

# Concurrent Evaluation of Implementation of National Food Security Act, 2013 in the State of Gujarat

Districts Covered – Banaskantha, Gir Somnath,  
Junagarh & Patan

PHASE II (2020-23) ROUND - 3  
(Period 1<sup>st</sup> October, 2021 – 31<sup>st</sup> 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  
(CDECS), JAIPUR**

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(18 November, 2022)*

0°54'3"N  
70°26'34"E  
16.3±8 m

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(18 November, 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 Fitzgerald Kennedy***

# ACKNOWLEDGEMENT

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 is the key to National Food Security Act (NFSA), 2013. The NFSA Act, 2013 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 Food, Consumer Affairs 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. The responsibility of Concurrent Evaluation & monitoring of functioning of National Food Security Act, 2013 in the State of Gujarat has been assigned to Monitoring Institute CDECS.

This 3<sup>rd</sup> 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 extant and quality of execution of NFSA, 2013 in the State. The execution of NFSA, 2013 has been taken in the State, districts, Talukas, 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.

This report of round -3, Year 2021-22 of 3<sup>rd</sup> Party Concurrent Evaluation & Monitoring of functioning of National Food Security Act, 2013 is an outcome of the kind cooperation & support of the following persons to whom we acknowledge our gratefulness.

1. Shri Sudhansu Pandey sb, IAS, Secretary, Department of Food & Public Distribution, Ministry of Consumer Affairs, Food & Public Distribution, Government of India, New Delhi,
2. Sh. S. Jagannathan, IAS, Joint Secretary (BP & PD), Department of Food & Public Distribution, Government of India, New Delhi,
3. Mr. Vivek Sukla sb. Director, Department of Food & Public Distribution, Ministry of Consumer Affairs, Food & Public Distribution, Government of India, New Delhi,
4. Shri Mohammad Shahid, IAS, Secretary, Department of Food, Civil Supplies and Consumer Affairs, Government of Gujarat,
5. Shri Tushar M. Dholakiya, IAS, Joint Secretary, Food, Civil Supplies and Consumer Protection Department, Government of Gujarat & Managing Director, GSCSCL, Gandhinagar,
6. Shri S.K. Modi, Executive Director, Gujarat State Civil Supplies Corporation Ltd. (GSCSCL), Gandhinagar, Gujarat,
7. Deputy Secretary, Department of Food & Public Distribution, Ministry of Consumer Affairs, Food & Public Distribution, Government of India, New Delhi,



8. Shri Ramesh Kumar, Under Secretary, Department of Food & Public Distribution, Ministry of Consumer Affairs, Food & Public Distribution, Government of India, New Delhi,
9. Shri J. K. Jagoda, GAS, Food, Civil Supplies and Consumer Protection Department, Government of Gujarat,
10. Deputy Secretary & Under Secretaries, Food, Civil Supplies and Consumer Protection Department, Government of Gujarat,
11. Ms. Ruchi Patel, Deputy Director, Food, Civil Supplies and Consumer Protection Department, Government of Gujarat,
12. Dr. Dhaval Ranipa, Deputy Director, Food, Civil Supplies and Consumer Protection Department, Government of Gujarat,

We owe our thanks to District Collectors of Banaskantha, Gir Somnath, Junagarh & Patan.

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. We are thankful to the officials and functionaries of Food, Civil Supplies and Consumer Protection Department, Government of Gujarat & Officials, Functionaries, Technical team and consultants of Gujarat State Civil Supplies Corporation Ltd., Gandhinagar, Gujarat. We are also thankful to the scientists and officials of Food Research Laboratory, Gandhinagar which is supported by GSCSCL who are really doing great job of testing the commodities before it is finalized for purchase by the Gujarat Government. We are thankful to District Supply Officers, Assistant supply officers and functionaries of DSO offices of Banaskantha, Gir Somnath, Junagarh & Patan districts for their deep concern for concurrent evaluation of NFSA Act, 2013. They themselves and their team supported the whole Concurrent Evaluation & Monitoring process. We owe our gratitude to District & Sub-division level Administrative & Technical team in the sample districts. We have 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 third 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.

**Dr. Upendra K. Singh,**  
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**COMMUNICATION AND STUDIES (CDECS)**

**18 November, 2022**

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## ABBREVIATIONS

AAY	: Antyodaya Anna Yojana
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
GoI	: Government of India
GoG	: Government of Gujarat
GSCSCL	: Gujarat State Civil Supplies Corporation Ltd.
MI	: Monitoring Institutions
NFSA	: National Food Security Act
NIC	: National Informatics Centre
PDS	: Public Distribution System
PHH	: Priority Households
PoS	: Point of Sale
PMGKAY	: Pradhan Mantri Garib Kalyan Anna Yojana
PwD	: Persons with Disability
SCs	: Scheduled Castes
SDO	: Sub-Divisional Magistrate
STs	: Scheduled Tribes
ToR	: Terms of Reference
TPDS	: Targeted Public Distribution System
VCs	: Vigilance Committees

## List of Tables

Table No.	Name of Table
Table 3.1	Coverage of sample in the Sample districts & Villages/ Urban wards
Table 4.1	Timely availability of foodgrains
Table 4.2	NFSA Beneficiaries in the State & Sample districts (Eligible but left out beneficiaries)
Table 4.3	Accessibility & average distance of FPS from beneficiary homes
Table 4.4	Awareness about duration/ Opening & Closing time of FPS
Table 4.5	Food grain quantity purchase and price vis-a-vis entitlements
Table 4.6	Issues of under-weightment & overcharging
Table 4.7	Food grains not getting due to authentication last month
Table 4.8	Perception of beneficiaries about Quality of food grains
Table 4.9	Satisfaction with the proportion of wheat & rice given through PDS
Table 4.10	Special dispensation for Old, Infirm, Physically challenged etc.
Table 5.1	Ownership pattern of FPS dealer
Table 5.2	Doorstep delivery and transportation cost management
Table 5.3	Eligible Ration Card holders attached with FPSs (Nos. & %)
Table 5.4	Eligible Ration Card beneficiaries attached with FPSs (Nos. & %)
Table 5.5	Family members seeded Aadhaar number in ration card
Table 5.6	Mode of selling food grains at FPS
Table 5.7	FPS Automation
Table 5.8	Display of required information as per PDS Control Order
Table 5.9	Display of IEC materials at FPS
Table 5.10	Status of eFPS at FPS
Table 5.11	Issues with use of eFPS
Table 5.12	Biometric Authentication
Table 5.13	Time taken for authentication
Table 5.14	Exception Management Provisions for beneficiaries
Table 6.1	Status of additional services at the FPS
Table 6.2	Demand for additional services at the FPS
Table 6.3	Implementation of other FPS transformation activities at FPS
Table 6.4	Payment of dealer's Commission
Table 6.5	Revenue from Common Service Centre (CSC)/ Sale of non-PDS item
Table 6.6	Total Revenue, Expenditure, Profit and Viability (Monthly Basis)
Table 6.7	Profit & Viability of the Sample FPSs
Table 7.1	Movement of Food grain Captured Online
Table 7.2	Online movement of food grains stock captured online
Table 7.3	Storage & Adequacy of storage capacity of godown
Table 7.4	Timely arrival and dispatch of food grains ( Month - May, 2022)
Table 7.5	Reasons of delay in stock receipt and dispatch of food grains at godown
Table 7.6	Use of Electronic Weighing Machine
Table 7.7	Automation of supply chain
Table 7.8	System & process followed at Godown
Table 8.1	Awareness regarding intra –state & national portability
Table 8.2	Demand for ONORC
Table 8.3	ONORC/ Portability
Table 9.1	Distribution of Food grains during covid-19 phase under Pradhan Mantri Garib Kalyan Yojana

## List of Figures

Figure No.	List of Figures
Fig. 4.1	FPS accessible by Pucca road
Fig.4.2	Satisfaction with number of working days
Fig.4.3	Received entitled quantity of foodgrain in a single visit
Fig.4.4	Experience the problem of under-weightment
Fig. 4.5	Source of distribution of foodgrains at the sample FPS
Fig. 4.6	Satisfied with Quality of Foodgrains
Fig. 4.7	Satisfied with the share/ proportion of wheat/rice given at FPS
Fig. 5.1	Ownership pattern of FPS dealer
Fig. 5.2	Received doorstep delivery of food grains at FPS
Fig. 5.3	Transportation cost management
Fig. 5.4	Excess foodgrain left atFPS
Fig. 5.5	Eligible ration card holders attached with FPS
Fig. 5.6	Percentage of Family members seeded Aadhaar number in Ration card
Fig.5.7	Mode of Selling food grains at FPS
Fig.5.8	Display at sample FPS
Fig.5.9	Use of laptop/e-PoS for distribution of foodgrain under PDS
Fig.5.10	Printed receipt from e-FPS
Fig.5.11	Average number of authentication attempts taken for successful authentication
Fig.5.12	Success rate of biometric authentication
Fig.5.13	Average time taken for authentication
Fig.6.1	Payment of Dealer's commission delayed
Fig.8.1	ONORC/ Portability

# Contents

Chapter	Content	Page No(s).
	<i>Acknowledgement</i>	4-5
	<i>Team for Study</i>	6
	<i>Abbreviations</i>	7
	<i>List of Tables</i>	8
	<i>List of Figures</i>	9
I.	Executive Summary of Key Findings and Recommendations of Concurrent Evaluation & Monitoring	11-16
II.	Introduction	17-19
III.	Description of Study Area/ Sample	20-21
IV.	Ease of access, leakages and diversion	22-33
V.	Fair Price Shop Management	34-54
VI.	Viability and transformation of Fair Price Shops	55-62
VII.	Supply Chain Management & Doorstep delivery	63-74
VIII.	One Nation One Ration Card (ONORC) & inter-state portability	75-80
IX.	Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY)	81-82
X.	Key Findings & Recommendations	83-89
	<i>Annexure</i>	90
a.	Glimpses of study	91-94
b.	Samples covered	95-96
c.	Questionnaire/Schedules	97-127
d.	Fact sheets – district & FPS	128-152
e.	Comments & suggestions of the State of Gujarat on the submitted Draft Report	153-159

# Chapter - 1

## Executive Summary of Key Findings and Recommendations of Concurrent Evaluation

### A. Background

This 3<sup>rd</sup> 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, Talukas, Gram 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, FPS and benefitted households (PHH & AAY) associated with NFSA, 2013 execution were instrumental in the process of 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 Gujarat four districts were selected namely, Banaskantha, Gir Somnath, Junagarh & Patan. 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 Gujarat has undertaken the execution of National Food Security Act, 2013 in the ambit of NFSA framework. 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 AeFPS, better supply chain management, FPS automation, formation of Vigilance committees, One Nation One Ration Card/Portability and Prime minister Garib Kalyan Anna Yojana (PMGKAY) etc. The whole team for execution of NFSA is young, dynamic and sensitive who are committed & responsible for quality delivery and meet the expectations of the Act in the State perspective in terms of ensuring Food security to citizens.

