 2013, the data to be collected in 06 sample districts of Andhra Pradesh on half-yearly basis. For the purpose of concurrent evaluation of implementation of NFSA Act, 2013 in the third round (October, 2021-March, 2022) of the year 2021-22, the six districts have been selected randomly. Similarly, the villages and urban towns have been selected through multistage random sampling.

In the district of Anaakapalli, 02 urban & 03 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 62 PHH cardholders & 13 AAY cardholders were selected randomly for the study. In the district Eluru, 02 urban & 03 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 55 PHH cardholders & 20 AAY cardholders were selected randomly for the study. In the district NTR, 02 urban & 03 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 66 PHH cardholders & 9 AAY cardholders were selected randomly for the study. In the district Palnadu, 02 urban & 03 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 59 PHH cardholders & 16 AAY cardholders were selected randomly for the study. In the district Parvathipuram Manyam, 02 urban & 03 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 61 PHH cardholders & 14 AAY cardholders were selected randomly for the study. In the district Srikakulam, 02 urban & 03 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 64 PHH cardholders & 11 AAY cardholders were selected randomly for the study.

In the State, 12 urban & 18 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 367 PHH cardholders & 83 AAY cardholders were selected randomly for the study. The details of sample areas are stated hereunder.

Table 3.1: Coverage of sample in the Sample districts & Villages/ Urban wards

S.N o.	Name of Sample districts	Name of Sample Villages/ Urban Towns/ Areas	Rural/ Urban	PHH	AAY	Total sample
1.	Anakapalli	1. Ward no.2, Gandhi nagar	Urban	9	5	14

		2. 1-2 Main road	Rural	14	1	15
		3. Chakalai Veedhi, Parwada	Rural	12	3	15
		4. Ward no.32, 3-2-80 Narasingha Rao Peta	Urban	16	0	15
		5. Grampanchayat building Kothuru	Rural	11	4	15
		Total		62	13	75
2.	Elluru	1. D.No.4-2-94, Jangareddigudem	Urban	10	5	15
		2. Ward no.17, Jangareddigudem	Urban	13	2	15
		3. D.No.106,Kamavarapukota	Rural	9	6	15
		4. D.No.2-94 Dorasanipadu, Dwarka Tirumala Mandal	Rural	12	3	15
		5. Madyahanapu Narsingma Rao	Rural	11	4	15
		Total		55	20	75
3.	NTR	1. D.No.76-10-26, Bhavanipuram	Urban	15	0	15
		2. D.No.3-6-5A Ramrajya nagar, V.D. Puram	Urban	15	0	15
		3. D. No.11-46, Gollapudi, Circle 1 Vijaywada	Rural	13	2	15
		4. 9-23, Muppalia	Rural	10	5	15
		5. Ambarupeta	Rural	13	2	15
		Total		66	9	75
4.	Palnadu	1. D.No.8-222-4, Ganapavaram	Rural	13	2	15
		2. 1-16, Kondakavuru	Rural	8	7	15
		3. 1-63/ A, Edavalli	Rural	9	6	15
		4. 13-4-51/3, Islampeta	Urban	14	1	15
		5. 12-21-21, Kambam Palem	Urban	15	0	15
		Total		59	16	75
5	Parvathipuram Manyam	1. GCC building, Goidi village, main road	Rural	13	2	15
		2. Mettuveedhi road	Rural	11	4	15
		3. Ward no.31,Sai nagar colony, Kottabelagam	Urban	11	4	15

		4. 153, Dasari Street,Belgam main road	Urban	12	3	15
		5. 01/SPT/2004, Seetampeta	Rural	14	1	15
		Total		61	14	75
6.	Srikakulam	1. Palkonda road, Dannanapeta	Rural	14	1	15
		2. Ward no.9, Hydco Colony	Rural	14	1	15
		3. 5-1-37/1, Krishnapuram	Urban	14	1	15
		4. House no.99, Hydco Colony	Urban	9	6	15
		5. Ward no.2, M.Sunnapalli	Rural	13	2	15
		Total		64	11	75
		Grand total		367	83	450

Chapter - 4

Ease of Access, Leakages & Diversion

The successful implementation of NFSA act 2013 depends upon various factors viz. awareness amongst beneficiaries about NFSA entitlement, timely availability & proper distribution of food grains at sample FPS, beneficiaries' satisfaction with opening & closing time of FPS & quality of food grains and special dispensation for old, infirm, physically challenged etc. of food grain distribution at FPS. One of the key purpose of Concurrent Evaluation of implementation of NFSA Act 2013 is to collect beneficiaries' opinion regarding ease of access, leakage & diversion of food grains at FPS level. The findings related to ease of access, leakages & diversion are stated in the following section.



4.1 Timely availability of food grains and percent off take by households in the sample FPSs

In response to timely availability of food grains at FPSs in last month, 90 percent of the sample FPSs reported that the food grains were received before the start of the month i.e. in advance, whereas 10 percent of the sample FPSs opted for 1-3days. Thus in the sample districts, amongst the sample FPSs, none of the sample FPSs received door step delivery of food grains later than the first week of the month.

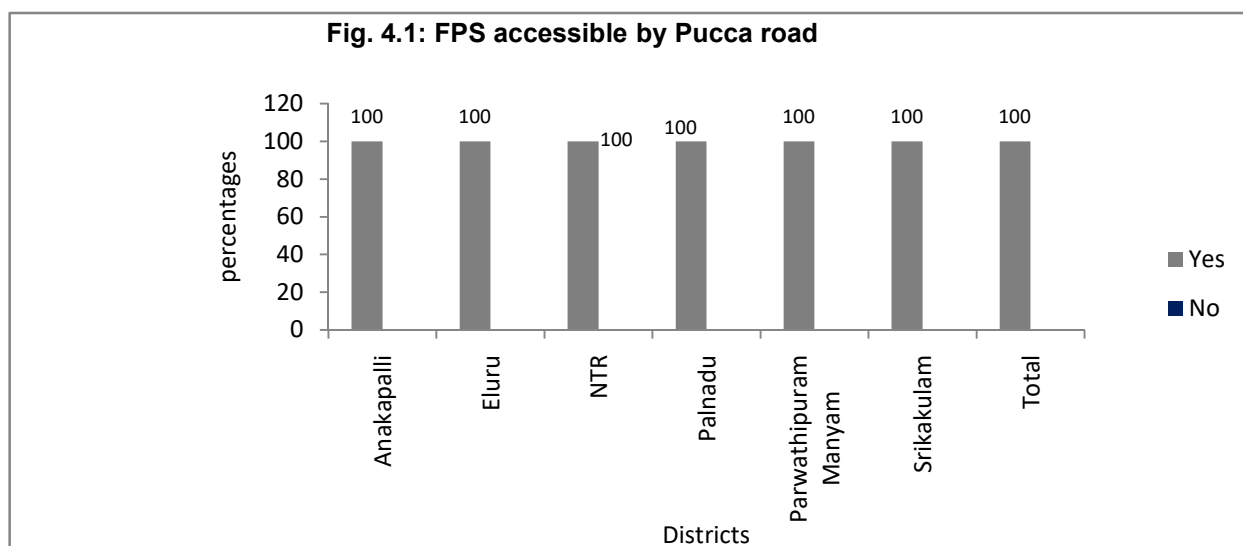


Table 4.1: Timely Availability of Food grains

Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	In how many days received doorstep delivery of food grain	Before start of the month	2 (40%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	27 (90%)
		Within 1-3 days	3 (60%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (10%)
		Within first week	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Within a fortnight	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		More than a fortnight	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

Brief overview of PHH inclusion/exclusion criteria adopted by the State/UT

In the State Andhra Pradesh, the total NFSA target of AAY Ration cards as per Census 2011 is 908000, out of which, total AAY Ration cards (Households beneficiaries) covered are 908000 (100 percent). The total NFSA target of PHH members as per Census 2011 is 24371491, out of which, total PHH members (Households beneficiaries) covered are 24371491 (100 percent). District-wise, In Anakapalli, the total AAY ration cards covered are 26739, whereas total PHH members (Households beneficiaries) covered are 1007551. In Eluru, the total NFSA target of AAY Ration cards as per Census 2011 is 37134, out of which, total AAY Ration cards (Households beneficiaries) covered are 32055 (86.3 percent). The total NFSA target of PHH members as per Census 2011 is 1060269, out of which, total PHH members (Households beneficiaries) covered are 961006(90.6 percent). In NTR,

the total NFSA target of AAY Ration cards as per Census 2011 is 23050, out of which, total AAY Ration cards (Households beneficiaries) covered are 23050 (100 percent). The total NFSA target of PHH members as per Census 2011 is 955046, out of which, total PHH members (Households beneficiaries) covered are 955046 (100 percent). In Palnadu, the total NFSA target of AAY Ration cards as per Census 2011 is 30746, out of which, total AAY Ration cards (Households beneficiaries) covered are 31204 (102 percent). The total NFSA target of PHH members as per Census 2011 is 1021161, out of which, total PHH members (Households beneficiaries) covered are 1026144 (101 percent). In Srikakulam, the total NFSA target of AAY Ration cards as per Census 2011 is 37066, out of which, total AAY Ration cards (Households beneficiaries) covered are 37066 (100 percent). The total NFSA target of PHH members as per Census 2011 is 1142976, out of which, total PHH members (Households beneficiaries) covered are 1142976 (100 percent). Hence the State & the sample districts had well achieved its target regarding coverage of AAY cardholders & PHH members.

Table 4.2: NFSA Beneficiaries in the State & Sample districts (Eligible but left out beneficiaries)

District	Targeted NFSA beneficiaries members (as per census 2011 and state provisions in rural and urban area)	RCs under NFSA	Targeted NFSA beneficiaries members (as per census 2011 and state provisions in rural and urban area)	Members covered under NFSA
	AAY RCs	AAY RCs	PHH member	PHH member
Anakapalli	-	26739	-	1007551
Eluru	37134	32055	1060269	961006
NTR	23050	23050	955046	955046
Palnadu	30746	31204	1021161	1026144
Parvathipuram Manyam	New district formed recently data is awaited			
Srikakulam	37066	37066	1142976	1142976
Andhra Pradesh (Ration Cards of Household beneficiaries)	908000	908000	24371491	24371491

Source: Data provided by sample districts and state on checklists

Thus, the status of eligible and left out beneficiaries in the State under NFSA can be summarized as follows.

- Out of total eligible Ration Cards under NFSA, 10.2 percent were AAY and 89.8 percent were PHH beneficiaries ration cards.

- Similarly, out of total eligible beneficiaries under NFSA in the state, all were covered (100 percent) & none of them were the left out beneficiaries.
- In the 30 sample FPSs in six districts, 93 percent ration cardholders were PHH and 7 percent ration cardholders were AAY.



4.2 Average distance of FPS from beneficiary's homes

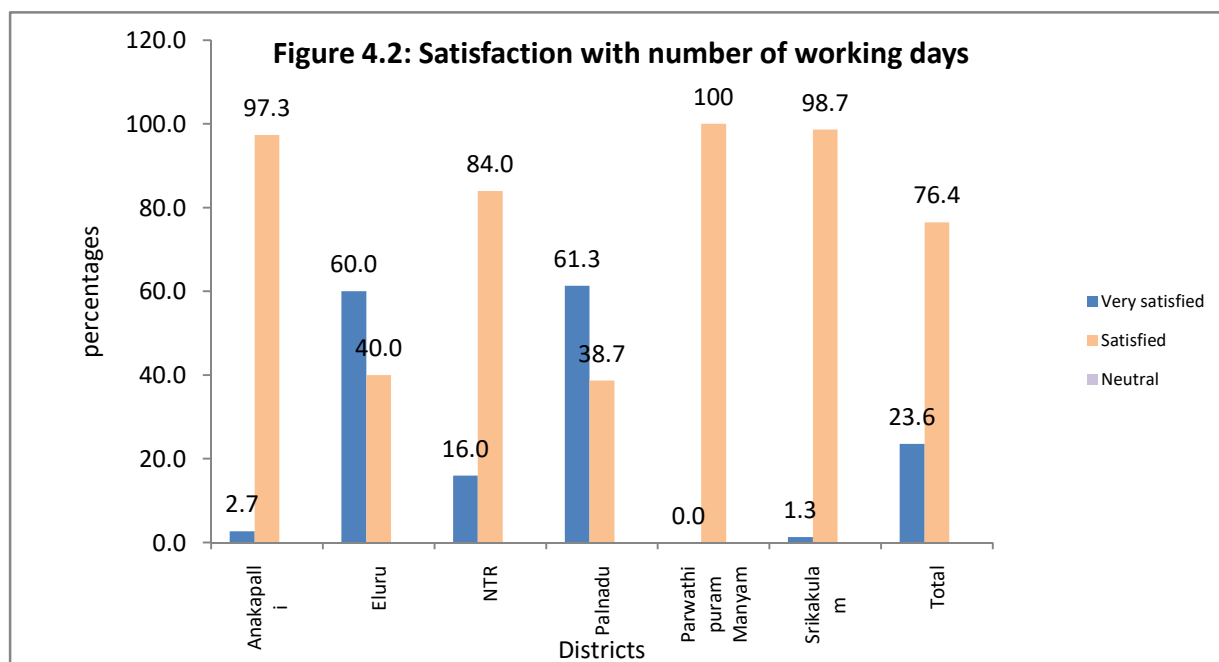
As far as distance of FPS located from sample households is concerned, 95.3 percent of sample households reported distance travelled to FPS from house was up to 0.5 km, whereas 4.7 percent sample households reported distance travelled to FPS from house was 0.5-1 km. Thus, for 100 percent sample households the distance travelled to FPS from their house was 0.5 km to 1 km, which is manageable. However, it has been reported that 100 percent sample FPSs were accessible by pucca road.

Table 4.3: Accessibility & average distance of FPS from beneficiaries' homes

Sl. No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	FPS accessible by pucca road	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	60 (100%)
3.	Distance travelled to FPS	Upto 0.5kms	71 (94.7%)	72 (96%)	75 (100%)	64 (85.3%)	74 (98.7%)	73 (97.3%)	429 (95.3%)
		0.5-1km.	4 (5.3%)	3 (4%)	0 (0%)	11 (14.7%)	1 (1.3%)	2 (2.7%)	21 (4.7%)

		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
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4.3 Awareness levels of beneficiaries regarding FPS opening & closing time



Further, the duration & timing of opening of ration shop in the locality for distribution of the food grains in a day certainly helps the households to plan their other work. Like-wise, regarding number of days ration shop usually opens in a month, 73.1 percent sample households opted for 10-15 days, 25.1 percent sample households opted for 15-20 days and 1.8 percent sample households opted for more than 20 days but not all days. Regarding satisfaction with number of working days of the FPS, 23.6 percent sample households opined that they were very satisfied with number of working days of the FPS, whereas 76.4 percent sample households opined that they were satisfied with number of working days of the FPS. It is worth to mention that all the sample households (100 percent) were either very satisfied or

Chief Minister's Innovation: Door-step delivery to the infirm & Old through Mobile Dispensing Unit (MDU)

MDUs were deployed in Feb.2021 by providing 10% loan & 90% subsidy to the unemployed youths. After initial teething problems now it has settled well in the system. An amount of Rs 21000 is being paid per month to MDU owner for driving fee, fuel & maintenance. These MDUs are distributing regular ration to PHH, AAY & state card holders.

MDU is distributing ration to on an average 150 card holders on daily basis for first fifteen days in a month, MDU collects ration from concerning FPS along with e-PoS machine & start distribution early in the morning and finish the task by 10-11 am. It covers 3 to 4 FPSs. In the state Volunteers are deployed for every 50 households. Volunteers of the targeted area support MDUs in reaching to the people without hurdles. MDU is parked at village Sachivalay in the evening from where such people can get ration who missed in the morning. This system is good for people who are unable to reach FPS.

satisfied with number of working days of the FPS.

With regard to opening & closing time of FPS, majority of sample respondents reported 8.0 am to 12 pm & 4 pm to 8 pm. The food distribution at the FPS level is done by Mobile Dispensing Unit (MDU) with the support of local village volunteers. Regarding satisfaction with opening & closing time of FPS, 24.2 percent sample households reported that they were very satisfied with opening & closing time of FPS, whereas 75.8 percent sample households reported that they were satisfied with opening & closing time of FPS. Almost all the sample households were either very satisfied or satisfied with opening & closing time of FPS.

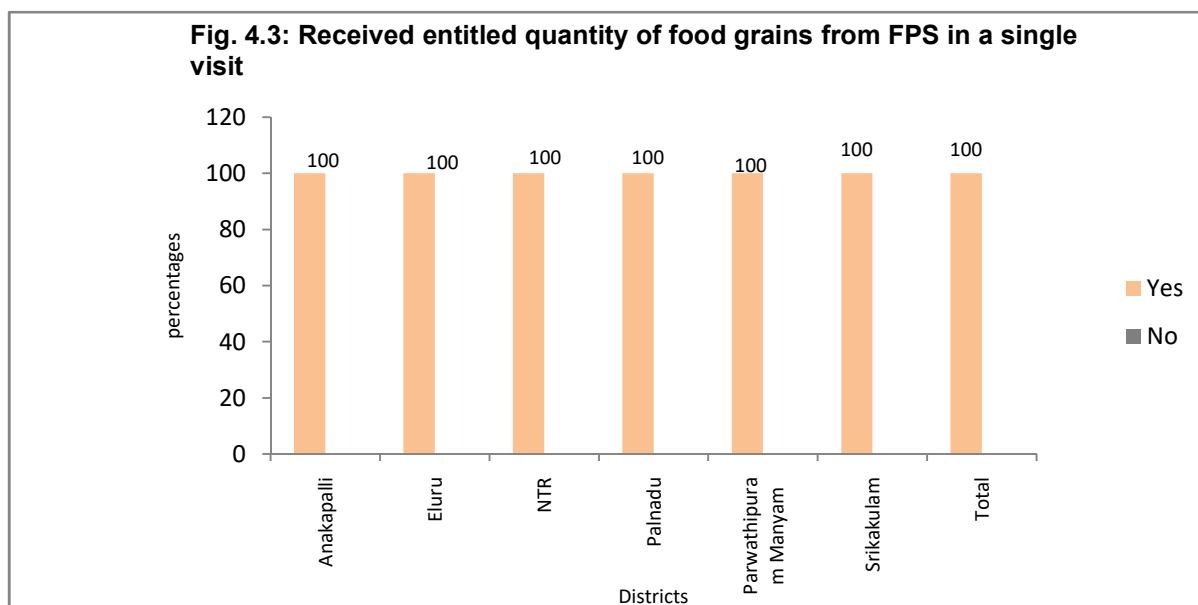
With regard to normal practice of opening of FPS, 3 percent sample FPS dealers reported that FPS opens for less than 10 days, 47 percent sample FPS dealers reported that FPS opens for 10-15 days in a month, 43 percent sample FPS dealers opined that FPS opens for 15-20 days and 7 percent sample FPS dealers opined that FPS opens for more than 20 days but not for all days. The operational time of FPS is 8.30 am to 12 pm & 4 pm to 8 pm in the sample districts.

Table 4.4: Satisfaction with duration & timing of opening of FPS

Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Number of days ration shop opens in a month	Less than 10 days	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		10-15 days	71 (94.7%)	32 (42.7%)	63 (84%)	23 (30.7%)	72 (96%)	68 (90.7%)	329 (73.1%)
		15-20 days	1 (1.3%)	43 (57.3%)	12 (16%)	51 (68%)	1 (1.3%)	5 (6.7%)	113 (25.1%)
		More than 20 days but not all days	3 (4%)	0 (0%)	0 (0%)	1 (1.3%)	2 (2.7%)	2 (2.7%)	8 (1.8%)
		All days	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
2.	Satisfaction with nos. of working days of the FPS	Very satisfied	2 (2.7%)	45 (60%)	12 (16%)	46 (61.3%)	0 (0%)	1 (1.3%)	106 (23.6%)
		Satisfied	73 (97.3%)	30 (40%)	63 (84%)	29 (38.7%)	75 (100%)	74 (98.7%)	344 (76.4%)
		Neutral	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
3.	Satisfaction with	Very satisfied	1 (1.3%)	46 (61.3)	11 (14.7)	48 (64%)	1 (1.3%)	2 (2.7%)	109 (24.2%)

	the timings of distributi on of food grains at PDS			(%)	(%)				
		Satisfied	74 (98.7%)	29 (38.7 %)	64 (85.3 %)	27 (36%)	74 (98.7%)	73 (97.3 %)	341 (75.8%)
		Neutral	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100 %)	75 (100 %)	75 (100%)	75 (100%)	75 (100%)	450 (100%)

4.4 Food grains quantity purchase and price vis-à-vis entitlement



In the sample districts, there were two types of beneficiaries namely, Antyodaya Ann Yojana (AAY) and Priority Households (PHH). As per ToR, the concurrent evaluation process has captured 15 Households for interview per FPS. Out of 15 Households there were targets of 8 PHH, 02 AAY and 05 Non-NFSA. In case, FPS does not have five AAY beneficiaries and it has been selected in the sample, then PHH have been included in the sample. Hence, total 15 NFSA Households were interviewed at each sample FPS. In case 05 Non-NFSA households, only non-NFSA cases were included and specially those who have applied or wanted to be part of NFSA. Following the sampling process as per the TOR of the concurrent evaluation and monitoring study, in total, 450 sample households were covered under this study. Out of the total sample beneficiaries covered under the study, 367 (81.6%) were PHH and 83 (18.4%) were AAY.

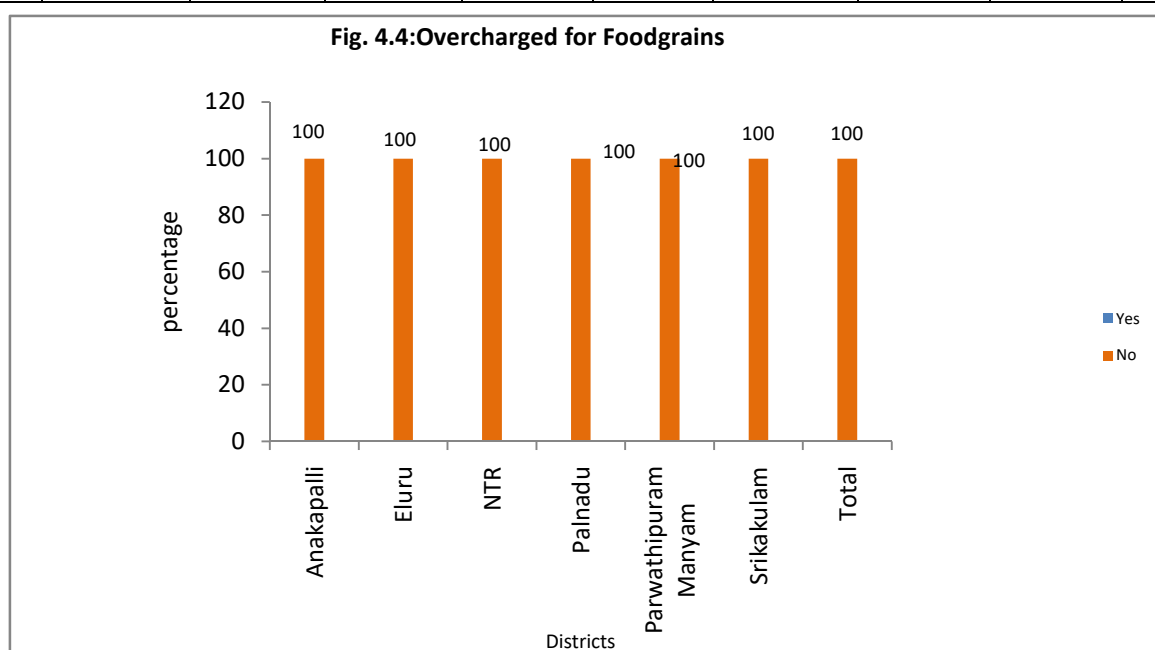
Response of Sample respondents on receipt of entitled quantity of Food Grains from FPS

Out of the total respondents, all of the (100 percent) sample households opined that they received entitled quantity of food grains from FPS in a single visit.

Table 4.5: Food grains quantity purchase and price vis-a-vis entitlements

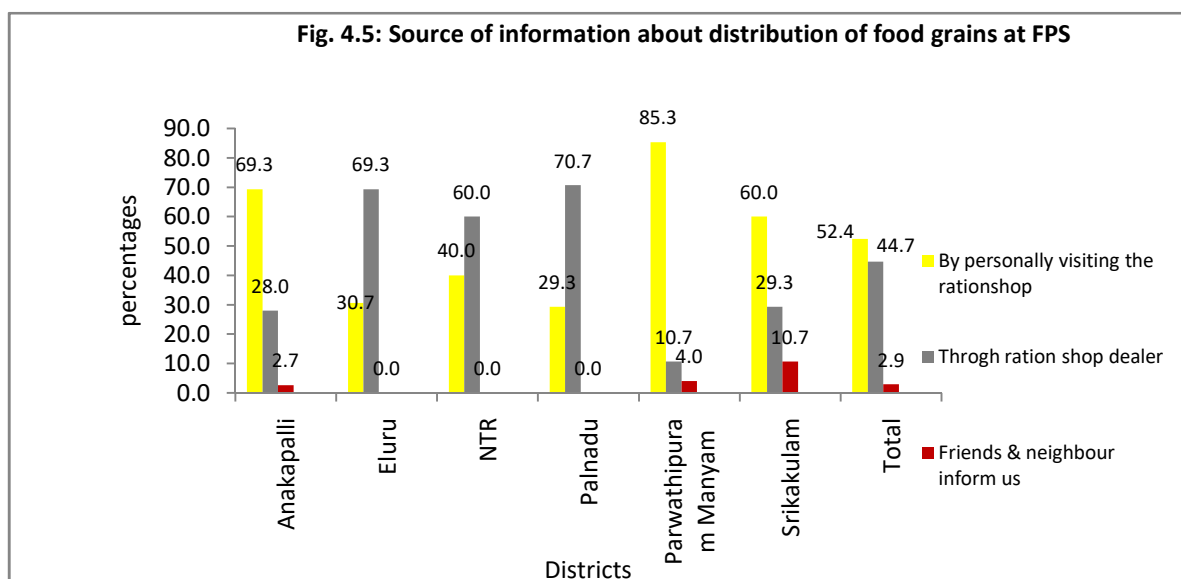
Sl.No.	Particulars	Responses	Districts						
			Anakap	Eluru	NTR	Palnadu	Parvath	Srikaku	Total

			alli				ipuram Manyam	lam	
1.	Sample beneficiaries under study	PHH	62 (82.7%)	55 (73.3%)	66 (88%)	59 (78.7%)	61 (81.3%)	64 (85.3%)	367 (81.6%)
		AAY	13 (17.3%)	20 (26.7%)	9 (12%)	16 (21.3%)	14 (18.7%)	11 (14.7%)	83 (18.4%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
2.	Received entitled quantity of food grains from FPS in a single visit	Yes	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)



As far as problem of underweight is concerned, 100 percent sample respondents/households who received foodgrains did not experience problem of under-weight in last one month. In the State, electronic weighing machine integrated with POS through bluetooth was used for distribution of food grain. The initiative prevented FPS dealer from weighing less quantity of foodgrains against the entitlement.

With respect to overcharged for food grains any time during last one year, all the 450 sample households (100 percent) who received foodgrains reported that they were not overcharged for food grains in last one month. The PHH & AAY cardholders were charged Rs. 1 per kg for rice. Thus, overcharging for food grains was not an issue during concurrent evaluation of FPSs and interview of 450 Households/ beneficiaries.



As far as information given for distribution of NFSA food grains entitlements, 100 percent sample households reported that they got information at the right time about distribution of food grains. As far as source of information about distribution of food grains at their local ration shop is concerned, 52.4 percent sample households reported that they got information about distribution of food grains by personally visiting the ration shop followed by 44.7 percent sample households opined that they got it through ration shop dealer & 2.9 percent sample households reported that friend & neighbour informed them.