The State Food, Civil supplies & Consumer Affairs department is supported by various agencies, commissions and forums namely, Directorate of Food & Civil Supplies, Gujarat State Civil Supplies Corporation Ltd. (GSCSCL), Controller, Legal Metrology, Director Consumer Affairs, Consumer Dispute Redressal Commission/ Forum and Gujarat State Food Commission. These agencies/ commissions/ forums reported functional and providing required inputs in better

execution of NFSA in the State. The state has undertaken new initiatives for better execution of NFSA which has helped in increasing the Ration card number under NFSA.

In addition, state is in the process of devising the norms and process for excluding and including the NFSA beneficiaries. For inclusion recently on 13 October 2020, Food and Civil Supplies department has issued Government Resolution (GR) to verify the NFSA beneficiaries with the data of Social Justice department, registered widow pensioners of women & Child department, registered construction labour of Gujarat State Construction Labour welfare board, persons who have three-wheelers vehicle, BPL card holders who are out of NFSA etc. For exclusion of NFSA beneficiaries, department is in process of preparing norms by which the four wheelers owner data will be run through NFSA data list. Thus, the preparedness of the state for exclusion and inclusion can be appreciated. Also, Food, Civil Supply and Consumer Affairs Department has passed Government Resolutions dated 13/10/2020, 17/10/2020 and 21/10/2020 to include needy and eligible 50 lac beneficiaries of 10 lac households, which were deprived of the benefits under NFSA-2013. Moreover, the state Government has also decided to cover all disabled persons under NFSA who are registered under Social defense department and obtaining disabled pension through DBT. The widows registered with Woman & Child Development Department and getting 'widow pension' have been covered under NFSA. All Construction workers registered with Building & Construction Labours Welfare Board of Labour & Employment Department will be covered under NFSA- 2013.

The important change has been made in the state to support senior citizens, the age limit criteria have been reduced from 65 years to 60 years so that more old age persons could be covered under NFSA.

In order to ensure portability (ONORC / intrastate /interstate) as per choice of NFSA beneficiaries, state has made provision of additional allocation at the rate of 5% of the total allotment Quantity of NFSA allotted to FPS holder so that beneficiaries should not be denied by them.

In order ensure transparency between beneficiaries and fair price shops, state has launched "My Ration" Mobile Application in which individuals can check their entitlement of commodities as well as their prices and access to online receipt of the ration. Moreover, an individual/beneficiaries can see the transactions of last 6 months.

The initiative related facilitate the food grains distribution at FPS, Geo-tagging of Fair Price Shops all over the Gujarat state has been completed. Also, the proposal of "Geo-fencing" of such FPS is under active consideration of Government under which each and every fair price shop will be Geo-fenced so that their login id can be opened only within their area of access. Also, the door step delivery in the state from State GSCSC godowns the food grains are supplied to FPS via Door Step Delivery. During such transactions, "zero loss policy" is adopted. FPS holder signs the delivery challan for receiving appropriate quality and quantity of food grains in bags in the presence of Vigilance Committee member as a third party. Vigilance Committee members also sign on the delivery challan when the fair price shop receives the stock through Door-step-



Delivery. When the food grain is lifted from the godown, the shop-keeper, Mamlatdar, members of the Village Committee and the ration card holder who have registered their mobile no. is immediately informed by SMS on their registered mobile numbers.

Moreover, FPS dealers using their SSO login id on eFPS portal, can see names, ration card numbers and other details of ration card holder's families linked with their FPS. My Ration mobile application is also a revolutionary step to fill in the Communication gap of information between FPS holders and common people. The details related to public distribution from the State Government's website <http://dcs-dof.gujarat.gov.in> including - ration card, details of fair price shops, allotment made to fair price shops, ration card holders, transaction done etc.

GSCSCL (Gujarat State Civil Supply Corp. Ltd.) has done MOU with Forensic Science Laboratory of Home Department and established Food Research Laboratory. The commodities like Wheat, Rice, Sugar, Tur dal, Salt, Oil supplied in PDS are being inspected by Food Research Laboratory. We can acknowledge the spearheading of the state to ensure quality of food grains and other food items given to NFSA beneficiaries through FPS namely, Salt, Sugar, cooking oil and pulses, by establishing Food Laboratory. It is excellent effort of the state, which is functional too, and playing an instrumental role in undertaking and supporting state to procure and supply quality food items free from adulterations.

The key findings of the concurrent evaluation is mainly focused on system, process, management and practice of whole NFSA in the sample districts, sample Taluka and sample FPSs etc. In terms of beneficiary selection in the state under AAY and PHH, 11 percent were AAY and 89 percent were PHH beneficiaries ration cards. Similarly, out of total targeted NFSA beneficiaries members (as per census 2011 and state provisions in rural & urban area) under NFSA in the state 6 percent were the left out beneficiaries. It means 94 percent NFSA beneficiaries were covered in the State.

It is said that the better management of FPS certainly help in better execution of NFSA in the state and ensure proper distribution of food grains amongst the targeted beneficiaries of AAY and PHH. In terms of ownership of sample FPS, 85 percent of sample FPSs owned were having private license & 15 percent of sample FPS were owned by cooperative. For majority of sample households (90.7 percent), the distance travelled to FPS from their house was 500 meter to 1 km, which is manageable. The State government adopted Aadhaar based OTP authentication as an alternative practice in case of finger print authentication failure of beneficiary at Ae-FPSs so that NFSA cardholders were not denied ration by FPS. The step in the state helped in smooth distribution of food grains to NFSA beneficiaries, which is certainly a commendable step. It is important to share that all the 20 sample FPSs (100%) in four sample districts reported that they received doorstep delivery of food grains. Moreover, the payment of dealer's commission from the department was on time. The effort of state can be appreciated as 100 percent Aadhaar seeding has been completed in the State.

In terms of transparency, it need to cover one fourth way as only 87.7 percent sample households reported that they got printed receipt from e-FPS, 10.3 percent sample households reported that they sometimes got printed receipt from e-FPS and

2 percent sample households reported that they never got printed receipt from e-FPS. In terms of satisfaction of beneficiaries with e-FPS, 99.3 percent Households were reported satisfied. The process of eKYC to authenticate ration cards and Home delivery facility & facility to nominate others (with old, infirm & disabled) were not reported at any of the sample FPSs.

However, in terms of access to food grains entitlements, cent percent sample households opined that they received full quota of food grains in last month. 100 percent sample households were satisfied with the quality of grains and 92 percent sample households were satisfied with the proportion of wheat & rice given to them through PDS.

In terms of Viability of FPS, 100 percent (20 FPS) are able to meet their expenditures and are in profit. The monthly profit varies from Rs. 8500 to Rs. 57628 monthly. Apart from Common Service Centre(CSC) was reported at 01 sample FPS (5 percent) in Patan district, FPS dealers at the sample FPS were not engaged in any additional services viz. Banking Corrospendent Services, Common Service Centre (CSC), sale of non-PDS/ Grocery items, retail sale of small (5kg ) LPG Cylinders services & Broadband network services.

In terms of Supply Chain management, Supply Chain Management is being implemented under end to end computerization of TPDS operations by GSCSCL. The godowns belong to GSCSCL who manage and operate. The Delivery Orders, Release Orders, Truck Challans, Gate Passes, etc. for NFSA commodities are generated from system and are available on Transparency Portals and they are generated real-time.

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. The state shows very good achievements as 100 percent sample respondents received free ration given under PMGKAY from July 2021 to March 2022.

The progress of state in terms of ONORC can be appreciated, as 100 percent sample FPS dealers were aware about the portability option. 90 percent sample FPS dealers received training on ONORC / Portability. In terms of lifting food grains by NFSA beneficiaries, 100 percent FPS owner do not met any beneficiaries who lifted food grains from their FPS. There is a provision of additional 5 percent food grains (additional permit system) through Tehsildar. This will be given to FPS dealer if there is portability every month. Otherwise, they had to adjust from regular food grain allocation.

Looking to initiatives of planning for execution of NFSA is well thought off in the state. There has been great sensitiveness amongst the officials and functionaries both at State and districts. There has been improvement observed in the third round of Concurrent Evaluation & Monitoring of NFSA of year 2021-22 as compared to Year -1 (year 2020-21) round 1&2 of Concurrent Evaluation & Monitoring of NFSA in the state.

### 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, districts, Talukas and in villages/ urban wards, the NFSA has been instrumental for poor and needy people 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 concentrate on the following.

**First**, the initiatives related to awareness, access, regular supply, getting proper quantity, entitlement etc. should be a continuous process. Also, it needs to be kept into consideration in order to have effective and better delivery and outcome under NFSA across the districts in the state.

**Second**, the momentum related to coverage, timely distribution of food grains, better participation of FPS dealer, systematic management of supply chain and providing food grains to beneficiaries with proper quality and quantity in the state and districts should be maintained. It needs to be continued with same commitment and pace in order to excel the execution of NFSA in the state so that the coverage and quality can be maintained at higher level.

**Third**, the capacity building and support process of FPS dealers on ONORC should be the ongoing processes which need to be taken care and dealt always. In addition, the buffer stocks should be readily available to each FPS who has possibilities to distribute food grains under NFSA under ONORC in regular manner.

**Fourth**, although the state has 'zero loss policy' which certainly protect FPS owner who were in the opinion that they should be given some additional quantity of food grains as transit /distribution loss of food grains may be 500 grams to 1000 grams.

#### **Compliance of Directorate of Food & Civil Supplies, Gujarat State on submitted draft report (Ref: No. PDS/NFSA/246/2018/Part-4 Dt. 10/11/2022)**

However, in the sample FPS/villages, talukas, districts and state, it has been observed that in terms of directions, support and releasing orders, setting norms and innovations in providing quality food grains through Fair Price shops (FPSs) has been predominately reflected namely,

Director, Food & Civil Supply has taken the following initiatives related to awareness and access regarding entitlements, (i) self Mobile number seeding facility using 'My Ration' mobile operation by citizens has been implemented; (ii) dedicated advertisement regarding Ration Card related services and "My Ration" mobile application is being published regularly in renowned local newspapers to create awareness in citizens; (iii) RCMS has been integrated with Digilocker so that the citizens could avail their Ration cards in digital format.

Looking to initiatives of planning for execution of NFSA is well thought off in the state. There has been great sensitivity amongst the officials and functionaries both at

State and districts. There has been improvement observed in the third round of Concurrent Evaluation & Monitoring of NFSA of year 20201-22 as compared to the second round (the year 2020-21) of Concurrent Evaluation & Monitoring of NFSA in the state. In today's situation, we can solicit the support of the state that how the order, circulars, directions, system and management related to the execution of NFSA in the districts, Talukas and villages/ habitation can be fruitful and meaningful in terms of execution.

## Chapter - 2

### Introduction

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#### 2.1 Introduction

Providing food and nutrition security to citizens is the key responsibility of the welfare state. 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 & 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. The Act also, clearly outlines the TPDS reforms that 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).

The major six components of NFSA is stated hereunder,

**Food security:** The Food & Agriculture Organization (FAO) provides this well-accepted definition of a state of food security: *"Food security exists when all people, at all times, have physical, social and economic access to sufficient, safe and nutritious food which meets their dietary needs and food preferences for an active and healthy life."*<sup>1</sup>

**Availability of food:** Availability is one of the four components of food security and it addresses the supply side. The phrase refers to the physical inflow and presence of safe and nutritious food at a given time and in a given place (e.g. at a local market or in a country).

**Access to food:** Access, one of the four components of food security, concerns itself with whether or not an individual or household is able to gain access to (and therefore eat) available food. It addresses the ability to purchase or exchange goods for foods, as well as foods that are given and other social mechanisms that affect access (e.g. unequal distribution of food among the members of a household).

**Utilisation of food:** Utilisation is one of the four components of food security. It addresses the body's ability to make the most out of the nutrients in food that is consumed. Utilisation of food can be affected by factors such as poor storage,

spoilage, cooking practices, food safety, and diseases (such as worms, or HIV/Aids) that might affect sufficient consumption and digestion of food.

**Stability:** Stability is one of the four components of food security. It cuts across and affects all the other components. Food may be available and accessible to people who are able to utilise it effectively, but this state of affairs needs to be enduring and so stable over time, rather than being a temporary state that is subject to fluctuations.

**Malnutrition:** Malnutrition undermines a person's ability to lead a healthy life and occurs when a person is not able to obtain the right variety of nutrients in the right amounts from their diet. It is an umbrella term that includes over nutrition (an excess of food energy), under nutrition (a lack of food energy and macronutrients such as protein), and micronutrient deficiencies (insufficient micronutrients such as iron, vitamin A or iodine).

## 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 Gujarat 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 round, may be half yearly.

### Selection of samples

In Round 3 of Phase II (2020-23) of Concurrent Evaluation of Implementation of NFSA, 2013, four 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 sample NFSA households (i.e., 10 PHH & 5 AAY) have been selected using a systematic random sampling method. Adequate representation of SC/ST, poor and vulnerable populations have been ensured in the sample.

### **Sample Size**

During round 3 of Year 2021-22, the Concurrent Evaluation & Monitoring of Implementation of NFSA, 2013 (1<sup>st</sup> October 2021- 31<sup>st</sup> March 2022), total 300 sample NFSA households have been covered (PHH: 200 & AAY: 100) from 12 villages & 8 urban wards covering 04 sample districts. In a year, 600 sample NFSA households were selected from 24 sample villages and 16 urban wards in 08 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 04 sample districts of the State of Gujarat during round-3 (Year 2021-22). In total, 20 FPSs have been covered out of which 12 FPSs in rural areas and 08 FPSs in urban areas in which 300 sample NFSA Households have been covered (PHH-200; AAY-100).

The data collection has been done in the State from 9<sup>th</sup> June, 2022 to 18<sup>th</sup> June, 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, 8 and 9 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) in each of 05 sample 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.

## Chapter – 3

### Description of Study Area/ Sample

The Concurrent Evaluation of implementation of NFSA Act, 2013 in the State of Gujarat has been assigned to Monitoring Institute – Centre for Development Communication & Studies (CDECS). In the state, there are 33 districts. As per ToR of concurrent evaluation of implementation of National Food Security Act, 2013, the data have been collected in 04 sample districts of Gujarat 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, four districts have been selected randomly. Similarly, the villages and urban towns have been selected through multistage random sampling. The details of sample areas are stated hereunder.

District-wise, in Banaskantha 02 urban & 03 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 49 PHH cardholders & 26 AAY cardholders households were selected randomly for the study. In Gir Somnath, 02 urban & 03 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 49 PHH cardholders & 26 AAY cardholders households were selected randomly for the study. In Junagarh, 02 urban & 03 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 51 PHH cardholders & 24 AAY cardholders households were selected randomly for the study. In Patan, 02 urban & 03 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013. In total, 51 PHH cardholders & 24 AAY cardholders households were selected randomly for the study. Hence, 08 urban & 12 rural FPSs were selected for Concurrent Evaluation of implementation of NFSA Act, 2013 in the State. In total, 200 PHH cardholders, 100 AAY cardholders' households were selected randomly for the study.

Fair Price Shop-wise detail of sample households (PHH/AAY cardholders) selected randomly for the study was given in the table below.

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

S. No.	Name of Sample districts	Name of Sample Villages/ Urban Towns/ Areas	Rural/ Urban FPS	PHH	AAY	Total sample
1.	Banaskantha	1. Ward no.5,Kamalपुरa road, Wani bazar, Palanpur	Urban	10	5	15
		2. Janta Nagar, Palanpur	Urban	10	5	15
		3. Dangiya	Rural	9	6	15
		4. Datewada	Rural	10	5	15
		5. Chadotar,Palanpur	Rural	10	5	15
		<b>Total</b>		<b>49</b>	<b>26</b>	<b>75</b>
2.	Gir Somnath	1. Ward no.1, Panch	Urban	10	5	15



		Chakla,Prabhash, Patan				
		2. Veeraval road, Talala	Urban	9	6	15
		3. Garbi Chowk, Ward no.2	Rural	10	5	15
		4. Vrindavan Society, Bhalpana 2	Rural	10	5	15
		5. Sonariya	Rural	10	5	15
		<b>Total</b>		<b>49</b>	<b>26</b>	<b>75</b>
3.	Junagarh	1. Main bazar, Mendada	Rural	10	5	15
		2. Near Ram Mandir, Janjad	Urban	10	5	15
		3. Main road, Kanza, Ward no.3	Rural	10	5	15
		4. Ward no.5, Bagdu	Rural	11	4	15
		5. Sai Baba Society, Vaibhav Apartment	Urban	10	5	15
		<b>Total</b>		<b>51</b>	<b>24</b>	<b>75</b>
4.	Patan	1. Ward no.2, Jain Shamshan Bhumi, Patan	Urban	8	7	15
		2. Jangral, Saraswati	Rural	9	6	15
		3. Sander, near bus stop, Rawalwas	Rural	10	5	15
		4. Ward no.2, Pipla gate	Urban	13	2	15
		5. Kambya Talab, Vagdod	Rural	11	4	15
		<b>Total</b>		<b>51</b>	<b>24</b>	<b>75</b>
		<b>Grand total</b>		<b>200</b>	<b>100</b>	<b>300</b>

## Chapter - 4

### Ease of Access, Leakages & Diversion

The state of Gujarat has made effective and efficient arrangements for better execution of NFSA. 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 for food grain distribution at FPS & etc. One of the purposes 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 off take by households in the sample FPSs

The availability of food grains in time at FPS is an important determinant of NFSA so that NFSA beneficiaries can receive their entitlement quota timely. With regards doorstep delivery of food grain at FPSs in the last month, food grains were received before the start of the month i.e in advance & within fortnight was reported by 20 percent sample FPSs each, 55 percent sample FPSs opted for 1-3 days & 5 percent sample FPSs reported that the food grains were received more than a fortnight. Thus, majority of sample FPSs (55 percent) received food grain within 1-3 days. The district Supply Office should make arrangement for timely supply of food grains to the sample FPS so that the NFSA cardholders can receive food grains in time.

**Table 4.1: Timely availability of food grains**

Sl.No.	Particulars	Responses	Districts (Nos. & %)
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			Banaska ntha	Gir Somnat h	Junaga rh	Patan	Total
1.	In how many days received doorstep delivery of food grains	Food grains received in advance	0 (0%)	2 (40%)	0 (0%)	2 (40%)	4 (20%)
		Within 1-3 days	4 (80%)	2 (40%)	2 (40%)	3 (60%)	11 (55%)
		Within first week	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Within a fortnight	1 (20%)	1 (20%)	2 (40%)	0 (0%)	4 (20%)
		More than a fortnight	0 (0%)	0 (0%)	1 (20%)	0 (0%)	1 (5%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)

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

The total NFSA target of AAY ration cards in the State as per Census 2011 is 8,13,545 lakh, out of which, total AAY ration cards (Households beneficiaries) covered are 8,13,684 lakhs (100 percent). The total NFSA target of PHH members in the State as per Census 2011 is 3,23,78,482 out of which, total PHH members (Households beneficiaries) covered are 3,23,72,617 (99.9 percent).

District-wise, in Banaskantha the total NFSA target of AAY Ration cards as per Census 2011 is 64239, out of which, total AAY Ration cards (Households beneficiaries) covered are 64239 (100 percent). The total NFSA target of PHH members as per census 2011 is 2218738, out of which, total PHH members (Households beneficiaries) covered are 2218738 (100 percent). In Gir Somnath, the total NFSA target of AAY ration cards as per census 2011 is 12644, out of which, total AAY ration cards (Households beneficiaries) covered are 12644 (100 percent). The total NFSA target of PHH members as per census 2011 is 738905, out of which, total PHH members (Households beneficiaries) covered are 738905 (100 percent). In Junagarh, the total NFSA target of AAY Ration cards as per census 2011 is 16375, out of which, total AAY ration cards (Households beneficiaries) covered are 16375 (100 percent). The total NFSA target of PHH members as per census 2011 is 890226, out of which, total PHH members (Households beneficiaries) covered are 890226 (100 percent). In Patan, the total NFSA target of AAY Ration cards as per Census 2011 is 20921, out of which, total AAY ration cards (Households beneficiaries) covered are 20921 (100 percent). The total NFSA target of PHH members as per census 2011 is 583420, out of which, total PHH members (Households beneficiaries) covered are 583420 (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)**

Districts/ State	Targeted NFSA RCs (as per census 2011 and state)	RCs under NFSA	Targeted NFSA beneficiaries members (as per census	Members covered under NFSA
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	provisions in rural and urban area)		2011 and state provisions in rural and urban area)	
	AAY RCs	AAY RCs	PHH member	PHH member
Banaskantha	64239	64239	2218738	2218738
Gir Somnath	12644	12644	738905	738905
Junagarh	16375	16375	890226	890226
Patan	20921	20921	583420	583420
State - Gujarat (Ration Cards of Household beneficiaries)	8,13,545	8,13,684	3,23,78,482	3,23,72,617

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.