Table 4.6: Issues of under-weight & overcharging

Sl. No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Experienced the problem of under-weight of commodities in last month	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
		Not Aware	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
2.	Respondents were overcharged any time during last month	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
		Not Aware	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)

3.	Source of information about the distribution of food grains at your local ration shop	By personally visiting the ration shop	52 (69.3%)	23 (30.7%)	30 (40%)	22 (29.3%)	64 (85.3%)	45 (60%)	236 (52.4%)
		Through ration shop dealer	21 (28%)	52 (69.3)	45 (60%)	53 (70.7%)	8 (10.7%)	22 (29.3%)	201 (44.7%)
		Friends & neighbors inform us	2 (2.7%)	0 (0%)	0 (0%)	0 (0%)	3 (4%)	8 (10.7%)	13 (2.9%)
		SMS alert from the state govt.	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Others	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)

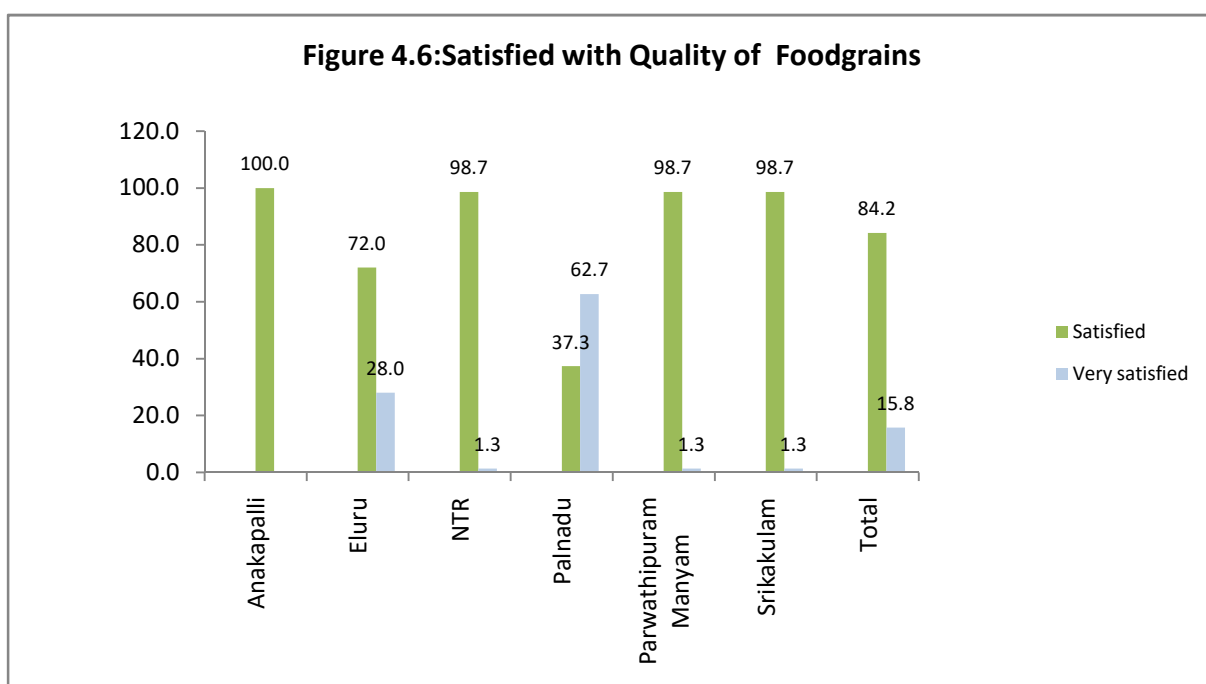
Un-lifted quantity of food grains

Out of total NFSA cardholders in the 30 sample FPS, 60 card holders (0.4 percent) did not get food grains due to authentication issue last month (April 2022). Card-wise, 0.5 percent PHH cardholders & 0.1 percent AAY cardholders did not get food grains due to authentication issue.

Table 4.7: Foodgrains not getting due to authentication last month

Sl.No.	District	RCs holders		
		PHH	AAY	Total
1.	Anakapalli	40 (2.0%)	0 (0%)	40 (1.8%)
2.	Eluru	19 (0.8%)	1 (0.6%)	20 (0.8%)
	Total	59 (0.5%)	1 (0.1%)	60 (0.4%)

4.5 Perception of beneficiaries about quality of food grains



Every household/ beneficiary expects better Quality of food grains under NFSA. In total, 84.2 percent sample households were satisfied, whereas 15.8 percent sample households were very satisfied with the quality of food grains. Hence, 100 percent sample households were either very satisfied or satisfied with the quality of food grains.

Table 4.8: Perception of beneficiaries about Quality of food grains

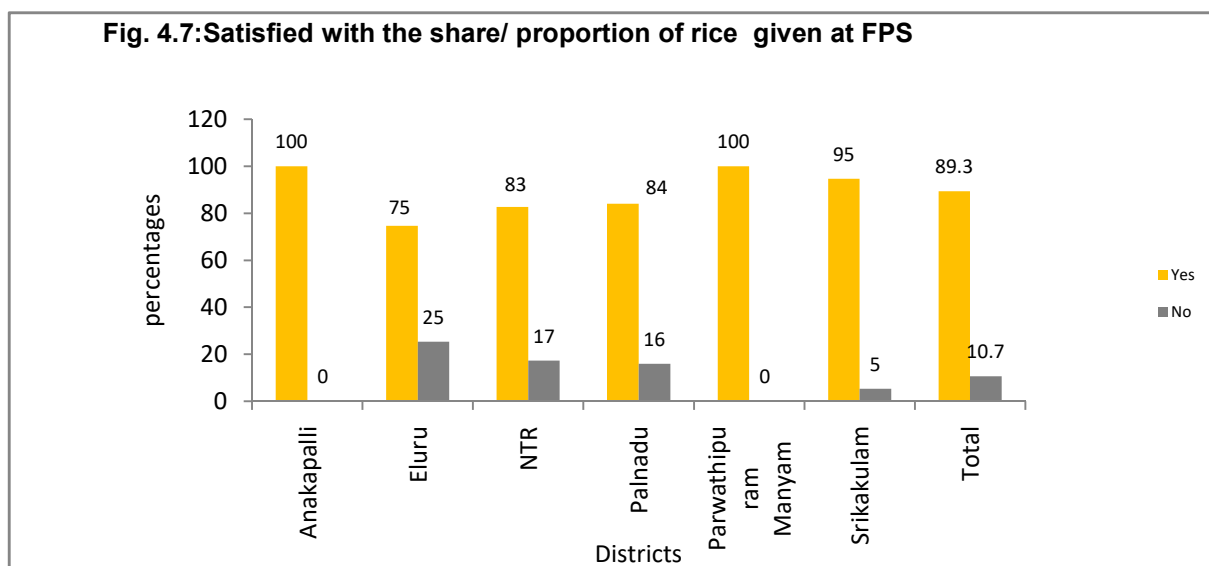
Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Satisfied with the quality of food grains at FPS	Satisfied	75 (100%)	56 (74.7%)	62 (82.7%)	63 (84%)	75 (100%)	71 (94.7%)	402 (89.3%)
		Very satisfied	0 (0%)	19 (25.3%)	13 (17.3%)	12 (16%)	0 (0%)	4 (5.3%)	48 (10.7%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)

Households raised a concern to the authority about the quality of the food grains at the the ration shops

In total, 100 percent sample respondents were satisfied with the quality of food grains, Hence, they did not raise concern to the authority about the quality of the food grains at the FPS.



4.6 Consumption of Food grains by households and share of PDS food grains



In total, 89.3 percent sample households were satisfied with the proportion of rice given to them through PDS, whereas 10.7 percent were not satisfied with the proportion of food grains given to them through PDS. The sample households who were not satisfied with the proportion of rice given to them demanded some proportion of wheat under ration. Mostly, the respondents demanded poportion of wheat were from urban area /towns. In Andhra Pradesh only rice was given to the NFSA cardholders.

**Table 4.9: Satisfaction with the proportion of rice given through PDS
(Nos. & %)**

Sl.No.	District	Yes	No	Total
1.	Anakapalli	75 (90%)	0 (0%)	75 (100%)
2.	Eluru	56 (74.7%)	19 (25.3%)	75 (100%)
3.	NTR	62 (82.7%)	13 (17.3%)	75 (100%)
4.	Palnadu	63 (84%)	12 (16%)	75 (100%)
5.	Parvathipuram Manyam	75 (100%)	0 (0%)	75 (100%)
6.	Srikakulam	71 (94.7%)	4 (5.3%)	75 (100%)
	Total	402 (89.3%)	48 (10.7%)	450 (100%)

4.7 Special dispensation for Old, Infirm & Physically challenged etc.

Under NFSA, there has been special provision for Old, infirm and physically challenged that they should get ration at doorsteps. Out of the sample households of 450, in total 11 sample households (2.4%) reported that their members of the family belonged to Old/PwD, whereas, 439 sample households (97.6%) reported that they had mixed age group.

Table 4.10: Special dispensation for Old, Infirm & Physically challenged etc.

Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Any of the family members belongs to PwD	Yes	5 (6.7%)	1 (1.3%)	0 (0%)	0 (0%)	1 (1.3%)	4 (5.3%)	11 (2.4%)
		No	70 (93.3%)	74 (98.7%)	75 (100%)	75 (100%)	74 (98.7%)	71 (94.7%)	439 (97.6%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
2.	Total number of NFSA ration cards (with old, infirm, disabled member)	Home delivery of ration	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		Facility to nominate others to lift food grains	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Regarding nomination/ home delivery facility to old, infirm & disabled members in the



sample FPSs, in all the six districts (viz. Anakapalli, Eluru, NTR, Palnadu, Parvathipuram Manyam & Srikakulam) ration cardholders were availing home delivery facility at all the 30 sample FPSs through Mobile Dispensing Unit (MDU) & Volunteers.

Chapter - 5

Fair Price Shop Management

Fair Price Shop is the key institution under National Food Security Act, 2013 for execution of the NFS Act, 2013 from where the distribution of food grains takes place to the targeted beneficiaries. Therefore, the success of NFSA execution is directly proportional to effective management of Fair Price shops. Hence, the better management practices may be installed at the FPS in order to execute the NFSA with greater transparency, commitment and accountability.

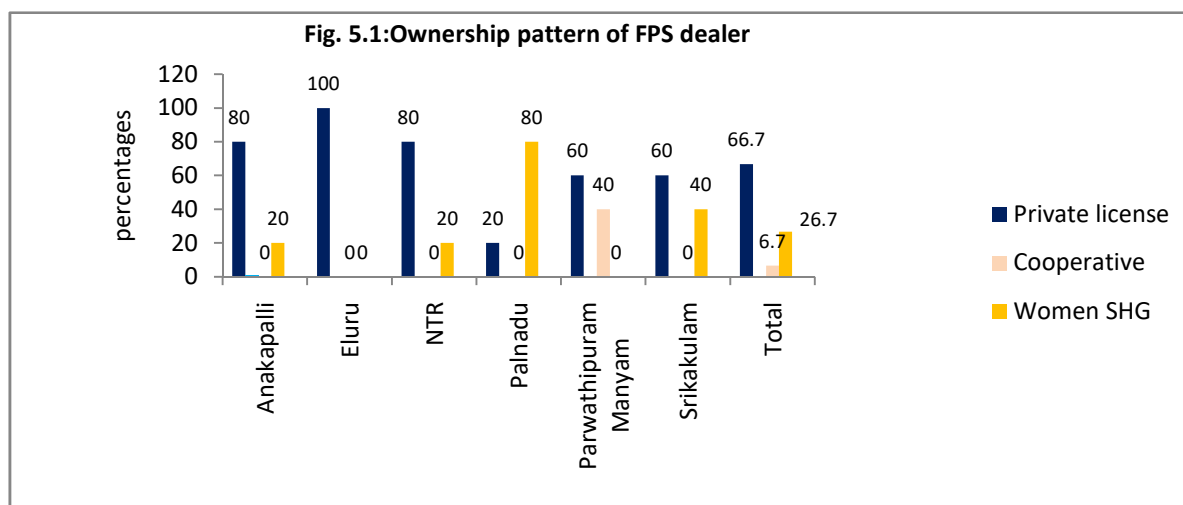
Certainly, the error can be well minimized with enactment of an effective system. Automation can be the answer. Automation of the FPS has been done in order to increase transparency and improve access to entitlement of food grains under NFSA in the State. The system of automation has been in the process for distribution of food



grains under NFSA through Aadhaar enabled Point of Sale machine (AePOS). In the State FPS automation has been reported completed at 29782 out of 29782 (100%). The findings related to access to food grains entitlements and automation of 30 FPSs covering 6 sample districts namely, Anakapalli, Eluru, NTR, Palnadu, Parvathipuram Manyam and Srikakulam are stated in the following section.

5.1 Ownership pattern of Sample FPS dealer

In the State of Andhra Pradesh, FPS license is issued by the department upon conducting due-diligence on the applicant. The ownership of FPS lies with owner only.



The state just provides commission to FPS owner against distribution of commodities (per quintal). As reported, there were categories of FPS dealers namely, Co-operative Societies, Village Panchayat, Self Help Groups (SHGs) and FPS owned by individuals.

The ownership Pattern of sample FPS dealers is given in the figure 5.1. In total, 66.7 percent of sample FPSs owned were under private license followed by 6.7 percent of sample FPSs owned were Cooperative & 26.7 percent of sample FPSs owned were Self Help Group (SHG).

Table 5.1: Ownership pattern of FPS dealer

Sl. No.	Particulars	Responses	Districts (Nos.& %)						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Ownership of FPS Dealer	Private license	4 (80%)	5 (100%)	4 (80%)	1 (20%)	3 (60%)	3 (60%)	20 (66.7%)
		Cooperative	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (40%)	0 (0%)	2 (6.7%)
		Women Self Help group	1 (20%)	0 (0%)	1 (20%)	4 (80%)	0 (0%)	2 (40%)	8 (26.7%)
		Others	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

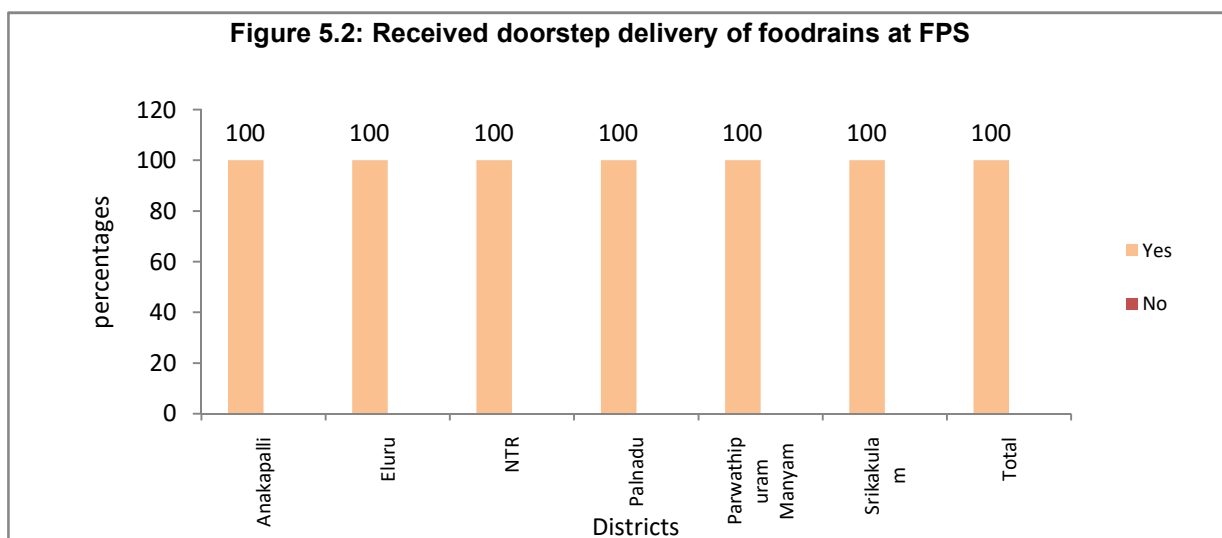
5.2 Adherence to food distribution calendar

The food grains distribution at Fair price shops was monthly. The same was reported by every FPS owner/ dealer. However, it has been reported that mostly the distribution

is done within first two weeks after receipt of the food grains from Mandal Level Stock Point (MLS).

5.3 Doorstep delivery of food grains - experience & issues

In total, all the 30 sample FPSs (100%) in 06 sample districts reported that they received doorstep delivery of food grains.



Hence, transportation of food grains was not an issue as all the sample FPSs received doorstep delivery of food grains. Further, regarding in how many days the FPSs received doorstep delivery of food grains in last month, 90 percent of the sample FPSs reported that the food grains were received before the start of the month i.e. in advance, whereas 10 percent sample FPS received foodgrain within 1-3 days. Thus,



all the sample FPSs received food grains in advance and they had required quantity of food grains for distribution to the beneficiaries.

Like-wise, 100 percent sample FPSs reported that they were not charged by transporter or others for transportation of food grains up to FPS.

Regarding number of times in the last six months were the PDS items received later than the first week of the month, none of the sample FPSs reported that they received food grains later than the first week of the month. Thus, all the sample FPSs received door-step delivery of allocated food grain in time.

Further, regarding quantities of commodities received were less than the allocated quantities, 30 percent FPS dealer reported for the same, whereas 70 percent FPS dealer opined that the quantities of commodities received were not less than the allocated quantities. The reason given by the sample FPS for quantities of commodities received less than the allocated quantities were loss during transportation, unloading & loss due to spoilage.

The effective management of whole PDS system under NFSA can be judged by reponse of the stakeholders in terms of satisfaction on the issue of delivery of the right quantity, right quality delivered/ supplied on right time. 96.7 percent sample FPSs reported that they had excess foodgrains left after closing the sale, whereas, 3.3 percent sample FPSs did not have excess foodgrains left after closing the sale. However, 96.6 percent sample FPSs reported that the excess foodgrains left after closing the sale was adjusted in the food grains allocated for the next month, whereas 3.4 percent sample FPSs reported that the excess foodgrains left after closing the sale was not adjusted in the food grains allocated for the next month. Further, regarding availability of sufficient space in FPS for storage of food grains, 96.7 percent FPS dealer reported for the same, whereas 3.3 percent sample FPS dealer opined that sufficient space in FPS for storage of food grains was not available.

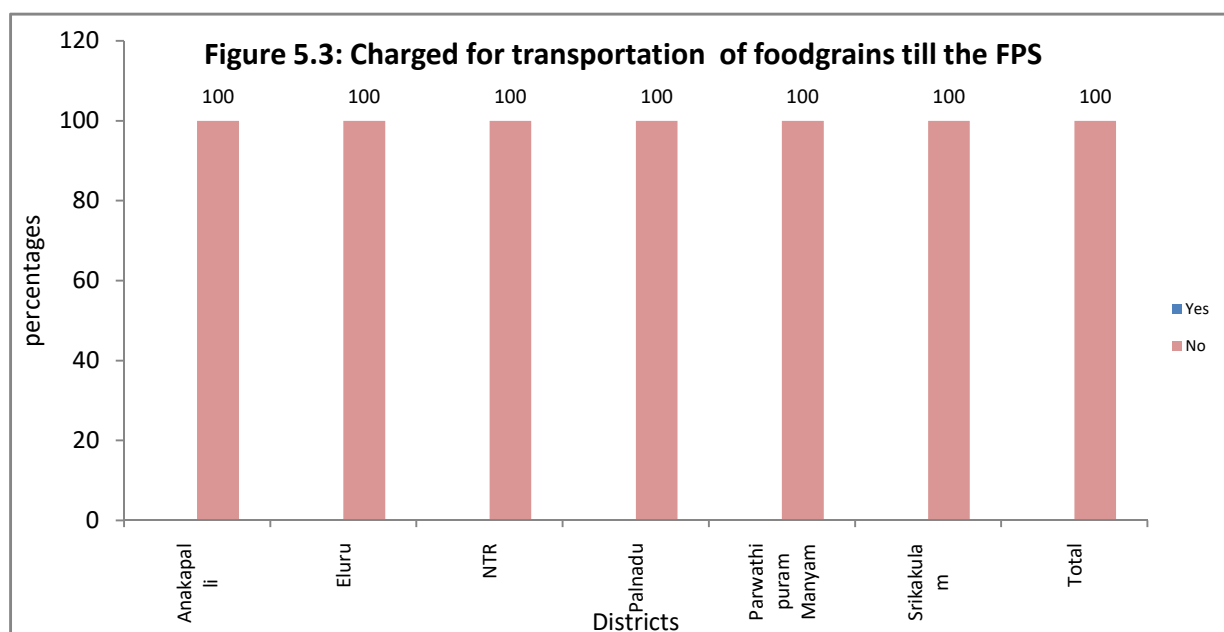


Table 5.2: Doorstep delivery and transportation cost management

Sl. No	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Doorstep delivery of food grain	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
2.	If 'Yes' in how many days received doorstep delivery of food grain	Food grain received in advance	2 (40%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	27 (90%)
		Within 1-3 days	3 (60%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (10%)
		Within first week	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Within a fortnight	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		More than a fortnight	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
3.	Charged by transporter or others for transportation of food grains upto FPS	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
4	Quantities of Commodities received are less than allocate	Yes	4 (80%)	0 (0%)	0 (0%)	2 (40%)	1 (20%)	2 (40%)	8 (30%)
		No	1 (20%)	5 (100%)	5 (100%)	3 (60%)	4 (80%)	3 (60%)	2 (70%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
5.	Excess food grains left after closing the sale	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	4 (80%)	5 (100%)	29 (96.7%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (20%)	0 (0%)	1 (3.3%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
6.	If 'Yes' adjusted in	Yes	5 (100%)	4 (80%)	5 (100%)	5 (100%)	4 (80%)	5 (100%)	28 (96.6%)

	food grains allocated for this month))))
	No	0 (0%)	1 (20%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (3.4%)
	Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	4 (100%)	5 (100%)	29 (100%)	
7.	Availability of sufficient space in FPS for storage of foodgrains	Yes	4 (80%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	29 (96.7%)
	No	1 (20%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (3.3%)
	Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

5.4 Quality of Service delivery

5.4.1 Ration cards/beneficiaries attached with the FPS

As far as eligible ration cards/ beneficiaries attached with sample FPSs are concerned, in total, 93 percent ration cardholders at sample FPSs were PHH and 7 percent ration cardholders at sample FPSs were AAY. District-wise, maximum percentage of PHH cardholders (96.1%) was at Srikakulam, whereas maximum percentage of AAY cardholders was at Parvathipuram Manyam (13.8%). In the State of Andhra Pradesh ration card is named as “Rice Card”.



Table 5.3: Eligible Ration Card holders attached with FPSs (Nos. & %)

Sl.No.	District	PHH	AAY	Total
1.	Anakapalli	2032 (93.8%)	135 (6.2%)	2167 (100%)
2.	Eluru	2232 (93.2%)	169 (6.8%)	2501 (100%)
3.	NTR	1682 (95.3%)	83 (4.7%)	1765 (100%)
4.	Palnadu	1416 (94.7%)	80 (5.3%)	1496 (100%)
5.	Parvathipuram Manyam	2419 (86.2%)	386 (13.8%)	2805 (100%)
6.	Srikakulam	3140 (96.1%)	127 (3.9%)	3267 (100%)
	Total	13021 (93%)	980 (7%)	14001 (100%)

Table 5.4: Eligible Ration Card beneficiaries attached with FPSs (Nos. & %)

Sl.No.	District	PHH	AAY	Total
1.	Anakapalli	4247 (94.5%)	246 (5.5%)	4493 (100%)
2.	Eluru	6839 (94.8%)	376 (5.2%)	7215 (100%)
3.	NTR	5200 (96.7%)	177 (3.3%)	5377 (100%)
4.	Palnadu	3032 (98.6%)	42 (1.4%)	3074 (100%)
5.	Parvathipuram Manyam	2603 (95%)	137 (5%)	2740 (100%)
6.	Srikakulam	7344 (96%)	308 (4%)	7652 (100%)
	Total	29265 (95.8%)	1286 (4.2%)	30551 (100%)

5.4.2 Quality of data - Aadhaar, Mobile and bank account seeding

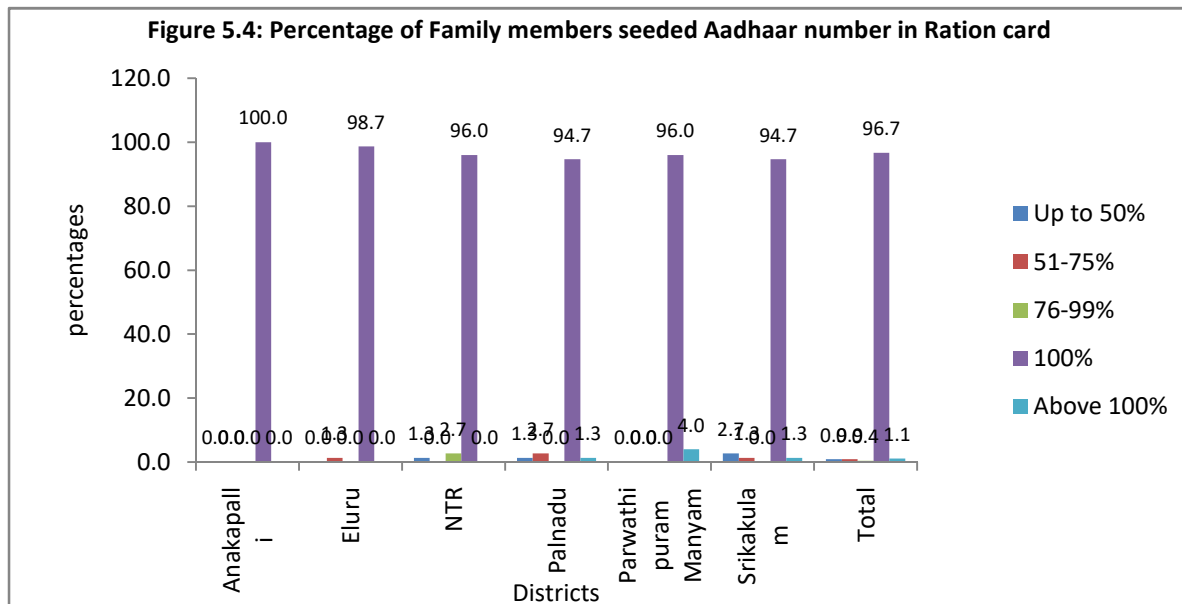
Seeding Aadhaar number of each family member in ration card will ensure only genuine beneficiaries who will receive entitled benefits. The figure 5.4 shows percentage of members in family who seeded Aadhaar number in ration card in the sample households. In total, 0.9 percent sample households reported that up to 50% members & 51-75% members in family seeded Aadhaar number in ration card each, 0.4 percent sample households reported that 76-99% members in family seeded Aadhaar number in ration card, 96.7 percent sample households reported that 100% members in family seeded Aadhaar number in ration card and 1.1 percent sample households reported that more than 100 percent members in family seeded Aadhaar number in ration card.

The reason behind more than 100 percent members in family seeded Aadhaar number in ration card was death & marriage of members in the family. After death & marriage of female members, usually their name continued in the ration card. Thus, about 96.7percent sample households reported that 100% members in family seeded Aadhaar number in ration card.

Table 5.5: Family members seeded Aadhaar number in ration card

Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Percentage of Family members who seeded Aadhaar number in ration card	Up to 50%	0 (0%)	0 (0%)	1 (1.3%)	1 (1.3%)	0 (0%)	2 (2.7%)	4 (0.9%)
		51-75%	0 (0%)	1 (1.3%)	0 (0%)	2 (2.7%)	0 (0%)	1 (1.3%)	4 (0.9%)
		76-99%	0 (0%)	0 (0%)	2 (2.7%)	0 (0%)	0 (0%)	0 (0%)	2 (0.4%)
		100%	75 (100%)	74 (98.7%)	72 (96%)	71 (94.7%)	72 (96%)	71 (94.7%)	435 (96.7%)

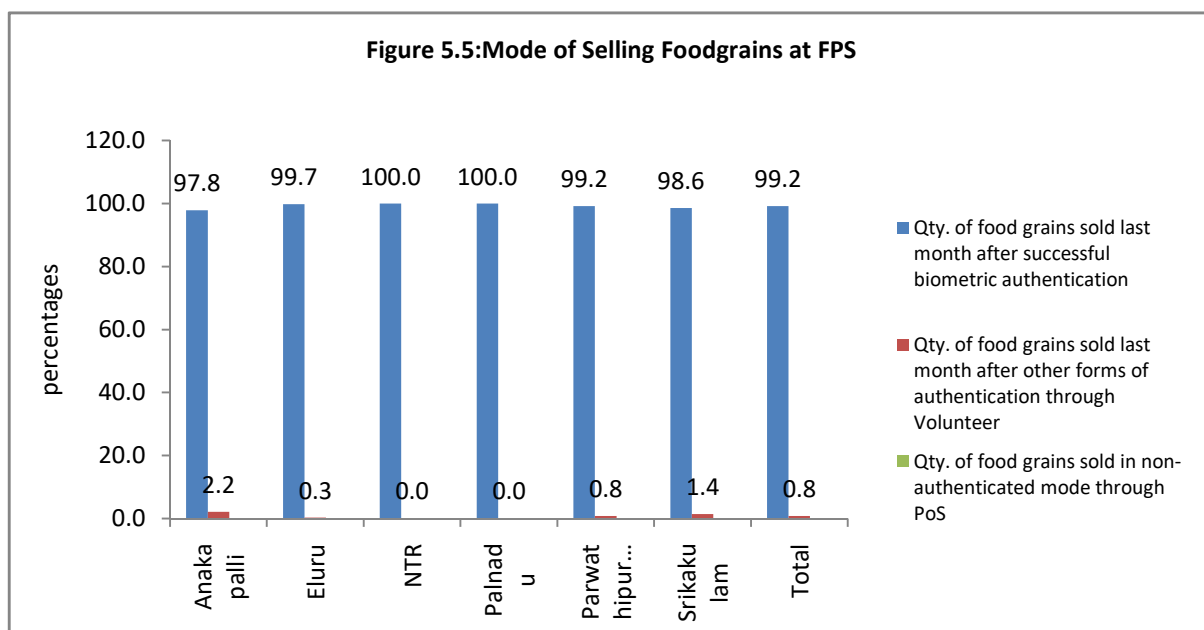
				%)))			
		Above 100%	0 (0%)	0 (0%)	0 (0%)	1 (1.3%)	3 (4%)	1 (1.3%)	5 (1.1%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)



5.4.3 Mode of selling food grains at FPS (last month)

Table 5.6: Mode of selling food grains at FPS

Sl.No.	District	Qty. of food grains sold last month through e- PoS(Kg)	Qty. of food grains sold last month after successful biometric authentication (Kg)	Qty. of food grains sold last month after other forms of authentication through Volunteer (Kg)	Qty. of food grains sold last month in non-authenticated mode through PoS (Kg)
1.	Anakapalli	47675	46635 (97.8%)	1040 (2.2%)	0 (0%)
2.	Eluru	59225	59065 (99.7%)	160 (0.3%)	0 (0%)
3.	NTR	47340	47340 (100%)	0 (0%)	0 (0%)
4.	Palnadu	38345	38345 (100%)	0 (0%)	0 (0%)
5.	Parvathipuram Manyam	130890	129828 (99.2%)	1062 (0.8%)	0 (0%)
6.	Srikakulam	49050	48360 (98.6%)	690 (1.4%)	0 (0%)
	Total	372525	369573 (99.2%)	2952 (0.8%)	0 (0%)



The operational mode of selling food grains at FPS was through biometric authentication through e-PoS connected with weighing machine with Bluetooth. It



was reported that in the sample FPSs, the ePoS were connected with weighing machine and sale of food grains were done through biometric authentication only. Apart from biometric authentication food grains were also sold through other forms of authentication through PoS i.e through Volunteer. It was reported that in case of non-authentication of biometric process of the thumb of the ration card holders may be due to age or illness in the families where only single member or two members live; then the biometric authentication of concerned volunteer was used for food grain sale at

Mobile Dispensing Unit/ FPS. It is already a system of Volunteer authentication of Gram Sachivalaya /Ward Sachivalaya (GS/WS).