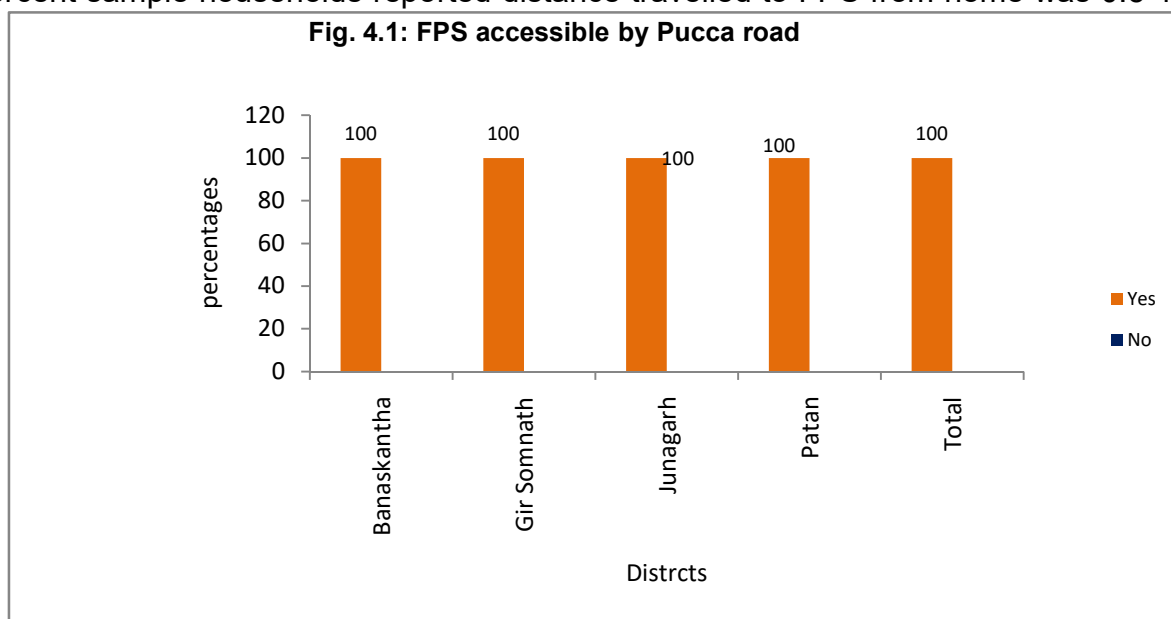
- Out of total eligible Ration Cards under NFSA, 11 percent were AAY and 89 percent were PHH beneficiaries ration cards.
- Similarly, out of total eligible beneficiaries under NFSA in the state 6 percent were the left out beneficiaries.

#### 4.2 Average distance of FPS from beneficiary's homes





As far as distance of FPS located from sample households, 62.7 percent of sample households reported distance travelled to FPS from home was up to 0.5 km, 28 percent sample households reported distance travelled to FPS from home was 0.5-1



km, 7 percent sample households reported distance travelled to FPS from house was 1-2 kms & 2.3 percent sample households reported distance travelled to FPS from house was more than 2 kms. Thus, for majority of sample households (90.7 percent) the distance travelled to FPS from their home was 500 meter 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**

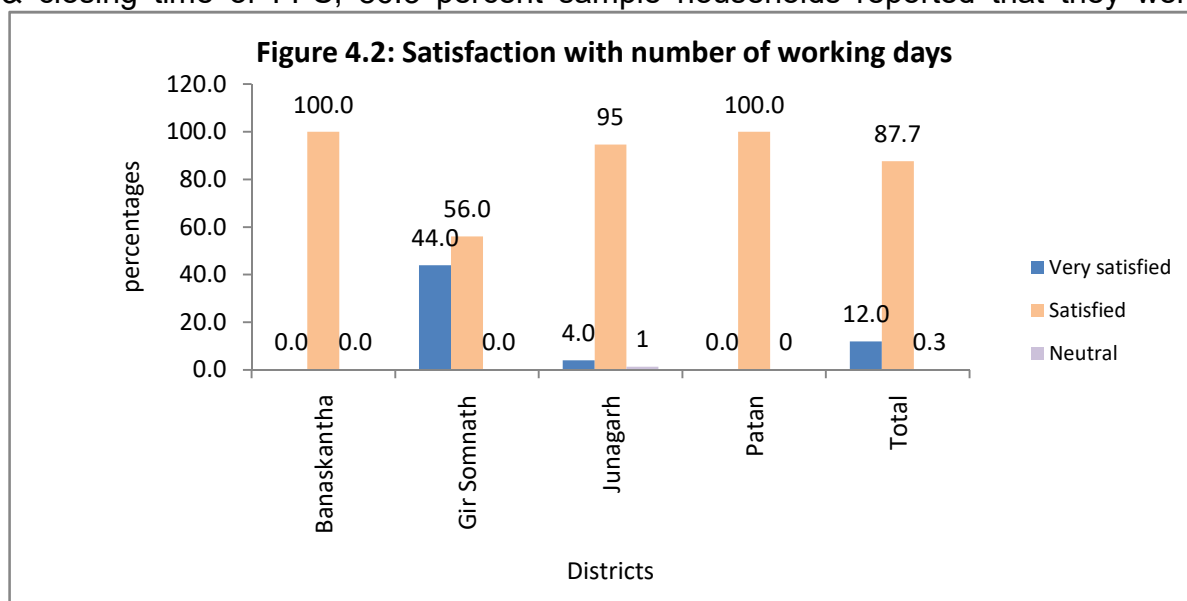
Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaska ntha	Gir Somnat h	Junaga rh	Patan	Total
1.	FPS accessible by pucca road	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
3.	Distance travelled to FPS	Upto 0.5kms	61 (81.3%)	52 (69.3%)	25 (33.3%)	50 (66.7%)	188 (62.7%)
		0.5-1km.	6 (8%)	21 (28%)	40 (53.3%)	17 (22.7%)	84 (28%)
		1-2kms	2 (2.7%)	2 (2.7%)	10 (13.3%)	7 (9.3%)	21 (7%)
		More than 2 kms	6 (8%)	0 (0%)	0 (0%)	1 (1.3%)	7 (2.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)

### 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, 49.7

percent sample households opted for 10-15 days, 20.3 percent sample households opted for 15-20 days, 18.3 percent sample households opted for more than 20 days but not for all days and 11.3 percent sample households opted for all days. Regarding satisfaction with number of working days of the FPS, 12 percent sample households opined that they were very satisfied with number of working days of the FPS, 87.7 percent sample households opined that they were satisfied & 0.3 percent sample households were neutral with number of working days of the FPS. It is worth to mention that 99.7 percent sample households were either satisfied or very satisfied with number of working days of the FPS.

On response opening & closing time of FPS, majority of sample respondents reported 9 a.m to 5 p.m. Regarding satisfaction with opening & closing time of FPS, 13.3 percent sample households reported that they were very satisfied with opening & closing time of FPS, 86.3 percent sample households reported that they were



satisfied & 0.3 percent sample households were neutral with opening & closing time of FPS. 99.6 percent sample households were satisfied with opening & closing time of FPS.

5 percent sample FPS dealers reported that FPS opens for less than 10 days followed by 40 percent sample FPS dealers opted for 15-20 days, 30 percent sample FPS dealers reported that FPS opens for more than 20 days but not for all days in a month and 25 percent sample FPS dealers reported that FPS opens for all days. The operational time of FPS is 8.00 am to 12.00 pm & 3 pm to 6 pm in the sample districts.

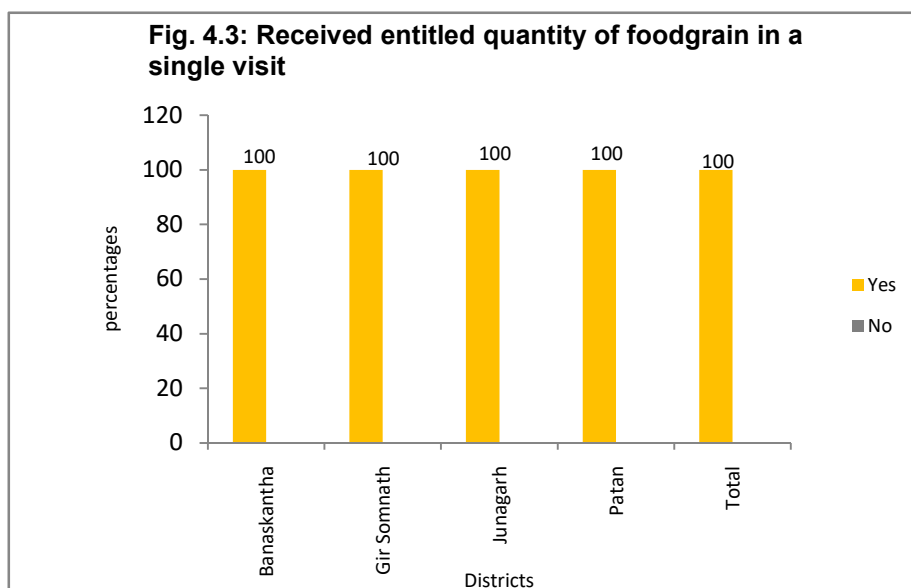
**Table 4.4: Satisfaction with duration & timing of opening of FPS**

Sl.No.	Particulars	Responses	Districts (Nos.& %)				
			Banaska ntha	Gir Somnath	Junagarh	Patan	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%)
		10-15 days	73 (97.3%)	1 (1.3%)	0 (0%)	75 (100%)	149 (49.7%)
		15-20 days	1 (1.3%)	17 (22.7%)	43 (57.3%)	0 (0%)	61 (20.3%)

		More than 20 days but not all days	1 (1.3%)	31 (41.3%)	24 (32%)	0 (0%)	56 (18.7%)
		All days	0 (0%)	26 (34.7%)	8 (10.7%)	0 (0%)	34 (11.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)
2.	Satisfaction with no. of working days of the FPS	Very satisfied	0 (0%)	33 (44%)	3 (4%)	0 (0%)	36 (12%)
		Satisfied	75 (100%)	42 (56%)	71 (94.7%)	75 (100%)	263 (87.7%)
		Neutral	0 (0%)	0 (0%)	1 (1.3%)	0 (0%)	1 (0.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)
3.	Satisfaction with the timings of distribution of food grains at PDS	Very satisfied	0 (0%)	33 (44%)	7 (9.3%)	0 (0%)	40 (13.3%)
		Satisfied	75 (100%)	42 (56%)	67 (89.3%)	75 (100%)	259 (86.3%)
		Neutral	0 (0%)	0 (0%)	1 (1.3%)	0 (0%)	1 (0.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)

#### 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 the ToR, the concurrent evaluation process has captured 15 Households for



interview per FPS. Out of 15 Households there were targets of 10 PHH & 05 AAY. 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. Thus, in total, 300 sample households were covered under this study. Out of the total sample NFSA beneficiaries covered under the study, 231(77%) were PHH and 69 (23%) were AAY.

## Response of Sample respondents on receipt entitled quantity of Food Grains in a single visit

In total, 100 percent sample households opined that they received entitled quantity of food grains in a single visit in the last month (May 2022).



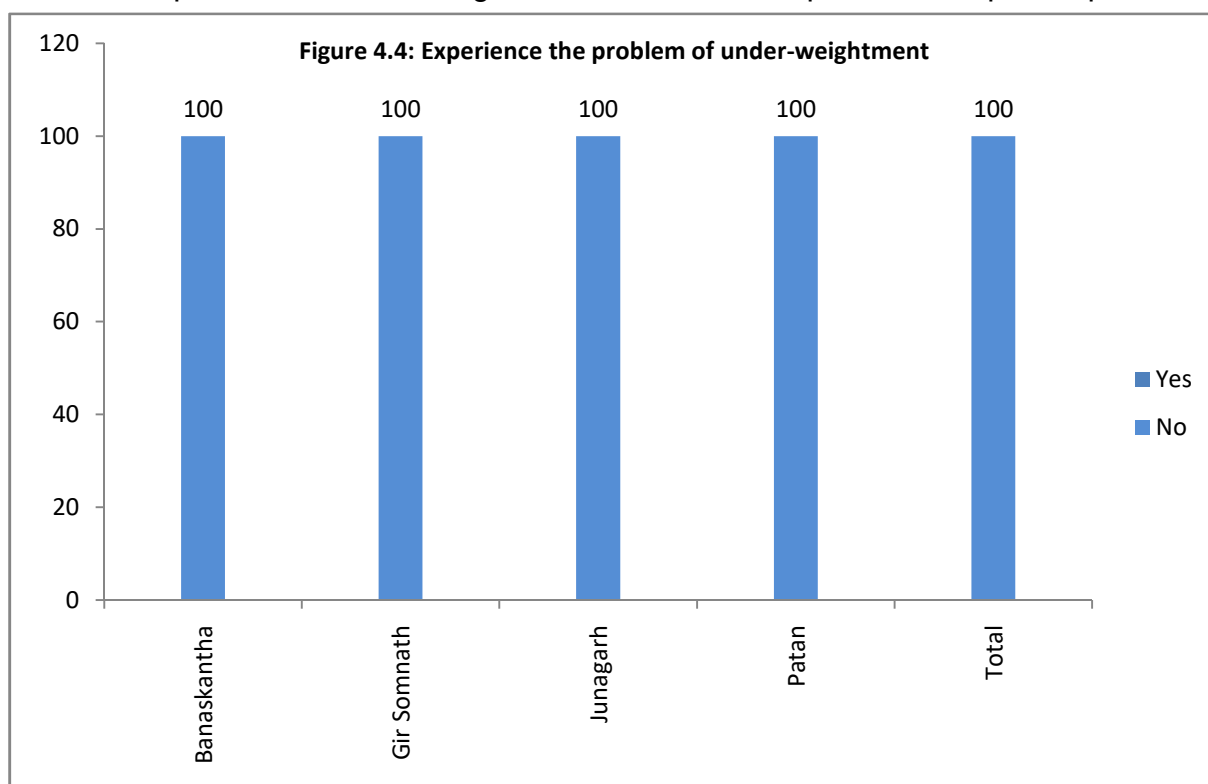
Foodgrain distribution at the FPS

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

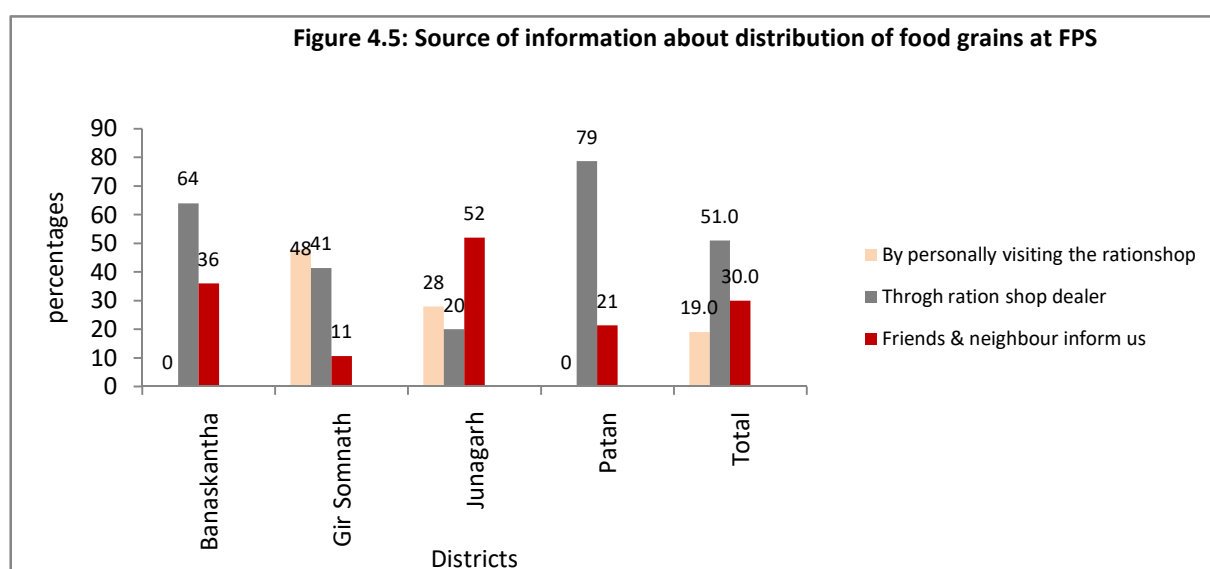
Sl.No	Particulars	Responses	Districts (Nos.& %)				
			Banaskantha	Gir Somnath	Junagarh	Patan	Total
1.	Sample beneficiaries under study	PHH	49 (65.3%)	49 (65.3%)	51 (68%)	51 (68%)	200 (66.7%)
		AAY	26 (34.4%)	26 (34.4%)	24 (32%)	24 (32%)	100 (33.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)
2.	Received entitled quantity of food grains in a single visit	Yes	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)



As far as problem of underweight is concerned, 100 percent sample respondents/



households did not experience problem of under-weight in last one month. Similarly, with respect to overcharged for food grains any time during last one year, all the 300 sample households (100 percent) reported that they were not overcharged for food grains any time during last one year. The PHH & AAY cardholders were charged Rs. 2 per kg for wheat & 3 per kg for rice. Thus, overcharging for food grains was not an issue during concurrent evaluation of FPSs and interview of 300 Households/beneficiaries.



As far 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, majority of sample households (51 percent) opted for ration shop dealer followed by 19 percent sample households

opined that they got information about distribution of food grains by personally visiting the ration shop & 30 percent sample households reported that friend & neighbour informed them about distribution of food grains at the FPS.

**Table 4.6: Issues of under-weighting & overcharging**

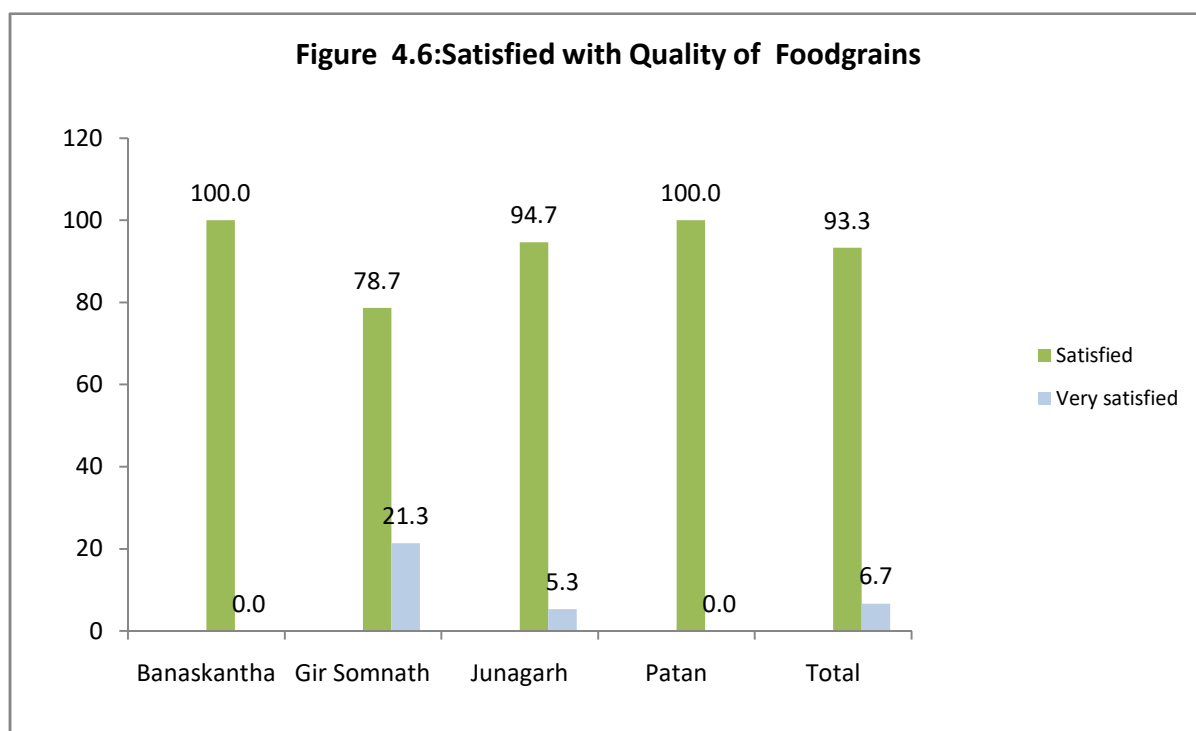
Sl.No.	Particulars	Responses	Districts (Nos.& %)				
			Banaska ntha	Gir Somnath	Junag arh	Patan	Total
1.	Experience the problem of under-weight of commodities in last month	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)
		Not Aware	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)
2.	Respondents were overcharged any time during last month	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)
		Not Aware	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)
3.	Source of information about the distribution of food grains at your local ration shop	By personally visiting the ration shop	0 (0%)	36 (48%)	21 (28%)	0 (0%)	57 (19%)
		Through ration shop dealer	48 (64%)	31 (41.3%)	15 (20%)	59 (78.7%)	153 (51%)
		Friends & neighbors inform us	27 (36%)	8 (10.7%)	39 (52%)	16 (21.3%)	90 (30%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (1000%)