5.4.4 FPS Automation

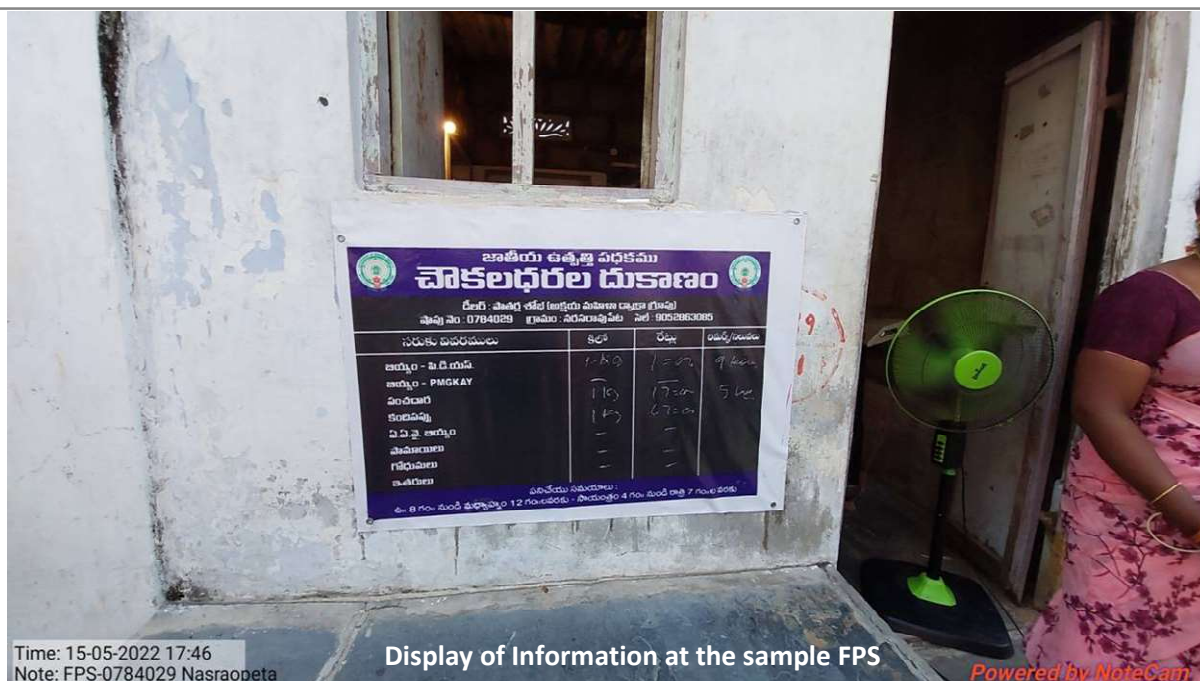
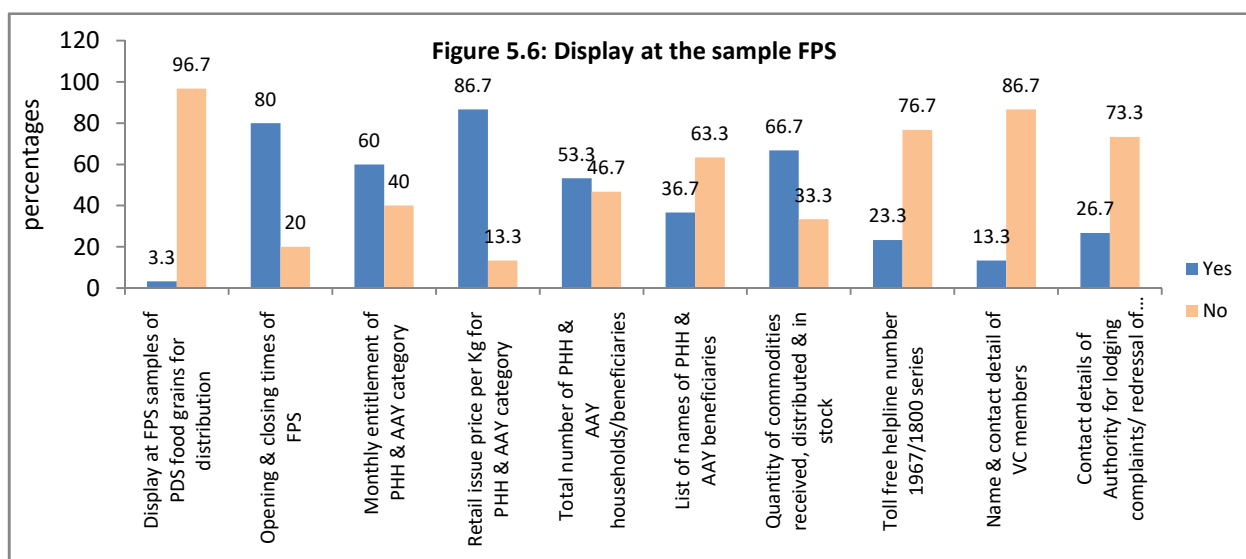
It has been realized that the automation of FPS is convenient and helpful for the FPS owner in terms of better management of FPS. In response, 100 percent sample FPSs opined that the use of e-PoS machine increased the convenience of FPS dealers. The Service Centre of ePoS is hired by Visiontek. In case of errors/breakdown of the PoS machine, 100 percent sample FPSs opined that complaint was raised with ePoS machine vendor. However, the maintenance of e PoS on cost basis was borne by FPS dealer. 43.3 percent of sample FPSs opined that within 24 hours the issues related to error/ breakdown of the PoS machine were resolved, 50 percent sample FPSs reported the same were resolved in 1 to 2 days & 6.7 percent sample FPSs reported the same were resolved within a week. Therefore, it can be said that the issues with ePoS machine were resolved immediately & within limited timeframe.

Table 5.7: FPS Automation

Sl. No.	Particulars	Responses							
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Use of e-PoS machine increased the convenience of FPS dealer	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
3.	In case of errors/breakdown of the e PoS machine how it is resolved	Complaint raised with e POS machine vendor	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Information is given to district officials	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Others	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	60 (100%)
3.	Time taken to resolve issues with	Within 24 hrs.	5 (100%)	2 (40%)	0 (0%)	1 (20%)	4 (80%)	1 (20%)	13 (43.3%)
		1-2 days	0 (0%)	3 (60%)	5 (100%)	4 (80%)	1 (20%)	2 (40%)	15 (50%)

ePOS machine	2-3days	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (100%)	0 (0%)	0 (0%)
	Within a week	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (40%)	2 (6.7%)
	More than a week	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

5.5 Display of required information as per PDS Control Order at FPSs



As per NFSA Act, there has been provision for display of basic information related to food grains and NFSA beneficiaries/ card holders at FPS. The study reveals the

display of samples of PDS food grains for distribution. But it was reported in only 3.3 percent sample FPSs, whereas at 96.7 percent sample FPSs display of samples of PDS food grains for distribution was not reported. In case of opening & closing times of FPS, the same was reported at 80 percent sample FPSs, whereas in 20 percent sample FPSs opening & closing times of FPSs were not displayed. Monthly entitlement of PHH & AAY category was reported displayed at 60 percent sample FPSs, whereas the same was not displayed at 40 percent sample FPSs. Retail issue price per kg for PHH & AAY category was displayed at 86.7 percent sample FPSs, whereas at 13.3 percent sample FPSs the same was not displayed. Total number of



PHH & AAY households/beneficiaries was displayed at 53.3 percent sample FPSs, whereas at 46.7 percent sample FPSs the display of PHH & AAY households/beneficiaries was not reported. List of names of PHH & AAY beneficiaries was displayed at only 36.7 percent sample FPSs, whereas at 63.3 percent sample FPSs the display of the same was not reported. Quantity of commodities received, distributed & in stock was reported at 66.7 percent sample FPSs, whereas at 33.3 percent sample FPSs the display of the same was not reported. Toll free helpline number 1967/ 1800 was displayed at 23.3 percent sample FPSs, whereas at 76.7 percent sample FPSs the display of the same was not reported. However, in the state online grievance can be posted at the portal - websites like <https://spandana.ap.gov.in> and <https://pgportal.gov.in> are there to lodge complaint through online.

The findings of the study show that the display of information as per NFS Act, 2013 is a must which needs to be displayed and should be non-negotiable.

5.6 Display of IEC material at FPSs

There is a close interplay between communication, development, culture and social interaction. Such interplay can be found in one way or another in several theoretical

constructions. Infact, scientific theories and social change both possess certain features which are organically linked with communication, development and interaction. Since theories are those explanations which reply of how and why phenomenon in the universe come into existence. In other words, theories communicate the casualties in well defined language. The composition of language is always derived from the culture system. More and more theoretical constructions mean more and more developmental processes in the areas of knowledge and such areas of knowledge become wide because of continuous interaction between academia. The similar kind of activities can be seen in the field of economic, polity, culture, inter & intra familial relations and efforts for expanding infrastructure including human resources. Looking to the important of Information Education and Communication (IEC), it is important to popularize the NFSA norms and its components. Hence, IEC is an important component and instrumental factor in raising demand by the NFSA beneficiaries. The study reveals that the display of IEC/Awareness material on Grievance Redressal was reported on 3.3 percent sample FPS, whereas the same was not reported at 96.7 percent sample FPSs. IEC material on ONORC was reported at 43.3 percent sample FPS, whereas the same was not reported at 56.7 percent sample FPSs. IEC material on e-KYC & inclusion & exclusion criteria was not reported in any of the sample FPS.

As per the report of the state, wide publicity has been done through pamphlets, posters, stickers on buses and pillar boards for creation of awareness amongst the TPDS beneficiaries in getting their entitlements under NFSA, 2013.

Table 5.8: Display of required Information as per PDS Control at FPSs

Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Display at FPS samples of PDS food grains for distribution	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (20%)	0 (0%)	1 (3.3%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	4 (80%)	5 (100%)	29 (96.7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
2.	Opening & closing time of FPS	Yes	2 (40%)	5 (100%)	4 (80%)	3 (60%)	5 (100%)	5 (100%)	24 (80%)
		No	3 (60%)	0 (0%)	1 (20%)	2 (40%)	0 (0%)	0 (0%)	6 (20%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
3.	Monthly entitlement of	Yes	0 (0%)	5 (100%)	5 (100%)	3 (60%)	4 (80%)	1 (20%)	18 (60%)

	PHH & AAY category			%)	%)				
		No	5 (100%)	0 (0%)	0 (0%)	2 (40%)	1 (20%)	4 (80%)	12 (40%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
4.	Retail issue price per Kg for PHH & AAY category	Yes	3 (60%)	5 (100%)	5 (100%)	3 (60%)	5 (100%)	5 (100%)	26 (86.7%)
		No	2 (40%)	0 (0%)	0 (0%)	2 (40%)	0 (0%)	0 (0%)	4 (13.3%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
5.	Total number of PHH & AAY households/beneficiaries	Yes	0 (0%)	5 (100%)	3 (60%)	3 (60%)	3 (60%)	2 (40%)	16 (53.3%)
		No	5 (100%)	0 (0%)	2 (40%)	2 (40%)	2 (40%)	3 (60%)	14 (16.7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
6.	List of names of PHH & AAY beneficiaries	Yes	0 (0%)	2 (40%)	4 (80%)	3 (60%)	2 (40%)	0 (0%)	11 (36.7%)
		No	5 (100%)	3 (60%)	1 (0%)	2 (40%)	3 (60%)	5 (100%)	19 (63.3%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
7.	Quantity of commodities received, distributed & in stock	Yes	2 (40%)	5 (100%)	5 (100%)	3 (60%)	3 (60%)	3 (60%)	21 (70%)
		No	3 (60%)	0 (0%)	0 (0%)	2 (40%)	2 (40%)	2 (40%)	9 (30%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
8.	Toll free helpline number 1967/1800 series	Yes	1 (20%)	1 (20%)	0 (0%)	0 (0%)	3 (60%)	2 (40%)	7 (23.3%)
		No	4 (80%)	4 (80%)	5 (100%)	5 (100%)	2 (40%)	3 (60%)	23 (76.7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
9.	Name & contact details of VC	Yes	0 (0%)	3 (60%)	0 (0%)	0 (0%)	0 (0%)	1 (20%)	4 (13.3%)

	members	No	5 (100%)	2 (40 %)	5 (100 %)	5 (100%)	5 (100%)	4 (80%)	26 (86.7%)
		Total	5 (100%)	5 (100 %)	5 (100 %)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
10.	Contact details of Authority for lodging complaints/ redressal of grievances	Yes	0 (0%)	3 (60 %)	0 (0%)	0 (0%)	3 (60%)	2 (40%)	8 (26.7%)
		No	5 (100%)	2 (40 %)	5 (100 %)	5 (100%)	2 (40%)	3 (60%)	22 (73.3%)
		Total	5 (100%)	5 (100 %)	5 (100 %)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

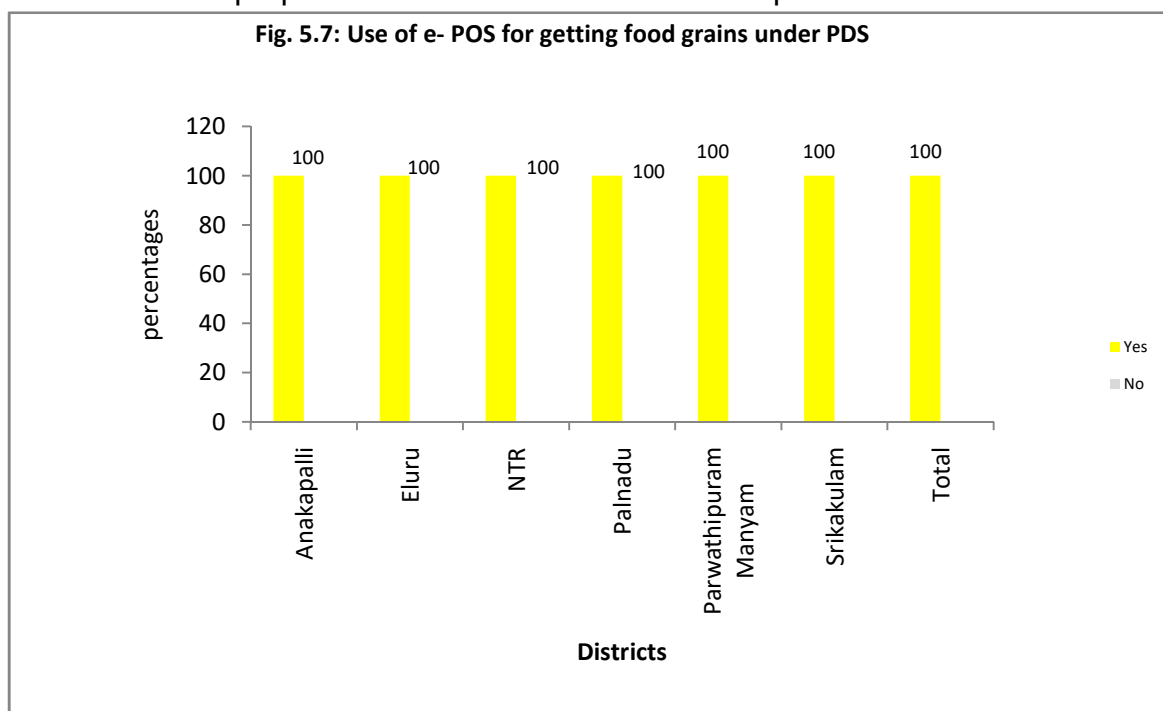
Table 5.9: IEC/Awareness material

Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	IEC material on grievance redressal measures	Yes	0 (0%)	0 (0%)	1 (20%)	0 (0%)	0 (0%)	0 (0%)	1 (3.3%)
		No	5 (100%)	5 (100%)	4 (80%)	5 (100%)	5 (100%)	5 (100%)	29 (96.7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
2.	IEC material on ONORC	Yes	1 (20%)	4 (80%)	5 (100%)	2 (40%)	2 (40%)	0 (0%)	14 (46.7%)
		No	4 (80%)	1 (20%)	0 (0%)	3 (60%)	3 (60%)	5 (100%)	16 (53.3%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
3.	IEC material on e-KYC	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
4.	IEC material on inclusion & exclusion criteria	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

5.7 Issues of Foodgrains with use of e-PoS/ AePoS

5.7.1 Percentage of biometric authentication

The system of biometric authentication has been reported in all the 06 sample districts. For the purpose of concurrent evaluation samples in the six districts namely,



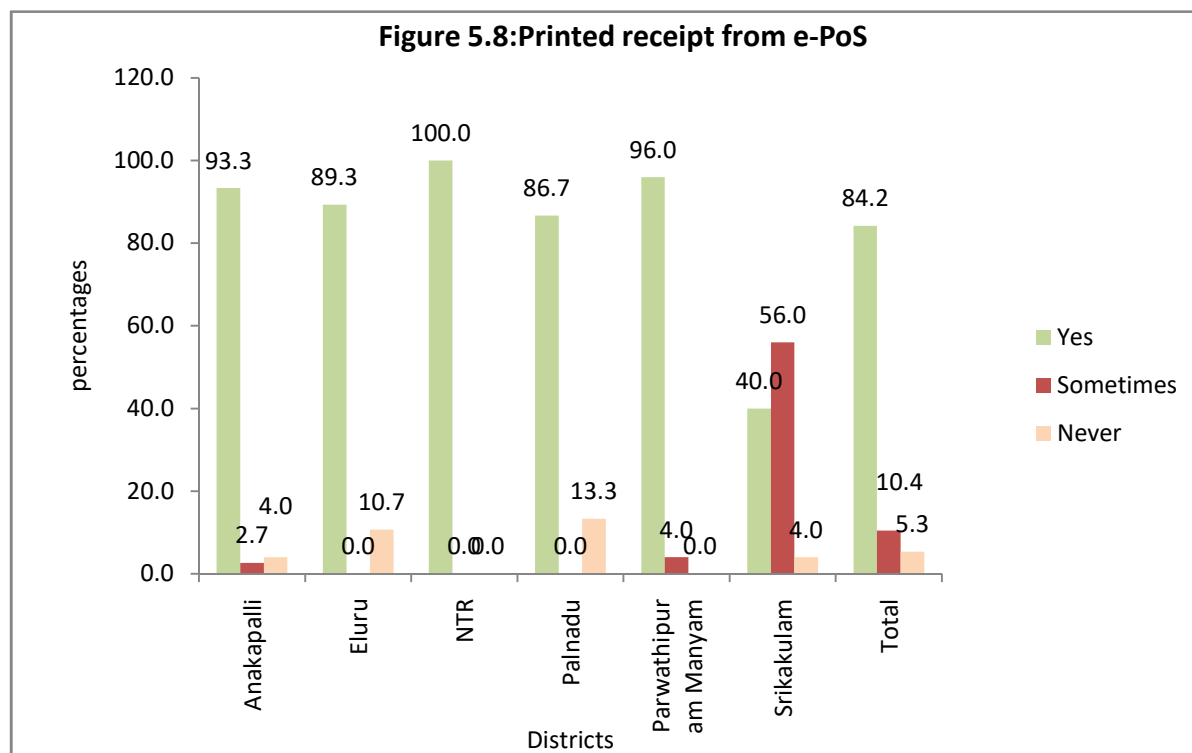
Anakapalli, Eluru, NTR, Palnadu, Parvathipuram Manyam and Srikakulam out of 30 sample FPSs, 100 percent sample FPSs reported installation of AePOS at FPSs. Also, all installed AePOS at FPSs (100%) were operational. It has been reported that the AePOS machines were installed by the State government on rent basis.

The use of ePOS for getting food grains under PDS by sample households is shown in the figure 7.9. In total, 100 percent sample households reported use of e-POS for getting food grains under PDS.

Regarding on which Bandwidth the e-PoS currently works, the same was reported 3G by 83.3 percent sample FPS dealer, whereas 16.7 percent sample FPS dealer opted for 4G. However, the sample FPS dealer who opted for 3G further stated that they work through Hotspot to distribute foodgrains to NFSA cardholders.

Table 5.10: Status of e-PoS at FPSs

Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Installation of e-PoS machine at FPSs	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
2.	If Yes, e-PoS machine operational at the time of the visit	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	4 (80%)	5 (100%)	29 (96.7%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (20%)	0 (0%)	1 (3.3%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
3.	On which Bandwidth does the e-PoS currently work	3G	5 (100%)	5 (100%)	5 (100%)	5 (100%)	3 (60%)	2 (40%)	25 (83.3%)
		4G	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (40%)	3 (60%)	5 (16.7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

5.7.2 Percentage of Failure

As per State data (statistics) of the month of April 2022, Aadhaar seeding of NFSA cardholders was reported 100 percent. Out of 89,11,731 RCs, for 89,11,731 (100 percent) Aadhaar seeding has been completed in the State. Out of 2,68,22,993 ration card beneficiaries, for 2,68,22,993 ration card beneficiaries (100 percent) Aadhaar seeding has been completed in the State.

In total, 84.2 percent sample households reported that they got printed receipt from e-POS, 10.4 percent sample households reported that they sometimes got printed receipt from e-POS and 5.3 percent sample households reported that they never got printed receipt from e-POS. The reason given by FPS dealers for not giving printed receipt to the sample households was the problem with ePoS and connectivity issue for time. However, the sample respondents (84.2 percent) who received printed receipt from e-PoS machine reported that the printed receipt was in English language.

The average number of authentication attempts taken for successful authentication is important to build beneficiary reliability towards e-PoS. Regarding average number of authentication attempts taken for successful authentication, 93.1 percent sample respondents reported that they had taken only one attempt for successful authentication followed by 6.4 percent sample respondents opined that they had taken two attempts for successful authentication, whereas 0.4 percent sample respondents reported that number of attempts taken for successful authentication were three. Thus, majority of sample respondents (93.1 percent) received their food grains only after one successful authentication attempts.

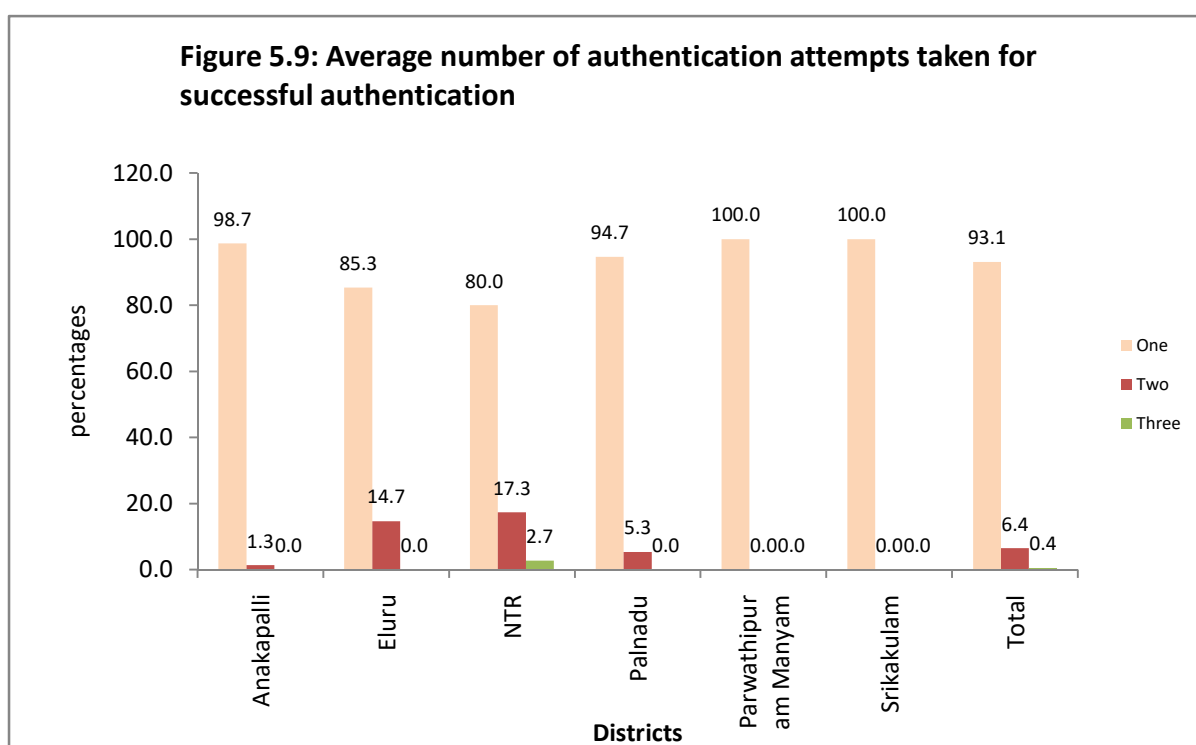


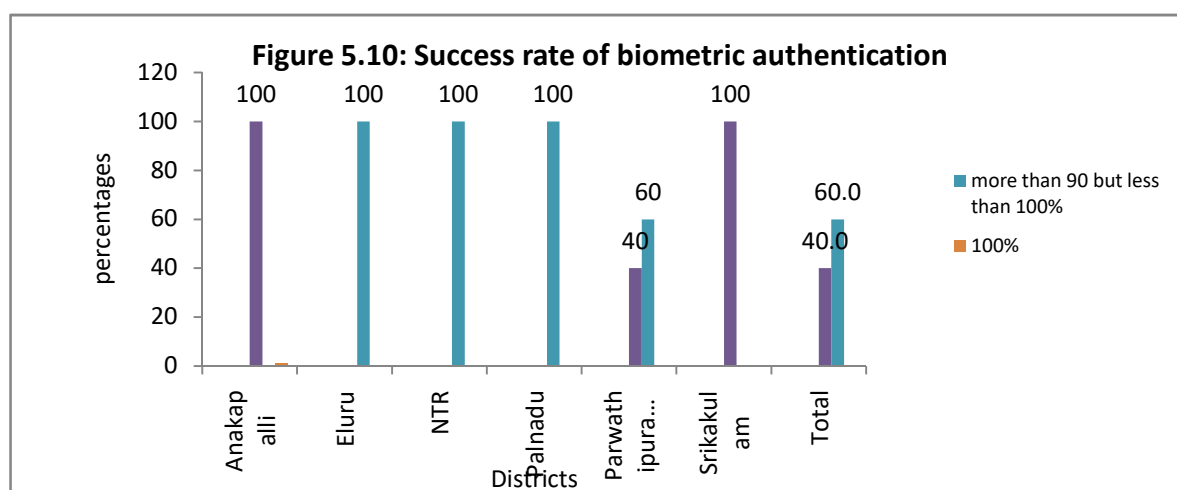
Table 5.11: Issues with use of e-Pos/ AePOS

Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Received food grains through e-PoS enabled FPS	Yes	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
2.	Got a printed receipt from e-PoS machine	Yes	70 (93.3%)	67 (89.3%)	75 (100%)	65 (86.7%)	72 (96%)	30 (40%)	379 (84.2%)
		Sometimes	2 (2.7%)	0 (0%)	0 (0%)	0 (0%)	3 (4%)	42 (56%)	47 (10.4%)
		Never	3 (4%)	8 (10.7%)	0 (0%)	10 (13.3%)	0 (0%)	3 (4%)	24 (5.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
3.	If Yes, get printed receipt in local language	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Sometimes /not always	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Never	70 (100%)	67 (100%)	75 (100%)	65 (100%)	72 (100%)	30 (100%)	379 (100%)
		Total	70 (100%)	67 (100%)	75 (100%)	65 (100%)	72 (100%)	30 (100%)	379 (100%)
4.	Average number of authentication attempts for successful authentication	One	74 (98.7%)	64 (85.3%)	60 (80%)	71 (94.7%)	75 (100%)	75 (100%)	419 (93.1%)
		Two	1 (1.3%)	11 (14.7%)	13 (17.3%)	4 (5.3%)	0 (0%)	0 (0%)	29 (6.4%)
		Three	0 (0%)	0 (0%)	2 (2.7%)	0 (0%)	0 (0%)	0 (0%)	2 (0.4%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
5.	In case of failure of Iris authentication alternative adopted by FPS owner	Ration is denied	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Ration is received without authentication	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Use exception management practice to receive ration	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)

		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
6.	Satisfied with the system of using PoS machine & Aadhaar to authenticate people for Rations	Very Satisfied	0 (0%)	42 (56%)	3 (4%)	51 (68%)	0 (0%)	1 (1.3%)	97 (21.6%)
		Satisfied	75 (100%)	33 (44%)	72 (96%)	24 (32%)	75 (100%)	74 (98.7%)	353 (78.4%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)

Biometric authentication had been successfully implemented in the districts. As far as earlier sample households satisfaction with the system of using e-PoS machine & Aadhaar to authenticate people for ration is concerned, 21.6 percent sample households were very satisfied, whereas 78.4 percent sample households were satisfied. Thus, 100 percent sample households were satisfied with the system of using PoS machine & Aadhaar to authenticate people for ration.

5.7.3 Reasons of Failure



The success rate of biometric authentication develops NFSA cardholders reliability towards Ae-PoS. 40 percent sample FPSs reported the success rate of biometric authentication in the FPS was more than 90 % but less than 100 percent, whereas 60 percent sample FPSs opted for 100 percent success rate of biometric authentication. Out of sample FPSs which opted for not having 100 percent success rate of biometric authentication, 100 percent sample FPSs opted for authentication failure due to poor quality of fingerprint.

In case of finger based authentication failure through e-PoS which was used for distribution of foodgrain, 100 percent sample FPSs reported that foodgrain was given by volunteer authentication.

Table 5.12: Biometric Authentication

Sl. No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Success rate of biometric authentication in the FPSs	More than 90 but less than 100%	5 (100%)	0 (0%)	0 (0%)	0 (0%)	2 (40%)	5 (100%)	12 (40%)
		100%	0 (0%)	5 (100%)	5 (100%)	5 (100%)	3 (60%)	0 (0%)	18 (60%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
2.	Reasons for not having 100% biometric authentication	Low Aadhaar Seeding	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Authentication failure due to poor quality of finger prints	5 (100%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	5 (100%)	12 (100%)
		Connectivity issue	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Others	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	5 (100%)	12 (100%)
3.	Alternative methods used in case of IRIS based authentication failure	Iris authentication	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Aadhaar based OTP authentication	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Fusion finger	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Ration not given	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Others	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

5.7.4 Time taken for Transaction

In total, 69.1 percent sample households reported that average time taken to complete one transaction through Ae-POS was up to 1 minute, 17.3 percent sample households reported that average time taken to complete one transaction through Ae-POS was 1-2 minutes and 13.6 percent sample households reported that average time taken to complete one transaction through Ae-POS was more than 2 minutes. It can be inferred that the average time taken to complete one transaction through Ae-POS by majority of sample households was (69.1 percent) 1minute.

Fig. 5.11: Average time taken to complete one transaction through e-POS

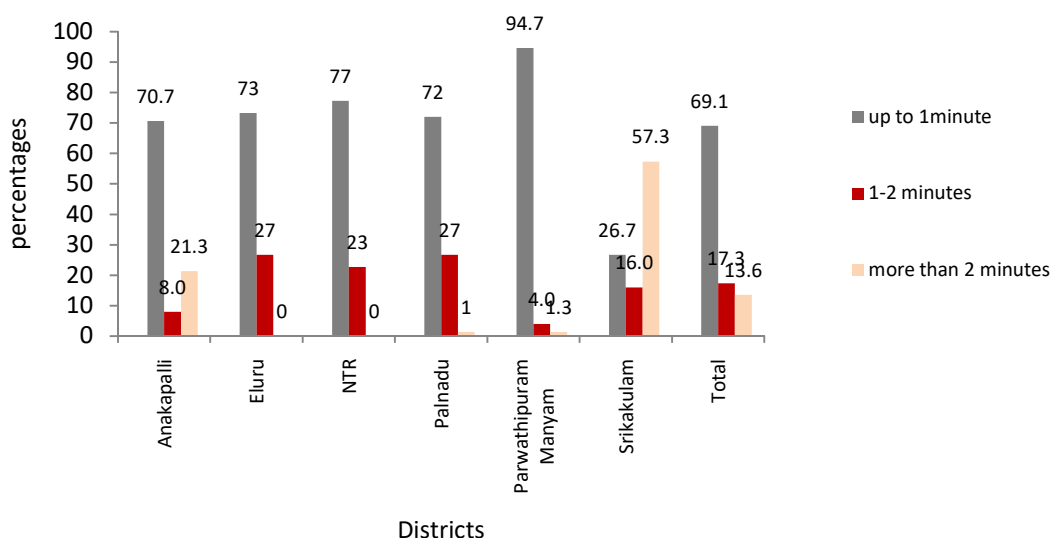


Table 5.13: Time taken for authentication & transactions

Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Average time taken to complete one transaction	Up to 1 minute	53 (70.7%)	55 (73.3%)	58 (77.3%)	54 (72%)	71 (94.7%)	20 (26.7%)	311 (69.1%)
		1-2 minute	6 (8%)	20 (26.7%)	17 (22.7%)	20 (26.7%)	3 (4%)	12 (16%)	78 (17.3%)
		More than 2minute	16 (21.3%)	0 (0%)	0 (0%)	1 (1.3%)	1 (1.3%)	43 (57.3%)	61 (13.6%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)

5.7.5 Exception management provisions for beneficiaries

The State Government adopted exception management practice to sell ration. All the sample respondents reported (100 percent) that the exception management practices adopted was through authentication Volunteers. At each FPS, 7-8 Volunteers were appointed through whom authentication rations were distributed to the cardholders, in case finger print authentication failure. The State government adopted doorstep delivery of food grains to the card holders through MDU & volunteers, which is certainly a commendable step.



of

of

Table 5.14: Exception Management Practice for Ration distribution at FPS

Sl.No.	Particulars	Responses	Districts						
			Anapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	In case of failure of IRIS authentication alternative adopted by FPS owner	Ration is denied	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Ration is received without authentication	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Use exception management practice to receive ration	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)

Conclusion

- 66.7 percent sample FPSs owned were having private license followed by 6.7 percent sample FPSs were owned by Cooperative & 26.7 percent sample FPSs were owned by Self-help-group.
- 100 percent sample FPSs was accessible by pucca road.

- For 100 percent sample households the distance travelled to FPS from their house was 100 meters to 1 km, which is manageable.
- 100 percent respondents reported that they were not overcharged for food grains any time during last one year.
- All the sample respondents (100%) reported that they were able to receive entitled quantity of food grains from the FPS in a single visit.
- 100 percent sample FPSs reported installation of AePOS at FPSs. However, 96.7 percent installed AePOS at FPSs were operational.
- Out of 89,11,731 RCs, for 89,11,731 (100 percent) Aadhaar seeding has been completed in the State. Out of 2,68,22,993 ration card beneficiaries, for 2,68,22,993 ration card beneficiaries (100 percent) Aadhaar seeding has been completed in the State.
- The average time taken to complete one transaction through Ae-POS by majority of sample households was (69.1 percent) 1 minute.

Chapter - 6

Viability & Transformation of FPSs

Fair Price Shop is the key institution under National Food Security Act, 2013 for execution of the NFS Act, 2013 from where the distribution of food grains takes place to the NFSA beneficiaries. Therefore, the success of NFSA execution is directly proportional to effective management of Fair Price shops. Hence, the better management practices may be installed at the FPS in order to execute the NFSA with greater transparency, commitment and accountability.

Sustainability and fairness in any business activity is directly proportional to an extent of profit to meet the expenses even if it is for social cause. The viability & transformation of FPSs is important so that the FPSs can sustain for longer run. In the above context, several initiatives were taken by government (Centre & State) in order to ensure the viability & transformation of FPSs viz. additional services at the FPSs, fixed commission to the FPS, provision of loan facility to FPS dealer under Pradhan Mantri Mudra loan etc. The section deals with viability & transformation of FPSs in the sample districts.

6.1 Demand for additional services at the FPS



The table below shows status of available services at the FPS. The FPS dealer in the sample district were selling only the NFSA food grains and sugar. FPS dealer did not

perform the role of Banking Corrospendent & Common Service Agent . Also, retail sale of small (5kg) LPG cylinders, providing broadband network services through PM WANI scheme & any other income generation activity through FPS was not reported at the sample FPSs. Thus, apart from selling of PDS items, FPS dealers in the sample districts were also engaged in selling of non PDS item (03 FPSs)(02 FPSs Anakapalli & 01 FPS NTR district).

.Table 6.1 : Status of additional services at the FPS

Sl. No.	Additional services	Respo nses	Anak apalli	Eluru	NTR	Palnadu	Parvathi puram Manyam	Srikaku lam	Total
	Banking Corrospendent Services	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
	Common Service Centre (CSC)	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
	Sale of non- PDS/grocery items	Yes	2 (40%)	0 (0%)	1 (20%)	0 (0%)	0 (0%)	0 (0%)	3 (10%)
		No	3 (60%)	5 (100%)	4 (80%)	5 (100%)	5 (100%)	5 (100%)	27 (90%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
	Retail sale of small (5kg) LPG Cylinders services	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
	Braodband netwok services	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

6.1.1 Banking/ Banking Corrospendent Service

Regarding demand for additional services at the FPS, 23.3 percent sample FPS were willing to take up Banking Correspondent Services at the sample FPS, whereas 76.7 percent sample FPS were not willing to take up Banking Correspondent Services.

6.1.2 Common Service Centre (CSC)services

Regarding demand for Common Service Centre services at the FPS, 33.3 percent sample FPS were willing to take up Common Service Centre at the sample FPS, whereas 66.7 percent sample FPS were not willing to take up Common Service Centre Services.

6.1.3 Sale of non-PDS/grocery items

Regarding demand for Sale of non-PDS/grocery items at the FPS, 48.1 percent sample FPS were willing to take up non-PDS/grocery items at the sample FPS, whereas 51.9 percent sample FPS were not willing to take up non-PDS/grocery items.

6.1.4 Sale of small (5kg) LPG cylinders, and

Regarding demand for sale of small (5kg) LPG cylinders at the FPS, 23.3 percent sample FPS were willing to take up sale of small (5kg) LPG cylinders at the sample FPS, whereas 76.7 percent sample FPS were not willing to take up sale of small (5kg) LPG cylinders. All are ready to sale domestic cylinder of 14.5 Kgs.

6.1.5 Broadband network services through PM-WANI scheme

Regarding demand for Broadband network services through PM-WANI scheme at the FPS, 13.3 percent sample FPS were willing to take up Broadband network services through PM-WANI scheme at the sample FPS, whereas 86.7 percent sample FPS were not willing to take up Broadband network services through PM-WANI scheme.

Table 6.2: Demand for additional services at the FPS

Sl.no	Additional services	Responses	Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
	Banking Correspondent Services	Yes	2 (40%)	0 (0%)	0 (0%)	0 (0%)	2 (40%)	3 (60%)	7 (23.3%)
		No	3 (60%)	5 (100%)	5 (100%)	5 (100%)	3 (60%)	2 (40%)	23 (76.7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
	Common Service Centre (CSC)	Yes	3 (60%)	1 (20%)	0 (0%)	0 (0%)	3 (60%)	3 (60%)	10 (33.3%)
		No	2 (40%)	4 (80%)	5 (100%)	5 (100%)	2 (40%)	2 (40%)	20 (66.7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
	Sale of non-PDS/grocery items	Yes	2 (66.7%)	2 (40%)	3 (75%)	1 (20%)	2 (40%)	3 (60%)	13 (48.1%)
		No	1 (33.3%)	3 (60%)	1 (25%)	4 (80%)	3 (60%)	2 (40%)	14 (51.9%)

			%)						
		Total	3 (100%)	5 (100%)	4 (100%)	5 (100%)	5 (100%)	5 (100%)	27 (100%)
Retail sale of small (5kg) LPG Cylinders services	Yes		2 (40%)	1 (20%)	0 (0%)	2 (40%)	0 (0%)	2 (40%)	7 (23.3%)
	No		3 (60%)	4 (80%)	5 (100%)	3 (40%)	5 (100%)	3 (40%)	23 (76.7%)
	Total		5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
Braodband netwok services	Yes		1 (20%)	0 (0%)	0 (0%)	1 (20%)	2 (40%)	0 (0%)	4 (13.3%)
	No		4 (80%)	5 (100%)	5 (100%)	4 (80%)	3 (60%)	5 (100%)	26 (86.7%)
	Total		5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

6.2 Implementation of other FPS transformation activities at FPS

Table 6.3: Implementation of other FPS transformation activities at FPS

Sl. No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	eKYC process to authentication cards initiated at FPS	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
2.	Installation of CCTV at FPS	Yes	0 (0%)	0 (0%)	1 (20%)	0 (0%)	0 (0%)	0 (0%)	1 (3.3%)
		No	5 (100%)	5 (100%)	4 (80%)	5 (100%)	5 (100%)	5 (100%)	29 (96.7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
3.	Type of weighing scale used at the FPS	Manual	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Electronic	0 (0%)	0 (0%)	1 (20%)	0 (0%)	0 (0%)	1 (20%)	2 (6.7%)
		Electronic & integrated with POS	5 (100%)	5 (100%)	4 (80%)	5 (100%)	5 (100%)	4 (80%)	28 (93.3%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
4	Mode of payment at	Cash	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

	FPS	Cash &UPI/E wallet	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		AEPS (Aadhar enabled payment system)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
5.	Availed loans under Pradhan Mantri Mudra Yojana	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
6.	If 'No' interested in availing loans under Pradhan Mantri Mudra Yojana	Yes	2 (40%)	5 (100%)	5 (100%)	4 (80%)	0 (0%)	3 (60%)	19 (63.3%)
		No	3 (60%)	0 (0%)	0 (0%)	1 (20%)	5 (100%)	2 (40%)	11 (36.7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

6.2.1 Installation of CCTV

The process of eKYC to authenticate ration cards was not reported at any of the sample FPSs. However, the process of eKYC was reported at Village/Ward Secretariat which was formed at every 2000 population and also by Village Volunteers. Home delivery facility (with old, infirm & disabled) was reported in the sample FPSs covered in the sample districts through MDU & Volunteers.

Regarding installation of



Electronic weighing machine at the sample FPS

CCTV at the sample FPS, the same was not reported in 96.7 percent sample FPS & only in 3.3 percent sample FPS installation of CCTV was reported. Also, mode of payment was cash as reported by 100 percent sample FPS dealer.

6.2.2 Use of electronic weighing scale

In order to ensure proper weighing of food grains at FPS, the type of weighing machine matters. It has been experienced that electronic weighing machine is more convenient than the manual weighing scale. In response to type of weighing scale used in the sample FPSs, electronic weighing machine integrated with PoS was used in 93.3 percent sample FPSs, whereas electronic weighing machine was used in 6.7 percent sample FPSs. It is a commendable effort of the state as a result it has been reflected well used at the sample FPSs in the sample districts. It can be said that it is in the practice of FPS dealers/MDUs.

In the sample districts, the role of legal metrology department has been reported instrumental in ensuring the correctness of the weighing scales at FPSs and in the Mobile Dispensing Units periodically (yearly) for accuracy of weightment under NFSA Public distribution system of food grains. The certificate issued by legal metrology department was reported available at the FPSs and MDUs.

6.2.3 Integration of e-PoS with electronic weighing scale

Integration of e-PoS with electronic weighing scale was reported at 28 sample FPSs (93.3 percent).

6.2.4 Provision of digital payments for beneficiaries

Regarding mode of payment at the sample FPS, the same was reported cash at 100 percent sample FPS.

6.2.5 Availing mudra loan for carrying out FPS transformation activities

As far as availing loan under Pradhan Mantri Mudra Yojana is concerned, no FPS dealer availed the facility of loan from Pradhan Mantri Mudra Yojana. In response to, whether they would like to avail the loan from Pradhan Mantri Mudra Yojana, 36.7 percent sample FPS dealer were not in favor, whereas 63.3 percent sample FPS dealer were in favor of availing loan under Pradhan Mantri Mudra Yojana.

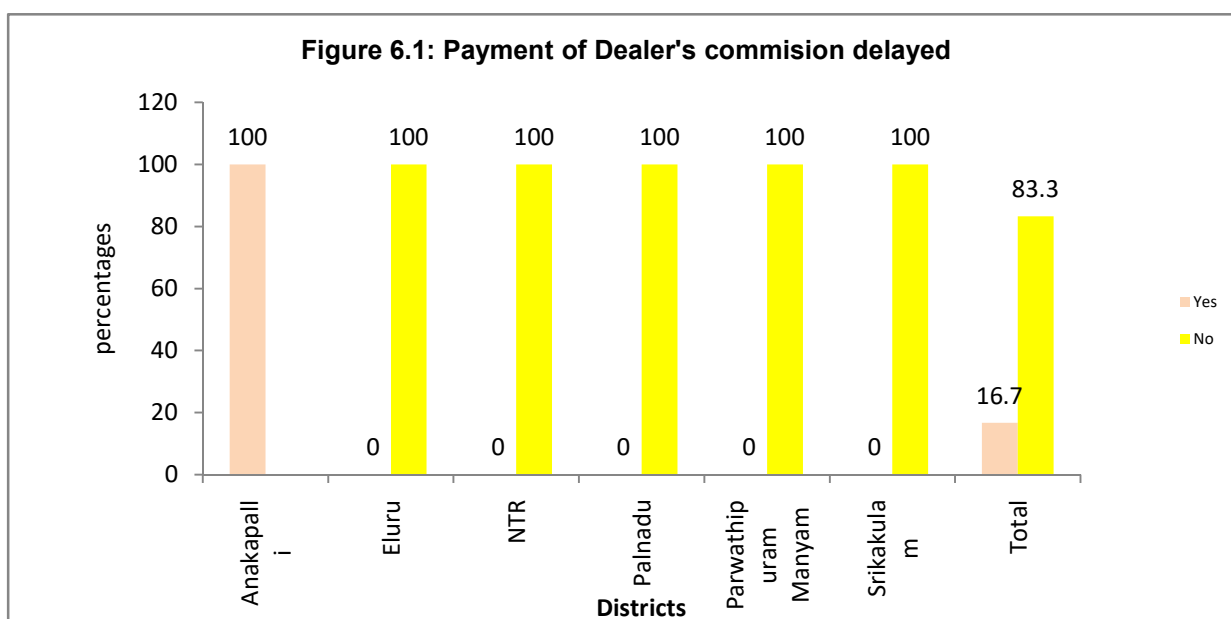
6.3 Viability of operations

6.3.1 Payment of Commissions & Pendency of payment

In response to the getting dealers commission timely, 83.3 percent sample FPSs reported that the payment of dealer's commission from the department had not been delayed, whereas 16.7 percent sample FPSs reported delay in dealer's commission (Anakapalli district). Every month the FPS dealers submit the challan amount after deducting their commission. The FPS dealer who reported delay in dealer's commission opted (20 percent) for 1-2 week & 2-4 week each, whereas 60 percent FPS dealers opted for more than a month.

Table 6.4: Payment of dealer's Commission

Sl.No.	Particulars	Responses	Districts (Nos. & %)						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
3.	Timely Payment of the dealers commission from the department	Yes	0 (0%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	25 (83.3%)
		No	5 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (16.7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)



6.3.2 Revenue from other FPS transformation activities

The table below shows revenue from sale of non-PDS item by 03 sample FPSs (02 in Anakapalli & 01 in NTR districts). The income from sale of non-PDS item by 03 sample FPS is very nominal viz. Rs.1000 & Rs.2000 monthly by Anakapalli sample FPS & Rs.5000 monthly by NTR sample FPS.

Table 6.5: Revenue from Sale of non-PDS items

District	FPS Dealer	FPS Id	Income from sale of non-PDS item
Anakapalli	Gandi Sanyasamma	332020	1000
Anakapalli	Shiva Sai Mahila Group	382005	2000
NTR	Kota Venkata Gurunadha Rao	684015	5000

6.3.3 Total revenue, expenditure, profit & viability

Sustainability and fairness in any business activity is directly proportional to an extent of profit to meet the expenses even if it is for social cause. In the process of concurrent evaluation efforts have been made to assess the income and expenditure on the pursuits. The assessment has been done at FPS level to record the probable monthly income and expenditures on the sale of food grains at FPS under NFSA, 2013 and other business activities. The findings are presented hereunder.

Table 6.6 : Total Revenue, Expenditure, Profit and Viability (Monthly Basis)							
S.No.	District	FPS Dealer	FPS ID	Total Income of FPS Dealer (Rs.)	Total monthly expenditure (Rs.)	Profit (Rs.)	Deficit (Rs.)
1	Anakapalli	K Nookayyasetty	382002	17100	11900	5200	
2	Anakapalli	KVS Hemlatan	342012	9270	4400	4870	
3	Anakapalli	Gandi Sanyasamma	332020	21115	10000	11115	
4	Anakapalli	C. Ramadevi	343011	8086	6500	1586	
5	Anakapalli	Shiva Sai Mahila Group	382005	10600	5100	5500	
6	Eluru	Obiliseti Subbarao	512018	21550	24500		2950
7	Eluru	Madya Hanapu Narsingma Rao	512030	13412	12100	1312	
8	Eluru	Konkalla Suresh	511025	15730	17500		1770
9	Eluru	Kotturi Nageswara Rao	507004	31342	22000	9342	
10	Eluru	G. Madhava Vorema	507042	24600	16200	8400	
11	NTR	Ms Regulagunta Santhi Kumari	684002	15750	16100		350
12	NTR	Praveen Babu	616016	20300	14900	5400	
13	NTR	Nallani Rama SHG	605002	9600	9200	400	
14	NTR	Kota Venkata Gurunadha Rao	684015	29400	23000	6400	
15	NTR	I. Prasada Rao	604036	10800	9000	1800	
16	Palnadu	Akshaya Mahila Podupu Sangh	784029	5608	6900		1292
17	Palnadu	Fauzi Mahila DWCRA Group	784038	21355	16400	4955	
18	Palnadu	Miriyala Rani	739082	8450	8800		350
19	Palnadu	Kana Parthi Seetharawamma	738018	7810	9600		1790
20	Palnadu	Lakshmi Tirupatamma MPG	745082	12806	12960		154
21	Parvathipuram Manyam	P. Thavitiraju	284425	18520	7290	11230	
22	Parvathipuram Manyam	Girijan Primary Cooperative society	113313	92850	70750	22100	
23	Parvathipuram Manyam	GCC- G. Satyanarayana	113296	20445	9800	10645	

24	Parvathipuram Manyam	Savrapu Raju	208001	11745	4220	7525	
25	Parvathipuram Manyam	P. Nagmani	284431	7980	5100	2880	
26	Srikakulam	D.Satyannarayana	118015	5016	6000		984
27	Srikakulam	Ronanki Syamala	182071	14700	9500	5200	
28	Srikakulam	M.Kamla	181060	29441	27100	2341	
29	Srikakulam	Shri Bapu Ji SHG Smt. Arjala Dhan Laxmi	129045	11825	7250	4575	
30	Srikakulam	Shri Priyanka SHG	128666	9790	7200	2590	

The findings of concurrent evaluation show that major FPSs are meeting their expenditures. In total, out of 30 sample FPS, 73 percent (22 FPS) are able to meet their expenditures and are in profit, whereas 27 percent (08 FPS) FPS are on deficit as expenditures are more than income. The income is based on the commission for sale of food grains under NFSA and other petty business taking place at FPS counter viz. selling of gunny bag. The expenditures amounting on various heads namely, salary, rent, electricity and Miscellaneous expenses were reported by the FPS owner/ respondent responsible for managing the FPS in the sample villages.

The table given above shows that in the sample FPSs, the monthly profit varies from Rs. 400 to Rs. 22100 monthly. The deficit was reported by 08 sample FPS which varies from Rs.154 to Rs. 2950 monthly. The viability is mainly depending on following factors namely, Numbers of members in the ration cards, ration cards, own building, own manpower/ hired manpower. Certainly, the size of ration cards per FPS is directly proportional to the revenue/ income.

Also, the issue raised by the FPS dealers that presently their revenue is almost double due to provision of distribution food grains under PMGKAY through FPS. The same may be reduced may be after September, 2022 after closure of the PMGKAY.

FPS dealer demanded in support of real/actual expenditure of the FPS. They further opined that their minimum income may be fixed. Also, they demanded improve in connectivity, increase in commission of FPS & add some more edible material in order to meet their expenditure, profit & viability.

Regarding opinion of sample FPS dealer about having sufficient profit to sustain the business, 80 percent sample FPS dealer opined that they did not have sufficient profit to sustain the business, whereas 20 percent sample FPS dealer opined that they have sufficient profit to sustain the business. 100 percent FPS dealer reported that they did not receive any fixed commission /salary for running the ration shop. Further, availability of extra space to provide additional services, 90 percent sample FPSs reported for the same, whereas 10 sample FPS dealer opted for non- availability of extra space to provide additional services.

Table 6.7: Profit & Viability of the Sample FPSs

Sl.N	Particulars	Respons	Districts (Nos. & %)
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o.		es	Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Receivey any fixed commission/salary for running the FPS	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
2.	Sufficient profit to sustain the business	Yes	0 (0%)	1 (0%)	1 (0%)	1 (0%)	1 (0%)	2 (40%)	6 (20%)
		No	5 (100%)	4 (80%)	4 (80%)	4 (80%)	4 (80%)	3 (60%)	24 (80%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
3.	Availability of extra space to provide additional services	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	3 (60%)	4 (80%)	27 (90%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (40%)	1 (0%)	3 (10%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

Chapter - 7

Supply Chain Management and Door step delivery

7.1 Adherence to Food Calendar

The food calendar in the sample districts was reported monthly. Every month the district receives the allocation of food grains and distributes it to the FPSs on monthly basis. The beneficiaries of NFSA receive the food grains on monthly basis. In all the 06 sample districts, the visited godown is managed by the Andhra Pradesh State Civil Supplies Corporation.

The MLS point in charge supplies the essential commodities to the FP shop dealers through stage-II contractors in every month from the date 20th to 30th of the month for next month public distribution at FPSs as per the allotment made by Commissioner, Civil Supplies Corporation.



Andhra Pradesh State Civil Supplies Corporation Ltd. (APSCSCL) is a State Agency appointed by the State Government for distribution of rice under PDS along with other essential commodities and purchase of paddy on MSP. It is the responsibility of the Corporation to undertake transportation, storage and delivery of the stocks under PDS at the door steps of the Fair Price Shop Dealers.

There are two stages in transportation of PDS commodities for delivery of stocks to the door steps of the Fair Price Shop dealers. The transportation from State Warehouse /buffer godowns to MLSP (Mandal Level Stock Point) is known as Stage-I transportation and transportation from MLS Points to Fair Price Shops is known as Stage-II transportation. District-wise Stage – I Transport Contractors are appointed at Head Office through e-tenders on e-procurement platform for transportation of food grains from State

Warehouse godowns/buffer godowns to MLS Points. Stage – II Transport Contractors are appointed at District Level through Tender Process by District tender committee with due approval APSCSCL.

7.2 Working of Online system

In order to make data public it needs to be online. It has been envisaged under NFSA that the whole supply chain should be managed online. Stock Position of godowns (opening balance, receipt, dispatch and closing balance) was captured online in the 12 sample godowns (100%) of six sample districts viz. Anakapalli, Eluru, NTR, Palnadu, Parvathipuram Manyam and Srikakulam managed by Andhra Pradesh State Civil Supplies Corporation.



Movement of food grains (delivery orders, release orders, truck challans, gate passes) were captured online and manual in all the 12 sample MLS point (godowns) visited by the concurrent evaluation team.