### Not lifted (Unlifted) quantity of food grains

Out of total NFSA cardholders in the 20 sample FPS, 216 card holders (1.7 percent) did not get food grains due to authentication issue last month (May 2022). Card-wise, 1.8 percent PHH cardholders & 1.6 percent AAY cardholders did not get food grains due to authentication issue.

**Table 4.7: Foodgrains not getting due to biometric authentication failure**

Sl.No.	District	RCs holders		
		PHH	AAY	Total
1.	Banaskantha	19 (0.9%)	2 (0.7%)	21 (0.9%)
2.	Gir Somnath	50 (2.0%)	0 (0%)	50 (1.6%)
3.	Junagarh	0 (0%)	0 (0%)	0 (0%)
4.	Patan	125 (4.1%)	20 (5.7%)	145 (4.3%)
	Total	194 (1.8%)	22 (1.6%)	216 (1.7%)



#### 4.5 Perception of beneficiaries about quality of food grains

Every household/ beneficiary expects better Quality of food grains under NFSA. In total, 93.3 percent sample households were satisfied, whereas 6.7 percent sample households were very satisfied with the quality of grains. Hence, 100 percent sample households were satisfied with the quality of food grains.

**Table 4.8: Perception of beneficiaries about Quality of food grains**

Sl.No.	Particulars	Responses	Districts (Nos.& %)				
			Banaskantha	Gir	Junagarh	Patan	Total

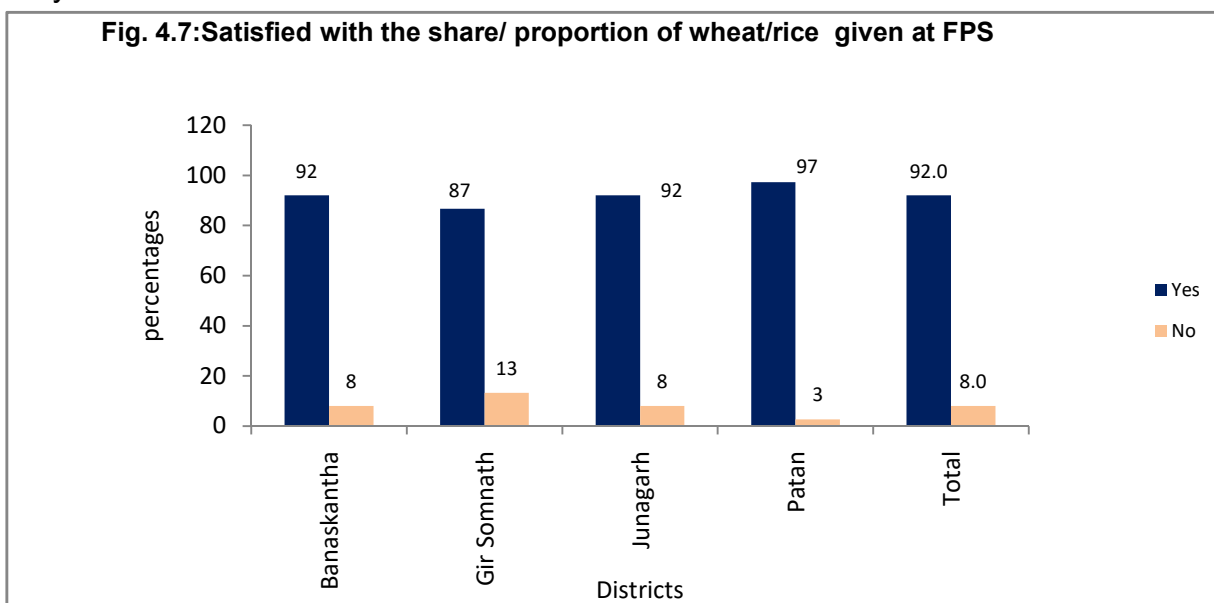
				Somnath			
1.	Satisfied with the quality of food grains at FPS	Dissatisfied	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Neutral	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Satisfied	75 (100%)	59 (78.7%)	71 (94.7%)	75 (100%)	280 (93.3%)
		Very satisfied	0 (0%)	16 (21.3%)	4 (5.3%)	0 (0%)	20 (6.7%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)

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

100 percent sample households were satisfied with the quality of foodgrains.

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

In total, 92 percent sample households were satisfied with the proportion of wheat & rice given to them through PDS, whereas 8 percent were not satisfied with the proportion of wheat & rice given to them through PDS. In Gujarat, 3.5 kg wheat & 1.5 kg rice was given to the PHH cardholders and 25 kg wheat & 10kg rice was given to the AYY cardholders. The sample respondents who were not satisfied demanded only wheat & no rice under NFSA.



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

Sl.No.	District	Yes	No	Total
1.	Banaskantha	69 (92%)	6 (8%)	75 (100%)
2.	Gir Somnath	65 (86.7%)	10 (13.3%)	75 (100%)
3.	Junagarh	69 (92%)	6 (8%)	75 (100%)
4.	Patan	73 (97.3%)	2 (2.7%)	75 (100%)
	Total	276 (92%)	24 (8%)	300 (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 300, in total 26 sample households (8.7%) reported that their members of the family belonged to Old/PwD, whereas, 274 sample households (91.3%) reported that they had mixed age group.

Regarding nomination/ home delivery facility in the sample FPSs, in all the four districts (viz. Banaskantha, Gir Somnath, Junagarh & Patan) ration cardholders were not availing nomination & home delivery facility at any of 20 sample FPSs.

**Table 4.10: Special dispensation for Old, Infirm & physically challenged**

Sl.No.	Particulars	Responses	Districts (Nos.& %)				
			Banaskantha	Gir Somnath	Junagarh	Patan	Total
1.	Any of the family members belong to PwD	Yes	8 (10.7%)	8 (10.7%)	6 (8%)	4 (5.3%)	26 (8.7%)
		No	67 (89.3%)	67 (89.3%)	69 (92%)	71 (94.7%)	274 (91.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)
2.	Total number of NFSA ration cards (with old, infirm, disabled members)	Home delivery of ration	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Facility to nominate others to lift food grains	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

## Chapter-5

### Fair Price Shop Management

In the state of Gujarat, the distribution of food grains is done through 15336 Fair Price Shops covering 34 NFSA districts (district Ahmadabad is split into two NFSA districts – Urban & Rural) and 267 Talukas /zone. Fair Price Shop is the key institution under National Food Security Act, 2013 for execution of the NFSA Act, 2013 from where the distribution of food grains takes place to the eligible 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.

The system can be well appreciated when it is error free or having minimum error. 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 eFPS. In the State FPS automation has been reported completed at 15336 FPS (100%).

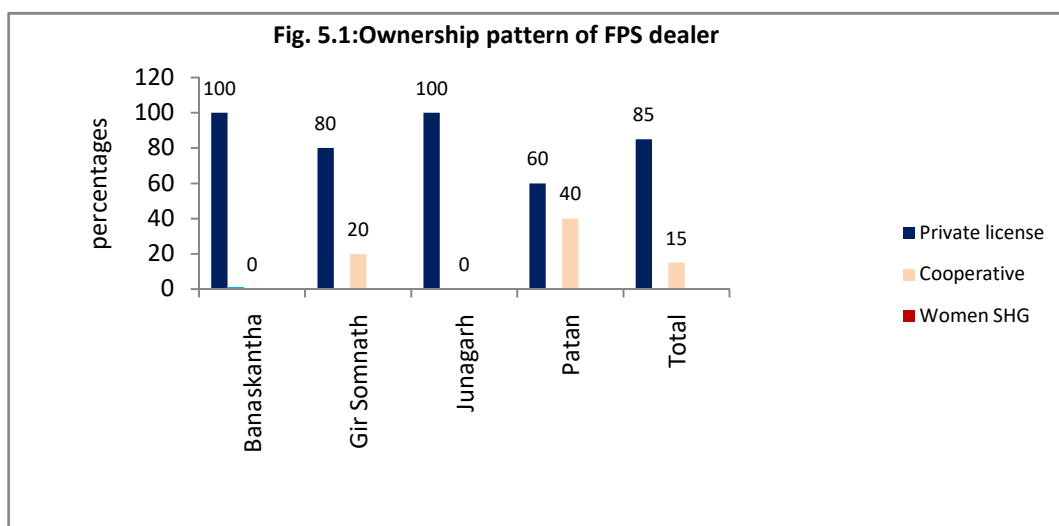
#### 7.1 Ownership pattern of Sample FPS dealer



In the State of Gujarat, 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 (@ Rs. 1.50 per quintal). As reported, there were categories of FPS dealers namely, Co-operative Societies viz. Sahkari Samiti/ Mandal (GSS), and FPS owned by individuals. The commission is increased from April, 2022. The concern of the state



is appreciated at this juncture who understand the FPS dealer and made every effort to increase their income.