Table 7.1: Movement of Food grain Captured Online by MCS

Districts	Yes	No	Total
Anakapalli	2 (100%)	0 (00%)	2 (100%)
Eluru	2 (100%)	0 (00%)	2 (100%)
NTR	2 (100%)	0 (00%)	2 (100%)
Palnadu	2 (100%)	0 (00%)	2 (100%)
Parvathipuram Manyam	2 (100%)	0 (00%)	2 (100%)

Srikakulam	2 (100%)	0 (00%)	2 (100%)
Total	12 (100%)	0 (00%)	12 (100%)

Online movement of food grains stock captured online

- Supply Chain Management is being implemented under end to end computerization of by APSCSCL in MLS Points/Godown space hired by APSCSCL for storage.
- M/s Trans Global Geomatics, Hyderabad has been appointed by VC & Managing Director, APSCSCL for installation of GPS services, software support and reporting the movement of stocks.
- Physical verification of stocks of MLS points are being conducted by officers of Dy. Collector cadre.
- The real time stock position at each MLS points can be verified online at state site through specified logins.
- The in charge of MLS points collects the cost of commodities from the FPS dealers by way of NEFT/RTGS and generates 'Release Orders (RO)' online and also generates 'Truck Chit' in SCM while dispatching the stocks to the FP shops.
- As part of computerization SCM portal has been integrated with e-PDS portal for effective real time flow of information pertaining to PDS.
- All RO-wise transactions (Release Order for issue of commodities from MLS Point to FP shops at Mandal level) have been computerized with e-PDS and SCM portal for real time flow of FP Shop payment details pertaining to lifting of commodities.
- GPS Vehicle Tracking System has been introduced in APSCSCL to track the movement of vehicles transporting PDS commodities under stage-I & stage-II transportation system by installing tracking devices in all the vehicles.
- End-to End computerization of TPDS, the supply chain management system has been introduced in the sample districts MLS points.
- The truck challan were issued computerized by the transporter.
- SMS alert service about arrival of food grains at FPS was not automated in the sample although the FPS dealers were informed by MLS point manager over telephone/mobile. However, the FPS dealers were present during weighing of food grains for transportation to FPS as per the allotted stock.

Table 7.2: Online movement of food grains stock captured online

Particulars	Status	NTR		Eluru		Palnadu		Anakapalli		Parvathipuram Manyam		Srikakulam		Remark
		MLS Point	MLS Poi	MLS Po	MLSP Jangarreddigu	MLS P Nara	MLS P Chila	MLS P Yella	ML SP Par	MLS P Parva	Seetampeta	ML SP Srik	ML SP Am	

		Nan diga ma	nt Gol lap udi	int Pa thu ru	dem I	sara opet	kaluri pet	man chili	aw ada	thipur am Many am		akul am	ad ala Val as a	
Stock positio n of godow ns -	Capt ured onlin e	Yes		Yes		Yes		Yes		Yes		Yes		
Openin g balanc e, Receip t, dispatc h and closing balanc e.	If yes, whet her fully auto mat ed?	Yes		Yes		Yes		Yes		Yes		Yes		
Move ment of food grains- Deliver y Orders , Releas e Orders , Truck Challa ns, Gate Passe s,	Capt ured onlin e	Yes		Yes		Yes		Yes		Yes		Yes		
	If yes, whet her fully auto mat ed?	Yes		Yes		Yes		Yes		Yes		Yes		
Payme nt flow from FPS/ payme nt ackno wledge ment	Capt ured onlin e	Yes		Yes		Yes		Yes		Yes		Yes		
	If yes, whet her fully auto mat ed?													
SMS alert service about arrival of food grains at FPS	Capt ured onlin e	No		No		No		No		No		No		
	If yes, whet her fully	No		No		No		No		No		No		

	auto mat ed?							
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Any other supply chain activities which are still done manually?

No any

7.3 Sharing of information on movement and arrival of food grains

SMS alert service about arrival of food grains at FPS was not reported by all the 12 sample MLSP (100%).

7.4 Storage capacity of the godown

In the six districts 12 godowns were visited to understand the system and process of management of food grains under NFSA. As far as storage capacity of the godown in the existing situation was reported adequate and the stock is either for a month or less than a month.

Table 7.3: Storage capacity of MLSP

District	Name of godown	Nos. of FPS covered	Monthly requirement of food grains	Is enough space for storage is available	Adequacy of the storage capacity of the godown			
					Less than a month	Months requirement	02 months requirement	More than 02 months requirement
NTR	MLS Point Nandigama	125	900	Yes	Yes			
	MLS Point Gollapudi	385	4200	Yes				Yes
Eluru	MLS Point Pathuru	232	1500	Yes		Yes		
	MLSP Jangareddi gudem	148	1400	Yes			Yes	
Palnadu	MLS Point Narasaraopet	201	1351..65	Yes	Yes			
	MLSP Chilakaluripet	169	1150	Yes		Yes		
Anakapalli	MLSP Yellamanchili	80	550	Yes	Yes			
	MLSP Parawada	87	680	Yes	Yes			
Parvathipuram Manyam	MLSP Parvathipuram Manyam	166	1260.88	Yes		Yes		
	Seetampeta	56	750	Yes		Yes		

Srikakulam	MLSP Srikakulam	200	1858	Yes	Yes			
	MLSP Amadala Valasa	119	548	Yes	Yes			

Management of storage if enough storage facility is not available

NA

7.5 Linkage between Allocation, Offtake and Distribution

All the MLSP (Mandal Level Stock Point) visited by the Monitoring team had sufficient buffer stock. They received food grain from FCI in time & simultaneously dispatch the food grain



to FPS in time. No delay in distribution has been reported in any of the MLSP. Quantity of rice received & dispatched by the MLSP to the FPS of month April is stated below in table 8.2.

Table 7.4: Timely arrival and dispatch of food grains at MLSP (Month-April)

District	Name of godown	Arrival of food grains stock			Dispatch of food grains stock		
		Received	Received in time	Delay in receipt	Dispatch	Dispatch in time	Delay in Dispatch
NTR	MLS Point Nandigama	912.396	888.873	No	878.682	878.682	No
	MLS Point Gollapudi	8084.7	8084.7	No	5956.431	5956.431	No
Elluru	MLS Point Pathuru	3216.581	3216.581	No	3216.581	3216.581	No

	MLSP Jangareddigudem	2873.122	2873.122	No	2332.395	2332.395	No
Palnadu	MLS Point Narasaraopet	1351.065	1351.065	No	1351.065	1351.065	No
	MLSP Chilakaluripet	1171.491	1171.491	No	1171.491	1171.491	No
Anakapalli	MLSP Yellamanchili	563.67	563.67	No	843.764	843.764	No
	MLSP Parawada	703.101	703.101	No	1121.185	1121.185	No
Parvathipuram Manyam	MLSP Parvathipuram Manyam	1865.306	1865.306	No	1803.16	1803.16	No
	Seetampeta	1068.023	1068.023	No	967.478	967.478	No
Srikakulam	MLSP Srikakulam	2467.917	2467.917	No	2572.847	2572.847	No
	MLSP Amadala Valasa	690.458	690.458	No	738.83	738.83	No

Table 7.5: Reasons of delay in stock receipt and dispatch of food grains at godown

District	Name of godown	Nos. Of months during last six months when the allocated quantity of food grains not lifted	Reasons of delay in receipt food grains stock					Reasons of delay in dispatch of food grains stock				
			Delay in payment by state buffer godown	Delay in release of stock by buffer godown	Transportation related issue	Poor storage facility	Others	Delay in payment by FPS	Delay in receipt of stock	Transportation related issue	Poor storage facility	Others
NTR	MLS Point Nandigama	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	MLS Point Gollapudi	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Elluru	MLS Point Pathuru	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	MLSP Jangareddigudem	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Palnadu	MLS Point Narasaraopet	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	MLSP Chilakaluripet	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Anakapalli	MLSP Yellamanchili	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	MLSP Parawada	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Parvathipuram Manyam	MLSP Parvathipuram Manyam	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Seetampeta	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Srikakulam	MLSP Srikakulam	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	MLSP Amadala	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Valasa											
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7.6 Quality control mechanism - Efficacy and Adequacy

Quality is a property that every programme has. But it is a relative 'term' depending upon the availability of resources namely, time, system, functions, funds and functionaries. With regard to weighing management at godown i.e. whether the food grains weighed at godown with electronic weigh bridge linked to online system, at all the 12 sample MLSP(100%) the food grains weighed at godown with electronic weigh bridge linked to online system.

In response to whether food grains delivered to FPSs were weighed using FPS level electronic weighing machine linked to e-POS, in all the 12 sample MLSP(100%) food grains delivered to FPSs were weighed using electronic weighing machine linked to e-POS.

Hence, in terms of quality control mechanism in the sample districts, it is efficient and adequate as envisaged under NFSA in terms of linkage of weighing machine with ePOS at FPS and linkage of weighing machine online at MLSP.

Table 7.6: Use of Electronic Weighing Machine

Particulars	NTR		Eluru		Palnadu		Anakapalli		Parvathipuram Manyam		Srikakulam	
	MLS Point Nandigam a	MLS Point Gollapudi	MLS Point Patthuru	MLSP Jangareddigudem l	MLSP Narasaraopet	MLSP Chilakaluripe t	MLSP Yellamanchili	MLS P Parwada	MLSP Parvathipuram Manyam	Seetampeta	MLS P Srikakulam	ML SP Amadala Valasa
Food grains weighed at godown with electronic weigh bridge linked to online system	Yes		Yes		Yes		Yes		Yes		Yes	
Food grains delivered to FPSs weighed	Yes		Yes		Yes		Yes		Yes		Yes	

using FPS level electronic weighing machine linked to e-POS						
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7.7 Doorstep delivery and transportation cost management

In total, all the 30 sample FPSs (100%) in 06 sample districts reported that they received doorstep delivery of food grains. Hence, transportation of food grains was not an issue as all the sample FPSs received doorstep delivery of food grains.

7.8 Issues of Short Supply

The effective management of whole PDS system under NFSA can be judged by response of the stakeholders in terms of satisfaction on the issue of delivery of the right quantity, right quality delivered/ supplied on right time. In all the 12 sample MLSP (100%) instances of diversion/ black marketing of food grains from the godowns in last one year were not reported. Hence, issues of short supply were not reported in all the 06 sample districts.

8.6 System to ensure timely, smooth and uninterrupted supply of food grains to the FPSs

The food grains lifted from MLS point were delivered to the tagged FPS within 24 hours as per their schedule. The truck used for transportation of food grains is fitted with GPS system. The supply of food grains were reported online on real time basis. The supplied food grains at FPS were entered online through ePOS at the MLS point of the FPS dealer based on the monthly allotment by the APSCSCL.

In the state, there is a system of stage II transportation of food grains within 24 hours of lifting from MLS point and distributing to FPSs.

7.9 Automation of supply Chain

The automation of supply chain has been reported in all the sample districts where the lifting and distribution of food grains were managed by the Andhra Pradesh State Civil Supplies Corporation Ltd. (APSCSCL).

Table 7.7: Automation of supply chain

District	Name of godown	Supply chain deployed (Training godown staff on SCM	Provided training user manual
NTR	MLS Point Nandigama	Yes	Yes	Yes

	MLS Point Gollapudi	Yes	Yes	Yes
Elluru	MLS Point Pathuru	Yes	Yes	Yes
	MLSP Jangareddigudem	Yes	Yes	Yes
Palnadu	MLSP Narasaraopet	Yes	Yes	Yes
	MLSP Chilakaluripet	Yes	Yes	Yes
Anakapalli	MLSP Yellamanchili	Yes	Yes	Yes
	MLSP Parawada	Yes	Yes	Yes
Parvathipuram Manyam	MLSP Parvathipuram Manyam	Yes	Yes	Yes
	Seetampeta	Yes	Yes	Yes
Srikakulam	MLSP Srikakulam	Yes	Yes	Yes
	MLSP Amadala Valasa	Yes	Yes	Yes

7.10 System & process followed at Godown

- 8.8.1 With regards to SMS alerts, it was not reported in the 12 sample godown of 06 sample districts but they were informed over mobile phone for release of food grains from MLS point. With regards to adequate mapping, it was reported done properly and were reported adequate in all 06 sample districts sample MLS point evaluated. Also, it was reported satisfactory about Optimal route mapping done for all the FPSs.
- 8.8.2 While tagging FPS with godown, its exercise done using multiple factors in all the four sample districts godown visited namely, FPS is tagged to godown based on geography/ jurisdiction, FPS tagging is done based on least cost principle (distance/ trips etc.) and FPS tagging to godown is dynamic based on demand and supply.
- 8.8.3 Electronic weighing and linkage with ePOS was reported in practice either at godown level or at FPS level.
- 8.8.4 The weighing scale at MLS point was tested by the legal metrology department periodically (every year) and issued certificate of weighing scale correctness.
- 8.8.5 Any instances of diversion/black marketing of food grains from the Godown in last one year was not reported in any of the 12 MLS point /godowns.
- 8.8.6 The reports related to Stock position of godowns - Opening balance, Receipt, dispatch and closing balance, Movement of food grains and report of SMS alerts are not reported in public domain. It is available for department officials.

Table 7.8: System & process followed at Godown

Particulars		NTR		Eluru		Palnadu		Anakapalli		Parvathipuram Manyam		Srikakulam	
		MLS Point Nandigam a	MLS Point Gollapudi	MLS Point Pathuru	MLSP Jangareddigudem I	MLSP Narasaraopet	MLSP Chilakaluripet	MLSP Yellamanchili	MLSP Parawada	MLSP Parvathipuram Manyam	Seetampeta	MLSP Srikakulam	MLSP Amadalavalasa
SMS alerts & Mapping done	Average number of <u>SMSs alerts per FPS</u> (related to foodgrain dispatch to FPS) in the areas (FPSs)	No	No	No	No	No	No	No	No	No	No	No	No
	Optimal route mapping done for all the FPSs	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
If yes? How are the FPSs tagged to godown	FPS is tagged to godown based on geography/ jurisdiction	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	FPS tagging is done based on least cost principle (distance/ trips etc.)												
	FPS tagging to godown is dynamic based on demand and supply												

Electronic weighing and linkage with ePOS	Food grains weighed at godown with electronic weigh bridge linked to online system	Yes	Yes	Yes	Yes	Yes	Yes
	Food grains delivered to FPSs weighed using FPS level electronic weighing machine linked to ePoS	No	No	No	No	No	No
Diversion and black marketing issues	Any instances of diversion/black marketing of food grains from the Godown in last one year	No	No				
Reports are in public domain	Stock position of godowns- Opening balance, Receipt, dispatch and closing balance	No	No	No	No	No	No
	Movement of food grains- Delivery Orders, Release Orders, Truck Challans, Gate Passes	No	No	No	No	No	No
	Report on SMS alert service about arrival of food grains at FPS	No	No				

7.11 Suggestions for improving the existing PDS system and Supply Chain Management

The system of Public Distribution System (PDS) in the sample districts were reported satisfactory in terms of system of lifting and delivery of food grains in advance. The whole management of supply chain lies with Andhra Pradesh State Food & Civil Supply Corporation Ltd. (APSFCSCL).

Some observation has been reported related to Supply Chain Management is stated hereunder:

1. There is need to increase the capacity of almost all MLS point/ godown visited by the evaluation team in order to ensure the storage of required capacity of food grains at least for a month.
2. Weighbridge need to installed at MLS point in order weigh all the allotment of FPS at a time and the same can be entered at a time on linked ePoS.
3. Release order (RO) may be issued by 21-22 of the month for lifting/ distribution of food grains of next month.
4. The distribution of PMGKAY food grains to FPS is one month delay in all the 06 sample districts due to delay in allotment since beginning.
5. There must be post of 1-2 support persons at MLS point.
6. Additional one room may be available for operating the office at MLS point.
7. There should be availability of toilets and drinking water facility at MLS point for the labourers.

7.12 System to ensure timely, smooth and uninterrupted supply of food grains to the FPSs

The food grains lifted from MLS point were delivered to the tagged FPS within 24 hours as per their schedule. The truck used for transportation of food grains is fitted with GPS system. The supply of food grains were reported online on real time basis. The supplied food grains at FPS were entered online through ePOS at the MLS point of the FPS dealer based on the monthly allotment by the APSCSCL.

In the state, there is a system of stage II transportation of food grains within 24 hours of lifting from MLS point and distributing to FPSs.

Chapter - 8

One Nation One Ration Card (ONORC) & Inter-State Portability

8.1 Awareness regarding intra-state and national portability

The ONORC is a central government initiative that allows eligible beneficiaries to avail food grains they are entitled to, under the National Food Security Act (NFSA) from any Fair Price Shop (FPS) also known as ration shops across the country. The scheme eliminates the need to obtain a new ration card for the new location. This is aimed at ensuring that the beneficiaries under the National Food Security Act (NFSA) and other welfare schemes, especially the migrant workers and their families, get ration from any Fair Price Shop (FPS) across the country. Other aims of the intended reform were to better target beneficiaries, elimination of bogus/duplicate/ ineligible ration cards, and thus enhance the welfare and reduce leakage. For this, the reform conditions stipulated Aadhaar Seeding of all Ration Cards, biometric authentication of beneficiaries, and automation of all the Fair Price Shops (FPS) in the State.

In the above pretext, 47.3 percent sample respondents reported that they were aware about portability option for lifting their ration, whereas 52.7 percent sample respondents reported that they were not aware about portability option. Regarding awareness about portability, out of 213 sample respondents (47.3 percent) who were aware about portability option, 77.5 percent sample respondents reported that portability implies lifting ration from any FPSs in the village/ panchayat/ block vicinity, 11.3 percent sample respondents reported that portability means lifting ration from any FPS in the district & state each. Further, regarding source of information about portability option, out of 213 sample respondents (47.3 percent) who were aware about portability option, 43.2 percent sample respondents opted for FPS, 8.5 percent sample respondents opted for officials from the food department, 18.8 percent sample respondents opted for newspaper/ TV news/radio, 28.6 percent sample respondents opted for village revenue officers & 0.9 percent sample respondents opted for village secretariat officials.

8.2 Demand for ONORC/Portability (respondents who availed portability/ ONORC + respondents who were unable to avail / total respondents)

In response to use portability by the sample respondents out of 213 sample respondents (47.3 percent) who were aware about portability option, merely 2.3 percent sample respondents had used intra-state portability, 0.5 percent sample respondents had used inter-state portability, whereas 97.2 percent sample respondents had not used portability. Regarding reasons for not using portability, out

of 207 sample respondents (97.2 percent) who did not use portability, 98.6 percent sample respondents reported that portability was not required as they were satisfied with the services of mapped FPS, whereas 1.4 percent sample respondents opined that no one from the family had migrated to other district or state.

8.3 Reasons for beneficiaries availing portability/ONORC

In response to intra-state portability, out of 5 sample households (2.3 percent) who had opted for intra state portability, number of times in the past six months did the sample households/ family member picked ration from FPS other than the registered shop, 20 percent sample respondents opted for three times and 80 percent sample respondents opted for six times. Further, in response to inter-state portability, 01 sample respondent (0.5 percent) had opted for interstate portability.

In response to the sample respondents' opinion regarding location of FPS from where they had taken ration/ used portability, 60 percent sample respondents reported that it was from same village/ same panchayat/ different Panchayat, whereas 40 percent sample respondents opted for different district. Further, reasons for picking ration from other FPS, 13.3 percent sample respondents reported that due to unavailability of ration at the registered FPS, 20 percent sample respondents opted for network issues at the registered FPS, 40 percent sample respondents opined that the distance between home and registered FPS was more & 40 percent sample respondents reported change in area of residence. It implies that 60 percent sample respondents who had used portability and had taken ration from other than the registered shops did not do so due to migration issue but either due to network issue or distance issue etc, whereas, 40 percent sample respondents who had used portability and had taken ration from other than the registered shops was due to migration issue. One sample respondent (0.5 percent) who had used interstate portability, reported change in residence from home state to destination state as a reason for using interstate portability.

8.4 Experience of beneficiaries availing intra-state and national portability

Out of 5 sample respondents (2.3 percent) who had used intra state portability, 20 percent sample respondents were very satisfied, whereas 80 percent sample respondents were satisfied with the experience in picking the ration through portability. Regarding reasons for satisfaction, 60 percent sample respondents reported it saved time and cost associated with travelling to FPS, 20 percent sample respondents reported better service delivery in the shop & prevents loss of entitlements due to migration each.

Table 8.1: Awareness regarding intra-state and national portability

Sl.No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Aware about the portability option for picking your ration	Yes	2 (2.7%)	65 (86.7%)	50 (66.7%)	67 (89.3%)	7 (9.3%)	22 (29.3%)	213 (47.3%)
		No	73 (97.3%)	10 (13.3%)	25 (33.3%)	8 (10.7%)	68 (90.7%)	53 (70.7%)	217 (52.7%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	75 (100%)	450 (100%)
2.	If "Yes" what are you aware of?	Lift ration from any FPS in the village/ panchayat/ block or my vicinity	1 (50%)	63 (96.9%)	40 (80%)	60 (89.6%)	0 (0%)	1 (4.5%)	165 (77.5%)
		Lift ration from any FPS in the district	1 (50%)	2 (3.1%)	4 (8%)	6 (9%)	0 (0%)	11 (50%)	24 (11.3%)
		Lift ration from any FPS in the state	0 (0%)	0 (0%)	6 (12%)	1 (1.5%)	7 (100%)	10 (45.5%)	24 (11.3%)
		Lift ration from any FPS in the country	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Aadhaar seeding with ration card is mandatory to avail portability	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Part lifting of ration (ie: partial lifting of ration in destination state) is possible	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	2 (198%)	65 (195.8%)	50 (302.0%)	67 (193.4%)	7 (244.0%)	22 (141.7%)	213 (210.6%)
3.	Source of information about portability	FPS	2 (100%)	24 (36.9%)	46 (92%)	19 (28.4%)	0 (0%)	1 (4.5%)	92 (43.2%)
		Officials from the food department	0 (0%)	0 (0%)	2 (4%)	11 (16.4%)	1 (14.3%)	4 (18.2%)	18 (8.5%)

	facility	Newspaper/TV news/Radio	0 (0%)	16 (24.6%)	1 (2%)	1 (1.5%)	6 (85.7%)	16 (72.7%)	40 (18.8%)
		Village Revenue Officer	0 (0%)	24 (36.9%)	1 (2%)	35 (52.2%)	0 (0%)	1 (4.5%)	61 (28.6%)
		Panchayat Officials	0 (0%)	1 (1.5%)	0 (0%)	1 (1.5%)	0 (0%)	0 (0%)	2 (0.9%)
		Others	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	2 (100%)	65 (100%)	50 (100%)	67 (100%)	7 (100%)	22 (100%)	213 (100%)

Table 8.2: Demand for ONORC

Sl.No.	Particulars	Responses	Districts						
			Anapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Used Portability	Yes-intrastate	2 (100%)	0 (0%)	2 (4%)	0 (0%)	0 (0%)	1 (4.5%)	5 (2.3%)
		Yes-interstate	0 (0%)	0 (0%)	0 (0%)	1 (1.5%)	0 (0%)	0 (0%)	1 (0.5%)
		Both	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		None	0 (0%)	65 (100%)	48 (96%)	66 (98.5%)	7 (100%)	21 (95.5%)	207 (97.2%)
		Total	2 (100%)	65 (100%)	50 (100%)	67 (100%)	7 (100%)	22 (100%)	213 (100%)
2.	If "not" reason for not using portability	No need as satisfied with the services of registered FPS	0 (0%)	65 (100%)	48 (100%)	63 (95.5%)	7 (100%)	21 (100%)	204 (98.6%)
		No one from the family has migrated to other district or state	0 (0%)	0 (0%)	0 (0%)	3 (4.5%)	0 (0%)	0 (0%)	3 (1.4%)
		Total	0 (0%)	65 (100%)	48 (100%)	66 (100%)	7 (100%)	21 (100%)	207 (100%)

Table 8.3: Reasons for beneficiaries availing portability/ONORC

Sl.No.	Particulars	Responses	Districts (Nos. & %)			
			Anakapalli	NTR	Srikakulam	Total
1.	If "Yes" number of times in the past six months you/your family member picked ration from FPS other than the registered shop	Three times	0 (0%)	0 (0%)	1 (100%)	1 (20%)
		Six times	2 (100%)	2 (100%)	0 (0%)	4 (80%)
		Total	2 (100%)	2 (100%)	1 (100%)	5 (100%)
2.	Location of FPS from where ration was taken	Same village/ Same panchayat/Different panchayat	2 (100%)	0 (0%)	1 (100%)	3 (60%)
		Different district	0 (0%)	2 (100%)	0 (0%)	2 (40%)
		Total	2 (100%)	2 (100%)	1 (100%)	5 (100%)
3.	Reasons for picking ration from other FPS	Unavailability of ration at the registered FPS	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Network issues at the registered FPS	0 (0%)	0 (0%)	1 (100%)	1 (20%)
		Distance between home and registered FPS is more	2 (100%)	0 (0%)	0 (0%)	2 (40%)
		Change in area of residence	0 (0%)	2 (100%)	0 (0%)	2 (40%)
		Total	2 (100%)	2 (100%)	1 (100%)	5 (100%)

Table 8.4: Experience of beneficiaries availing intra-state and national portability

Sl.No.	Particulars	Responses	Districts (Nos. & %)			
			Anakapalli	NTR	Srikakulam	Total
1.	Satisfaction with the experience in picking the ration through portability	Very satisfied	1 (50%)	0 (0%)	0 (0%)	1 (20%)
		Satisfied	1 (50%)	2 (100%)	1 (100%)	4 (80%)
		Neutral	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	2 (100%)	2 (100%)	1 (100%)	5 (100%)
2.	If Satisfied, then reasons	Saving time and cost associated with travelling to FPS	2 (100%)	1 (50%)	0 (0%)	3 (60%)
		Better service at the registered FPS	0 (0%)	0 (0%)	1 (100%)	1 (20%)
		Prevent loss of entitlement	0 (0%)	1 (50%)	0 (0%)	1 (20%)
		Total	2 (100%)	2 (100%)	1 (100%)	5 (100%)

8.5 Difficulties faced by beneficiaries in portability transactions

Out of 47.3 percent sample respondents who were aware about portability option for lifting their ration from other than the registered shops, only 6 sample respondents (2.8 percent) had taken ration from other than the registered/ mapped shops. 2.3 percent sample respondents were using intra state portability & 0.5 percent sample respondent was using inter-state portability. All the sample respondents who were using portability were satisfied with the services/ration of other than the registered FPS. Hence, the sample respondents did not face any difficulties in portability transactions.

Table 8.5: Difficulties faced by beneficiaries in portability transactions

Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Anakapalli	NTR	Srikakulam	Palnadu	Total
1.	Difficulties faced by beneficiaries in portability transactions	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	2 (100%)	2 (100%)	1 (100%)	1 (100%)	6 (100%)
		Total	2 (100%)	2 (100%)	1 (100%)	1 (100%)	6 (100%)

8.6 Perception of beneficiaries regarding inter-state and national portability

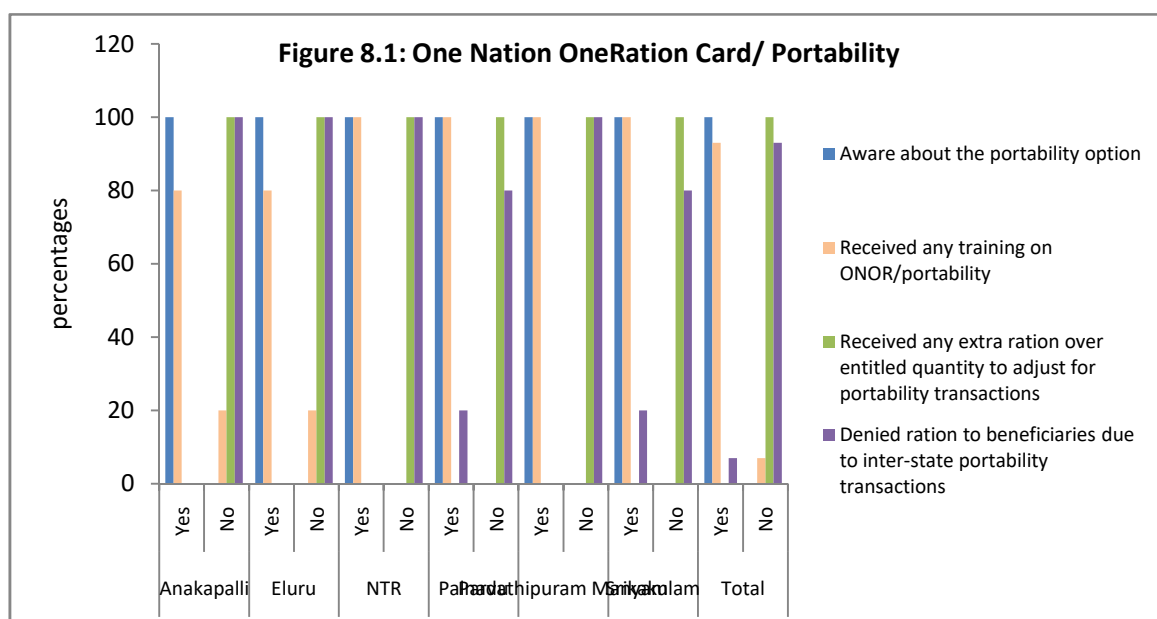
Largely, the beneficiaries are satisfied with the portability option given by the Government so that they should not miss their entitlement in case of migration from their home town. Also, looking to the availability of food grains and quality at FPSs, it is choice for them to access to the NFSA food grains as per their choice.

8.7 Impact of FPS portability on beneficiary satisfaction

All the sample respondents (2.8 percent) who were using portability were satisfied with the services/ ration of other than the registered FPS. Hence, the sample respondents did not face any difficulties in portability transactions.

8.8 One Nation One Ration Card/ intra-state portability

The implementation of One Nation One Ration Card (ONORC) plan is one of the top most priorities of Department of Food, Civil supplies & Public Distribution, Government of India to provide an option to all eligible ration card holders/beneficiaries covered under NFSA to access their entitlements from anywhere in the country. Under this plan, the distribution of highly subsidized food grains is enabled through nation-wide portability of ration cards through the implementation of IT-driven system by installation of ePoS devices at FPSs, seeding of Aadhaar number of beneficiaries with their ration cards and operationalisation of biometrically authenticated ePoS transactions in the State/UTs.



ONORC / Portability initiative under NFSA is a commendable measure taken by Govt. of India in order to provide food grains to beneficiaries interstate & intra state.

8.8.1 Awareness on intra-state & national portability

In the sample FPSs, 100 percent sample FPS dealers were aware about the portability options for beneficiaries to take/lift/pick their ration. Also, 100 percent sample FPS dealers received training on ONORC / Portability.

8.8.2 Impact of portability on number of beneficiaries availing ration, profitability of FPS dealer

Regarding change in number of beneficiaries after introduction of intra state & interstate portability, 3.3 percent sample FPS dealers reported increased in number of beneficiaries, whereas 96.7 percent sample FPS dealers opted for stayed the same. Like-wise, change in profitability after introduction of portability, 100 percent sample FPS dealers opted for status quo. Further, change in Fair Price shop (FPS) timings after introduction of portability, 100 percent sample FPS dealers reported that it stayed the same as it was prior to portability.

8.8.3 Process of extra allocation of foodgrains to adjust for portability transactions

With regard to meeting the requirement of portability demand at FPS, 100 percent sample FPS dealers reported that they did not get any extra ration over entitled quantity to adjust for portability transactions. However, they distributed ration under ONORC through extra quota based on last month transaction. Regarding denial of ration to beneficiaries due to inter - state portability transactions, 7 percent sample FPS dealers reported for the same, whereas 93 percent sample FPS dealers opined that they did not deny ration to beneficiaries due to inter-state portability transactions.

8.8.4 Any issues/ difficulties faced in implementing portability transactions

The issues/ difficulties by sample FPS dealers faced in implementing portability transactions are as follows:

- Some of the migrants are not interested in rice, they are asking to supply wheat & wheat atta.
- Buffer stock of food grains (rice) was not provided to FPS dealers for portability.
- No IMPDS transaction at e PoS/ IMPDS Card not accessible to the FPS.
- Also, issued stock under IMPDS is not deducted from stock closing balance.

Table 8.6: ONORC/ Portability

Sl. No.	Particulars	Responses	Districts						
			Anakapalli	Eluru	NTR	Palnadu	Parvathipuram Manyam	Srikakulam	Total
1.	Aware about the portability option	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
2.	Received any training on ONORC/ portability	Yes	4 (80%)	4 (80%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	28 (93%)
		No	1 (0%)	1 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (7%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
3.	Number of beneficiaries changed after ONORC/ portability	Increased	0 (0%)	1 (20%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (3.3%)
		Decreased	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Stayed the same	5 (100%)	4 (80%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	29 (96.7%)
		Not aware	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
4.	Change in profitability after ONORC/ portability	Increased	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Decreased	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Stayed the same	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Not aware	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
5.	Shop timings	Increased	0	0	0	0	0	0	0

	Changed after ONORC/ portability		(0%)	(0%)	(0%)	(0%)	(0%)	(0%)	(0%)
		Decreased	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Stayed the same	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
6.	Received any extra ration over entitled quantity to adjust for portability transactions	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)
7.	Denied ration to beneficiaries due to inter- state portability transactions	Yes	0 (0%)	0 (0%)	0 (0%)	1 (20%)	0 (0%)	0 (0%)	2 (7%)
		No	5 (100%)	5 (100%)	5 (100%)	4 (80%)	5 (100%)	5 (100%)	28 (93%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	30 (100%)

Chapter - 9

Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY)

9.1 Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY)

The moral and food grain support from Prime Minister is instrumental to every NFSA beneficiaries as they get 10 Kg of food grains including NFSA regular food grains during covid period which is extended upto September, 2022.

To overcome the economic and nutritional impact of corona virus and reduce the impact of lockdown on the poor, Hon'ble Prime minister Shri Narendra Modi soon after the imposition of lockdown on 24 March 2020, announced a relief of Rs.1.70 crore under the "Prime Minister Garib Kalyan Anna Yojana". Later on, the Prime Minister extended the scheme till the end of November 2020. The Union Finance Minister, Smt. Nirmala Sitharaman announced a package of Rs 1.70 lakh crore under Pradhan Mantri Garib Kalyan Yojana within 36 hours from the announcement of the countrywide lockdown. She mentioned that the Finance Ministry designed this package for the front-line COVID-19 warriors and welfare of the people during this pandemic situation. The government would provide medical insurance coverage of Rs



Monitoring team interaction with NFSA Cardholders

50 lakh per person nearly to 20 lakh front-line COVID-19 warriors, including Asha workers, sanitary workers, nurses, doctors, and so on. Similarly, during second wave

of covid-19, a lockdown was imposed on 21 April, 2021. Again the central ministry made the provision for additional free ration for NFSA cardholders from May, 2021 to November, 2021.

Food-related relief measures: Around 80 crore people under the Pradhan Mantri Garib Kalyan Anna Yojana have been benefitted with an additional 5 kg rice or wheat per person and each household got 1 kg of preferred pulse for the period from April, 2020 to November, 2020 i.e. 08 months. In April 2021, the Centre Ministry had announced distribution of free food grains for the period of May, 2021 & June, 2021



(till mid of July, 2021) under the PMGKAY to help people during second wave of COVID-19. This was in addition to the 5 kg of rice or wheat per person per month in regular supply of NFSA.

This report presents the findings of concurrent evaluation & monitoring of PMGKAY in the State of Andhra Pradesh i.e. July 2021- March 2022. This was the announcement by the Central Ministry under which food grains were distributed free of cost to the NFSA cardholders. The NFSA cardholders were given 5 Kg food grains.

9.1.1 Evaluation of PMGKAY benefit delivery

In the above perspectives one of the objectives of Concurrent Evaluation & monitoring of Implementation of NFSA Act, 2013 was to assess the impact of PMGKAY on the poor. The findings of details of feedback of sample NFSA cardholders at sample FPS are given below.

Table 9.1 : Distribution of Food grains under Pradhan Mantri Garib Kalyan Yojana

Sl. No	State	District	Total FPS	Total NFSA HH covered	Get PMGKAY food grains as per norms (July 2021-March 2022)		If No reason
					Yes	No	
1.	Andhra Pradesh	Anakapalli	5	75	75	0	
2.		Eluru	5	75	75	0	
3.		NTR	5	75	75	0	
4.		Palnadu	5	75	73	0	
5.		Parvathipuram Manyam	5	75	75	0	
6.		Srikakulam	5	75	75	0	
		Total	30	450	450	0	

The above table shows that in total 6 sample districts were covered under the concurrent evaluation study namely, Anakapalli, Eluru, NTR, Palnadu, Parvathipuram Manyam and Srikakulam. Out of 6 sample districts, it was reported that all the 450 sample respondents (100 percent) got free food grains as per norms during July 2021-March 2022.

9.1.2 Distribution of pulses under PMGKAY

During the reference period i.e. July 2021 to March, 2022 no pulses were distributed to the ration card holders under PMGKAY.

9.1.3 Mode of receiving grains Distribution of Pulses under PMGKAY

During the reference period i.e. July 2021 to March, 2022 the food grains were distributed to the ration card holders through thumb authentication under PMGKAY.

9.1.4 Difficulties/instances of not receiving ration (or incorrect quantity) and major reasons

In 6 sample districts, it was reported that all the 450 sample respondents (100 percent) got free food grains as per norms during July 2021- March 2022. Hence, difficulties/ instances of not receiving ration and a major reason was not reported. Therefore, we can appreciate the role of state in effective and regularly distribution of PMGKAY food grains in the sample districts across the state.

Chapter - 10

Key Findings & Recommendations

The Concurrent Evaluation of implementation of NFSA Act, 2013 in the State of Andhra Pradesh has been assigned to Monitoring Institute – Centre for Development Communication & Studies (CDECS). In the state, there are 26 districts. As per ToR of concurrent evaluation of implementation of National Food Security Act, 2013, the data have been collected in 6 sample districts of Andhra Pradesh on half-yearly basis. For the purpose of concurrent evaluation of implementation of NFSA Act, 2013 in the round - 3 (October 2021 – March, 2022) in total, 6 districts have been selected. Efforts have been made to assess the management of Fair Price Shops, beneficiary selection and ration card management, storage quality and accessibility, doorstep delivery, One Nation One Ration Card (ONORC)/ Portability, FPS automation, status of NFSA households and Prime Minister Garib Kalyan Anna Yojana (PMGKAY) etc.

In order to meet the objectives of NFSA, 2013, concurrent evaluation study has been undertaken in total 06 districts in round 3 of the year 2021-22 (Year -2) in the State. The purpose is to assess the overall progress of implementation of NFSA across the State and measure and monitor the change it has brought in, specifically at the systemic level i.e. assess and analyze the progress of implementation of various aspects of the NFSA 2013 & at beneficiary level namely, evaluate the benefits of NFSA on the target groups to achieve the objectives of the NFSA.

The execution of NFSA, 2013 in the State can be well appreciated in terms of sensitiveness the State and officials have for the effective execution of the Act. Moreover, it can also be said that it is well planned and systematic in terms of identification of eligible beneficiaries, categorizing them into Priority Household (PHH) and Antyodaya Anna Yojana (AAY), timely allocation, distribution of food grains monthly to beneficiaries, online management of FPSs, better supply chain management, FPS automation and putting additional resources by the State by providing additional rice cards to the needy and left out from NFSA and ensure doorstep delivery through MDUs. The whole team for execution of NFSA is young and dynamic who are committed & responsible for quality delivery and meet the expectations of the Act. The whole exercise of concurrent evaluation has been focused on assessing the input, process, output and outcome and the strengths and weaknesses in the execution of the NFSA, 2013 in the sample districts both at the system level and at the beneficiaries' levels. In addition, the evaluation team has tried to assess the system established for execution of NFSA, 2013 and also see how the beneficiaries have been benefitted and what more is needed to be done in order to improve the efficacy in terms of execution of the Act.

However, even the best execution initiative certainly needs improvement over a period looking to the larger perspective of the Act and its importance in terms of feasibility and quality execution. It also requires proper shaping and handholding support with

time in order to ensure the better execution by the system and more satisfaction of the beneficiaries. Based on the findings of the concurrent evaluation study, some recommendations have been drawn in order to improve the efficiency, efficacy, accessibility and quality of execution for greater satisfaction of the targeted beneficiaries. It has been realized that looking to the state initiatives and commitment, it is important to resolve even the small issues associated to PDS system and need to be given due care.

10.1 Key Findings

I. Beneficiary Selection & Ration card Management

- a. Out of total eligible Ration Cards under NFSA, 10.2 percent were AAY and 89.8 percent were PHH beneficiaries ration cards.
- b. Similarly, out of the total targeted NFSA beneficiaries members (as per census 2011 and state provisions in rural & urban area) under NFSA in the state, 100 percent families were covered under NFSA. The additional families who have been issued Rice card were also covered by the State from their own fund. The rice card beneficiaries are getting rice as per provision in NFSA i.e. 5 kgs rice per member/unit.
- c. 0.9 percent sample households reported that up to 50% members & 51-75% members in family seeded Aadhaar number in ration card each, 0.4 percent sample households reported that 76-99% members in family seeded Aadhaar number in ration card, 96.7 percent sample households reported that 100% members in family seeded Aadhaar number in ration card and 1.1 percent sample households reported that more than 100% members in family seeded Aadhaar number in ration card. The reasons behind more than 100% members in family seeded Aadhaar number in ration card are still consideration of persons who are dead family/members and also married girls are in the NFSA /Rice car. Thus, about 96.7 percent sample households reported that 100% members in family seeded Aadhaar number in ration card.

II. Fair Price Shop management

- a. Amongst the sample FPSs, 66.7 percent of sample FPSs were owned under private license followed by 6.7 percent of sample FPSs were owned by Cooperative & 26.7 percent of sample FPSs were owned by SHGs.
- b. All the (100 percent) sample FPSs were accessible by pucca road.
- c. 100 percent sample households reported that the distance travelled to FPS from their house was 500 meters to 1 km, which is manageable.
- d. All the sample respondents/households (100 percent samples) did not experience any problem of under- weight in last one month.
- e. All the sample respondents/households (100 percent samples) reported that they were not overcharged for food grains any time during last one year.
- f. 100 percent sample households were satisfied with number of working days of the FPSs.

- g. 100 percent sample households were satisfied with opening & closing time of FPSs.
- h. All the sample respondents (100%) reported that they were able to receive entitled quantity of food grains from the FPS in a single visit.
- i. The NFSA beneficiaries were satisfied with the 'sortex' quality of rice in the State which contain less breakage percentage as compared to non-sortex rice.
- j. 100 percent sample FPSs reported installation of AePOS at FPSs. However, 96.7 percent installed AePOS at FPSs were reported operational.
- k. In total, 100 percent sample households reported use of e-POS for getting food grains under PDS.
- l. In the state, out of 89,11,731 RCs, Aadhaar seeding has been completed for 89,11,731 (100 percent). Also, for all the 2,68,22,993 ration card beneficiaries in the state (100 percent) Aadhaar seeding has been completed.
- m. In total, 84.2 percent sample households reported that they got printed receipt from e-POS, 10.4 percent sample households reported that they sometimes got printed receipt from e-POS and 5.3 percent sample households reported that they never got printed receipt from e-POS. The reason given by FPS dealers for not giving printed receipt to the sample households was the very high cost of paper, which is used for printed receipt is very high.
- n. Majority of sample respondents (93.1 percent) received their food grains only after one successful authentication attempt. Thus, 100 percent sample households were satisfied with the system of using PoS machine & Aadhaar to authenticate people for ration.
- o. The success rate of biometric authentication develops NFSA cardholders reliability towards Ae-PoS. 40 percent sample FPSs reported the success rate of biometric authentication in the FPS was more than 90 % but less than 100 percent, whereas 60 percent sample FPSs opted for 100 percent success rate of biometric authentication..
- p. In case of finger based authentication failure through e-PoS of ration card holder for lifting of foodgrains, the sample FPSs (100 percent) reported that foodgrains were given through thumb authentication of the concerned volunteers of the area.
- q. It can be inferred that the average time taken to complete one transaction through Ae-POS by majority of sample households was (69.1 percent) up to 1minute.
- r. The State Government adopted exception management practice for sale of NFSA food grains/ ration. All the sample respondents reported (100 percent) that the exception management practices adopted was through thumb authentication of Volunteers. At each FPS, 7-10 Volunteers were appointed-average one volunteer for 50 Households who helps in distribution of NFSA ration to the cardholders.

- s. The State government adopted doorstep delivery of food grains for all the NFSA card holders through Mobile Dispensing Units (MDU) & volunteers, which is certainly a commendable step.
- t. All the 30 sample FPSs (100%) in 6 sample districts reported that they received doorstep delivery of food grains. Hence, transportation of food grains was not an issue as all the sample FPSs received doorstep delivery of food grains. Likewise, 100 percent sample FPSs reported that they were not charged by transporter or others for transportation of food grains upto FPS.
- u. 96.7 percent sample FPSs reported that they had excess foodgrains left after closing the sale. However, 96.6 percent sample FPSs who opted for excess foodgrains left after closing the sale reported that the excess foodgrains left after closing the sale was adjusted in the food grains allocated for the next month.
- v. 83.3 percent sample FPSs reported that the payment of dealer's commission from the department had not been delayed, whereas 16.7 percent sample FPSs reported delay in dealer's commission (Anakapalli district).
- w. The operational mode of selling food grains at FPS was through biometric authentication through e-PoS connected with weighing machine with Bluetooth. It was reported that in all the sample (100 percent) FPSs, the ePoS were connected with weighing machine and sale of food grains was done through biometric authentication only. Apart from biometric authentication food grains were not sold either through other forms of authentication through PoS (OTP/Iris) or through other mode- may be manually or offline.
- x. 100 percent sample FPSs opined that the use of e-PoS machine increased the convenience of FPS dealers. In case of errors/breakdown of the PoS machine, 100 percent sample FPSs opined that complaint was raised with ePoS machine vendor. However, the maintenance of e PoS on cost basis was borne by FPS dealer.
- y. The process of eKYC to authenticate ration cards was not reported at any of the sample FPSs. However, the process of eKYC was reported at Village/Ward Secretariat which was formed at every 2000 population and also by Village Volunteers. Home delivery facility (with old, infirm & disabled) was reported in the sample FPSs covered in the sample districts through MDUs along with Volunteers.
- z. In the sample districts, the role of legal metrology department has been reported instrumental in ensuring the correctness of the weighing scales at FPSs and in the Mobile Dispensing Units periodically (yearly) for accuracy of weightment under NFSA Public distribution system of food grains. The certificate issued by legal metrology department was reported available at the FPSs and MDUs.

III. Access to Food Grains entitlements & FPS Automation

- a. All of the (100 percent) sample households opined that they received entitled quantity of food grains from FPS in a single visit.
- b. 100 percent sample households were satisfied with the quality of grains..
- c. 89.3 percent sample households were satisfied with the proportion of rice given to them through PDS, whereas 10.7 percent were not satisfied with the proportion of food grains given to them through PDS. The sample households who were not satisfied with the proportion of rice given to them demanded some proportion of wheat under ration. Mostly, the respondents demanded proportion of wheat from urban area /towns. In Andhra Pradesh only rice was given to the NFSA cardholders
- d. Regarding nomination/ home delivery facility to old, infirm & disabled members in the sample FPSs, in all the six districts (viz. Anakapalli, Eluru, NTR, Palnadu, Parvathipuram Manyam & Srikakulam) ration cardholders were availing home delivery facility at all the 30 sample FPSs through Mobile Dispensing Unit (MDU) & Volunteers.

. IV. Viability & transformation of FPSs

- a. Installation of CCTV at the sample FPS, the same was not reported in 96.7 percent sample FPS & only in 3.3 percent sample FPS installation of CCTV was reported.
- b. Apart from sale of non-PDS item by 03 sample FPS (02 in Anakapalli & 01 NTR) FPS dealers at the sample FPS were not engaged in any additional services.
- c. In response to type of weighing scale used in the sample FPSs, electronic weighing machine was reported at the 6.7 percent sample FPSs, whereas electronic weighing machine integrated with e-PoS was reported at 93.3 percent sample FPS
- d. Integration of e-PoS with electronic weighing scale was reported at 28 sample FPSs (93.3 percent).
- e. Regarding mode of payment at the sample FPS, the same was reported cash at 100 percent sample FPS.
- f. 100 percent FPS dealer did not avail the facility of loan from Pradhan Mantri Mudra Yojana.
- g. 83.3 percent sample FPSs reported that the payment of dealer's commission from the department had not been delayed, whereas 16.7 percent sample FPSs reported delay in dealer's commission(Anakapalli district).
- h. The income from sale of non-PDS item by 03 sample FPS is very nominal viz. Rs.1000 & Rs.2000 monthly by Anakapalli sample FPS & Rs.5000 monthly by NTR sample FPS.
- i. 73 percent sample FPS (22 FPS) are able to meet their expenditures and are in profit, whereas 27 percent (08 FPS) FPS are on deficit as expenditures are more than income.
- j. The monthly profit varies from Rs. 400 to Rs. 22100 monthly. The deficit was reported by 07 sample FPS which varies from Rs.154 to Rs. 2950 monthly.

- k. 100 percent FPS dealer reported that they did not receive any fixed commission /salary for running the ration shop. Further, availability of extra space to provide additional services, 90 percent sample FPSs reported for the same, whereas 10 sample FPS dealer opted for non- availability of extra space to provide additional services.

V. Prime Minister Garib Kalyan Anna Yojana (PMGKAY)

- a. In total 6 sample districts were covered under the concurrent evaluation study namely, Anakapalli, Eluru, NTR, Palnadu, Parvathipuram Manyam and Srikakulam. Out of 6 sample districts, it was reported that all the 450 sample respondents (100 percent) got free food grains as per norms during July 2021-March 2022. Thus, all the targeted households received the entitled food grains under PMGKAY.

VI. One Nation One Ration Card (ONORC)/ Portability

- a. All the (100 percent) sample FPS dealers were aware about the portability options for beneficiaries to lift their ration.
- b. The FPS dealers were trained on IMPDS so that the portability at the FPS can be well taken care. 93 percent sample FPS dealers received training on ONORC / Portability.
- c. Regarding change in number of beneficiaries after introduction of intra state & interstate portability, 3 percent sample FPS dealers reported increase in number of beneficiaries, whereas, 97 percent sample FPS dealers opted for status quo.
- d. In case of change in profitability after introduction of portability, 100 percent sample FPS dealers reported that it stayed the same.
- e. Change in Fair Price shop (FPS) timings after introduction of portability, 100 percent sample FPS dealer reported that it stayed the same as it was prior to portability.
- f. 100 percent sample FPS dealers reported that they did not get any extra ration over entitled quantity to adjust for portability transactions.

VII. Management of Godowns and Food grains distribution management through SCM

- a. Supply Chain Management is being implemented under end to end computerization of by APSCSCL in MLS Points/Godown space hired by APSCSCL for storage.
- b. M/s Trans Global Geomatics, Hyderabad has been appointed by VC & Managing Director, APSCSCL for installation of GPS services, software support and reporting the movement of stocks.
- c. Physical verification of stocks of MLS points are being conducted by officers of Dy. Collector cadre.

- d. The real time stock position at each MLS points can be verified online at state site through specified logins.
- e. The in charge of MLS points collects the cost of commodities from the FPS dealers by way of NEFT/RTGS and generates 'Release Orders (RO)' online and also generates 'Truck Chit' in SCM while dispatching the stocks to the FP shops.
- f. As part of computerization SCM portal has been integrated with e-PDS portal for effective real time flow of information pertaining to PDS.
- g. All RO-wise transactions (Release Order for issue of commodities from MLS Point to FP shops at Mandal level) have been computerized with e-PDS and SCM portal for real time flow of FP Shop payment details pertaining to lifting of commodities.
- h. GPS Vehicle Tracking System has been introduced in APSCSCL to track the movement of vehicles transporting PDS commodities under stage-I & stage-II transportation system by installing tracking devices in all the vehicles.
- i. End-to End computerization of TPDS, the supply chain management system has been introduced in the sample districts MLS points.
- j. The truck challan were issued computerized by the transporter.
- k. SMS alert service about arrival of food grains at FPS was not automated in the sample although the FPS dealers were informed by MLS point manager over telephone/mobile. However, the FPS dealers were present during weighing of food grains for transportation to FPS as per the allotted stock.

10.2 Key Recommendations

First, the awareness, access, regular supply, getting proper quantity, entitlement and eligibility criteria etc. are issues which need to be disseminated regularly. Therefore, state may direct districts to undertake the actions to popularize the various components of NFSA, inclusion and exclusion criteria's, ONORC and portability in order to have better outcome of the NFSA in terms of providing food and nutritional security to marginalized, poor and needy.

Second, in addition to MDUs, distribution of food grains should also be made as per earlier system from FPS so that the NFSA beneficiaries had liberty to take ration at any time and on any day. This will help people who are going for work or may be out of village for some reasons as they will get their entitlements.

Third, on completion of round of MDU in the village, the FPSs may be allowed / should open and distribute food grains to those who had not taken food grains from MDU- may be due to some reason.

Fourth, in the state, all the needy beneficiaries were covered either by NFSA or by State launched Chief Minister Rice card. Thus, the state is of the opinion to shift the beneficiaries of Chief Minister Rice card to NFSA card for which the target under NFSA needs to be revised as per current population. This will help in getting NFSA entitlements and support.

Fifth, there is a strong need to upkeep, maintain and ensure the proper operation and maintenance of e-PoS in a proper way and in timely manner so that the e-PoS can be operated at FPS in an un-interrupted manner. The issue of connectivity and network certainly requires attention. The upgradation of 2G data sim card to 4G will certainly improve the network connectivity and authentication.

Sixth, the display of required information at FPS is the key action area so that the beneficiaries are aware of non-NFSA and NFSA entitlements. Every Fair Price Shop (FPS) should display the information in proper way so that the same can be registered by the visitors and NFSA beneficiaries coming for getting food grains. It should be regarding the entitlements for PHH, AAY, Number of RCs, PHH and AAY members, Stock availability – stock received and distributed and balance, date of receipt of stock and distribution period etc., toll free number for registering their grievances, samples of food grains etc.

Seventh, there were cases reported related to diversion of rice. As a matter of fact, it was reported that 10-20 metric tonnes of rice or even more were seized by the enforcement/ vigilance team of district/state and was stored at MLS points and the case is still in the court. The problem is affecting district administration in getting indulged with court cases. Hence, it was suggested to include other items as per nutritional requirements to the families who have land and having agriculture production of rice but fall under NFSA framework as per income and land holding criteria.

Eighth, there should be proper management at Fair Price Shop in terms of proper arrangement at FPS. There should be proper display of information, entitlements, stocks and food grain samples etc. Also, the beneficiaries should be taken care at the FPS as NFSA is their 'right'. There should be proper arrangement at FPSs so that the beneficiaries should get printed receipt of their transaction containing the amount of food grains given and amount charged in their local language.

Ninth, there is need to increase the capacity of almost all MLS point/ godown in order to ensure the storage of required capacity of food grains at least for a month. Also, weighbridge need to installed at MLS point in order weigh all the allotment of FPS at a time and the same can be entered at a time on linked ePoS. Also, Release order (RO) may be issued by 21-22 of the month for lifting/ distribution of food grains of next month.

Tenth, the FPS dealer should be equipped with knowledge and hand-on how to review in ePoS the left out mapped ration card holders who have not lifted ration in the particular month. There should be mechanism of review the ration card that has not lifted the food grains.

Eleventh, providing buffer stock of food grain to FPSs so that the additional demand could be met may be of ONORC/ portability.

ANNEXURE

Glimpses of study

Glimpses



నెం	సరుకు వివరములు	ప్రారంభ నిలువ	మార్కెట్ గరిష్ట అమ్మకపు ధర	సాఫ్టేబి అమ్మకపు ధర
1.	బియ్యము (P.D.S) 1kg			
2.	పంచదార " 1kg			
3.	కిరాసిన్ " 1kg			
4.	గాఢములు " 1kg			
5.	కంటిపప్పు " 1kg			
6.	పామొలిన్ ఆయిల్ " 1Ltr			
7.	ఉప్పు (అయోడైజ్డ్) 1kg			
8.	కంటిపప్పు 1kg			
9.	పెసెరపప్పు 1kg			
10.	శనగపప్పు 1kg			
11.	మసూరపప్పు 1kg			

Information displayed at the sample FPS

सीथाम्पेता, आंध्र प्रदेश, भारत





Samples covered District-wise

Table 2.1: Coverage of sample in the Sample districts & Villages/ Urban wards						
S.N o.	Name of Sample districts	Name of Sample Villages/ Urban Towns/ Areas	Rural/ Urban	PH H	AAY	Total sam ple
1	Anakapalli	1. Ward no.2, Gandhi nagar	Urban	9	5	14
		2. 1-2 Main road	Rural	14	1	15
		3. Chakalai Veedhi, Parwada	Rural	12	3	15
		4. Ward no.32, 3-2-80 Narasingha Rao Peta	Urban	16	0	15
		5. Grampanchayat building Kothuru	Rural	11	4	15
		Total		62	13	75
2.	Elluru	1. D.No.4-2-94, Jangareddigudem	Urban	10	5	15
		2. Ward no.17, Jangareddigudem	Urban	13	2	15
		3. D.No.106,Kamavarap ukota	Rural	9	6	15
		4. D.No.2-94 Dorasanipadu, Dwarka Tirumala Mandal	Rural	12	3	15
		5. Madyahanapu Narsingma Rao	Rural	11	4	15
		Total		55	20	75
3.	NTR	1. D.No.76-10-26, Bhavanipuram	Urban	15	0	15
		2. D.No.3-6-5A Ramrajya nagar, V.D. Puram	Urban	15	0	15
		3. D. No.11-46, Gollapudi, Circle 1 Vijaywada	Rural	13	2	15
		4. 9-23, Muppalia	Rural	10	5	15
		5. Ambarupeta	Rural	13	2	15
		Total		66	9	75
4.	Palnadu	1. D.No.8-222-4, Ganapavaram	Rural	13	2	15
		2. 1-16, Kondakavuru	Rural	8	7	15

		3. 1-63/ A, Edavalli	Rural	9	6	15
		4. 13-4-51/3, Islampeta	Urban	14	1	15
		5. 12-21-21, Kambam Palem	Urban	15	0	15
		Total		59	16	75
5	Parvathipuram Manyam	1. GCC building, Goidi village, main road	Rural	13	2	15
		2. Mettuveedhi road	Rural	11	4	15
		3. Ward no.31,Sai nagar colony, Kottabelagam	Urban	11	4	15
		4. 153, Dasari Street,Belgam main road	Urban	12	3	15
		5. 01/SPT/2004, Seetampeta	Rural	14	1	15
		Total		61	14	75
6.	Srikakulam	1. Palkonda road, Dannanapeta	Rural	14	1	15
		2. Ward no.9, Hydco Colony	Rural	14	1	15
		3. 5-1-37/1, Krishnapuram	Urban	14	1	15
		4. House no.99, Hydco Colony	Urban	9	6	15
		5. Ward no.2, M.Sunnapalli	Rural	13	2	15
		Total		64	11	75
		Grand total		367	83	450

Tools for the study

CONCURRENT EVALUATION OF IMPLEMENTATION OF NATIONAL FOOD SECURITY (NFSA) ACT, 2013

Phase II (2020-23)

ROUND 3&4 (for half-yearly basis) /Year-II (for annual basis)

NFSA HOUSEHOLD QUESTIONNAIRE

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This questionnaire is part of the Concurrent Evaluation of the implementation of NFSA, 2013 conducted under the aegis of the Department of Food and Public Distribution, Government of India. You are being approached for feedback to help us judge the performance of Public Distribution System and take corrective action. Your personal information will not be disclosed to anybody and will not be used for any other purpose. Your feedback will only be used for aggregate analysis.