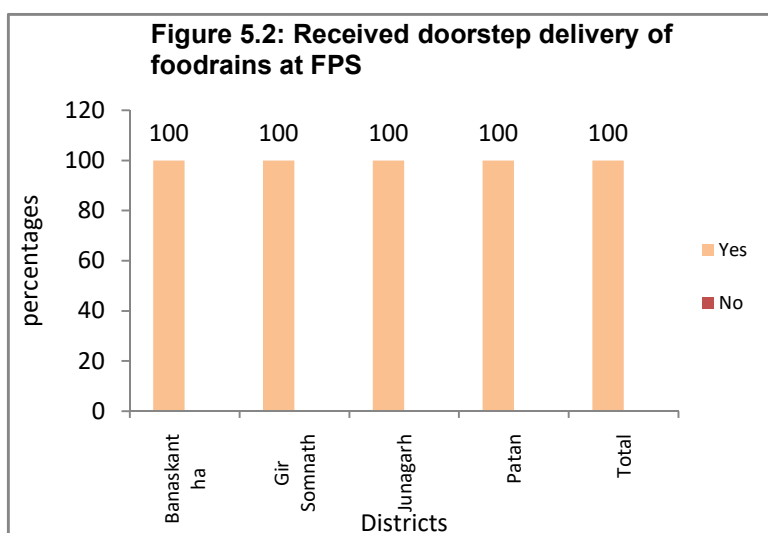
**Table 5.1: Ownership pattern of FPS dealer**

Sl.No	Particulars	Responses	Districts (Nos.& %)				
			Banaska ntha	Gir Somnath	Junaga rh	Patan	Total
1.	Ownership of FPS Dealer	Private license	5 (100%)	4 (80%)	5 (100%)	3 (60%)	17 (85%)
		Cooperative	0 (0%)	1 (20%)	0 (0%)	2 (40%)	3 (15%)
		Women Self Help group	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Others	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)

The ownership Pattern of sample FPS dealers is given in the figure 7.1. In total, 85 percent of sample FPSs owned were under private license & 15 percent of sample FPS were owned by cooperative.

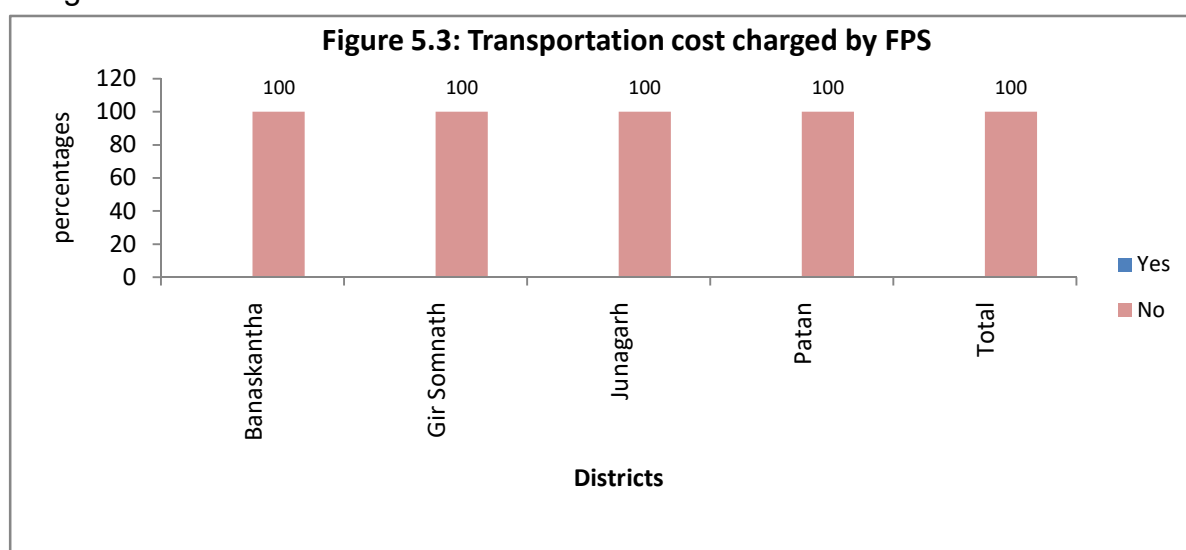
## 5.2 Adherence to food distribution calendar

The food grains distribution at Fair price shops was held from date 1 to 30 of every month. The same was reported by every FPS owner/ manager. However, it has been reported that mostly the distribution is done within first two weeks after receipt of the food grains from FCI godowns.



### 5.3 Doorstep delivery of food grains-experience & issues

All the 20 sample FPSs (100%) in four 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, in how many days the FPSs received doorstep delivery of food grain in last month, With regards doorstep delivery of food grain at FPSs in the last month, food grains were received before the start of the month i.e in advance & within fortnight was reported by 20 percent sample FPSs each, 55 percent sample FPSs opted for 1-3 days & 5 percent sample FPSs reported that the food grains were received more than a fortnight. Thus, majority of sample FPSs (55 percent) received food grain within 1-3 days. The district Supply Office should make arrangement for timely supply of food grains to the sample FPS so that the NFSA cardholders can receive food grains in time.



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

**Table 5.2: Doorstep delivery and transportation cost management**

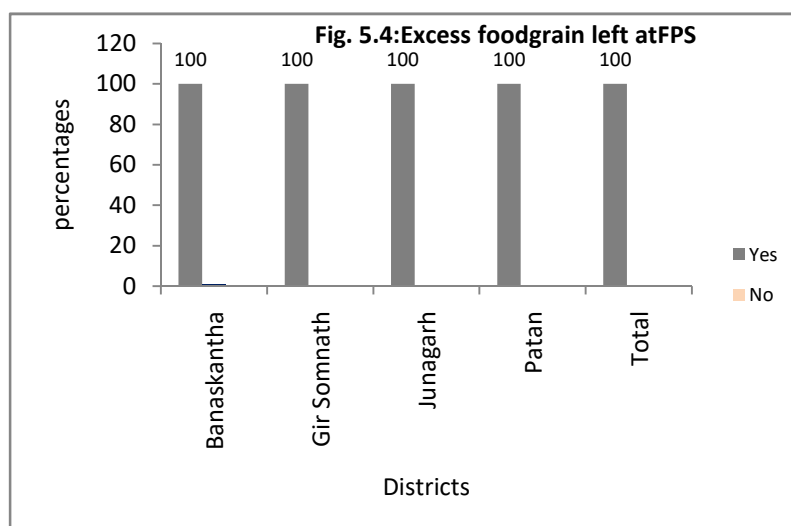
Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaska ntha	Gir Somnath	Junagar h	Patan	Total
1.	Doorstep delivery of food grain	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
2.	If 'Yes' in how many days received doorstep delivery of food grain	Food grain received in advance	0 (0%)	2 (40%)	0 (0%)	2 (40%)	4 (20%)
		Within 1-3 days	4 (80%)	2 (40%)	2 (40%)	3 (60%)	11 (55%)
		Within first week	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)



		Within a fortnight	1 (20%)	1 (20%)	2 (40%)	0 (0%)	4 (20%)
		More than a fortnight	0 (0%)	0 (0%)	1 (20%)	0 (0%)	1 (5%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (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%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
4	Quantities of Commodities received are less than allocate	Yes	1 (20%)	2 (40%)	1 (20%)	1 (20%)	5 (25%)
		No	4 (80%)	3 (60%)	4 (80%)	4 (80%)	15 (70%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)
5.	Excess food grains left after closing the sale	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
6.	If 'Yes' adjusted in food grains allocated for this month	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (95%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (80%)	5 (100%)	5 (100%)	5 (100%)	20 (95%)
7.	Availability of sufficient space in FPS for storage of foodgrains	Yes	5 (100%)	3 (60%)	4 (80%)	5 (100%)	17 (85%)
		No	0 (0%)	2 (40%)	1 (20%)	0 (0%)	3 (15%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)

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. 100 percent sample FPSs reported that they had excess foodgrains left after

closing the sale. Further, all the sample FPSs (100 percent) who reported that the excess foodgrains left after closing the sale was adjusted in the food grains allocated for the next month. Further, regarding availability of sufficient space in FPS for storage of food grains, 85 percent FPS dealer reported for the same, whereas 15



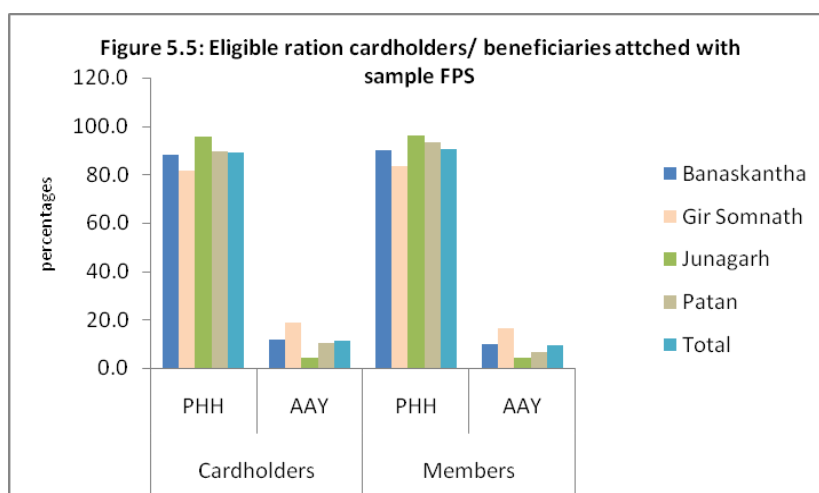
percent sample FPS dealer opined that sufficient space in FPS for storage of food grains was not available.



Further, regarding quantities of commodities received were less than the allocated quantities, 25 percent FPS dealer reported for the same, whereas 75 percent FPS dealer opined that the quantities of commodities received were not less than the allocated quantities.

## 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, 88.9 percent ration cardholders at sample FPSs were PHH and 11.1 percent ration cardholders at sample FPSs were AAY. District-wise, maximum

percentage of PHH cardholders (95.6%) was at Junagarh, maximum percentage of AAY cardholders was at Gir Somnath (18.6%). Similarly, maximum percentage of PHH beneficiaries (96%) was at Junagarh, maximum percentage of AAY beneficiaries was at Dahod (16.5%).