Section 1: Household Profile

Q.N	Questions	Response				
1.	Name of the State/UT					
2.	Rural/ Urban	Rural =1/ Urban =2				
3.	Name of the District					
4.	Name of Block/ Division/ Town/ Municipal Corporation etc.					
5.	Name of the Village/ Ward					
6.	Name of Household head		Gender		Age	
7.	Name of Respondent		Gender		Age	
8.	House Address /Contact Number					
9.	Number of Household Members		Minor (below 18)	Adults (18 and above but below 60)	Senior citizens (above 60)	Total
		Male				
		Female				
10.	Which type of ration card does your household have?	PHH				1
		AAY				2
11.	Is the eldest women (above 18) recognized as head of the household in the NFSA Ration card? (verify ration card)	Yes				1
		Yes but could not verify RC				2
		No				3
12.	How many members have been enrolled in the ration card?					
13.	Does any of the family member belong to PWD (person with disability) category?	Yes =1 No= 2	Number of people		Type of disability	

14.	Did all or some of your family members migrate to other States/Districts/Block in last one year?	All members	Yes	1
			No	2
		Some members	Yes	1
			No	2
15.	Number of months in last year when all or some members of household migrated to other States/Districts/Block	Migrated to other States _____		
		Migrated to other District _____		
		Migrated to other Block _____		

Section 2: Ease of access, leakages and diversion

2.1: Quantity, quality and price

Q.N	Questions			Response
16.	Please list exact quantity of commodities received from PDS and at what price in the last month?			
	S.No	Commodities	Price (Rs/Kg)	Total quantity in last month(Kg) (including portability)
	1	Rice		
	2	Wheat		
	3	Atta		
	4	Coarse grains (Jowar/ bajra/ Others)		
17.	If HH has not received/taken full quota, what are the reasons? (Note: MI has to cross	Grain supplies did not reach the ration shop		1
		Dealer shop is closed		2
		Technical issues: device error, internet/server issues at FPS		3
		Aadhaar/ biometric authentication error		4

	verify the quantity food grains received in Q No.16 with actual entitlement of household as per NFSA) (Please tick all applicable options.)	Lack of cash at the time when grain was available at the ration shop	5
		Grain supplies "ran out" by the time we went to buy	6
		Ration dealer refused to give full quota	7
		Family migrated to other area	8
		Could not visit the FPS due to disability or old age	9
		Did not have foodgrain requirement/ did not lift voluntarily	10
		Other (specify)_____	11
18.	In case of not lifting the ration voluntarily (if respondent selects option 10 in Q. 17). Please mention the reason.		
19.	Are you satisfied with the share/ proportion of wheat/ rice given to you through PDS?	Yes	1
		No	2
20.	If, no, what is the preferred share of wheat, rice & coarse grain within the total monthly food grain entitlement?	Rice _____ Kg Wheat _____ Kg Coarse grain _____ Kg	
21.	Did you perceive the problem of under-weightment of commodities in the last month? (If No or Not aware, Go to Q. 26)	Yes	1
		No	2
		Not aware	3
22.	If yes, how are you sure/say that you received less quantity	Weighed the grain at another location	1
		Another household with same number of family member received more	2
		The bag/ container that I carry is of correct capacity and it does not get full	3
		Others (specify)	4
23.	If yes, did you raise a concern about the mismatch in	Yes	1

	quantity of food grains?	No	2
24.	If yes, whom did you approach?	FPS dealer	1
		Vigilance committee	2
		Panchayat officials	3
		Block office	4
		District office	5
		DGRO	6
		Helpline/toll free numbers	7
		Through consumer organizations/ NGOs	8
		Through online portal	9
		Others, specify _____	10
25.	Was your problem resolved about the mismatch in quantity?	Yes	1
		No	2
26.	Were you overcharged for buying the foodgrains in the last month? (Note: MI has to cross verify the price paid for food grains by HH in Q 16 with the actual price as per NFSA) (if No/ Not aware, Go to Q.30, If yes, Cover Q. 27 to 29)	Yes	1
		No	2
		Not aware	3
27.	Have you ever raised any concern about price overcharge to authorities?	Yes	1
		No	2
28.	If yes, whom did you approach?	FPS dealer	1
		Vigilance committee	2

		Panchayat officials	3
		Block office	4
		District office	5
		DGRO	6
		Helpline/toll free numbers	7
		Through online portal	8
		Through consumer organizations/ NGOs	9
		Others, specify	10
29.	Was your problem about the price overcharge resolved?	Yes	1
		No	2
30.	Were you satisfied with the quality of food grains received at FPS?	Very satisfied	1
		Satisfied	2
		Neutral	3
		Dissatisfied	4
		Very dissatisfied	5
31.	In case of dissatisfaction (if respondent selects option 4 or 5 in Q.30), what was the reason?	Foreign particles in food grain	1
		Broken food grains	2
		Discolored food grains	3
		Pests in food grains	4
		Others, specify _____	5
32.	Have you ever raised a concern to the authority about the quality of the food grains at your ration shop?	Yes	1
		No	2
33.	If yes, whom did you approach?	FPS dealer	1

		Vigilance committee	2
		Panchayat officials	3
		Block office	4
		District office	5
		DGRO	6
		Helpline/toll free numbers	7
		Through online portal	8
		Through consumer organizations/ NGOs	9
		Others, specify	10
34.	Was your problem resolved about the quality of food grains?	Yes	1
		No	2
2.2: Service delivery			
Q.N	Questions	Response	
35.	How far is your Fair Price Shop located from your house?	_____ Km	
36.	Do you get information at the right time about distribution of food grains at the FPS?	Yes	1
		No	2
37.	If yes, how do you get this information? (tick all applicable option)	By personally visiting the ration shop	1
		Through the ration shop dealer	2
		Friends and neighbor inform us	3
		SMS alert from the state government	4
		Other (specify) _____	5
38.	How many days is the ration shop usually open in a	Less than 10 days	1

	month?	10-15 days	2
		15-20 days	3
		More than 20 but not all days	4
		All days	5
39.	What is the opening and closing time?	Opening time _____ Closing time _____	
40.	How satisfied are you with the number of working days of theFPS?	Very satisfied	1
		Satisfied	2
		Neutral	3
		Dissatisfied	4
		Very dissatisfied	5
41.	How satisfied are you with the timings of FPS functioning?	Very satisfied	1
		Satisfied	2
		Neutral	3
		Dissatisfied	4
		Very dissatisfied	5
42.	Are you able to receive your entitled quantity of food grains from the FPS in a single visit?	Yes	1
		No	2
43.	If no, why does it take more than one visit to lift ration from the FPS? (Tick all applicable options)	FPS provide different commodities at different times of the month. So, I visit accordingly	1
		Ration is too heavy for me to lift in one visit	2
		I visit and lift ration as per my requirement/ consumption	3
		FPS owner does not provide all the ration at one go	4

		I am not aware of the distribution cycle	5
		Ration shop is closed at time of visit	6
		Authentication issues/ ePoS device failure	7
		Others, specify _____	8
44.	Are you currently availing any of the following additional services at the FPS?	Yes=1/ No=2	If no, would you be interested in availing it at the FPS?
A.	Banking services		
B.	Common Service Centre (CSC) services (such as utility payments)		
C.	Non-PDS /grocery items		
D.	Small (5kg) LPG cylinders		
E.	Internet/Wi-Fi services		
F.	Any other service you would like to avail ?	Specify _____	
2.3: Digitization and FPS automation			
Q.N	Questions	Response	
45.	Number of members in your family who have seeded Aadhaar number in ration card?	_____ members	
46.	If none of the member have seeded Aadhaar, reason for not seeding Aadhaar number	Not applied for Aadhaar	1
		Applied but Aadhaar not generated	2
		Not aware of the requirement/process to seed	3
		Detail submitted but not yet seeded	4
		Do not wish to seed	5

		Others	6
47.	Do you receive food grains through e-PoS enabled FPS?	Yes	1
		No	2
Q: 48 to Q:56 Applicable only for beneficiaries receiving food grains through ePoS enabled FPS			
48.	Do you get a printed receipt from e-PoS machine?	Yes	1
		Sometimes/ not always	2
		Never	3
49.	If yes, do you get the printed receipt in local language?	Yes	1
		Sometimes/ not always	2
		Never	3
50.	In case of failure of PoS machine, what alternative is adopted by the FPS owner to distribute food grains?	Ration is denied	1
		Ration is given, with handwritten receipt	2
		Ration is given without receipt	3
		Others, specify _____	4
51.	What is the average number of authentication attempts taken for successful authentication?	_____ attempts	
52.	Average time taken to complete biometric authentication through PoS	_____ minutes _____ seconds	
53.	What happens when finger print/ iris authentication fails: e.g in the last six months?	Ration is denied	1
		Ration is received without authentication	2
		Use exception management practice to receive ration	3
54.	What exception management practice is followed:	OTP on mobile	1

		Given ration after local official verifies	2
		Others, specify _____	3
55.	How satisfied are you with the system of using PoS machine and Aadhaar to authenticate people for rations?	Very satisfied	1
		Satisfied	2
		Neutral	3
		Dissatisfied	4
		Very dissatisfied	5
56.	In case of dissatisfaction (if respondent selects option 4 or 5 in Q. 57), what was the reason?	PoS machine does not work	1
		Connectivity issues	2
		Biometric authentication issues	3
		Long waiting time	4
		Denial of ration	5
		Others, specify _____	6

Section 3: PMGKAY

(only for Round 3)

Q.N	Questions	Response	
57.	Have you received free ration given under PMGKAY (Pradhan Mantri Garib Kalyan Anna Yojana) between July 2021- March 2022?	Yes (Go to Q. No. 59)	1
		Yes, but not all months (Go to Q No.58)	2
		No (Go to Q. No 60)	3
58.	Mention the number of months when ration was not received?	_____ Months	

59.	Can you please mention the quantity of ration that was given to you under PMGKAY per month?		
	S.No	Commodity	Quantity (in kg)
	1	Rice	
	2	Wheat/Atta	

60.	If not received, why did you not get ration?	The dealer informed that ration has not arrived	1
		Biometric authentication failed	2
		Did not know about the scheme	3
		Long queue at the dealer location	4
		Dealer denied giving ration	5
		Dealer shop is closed/canceled	6
		Dealer location is very far, and transportation is not available	7
		Ration got finished by the time I went to lift	8
		Too old to visit ration shop and lift ration	9
		I am disabled and no one is available in the household to lift ration	10
		Others (Specify_____)	11

(Note for MI: This section is only for covering the entitlements received under PMGKAY and not regular entitlements)

Section 4: ONORC and Intra state portability

(only for thematic Round 4)

Q.N	Questions	Response	
61.	Are you aware of the portability option for picking your ration? (If response is No, terminate questionnaire)	Yes	1
		No	2
62.	What are you aware of? (Tick all options the respondent is aware of)	Lift ration from any FPS in the village/ panchayat/ block or my vicinity	1
		Lift ration from any FPS in the district	2
		Lift ration from any FPS in the state	3

		Lift ration from any FPS in the country	4
		Aadhaar seeding with ration card is mandatory to avail portability	5
		Part lifting of ration (ie: partial lifting of ration in destination state) is possible	6
63.	If yes, how did you come to know about this facility? <i>(Multiple response)</i>	FPS	1
		Government officials	2
		Newspapers	3
		TV news/ radio	4
		Banners/posters	5
		SMS	6
		Social media (twitter/facebook)	7
		Others, specify	8
64.	Have you used portability?	Yes- intrastate (skip to Section 4.2)	1
		Yes- inter state (skip to Section 4.3)	2
		Both (cover both Section 4.2 and 4.3)	3
		None (go to Q.No 65)	4
65.	If not, why have you not used the portability? <i>(Terminate after this question)</i>	No need as satisfied with the services of registered FPS	1
		No one from the family has migrated to other district or state	2
		The person who has migrated does not need ration from FPS/ does not want to.	3
		I tried but faced issue as dealer denied providing ration	4
		The FPS did not have e-PoS machine to provide ration	5

		Others, specify	6
Section 4.2 Intra-state portability			
Q.N	Questions	Response	
66.	How many times in the past six months have you/your family member picked ration from FPS other than your registered shop?		
67.	Where was the FPS from where you picked up ration from located?	Different panchayat	1
		Different block	2
		Different district	3
68.	The reasons for picking ration from other FPS (multiple response)	Unavailability of ration at the registered FPS	1
		Authentication failure at the registered FPS	2
		Network issues at the registered FPS	3
		Registered FPS closed	4
		Distance between home and registered FPS is more	5
		Quality of ration provided by registered is not good	6
		FPS timing difference	7
		FPS not present in my village	8
		Rude behavior/conflict with FPS dealer	9
		Receiving lesser quantity of ration than entitled	10
		Change in area of residence	11
		Others, specify	12
69.	Are you satisfied with the experience in picking the ration through portability?	Very satisfied	1
		Satisfied	2

		Neutral	3
		Dissatisfied	4
		Very dissatisfied	5
70.	If satisfied (If respondents chooses option 1 or 2 in Q No. 69), why do you say so?	Saving time and cost associated with traveling to FPS (<i>convenience due to location</i>)	1
		Better service delivery in this shop (<i>Dealer behavior, quantity and good quality</i>)	2
		Prevents loss of entitlements due to migration	3
		Reduced expenditure on foodgrains during migration	4
		Other, specify _____	5
71.	If dissatisfied (If respondents chooses option 4 or 5 in Q No. 69), what was the issue?	Authentication issues	1
		Dealer refused ration	2
		Less quantity received	3
		Worse quality received	4
		Other, specify	5
72.	If dealer refused ration (ie: if response to Q.No 71 is 2), what was the reason?	Grain supplies did not reach the ration shop	1
		Grain supplies "ran out" by the time we went to buy	2
		Dealer did not know about ONORC (inter state portability) facility	3
		Dealer did not know how to operate ePoS machine for ONORC transactions	4
		Other (specify) _____	5
73.	Has the problem been addressed?	Yes	1
		No	2
Section 4.3 Inter-state portability (ONORC)			
74.	How many times in the last six months have you/your family member picked ration from		

	FPS in a different state?		
75.	The reasons for using inter-state portability option?	Household member working in the destination state	1
		Change in residence from home state to destination state	2
		Household members living in separate states	3
		If others, details	4
76.	How many members are outside at the destination state for whom portability was used?	_____ members	
77.	How much ration do you/your family member lift from home state and destination state when portability is used?	Home state	Destination state
78.	Is there any change in the ration entitlement received in the destination state in comparison to home state?	Increased	1
		Decreased	2
		Stayed the same	3
79.	Has there been a difference in the quality of grain received in the destination state?	Improved quality grain	1
		Worse quality grain	2
		Stayed the same	3
80.	Has there been a difference in the price paid in the destination state?	Increased	1
		Decreased	2
		Stayed the same	3
81.	Are you satisfied with your experience using inter-state portability?	Very satisfied	1
		Satisfied	2
		Neutral	3
		Dissatisfied	4
		Very dissatisfied	5

82.	If satisfied (If respondents chooses option 1 or 2 in Q No. 81), why do you say so?	Easier/quicker to get from this shop (<i>convenience due to location</i>)	1
		Better service delivery in this shop (<i>Dealer behavior, quantity and good quality</i>)	2
		Migration	3
		Other	4
83.	If dissatisfied (If respondents chooses option 4 or 5 in Q No. 81), why do you say so?, what was the issue?	Authentication issues	1
		Dealer refused ration	2
		Change in proportion of grains received	3
		Worse quality ration received	4
		Other, specify	5
84.	If dealer refused ration (ie: if response to Q.No 83 is 2), what was the reason?	Grain supplies did not reach the ration shop	1
		Grain supplies "ran out" by the time we went to buy	2
		Dealer did not know about ONORC (inter state portability) facility	3
		Dealer did not know how to operate ePoS machine for ONORC transactions	4
		Other (specify) _____	5
85.	Has the problem been addressed?	Yes	1
		No	2
86.	Are you aware of the Mera Ration mobile application? (If yes, go to Q87; if no, terminate the questionnaire)	Yes	1
		No	2
87.	Have you downloaded the Mera Ration mobile application?	Yes	1
		No	2
88.	What have you used the mobile application for?	To know entitlement	1
		To know previous transactions	2

	(Select all that are applicable)	To locate nearby ration shops	3
		To check ONORC eligibility	4
		To check Aadhaar seeding status	5
		To provide suggestions/feedback	6
		Others, specify _____	7

Investigator Details		
Name of Investigator		Contact no:
Name of Supervisor		Contact no:
Date of Interview	(DDMMYY)	

Signature

CONCURRENT EVALUATION OF IMPLEMENTATION OF NATIONAL FOOD SECURITY (NFSA) ACT, 2013

PHASE II (2020-23)

ROUND 3&4(for half-yearly basis) /Year-II (for annual basis)

FAIR PRICE SHOP SCHEDULE

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This questionnaire is part of the Concurrent Evaluation of the implementation of NFSA, 2013 conducted under the aegis of the Department of Food and Public Distribution, Government of India. You are being approached for feedback to help us judge the performance of Fair Price Shops. Your personal information will not be disclosed to anybody and will not be used for any other purpose. Your feedback will only be used for aggregate analysis.

Section 1: FPS Profile

Q.N	Questions	Response			
89.	Name of Respondent				
90.	Contact number of the respondent				
91.	Name of the State/UT				
92.	Name of the district				
93.	Name of the Block/ Division/ Town/ Municipal Corporation etc.				
94.	Name of the village/ ward				
95.	Total number of functional FPS in 5 km radius				
96.	Address of FPS				
97.	Rural or Urban area	Rural			1
		Urban			2
98.	Registered name /number of Fair Price Shop				
99.	Ownership of FPS Dealer	Private (License)			1
		Panchayat Raj Institution			2
		Cooperative			3
		Women Self Help Group			4
		Others (Specify)			5
100.	Gender of FPS dealer	Male			1
		Female			2
		Other_____			3
101.	Details of Ration cards/ beneficiaries attached with the FPS	PHH	AAY	OTHERS (STATE PDS)	Total
A	Ration card count				

B	Members count				
102.	Is the FPS accessible by Pucca road? (Based on observation)	Yes			1
		No			2
103.	How many days a month does the FPS open?	Less than 10 days			1
		10-15 days			2
		15-20 days			3
		More than 20 but not all days			4
		All days			5
104.	What is the operating time?	<p>Opening time _____ /</p> <p>Closing time _____</p>			

Section 2: PDS Functioning (Leakages and Diversion)

2.1 FPS stocks and distribution

Q. N	Questions	Responses			
105.	Do you get door-step delivery of foodgrains? (Note to MI: Doorstep delivery refers to the delivery of food grains from godowns to the FPS shops)	Yes			1
		No			2
106.	If yes, when did you receive your allotment of the stock in the last month?	Food grain received before start of the month			1
		Within 1-3 days			1
		Within first week			2
		Within a fortnight			3
		More than a fortnight			4
107.	Do you get charged by transporter or others for the	Yes			1

	transportation of foodgrains till Fair Price Shop?	No	3
108.	If yes, what is the average charges incurred (amount per kg)?	_____ Rs/kg	
109.	How many times in the last six months has PDS items been received later than first week of the month?	_____ Months	
110.	Are there times when the quantities of commodities received are less than allocated quantities?	Yes	1
		No	2
111.	If yes, what was the reason for the allocation of lesser quantities? (multiple choices possible)	Loss during transportation	1
		Loss during unloading	2
		Loss due to spoilage	3
		Previous month stock not fully distributed	4
		Non-availability of stock in godown	5
		Others, specify	6
112.	What was the date of closing the sale/ generating closing balance last month?	Date _____ / Month _____	
113.	Were there any excess food grains left after closing the sale?	Yes	1
		No	2
114.	If yes, was it adjusted in the good grains allocated for this month?	Yes	1
		No	2
115.	If no, reasons for the same?		
116.	Is there sufficient space in FPS for storage of foodgrains?	Yes	1

		No	2
2.2: FPS Automation			
S.No	Question	Response	
117.	Is e-POS machine installed at FPS?	Yes	1
		No	2
118.	If yes, is the e-POS machine operational at the time of the visit?	Yes	1
		No	2
119.	On which bandwidth does the e-PoS currently work?	2G	1
		3G	2
		4G	3
120.	Quantity of foodgrains (rice, wheat and coarse grain) sold last month (in Kg)		
A	Quantity of foodgains sold last month after successful biometric (<i>Aadhaar</i> authentication) (in Kg)		
B	Quantity of foodgains sold last month after other forms of authentication through PoS (non-aadhaar based OTP/ Photo) etc. (in Kg)		
C	Quantity of foodgains sold last month in non-authenticated mode through PoS (in Kg)		
D	Quantity of foodgains sold last month manually/offline mode (in Kg)		
121.	What is the percentage of biometric authenticated transactions in your FPS during the last calendar month?	_____ %	
122.	Reasons for not having 100% biometric authentication? (Tick all applicable options)	Low Aadhaar seeding	1
		Authentication failure due to poor quality of fingerprints	2
		Connectivity issue	3

		Others, specify	4
123.	What are the alternative methods used in case of fingerprint-based authentication failure through e-PoS?	Iris authentication	1
		Aadhaar based OTP authentication	2
		PDS-OTP based authentication	3
		Fusion finger	4
		Manual verification	5
		Ration not given	6
		Others, specify	7
124.	Total number of NFSA rations cards that could not lift foodgrains in last month due to authentication issues? Give the break-up below (estimate)		
A	PHH (ration cards)		
B	AAY (ration cards)		
	Total		
125.	Has the use of e-POS machine increased the convenience of FPS dealer?	Yes	1
		No	2
126.	If no, specify the reasons (Tick all applicable options)	Not comfortable in using ePoS	1
		Delays distribution	2
		Connectivity issue	3
		Others, specify	4
127.	In case of errors/breakdown of the POS machine, how is it resolved?	Complaint is raised with ePoS machine vendor	1
		Information is given to district officials	2
			3

		Others, specify _____	
128.	What is the time taken to resolve issues with ePoS machine?	Within 24 hours	1
		1-2 days	2
		2-3 days	3
		Within a week	4
		More than a week	4
129.	Has eKYC process to authenticate ration cards been initiated at the FPS?	Yes	
		No	
130.	If yes, what percentage of ration cards have completed eKYC authentication so far?	_____ %	
131.	If no, specify reasons		
132.	Is the following provision for special dispensation for old, infirm, disabled members available at the FPS?		
A	Home delivery of ration	Yes	1
		No	2
B	Facility to nominate others to lift food grains	Yes	1
		No	2

Section 3: FPS viability and transformation

133.	What is the amount of margin/ commission received by FPS dealer in last calendar month on following?		
	PDS items	Margin per kg/ ltr	Total margin received in a month (Rs)
A	NFSA food-grains		
B	Non-NFSA items (excluding foodgrains)		
C	NFSA- Atta (wheat Flour)		
D	Sugar		

E	Kerosene			
F	Others (Specify)			
	Total			
134.	What is the income realised by FPS dealer from sale of gunny bag in the last calendar month?			
135.	What is the income/ profit (after cost) realised by FPS dealer in last calendar month through ICDS/MDM operations?			
136.	Are any of the additional services available at the FPS?	Yes=1/ No=2	If yes, amount of Profit (after cost) realized last calendar month	If no, whether FPS dealer is interested in taking-up the activity? Yes = 1 /No= 2/ Not sure=3
A	Banking/Banking Correspondent services			
B	Common Service Centre(CSC) services			
C	Sale of Non-PDS/ grocery items			
D	Retail sale of small (5kg) LPG Cylinders			
E	Providing broadband network services (Wi-Fi) through PM-WANI scheme			
F	Any other income generation activity through FPS (Specify) _____			
	Total			
137.	Is there extra space available in the FPS to provide additional services (such as sale of LPG cylinders, non-PDS items etc)	Yes	1	
		No	2	
138.	Do you receive any fixedmonthly commission/salary for running theration shop?	Yes	1	
		No	2	
139.	If yes, mention the fixed total amount received as salary/commission			
140.	Do you receive timely payment of dealer's commission from the	Yes	1	

	Department?	No	2
141.	If no, how long is the delay in receiving your commission?	0-6 days	1
		1-2 weeks	2
		2-4 weeks	3
		More than one month	4
Section 3.1: Expenditure incurred by FPS dealer			
142.	Details of the monthly expenditure incurred by the dealer (in Rs.) last month		
A	Salaries		
B	Rent		
C	Electricity/ maintenance		
D	Internet/ Data connectivity		
E	Labor cost (loading/unloading)		
F	Stationery (paper roll)		
G	Others specify		
	Total monthly expenditure		
143.	Details of one-time expenses incurred by the dealer on following items, if any		
A	ePoS Device/Laptop/Desktop/Printer		
B	Electronic Weighing Scale		
C	Finger Print Scanner/IRIS device		
D	Others (Specify)		
E			
	Total one-time expenses		
144.	In your opinion, does your ration shop make sufficient profit to sustain the business?	Yes	1
		No	2
145.	Have you availed loans under Pradhan Mantri Mudra Yojana?	Yes	1

		No	2
146.	If no, are you interested in availing loans under Pradhan Mantri Mudra Yojana for capital augmentation?	Yes	1
		No	2
Section 3.2: FPS transformation			
S.No	Question		Response
147.	Is information/display board available in the Fair Price Shop for prominent display of required information?	Yes	1
		No	2
148.	Are the following displayed at the ration shop? (Yes=1 ; No= 2)	Samples of PDS foodgrains for distribution	
		Opening and closing times of FPS	
		Monthly entitlement of PHH & AAY category	
		Retail issue price per kg for PHH & AAY category	
		Total number of PHH & AAY households/ beneficiaries	
		List of names of PHH and AAY beneficiaries	
		Quantity of commodities received, distributed & in stock,	
		Toll free helpline number 1967/ 1800/14445 series	
		Name and contact details of vigilance committee members	
		Contact details of Authority for lodging complaints/ redressal of grievances	
149.	Are the following IEC/Awareness material (such as posters, banners etc.) displayed in the shop? (Yes=1; No=2)	IEC material on grievance redressal measures	
		IEC material on ONORC	
		IEC material on e-KYC	
		IEC material on inclusion and exclusion criteria	
		Others, specify _____	
150.	Is CCTV installed at FPS?	Yes	1

		No	2
151.	What type of weighing scale is used in the FPS?	Manual	1
		Electronic	2
		Electronic and integrated with POS	3
152.	What are the available modes of payment at FPS?	Cash	1
		UPI/e-wallet	2
		AEPS (Aadhar enabled payment system)	3
		Others, specify _____	4

Section 4. ONORC/Portability

S.No	Question	Response	
153.	Are you aware about the portability option for beneficiaries to pick their ration (both inter-state and intra-state)?	Yes	1
		No	2
154.	Did you receive any training on ONORC/portability?	Yes	1
		No	2
155.	Did the number of beneficiaries change after the introduction of intrastate and interstate portability?	Increased	1
		Decreased	2
		Stayed the same	3
		Not aware	4
156.	Was there any change in your profitability after introduction of portability?	Increased	1
		Decreased	2
		Stayed the same	3
		Not aware	4

157.	Did the shop timings change after introduction of portability (inter or intra)?	Increased	1
		Decreased	2
		Stayed the same	3
158.	Do you get any extra ration over entitled quantity to adjust for portability transactions? (If yes, ask Q No 71-73, else go to Q.No 74)	Yes	1
		No	2
159.	If yes, what is the method to request extra allocation of ration?	Through e-PoS device	1
		From nearby FPSs	
		Through request to officials from food department	
		Others, specify _____	2
160.	Is it sufficient to meet the demand at your shop?	Yes	1
		No	2
161.	Is the delivery of extra ration done on time?	Yes	1
		No	2
162.	Did you ever have to deny ration beneficiaries due to inter-state portability transactions?	Yes	1
		No	2
163.	If yes, what was the reason?	Stocks were not available	1
		Authentication issues	2
		Server/network issues	3
		Mismatch in distribution cycles of home state and sale state	4
		Lack of aadhaar seeding	5
		Others, specify _____	6
164.	Please mention any other difficulty in implementing ONORC?		

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Investigator Details		
Name of Investigator		Contact no:
Name of Supervisor		Contact no:
Date of Interview	(DDMMYY)	

Signature

CONCURRENT EVALUATION OF IMPLEMENTATION OF NATIONAL FOOD SECURITY (NFSA) ACT, 2013

PHASE II (2020-23)

ROUND 3

DISTRICT LEVEL GODOWN SCHEDULE

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This questionnaire is part of the Concurrent Evaluation of the implementation of NFSA, 2013 conducted under the aegis of the Department of Food and Public Distribution, Government of India. You are being approached for feedback to help us judge its performance and take the required corrective action. Your

personal information will not be disclosed to anybody and will not be used for any other purpose. Your feedback will only be used for aggregate analysis.

Section 1: Respondent Profile

Q.No	Questions	Responses	
101.	Name of Respondent		
102.	Designation		
103.	Contact Details		
104.	Name of the district		
105.	Who maintains the godown?	State civil supplies corporation	1
		Private wholesale dealers	2
		Others, specify	3

Section 2: Activities related to PDS

S 2.1: Timely arrival and dispatch of stocks

Q.No	Questions					Responses				
106.	Arrival and dispatch of stocks in last two month(to be filled in based on MIS reports).									
	Last Month					Second last month				
A	Commo dities	Total Stocks received (qt in Tonnes)	Total Stocks received in time (qt in Tonnes)	Stocks Dispatc h to FPS (qt in Tonnes	Total Stocks dispatch ed in time (qt in Tonnes)	Total Stocks received (qt in Tonnes)	Total Stocks received in time (qt in Tonnes)	Stocks Dispatc h to FPS (qt in Tonnes	Total Stocks dispatched in time (qt in Tonnes)	
	Rice									
	Wheat									
	Coarse grains									
	Total									
107.	Reason for delay in stock receipt, if any?					Delay in payment by State to FCI				1

		Delay in release of stocks from FCI	2
		Transportation related issue	3
		Poor storage facility	4
		Others specify	5
108.	Reason for delay in stock dispatch to FPS, if any?	Delay in payment by FPS	1
		Delay in receipt of stocks	2
		Transportation related issue	3
		Poor storage facility	4
		Others, specify	5
109.	Number of months during last six months, when entire allocated quantity of foodgrains could not be lifted within the validity period?		

S2.2: Storage capacity of the godown

110.	Number of Fair Price shops covered by the godown		
111.	Monthly requirement of foodgrains for the FPS (tonnes)		
112.	Current monthly storage capacity of the godown (tonnes)		
113.	Adequacy of the storage capacity to meet the monthly requirement	Less than months requirement	1
		Months requirement	2
		Two months requirement	3
		More than two months requirement	4
114.	If enough space for storage of food grains is not available, how do you manage? <hr/> <hr/> <hr/> <hr/>		
115.	How do you ensure timely, smooth and uninterrupted supply of foodgrains to the FPSs? <hr/> <hr/> <hr/>		
116.	Please give your suggestions for improving the existing PDS. <hr/> <hr/>		

S 2.3: Automation of Supply chain

117.	Is the supply chain application deployed in the Godown?	Yes	1
		No	2
118.	Did the Godown staff attend any training on supply chain application?	Yes	1
		No	2
119.	Were they provided with any user manual?	Yes	1

		No	2
120.	Whether stock position & movement of foodgrains is captured online? Are they automated?	Whether captured online?	If yes, whether fully automated?
	Stock position of godowns- Opening balance, Receipt, dispatch and closing balance.	Yes=1 ; No= 2	Yes=1 ; No= 2
	Movement of foodgrains- Delivery Orders, Release Orders, Truck Challans, Gate Passes,	Yes=1 ; No= 2	Yes=1 ; No= 2
	Payment flow from FPS/ payment acknowledgement	Yes=1 ; No= 2	Yes=1 ; No= 2
	SMS alert service about arrival of foodgrains at FPS	Yes=1 ; No= 2	Yes=1 ; No= 2
121.	Specify any other supply chain activities which are still done manually?		
122.	What is the average number of <u>SMSs alerts per FPS</u> (related to foodgrain dispatch to FPS) in the areas (FPSs) served by the Godown?		
123.	Is optimal route mapping done for all the FPSs?		
124.	If yes? How are the FPSs tagged to godown? (Tick all applicable options)	FPS is tagged to godown based on geography/ jurisdiction	1
		FPS tagging is done based on least cost principle (distance/ trips etc.)	2
		FPS tagging to godown is dynamic based on demand and supply	3
125.	Is the foodgrains weighed at godown with electronic weigh bridge linked to online system?		Yes=1 ; No= 2
126.	Is the foodgrains delivered to FPSs weighed using FPS level electronic weighing machine linked to ePoS?		Yes=1 ; No= 2
127.	Has there been any instances of diversion/black marketing of foodgrains from the Godown in last one year?		Yes=1 ; No= 2
128.	Whether these reports are in	Stock position of godowns- Opening balance, Receipt, dispatch and closing balance.	Yes=1 / No= 2

	public domain?	Movement of foodgrains- Delivery Orders, Release Orders, Truck Challans, Gate Passes,	Yes=1 / No= 2
		Report on SMS alert service about arrival of foodgrains at FPS	Yes=1 / No= 2

Investigator Details		
Name of Investigator		Contact no:
Name of Supervisor		Contact no:
Date of Interview	(DDMMYY)	

Signature

Fact Sheet- Districts & FPSs

District Factsheet- District- Annakapalli							
A. Population			B. Number of households		C. % of population covered under NFSA		
1075531			376456		70.66%		
D. NFSA Coverage details			E. Number of Fair price shops			F. Godowns (storage points)	
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	Numbers of Godowns	Capacity (in MTs)
26739	349717	1007551	1068	2	0	-	-
G. Details of posts at district level (Please include all the posts)					H. NFSA food grains allocation and distribution (last three months) (in Qtls)		
Name of the post		Sanctioned strength	Vacant positions		Month	Allocation	Distribution
DSO		01	0		March 2022	7523.12	7086.666
District Manager, APSCSCI		01	0		April 2022	7512.668	7505.215
					May 2022	7581.274	6581.925
Total		02	0				

District Factsheet- District- Eluru							
B. Population			B. Number of households		C. % of population covered under NFSA		
2071647			566412		55.0%		
D. NFSA Coverage details			E. Number of Fair price shops			F. Godowns (storage points)	
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	Numbers of Godowns	Capacity (in MTs)
37134	369389	1060269	1134	30	0	-	-
G. Details of posts at district level (Please include all the posts)					H. NFSA food grains allocation and distribution (last three months) (in Qtls)		
Name of the post		Sanctioned strength	Vacant positions		Month	Allocation	Distribution
DSO		1	0		March 2022	9021.04	9001.44
Assistant Supply Officer		2	0		April 2022	9041.11	8999.01
Civil Supplies Deputy Tahsildars		11	2		May 2022	8923.79	8919.08
Food Inspector		1	1				
Mill Levy RI		3	2				
Junior Assistant		6	6				
Senior Assistant		8	6				
Typist		1	1				
Attenders		8	6				
Driver		1	0				
Total		42	24				

District Factsheet- District- NTR							
C. Population			B. Number of households		C. % of population covered under NFSA		
2882469			586247		53.47%		
D. NFSA Coverage details			E. Number of Fair price shops			F. Godowns (storage points)	
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	Numbers of Godowns	Capacity (in MTs)
23050	315685	1015546	957	0	0	-	-
G. Details of posts at district level (Please include all the posts)					H. NFSA food grains allocation and distribution (last three months) (in Qtls)		
Name of the post		Sanctioned strength	Vacant positions		Month	Allocation	Distribution
DSO		1	0		March 2022		
Assistant Supply Officer		-	-		April 2022	7916.340	8132.615
Civil Supplies Deputy Tahsildars		16	0		May 2022	7823.870	7527.935
Food Inspector		2	0				
Mill Levy RI		-	-				
Junior Assistant		1	0				
Senior Assistant		2	0				
Typist		-	-				
Attenders		5	0				
Driver		-	-				
Total		27	0				

District Factsheet- District- Palnadu							
D. Population			B. Number of households		C. % of population covered under NFSA		
2042000			523000		100%		
D. NFSA Coverage details			E. Number of Fair price shops			F. Godowns (storage points)	
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	Numbers of Godowns	Capacity (in MTs)
31204	338158	1026144	1284	5	1	-	-
G. Details of posts at district level (Please include all the posts)					H. NFSA food grains allocation and distribution (last three months) (in Qtls)		
Name of the post		Sanctioned strength	Vacant positions		Month	Allocation	Distribution
DSO		1	0		Jan. 2022	6250.00	5169.640
Assistant Supply Officer		1	0		Feb. 2022	6250.00	4965.439
Civil Supplies Deputy Tahsildars		23	3		March 2022	6250.00	4968.070
Food Inspector		-	-				
Mill Levy RI		-	-				
Junior Assistant		3	0				
Senior Assistant		10	10				
Typist		-	-				
Class IV		25	9				
Driver		3	3				
Total		66	25				

District Factsheet- District- Srikakulam							
E. Population			B. Number of households		C. % of population covered under NFSA		
1947928			658167		53.47%		
D. NFSA Coverage details			E. Number of Fair price shops			F. Godowns (storage points)	
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	Numbers of Godowns	Capacity (in MTs)
37066	377468	1241674	1593	11	0	-	-
G. Details of posts at district level (Please include all the posts)					H. NFSA food grains allocation and distribution (last three months) (in Qtls)		
Name of the post		Sanctioned strength	Vacant positions		Month	Allocation	Distribution
DSO		1	0		Feb. 2022	12148.242	11861.190
Assistant Supply Officer		4	3		March 2022	12136.533	11808.945
Civil Supplies Deputy Tahsildars		29	0		April 2022	9770.141	9637.240
UDRI		9	7				
Mill Levy RI		-	-				
Junior Assistant		3	1				
Senior Assistant		2	0				
Typist		1	1				
Attenders		17	12				
Driver		2	2				
Total		68	26				

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Urban	Name	Ms Regul Agunia Santhi Kumari		
Name of Village/ ward	40, Vijaywada	Age	-		
Block/ District	Vijaywada/ NTR	Gender	Female		
FPS id (as displayed in the portal)	0684002	Ownership	Private		
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	6	Month	Allocation	Distribution	Closing Balance
AAY (members)	12	-	-	-	-
PHH (cards)	280	-	-	-	-
PHH (members)	980	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A.Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		Chintabattina Prabeen Babu	
Name of Village/ ward	Gollapudi	Age		-	
Block/ District	Vijaywada/ NTR	Gender		Male	
FPS id (as displayed in the portal)	0616016	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	21	Month	Allocation	Distribution	Closing Balance
AAY (members)		-	-	-	-
PHH (cards)	444	-	-	-	-
PHH (members)	1385	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		SGWS	
Name of Village/ ward	Mupplla	Age		-	
Block/ District	Chandralapadu/ NTR	Gender		-	
FPS id (as displayed in the portal)	0605002	Ownership		Self Help Group	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	14	Month	Allocation	Distribution	Closing Balance
AAY (members)	29	-	-	-	-
PHH (cards)	303	-	-	-	-
PHH (members)	784	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			No
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Urban	Name		Sri Kota Venkata Gurunadha Rao	
Name of Village/ ward	44, Vijawada	Age		-	
Block/ District	Vijaywada/ NTR	Gender		Male	
FPS id (as displayed in the portal)	0684015	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	8	Month	Allocation	Distribution	Closing Balance
AAY (members)	13	-	-	-	-
PHH (cards)	454	-	-	-	-
PHH (members)	1391	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		I.Prasada Rao	
Name of Village/ ward	Ambarupeta	Age		-	
Block/ District	Nandigamma/ NTR	Gender		Male	
FPS id (as displayed in the portal)	0604036	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	34	Month	Allocation	Distribution	Closing Balance
AAY (members)	123	-	-	-	-
PHH (cards)	201	-	-	-	-
PHH (members)	660	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
C. Details and location		D. Profile of FPS dealer			
Rural/ Urban	Urban	Name		Akshaya Mahila Podupu Sangh	
Name of Village/ ward	14, Narasarao Peta	Age		-	
Block/ District	Narasarao Peta/ Palnadu	Gender		-	
FPS id (as displayed in the portal)	0784029	Ownership		Self Help Group	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	8	Month	Allocation	Distribution	Closing Balance
AAY (members)	12	-	-	-	-
PHH (cards)	88	-	-	-	-
PHH (members)	333	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet						
A. Details and location			B. Profile of FPS dealer			
Rural/ Urban	Rural		Name		Sri Krishna Chaitanya MPG	
Name of Village/ ward	Kondakavuru		Age		-	
Block/ District	Narsaraopeta/ Palnadu		Gender		-	
FPS id (as displayed in the portal)	0739082		Ownership		Self Help Group	
C. NFSA cards/ members attached to FPS			D. NFSA food grains at FPS level (last three months)			
AAY cards	16		Month	Allocation	Distribution	Closing Balance
AAY (members)			-	-	-	-
PHH (cards)	179		-	-	-	-
PHH (members)			-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency				Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution				No
Internet connectivity	Yes	Opening and closing times of FPS				Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category				Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category				Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries				Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries				Yes
No. of AAY cards	-	Quantity received, distributed & in stock				Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series				No
No. of PHH members	-	Name/ contact of vigilance committee members				No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances				No
		Availability of Stock register at FPS				-
		Availability of Category of commodity-wise records				-
No. of AAY cards	0	Availability of Register of beneficiaries				-
No. of PHH cards	0	Availability of Register of sales				-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		Kana Parthi Seetharavamma	
Name of Village/ ward	Ganapavaram	Age		-	
Block/ District	Nadendla/ Palnadu	Gender		Male	
FPS id (as displayed in the portal)	0738018	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	8	Month	Allocation	Distribution	Closing Balance
AAY (members)		-	-	-	-
PHH (cards)	359	-	-	-	-
PHH (members)		-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			No
Digital payment facility	-	Monthly entitlement of PHH & AAY category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			No
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			No
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Urban	Name	Lakshmi Tirupatamma DWACRA MPG		
Name of Village/ ward	Edavalli	Age	-		
Block/ District	Chilakaluripet/ Palnadu	Gender	-		
FPS id (as displayed in the portal)	0745082	Ownership	Self Help Group		
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	30	Month	Allocation	Distribution	Closing Balance
AAY (members)		-	-	-	-
PHH (cards)	263	-	-	-	-
PHH (members)	927	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			No
Digital payment facility	-	Monthly entitlement of PHH & AAY category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			No
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			No
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Urban	Name		Fauzi Mahila DWACRA Group MPS	
Name of Village/ ward	7, Islampeta, Narasaraopet	Age		-	
Block/ District	Narasaraopet/ Palnadu	Gender		-	
FPS id (as displayed in the portal)	0784038	Ownership		Self Help Group	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	18	Month	Allocation	Distribution	Closing Balance
AAY (members)	30	-	-	-	-
PHH (cards)	527	-	-	-	-
PHH (members)	1772	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
E. Details and location		F. Profile of FPS dealer			
Rural/ Urban	Urban	Name		Padmanabham Thavitiraju	
Name of Village/ ward	19, P.Manyam	Age		-	
Block/ District	P.Manyam/ P.Manyam	Gender		Male	
FPS id (as displayed in the portal)	0284425	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	50	Month	Allocation	Distribution	Closing Balance
AAY (members)		-	-	-	-
PHH (cards)	532	-	-	-	-
PHH (members)		-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			Yes
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet						
A. Details and location			B. Profile of FPS dealer			
Rural/ Urban	Rural		Name		P. Durga Rao SM	
Name of Village/ ward	Seetampeta		Age		-	
Block/ District	Seetampeta/ Manyam		Gender		-	
FPS id (as displayed in the portal)	0113313		Ownership		Cooperative Society	
C. NFSA cards/ members attached to FPS			D. NFSA food grains at FPS level (last three months)			
AAY cards	27		Month	Allocation	Distribution	Closing Balance
AAY (members)			-	-	-	-
PHH (cards)	643		-	-	-	-
PHH (members)			-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency				Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution				No
Internet connectivity	Yes	Opening and closing times of FPS				Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category				Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category				Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries				Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries				No
No. of AAY cards	-	Quantity received, distributed & in stock				Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series				Yes
No. of PHH members	-	Name/ contact of vigilance committee members				Yes
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances				Yes
		Availability of Stock register at FPS				-
		Availability of Category of commodity-wise records				-
No. of AAY cards	0	Availability of Register of beneficiaries				-
No. of PHH cards	0	Availability of Register of sales				-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		L. Seshu Kumar	
Name of Village/ ward	Goidi, Seetampeta	Age		-	
Block/ District	Seetampeta	Gender		-	
FPS id (as displayed in the portal)	0113296	Ownership		Cooperative Society	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	254	Month	Allocation	Distribution	Closing Balance
AAY (members)		-	-	-	-
PHH (cards)	359	-	-	-	-
PHH (members)		-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			No
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			Yes
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		Savarapu Raju	
Name of Village/ ward	Pedabhogila (1)	Age		-	
Block/ District	SeethaNagaram/ P.Manyam	Gender		Male	
FPS id (as displayed in the portal)	0208001	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	31	Month	Allocation	Distribution	Closing Balance
AAY (members)	68	-	-	-	-
PHH (cards)	544	-	-	-	-
PHH (members)	1547	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			MDU
Digital payment facility	-	Monthly entitlement of PHH & AAY category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			No
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			Yes
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Urban	Name	P. Nagmani		
Name of Village/ ward	16, P. Manyam	Age	-		
Block/ District	P. Manyam/ P. Manyam	Gender	Female		
FPS id (as displayed in the portal)	0284431	Ownership	Private		
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	24	Month	Allocation	Distribution	Closing Balance
AAY (members)	69	-	-	-	-
PHH (cards)	341	-	-	-	-
PHH (members)	1056	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			Yes
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			Yes
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
G. Details and location		H. Profile of FPS dealer			
Rural/ Urban	Urban	Name		Kadimisetty Nookayyasetty	
Name of Village/ ward	2, Annakapally	Age		-	
Block/ District	Annakapally	Gender		Male	
FPS id (as displayed in the portal)	0382002	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	37	Month	Allocation	Distribution	Closing Balance
AAY (members)	72	-	-	-	-
PHH (cards)	628	-	-	-	-
PHH (members)	1863	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			No
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name	KVS Hemlatan		
Name of Village/ ward	Kothru	Age	-		
Block/ District	Rambilli / Anakapalli	Gender	Female		
FPS id (as displayed in the portal)	0342012	Ownership	Private		
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAV cards	33	Month	Allocation	Distribution	Closing Balance
AAV (members)	33	-	-	-	-
PHH (cards)	383	-	-	-	-
PHH (members)	1000	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			No
Digital payment facility	-	Monthly entitlement of PHH & AAV category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAV category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAV households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAV beneficiaries			No
No. of AAV cards	-	Quantity received, distributed & in stock			No
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAV cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		G. Sanya Samma	
Name of Village/ ward	Parwara	Age		-	
Block/ District	Parwara/ Annkapally	Gender		Female	
FPS id (as displayed in the portal)	0332020	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	41	Month	Allocation	Distribution	Closing Balance
AAY (members)	105	-	-	-	-
PHH (cards)	578	-	-	-	-
PHH (members)		-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			No
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			No
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A.Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		Chekuri Rama devi	
Name of Village/ ward	Vedurwada	Age		-	
Block/ District	Atchutapuram/ Anakapalli	Gender		Female	
FPS id (as displayed in the portal)	0343011	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	17	Month	Allocation	Distribution	Closing Balance
AAY (members)	17	-	-	-	-
PHH (cards)	210	-	-	-	-
PHH (members)	642	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			No
Digital payment facility	-	Monthly entitlement of PHH & AAY category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			Yes
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Urban	Name		Kundrapu Lakshmi SHG	
Name of Village/ ward	32, Anakapalli	Age		-	
Block/ District	Anakapalli/ Anakapalli	Gender		-	
FPS id (as displayed in the portal)	0382005	Ownership		Self Help Group	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	7	Month	Allocation	Distribution	Closing Balance
AAY (members)	19	-	-	-	-
PHH (cards)	233	-	-	-	-
PHH (members)	742	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			No
Digital payment facility	-	Monthly entitlement of PHH & AAY category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			No
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			No
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
I. Details and location		J. Profile of FPS dealer			
Rural/ Urban	Rural	Name		Oblisetti Subbarao	
Name of Village/ ward	Dorasanipadu	Age		-	
Block/ District	Dwarka Tirumala/ Eluru	Gender		Male	
FPS id (as displayed in the portal)	0512018	Ownership		Cooperative Society	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	51	Month	Allocation	Distribution	Closing Balance
AAY (members)	103	-	-	-	-
PHH (cards)	571	-	-	-	-
PHH (members)	1661	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			Yes
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		M. Narasimha Rao	
Name of Village/ ward	Gundugolnu kunta	Age		-	
Block/ District	Dwarka Tirumala /Eluru	Gender		Male	
FPS id (as displayed in the portal)	0512030	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	26	Month	Allocation	Distribution	Closing Balance
AAY (members)	58	-	-	-	-
PHH (cards)	375	-	-	-	-
PHH (members)	1054	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			Yes
No. of PHH members	-	Name/ contact of vigilance committee members			Yes
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			Yes
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		Konakalla Suresh	
Name of Village/ ward	Kamavarapukota	Age		-	
Block/ District	Kamavarapukota / Eluru	Gender		Male	
FPS id (as displayed in the portal)	0511025	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	43	Month	Allocation	Distribution	Closing Balance
AAY (members)	107	-	-	-	-
PHH (cards)	573	-	-	-	-
PHH (members)	1621	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			Yes
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Urban	Name		Kotturi Nageshwra Rao	
Name of Village/ ward	6, Jangareddigudem	Age		-	
Block/ District	Jangareddigudem / Eluru	Gender		Male	
FPS id (as displayed in the portal)	0507004	Ownership		private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	37	Month	Allocation	Distribution	Closing Balance
AAY (members)	73	-	-	-	-
PHH (cards)	566	-	-	-	-
PHH (members)	1732	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			Yes
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Urban	Name		G. Madhva Verma	
Name of Village/ ward	17, Jangareddigudem	Age		-	
Block/ District	Jangareddigudem/ Eluru	Gender		Male	
FPS id (as displayed in the portal)	0507042	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	12	Month	Allocation	Distribution	Closing Balance
AAY (members)	35	-	-	-	-
PHH (cards)	247	-	-	-	-
PHH (members)	771	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			Yes
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
K. Details and location		L. Profile of FPS dealer			
Rural/ Urban	Urban	Name		Ronanki Syamala	
Name of Village/ ward	Ward 2, Krishnapuram	Age		-	
Block/ District	Amudalavalasa/ Srikakulam	Gender		Female	
FPS id (as displayed in the portal)	0182071	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	37	Month	Allocation	Distribution	Closing Balance
AAY (members)	73	-	-	-	-
PHH (cards)	638	-	-	-	-
PHH (members)	1010	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			No
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			Yes
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		D. Satyanarayana	
Name of Village/ ward	Dannanaplta	Age		-	
Block/ District	Amudalavalasa/ Srikakulam	Gender		Male	
FPS id (as displayed in the portal)	0118015	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	15	Month	Allocation	Distribution	Closing Balance
AAY (members)	39	-	-	-	-
PHH (cards)	261	-	-	-	-
PHH (members)	1102	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			No
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			Yes
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Urban	Name	M. Kamla		
Name of Village/ ward	Ward 6, Srikakulam	Age	-		
Block/ District	Srikakulam/ Srikakulam	Gender	Female		
FPS id (as displayed in the portal)	0181060	Ownership	Private		
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	45	Month	Allocation	Distribution	Closing Balance
AAY (members)	104	-	-	-	-
PHH (cards)	1218	-	-	-	-
PHH (members)	2132	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			Yes
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			Yes
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		Shri Priyanka SHG	
Name of Village/ ward	Hydco Colony	Age		-	
Block/ District	Srikakulam/ Srikakulam	Gender		Female	
FPS id (as displayed in the portal)	0128666	Ownership		Women Self Help Group	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	7	Month	Allocation	Distribution	Closing Balance
AAY (members)	22	-	-	-	-
PHH (cards)	460	-	-	-	-
PHH (members)	1401	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

FPS level Factsheet					
C. Details and location		D. Profile of FPS dealer			
Rural/ Urban	Rural	Name	Shri Bapuji SHG, Smt Anjala Dhan Laxmi		
Name of Village/ ward	M. Sunnapalli	Age	-		
Block/ District	Santhabomlali/ Srikakulam	Gender	Female		
FPS id (as displayed in the portal)	0129045	Ownership	Women Self Help Group		
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	23	Month	Allocation	Distribution	Closing Balance
AAY (members)	70	-	-	-	-
PHH (cards)	563	-	-	-	-
PHH (members)	1699	-	-	-	-
E. Facilities at FPS	Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes	Samples of PDS foodgrains for distribution			No
Internet connectivity	Yes	Opening and closing times of FPS			Yes
Digital payment facility	-	Monthly entitlement of PHH & AAY category			No
Banking correspondent	-	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	-	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No
No. of AAY cards	-	Quantity received, distributed & in stock			Yes
No. of PHH cards	-	Toll free helpline number 1967/ 1800 series			No
No. of PHH members	-	Name/ contact of vigilance committee members			Yes
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No
		Availability of Stock register at FPS			-
		Availability of Category of commodity-wise records			-
No. of AAY cards	0	Availability of Register of beneficiaries			-
No. of PHH cards	0	Availability of Register of sales			-

Comments of State on the submitted Draft Report

The findings of Concurrent Evaluation & Monitoring of Implementation of NFSA in the state has been presented on 20 December, 2022 in the Video Conference organized by Ministry of Consumer Affairs, Food & Public Distribution, Department of Food & Public Distribution, Krishi Bhawan, New Delhi -110111 vide order no. F.No.17(1)2020-PD-III(E-371068 dated 15.12.2022 with Andhra Pradesh State officials namely, Ms. Vijaya Suneetha, Director, Department of Food, Govt. of A.P. and Under Secretary, Shri Ramesh Kumar by Nodal officer of Monitoring Institute – CDECS along with other faculties. The report and the findings were accepted by the state and agreed to finalize the report.

F. No. 17(1)2020-PD-III(E-371068)
Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Food and Public Distribution
Krishi Bhawan, New Delhi
Dated, 15.12.2022

To
Head/Nodal Officer,
Centre for Development Communication & Studies (CDECS), Jaipur

Subject: Video Conference to share findings of Concurrent evaluation of the implementation of NFSA, 2013 in the States/UT- Andhra Pradesh, Chhattisgarh, Telangana, Maharashtra and Daman & Diu - reg.

Sir/Madam,

It has been decided to organize a video conference for presentation and discussion on the findings of the Report of the second year in Phase-II on Concurrent Evaluation of the implementation of National Food Security Act (NFSA) as per the schedule given below:

S.No.	Name of the MI	Concerned State/UT	Report	Date	Time Slot
1.	CDECS	Andhra Pradesh	Both rounds of 2 nd Year	20.12.2022 (Tuesday)	2:30 pm – 3:00 pm
2.		Chhattisgarh			3:00 pm – 3:30 pm
3.		Telangana			3:30 pm – 4:00 pm
4.		Maharashtra			4:00 pm – 4:30 pm
5.		Daman & Diu	2 nd Year		4:30 pm – 5:00 pm

2. Monitoring Institution is requested to make it convenient to participate in the Video Conference as per schedule and make a 20-minute slide presentation for each State/UT, which will be followed by 10 minutes of deliberation. For any further clarification, you may contact Sh. Abhishek Jain (Mob- 9953415081) and Sh. Himanshu Singh (Mob- 9952088561). Link for the meeting will be shared shortly.

Yours faithfully,



(Ramesh Kumar)
Under Secretary to the Govt. of India
Tel. 011-23383081

Copy to:

1. Principal Secretary/Secretary of the States/UT- Andhra Pradesh, Chhattisgarh, Telangana, Maharashtra and Daman & Diu – to attend/ depute the Concerned Officer to attend the VC as per the assigned time slot.
2. Director (PD)

Copy for information to: PPS to JS (PD), PPS to Director (PD)