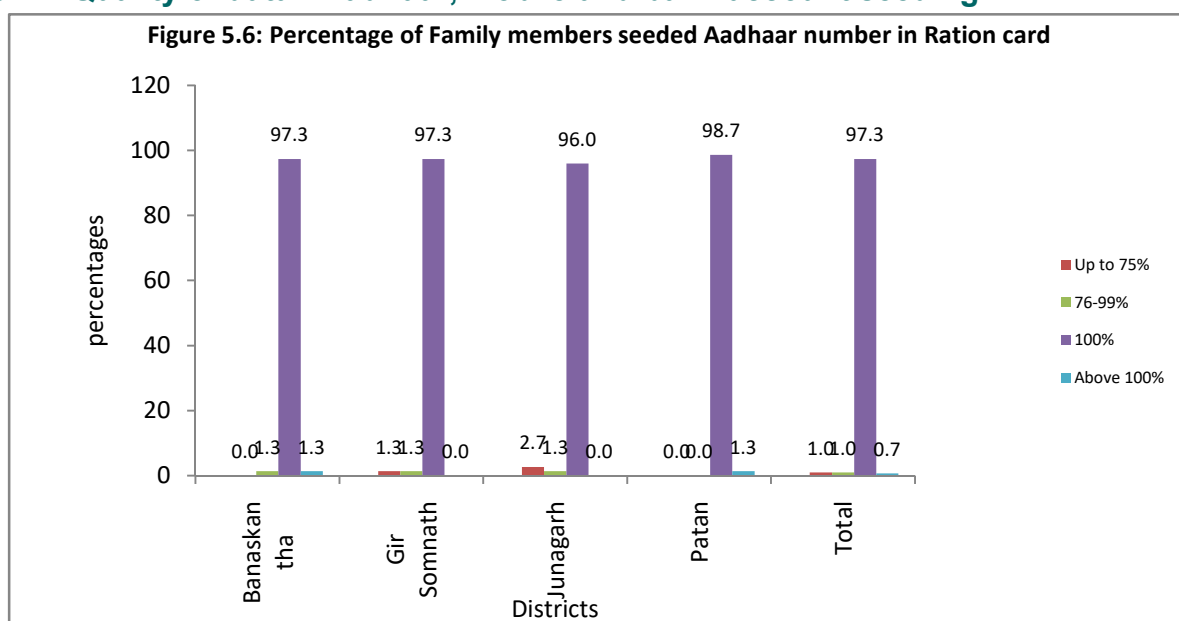
**Table 5.3: Eligible Ration Card holders attached with FPSs (Nos. & %)**

Sl.No.	District	PHH	AAY	Total
1.	Banaskantha	2136 (88.2%)	286 (11.8%)	2422 (100%)
2.	Gir Somnath	2563 (81.4%)	585 (18.6%)	3148 (100%)
3.	Junagarh	3349 (95.6%)	155 (4.4%)	3504 (100%)
4.	Patan	3022 (89.6%)	352 (10.4%)	3374 (100%)
	Total	11070 (88.9%)	1378 (11.1%)	12448 (100%)

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

Sl.No.	District	PHH	AAY	Total
1.	Ahemdabad	9184 (90%)	1022 (10%)	1026 (100%)
2.	Dahod	12391 (83.5%)	2448 (16.5%)	14839 (100%)
3.	Pancmahal	12578 (96%)	528 (4%)	13106 (100%)
4.	Surendranagar	11274 (93.3%)	811 (6.7%)	12085 (100%)
	Total	45427 (90.4%)	4809 (9.6%)	50236 (100%)

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



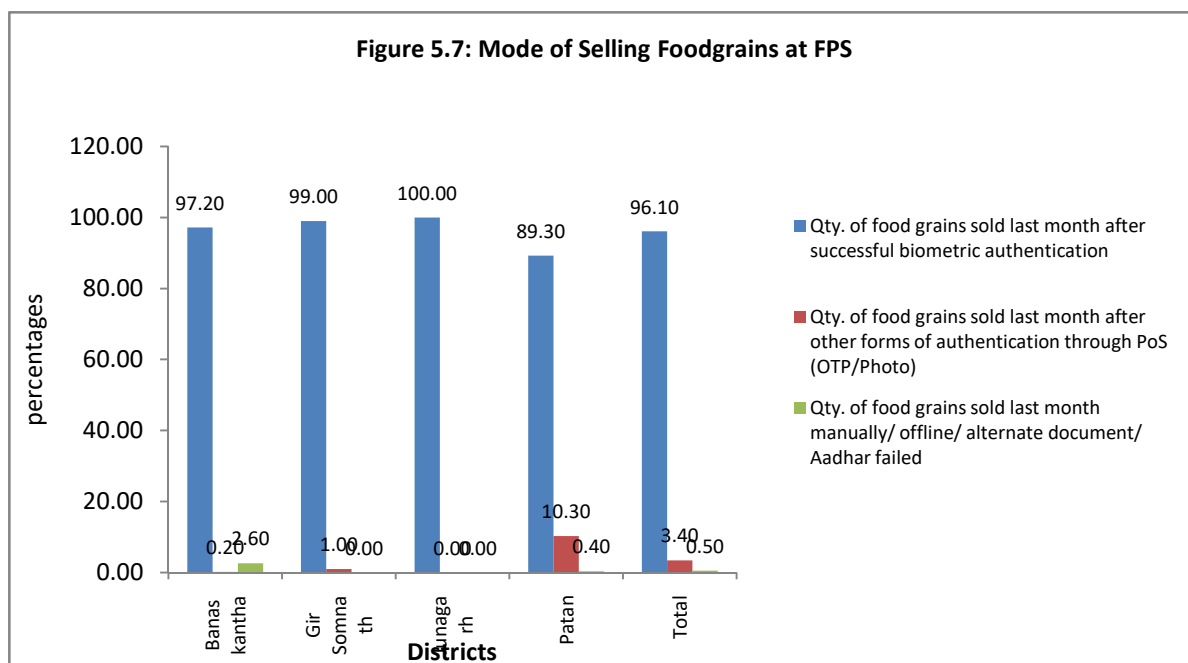
Seeding Aadhaar number of each family member in ration card will ensure only genuine beneficiaries who will receive entitled benefits. The figure 5.6 shows percentage of members in family who seeded Aadhaar number in ration card in the sample households. In total, 1 percent sample households reported that up to 75% & 76-99% members in family seeded Aadhaar number in ration card each, 97.3 percent sample households reported that 100% members in family seeded Aadhaar number in ration card and 0.7 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 death, marriage of family members. Thus, about 97.3 percent 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 (Nos.& %)				
			Banaska ntha	Gir Somnath	Junagarh	Patan	Total
1.	Percentage of Family members who seeded Aadhaar number in ration card	Up to 75%	0 (0%)	1 (1.3%)	2 (2.7%)	0 (0%)	3 (1.0%)
		76-99%	1 (1.3%)	1 (1.3%)	1 (1.3%)	0 (0%)	3 (1.0%)
		100%	73 (97.3%)	73 (97.3%)	72 (96%)	74 (98.7%)	292 (97.3%)
		Above 100%	1 (1.3%)	0 (0%)	0 (0%)	1 (1.3%)	2 (0.7%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)

#### 5.4.3 Mode of Selling Food grain at FPS

In the sample FPS, the mode of sale of food grains reported were – eFPS



authentication (96.1 percent), OTP (3.4 percent) and manually/offline/alternate document & Aadhar failed mode (0.5 percent) depending upon the situation persists.

But the major focus was on eFPS authentication. If the Aadhar authentication fails five time the food grains is given to beneficiary on Aadhar failed method. If Aadhar is not available food grain is distributed by identification done with alternate document. In lack of electricity, network other issues offline transaction are allowed.

**Table 5.6: Mode of selling food grains at FPS**

Districts	Quantity of food grains sold last month through eFPS	Quantity of food grains sold last month after other forms of authentication through eFPS/ OTP etc.	Qty. of food grains sold last month manually/ offline/ alternate document/ Aadhar failed	Total sale
Banaskantha	64455	120	1704	66279
Percentage	97.2	0.2	2.6	100
Gir Somnath	106176	1106	0	107282
Percentage	99	1	0	100
Junagarh	111580	0	0	111580
Percentage	100	0	0	100
Patan	107197	12385	455	120037
Percentage	89.3	10.3	0.4	100
Total	389408	13611	2159	405178
Percentage	96.1	3.4	0.5	100

#### 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 eFPS machine increased the convenience of FPS dealers. In case of errors/breakdown in web application, 10 percent sample FPS dealer reported that the complain is raised e POS machine vendor followed by 25

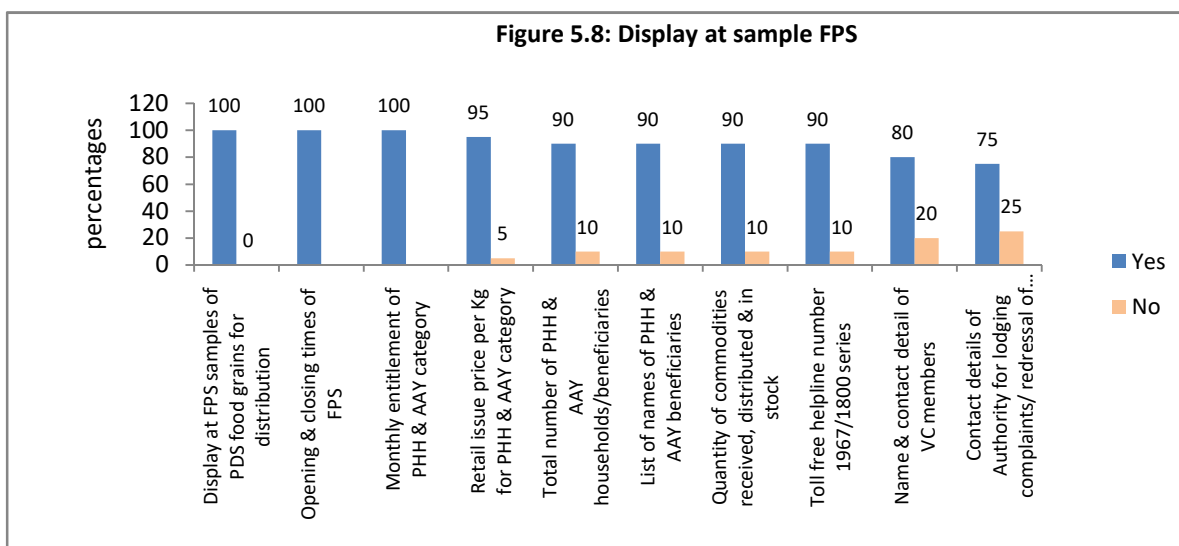


percent sample FPS dealer reported that incase of software related problem the complaint raised to DSO office/ State office with IT cell, whereas 65 percent FPS dealer reported that the responsibility of repair and maintenance of Laptop lies on the FPS owner/private vendor.80 percent sample FPSs opined that within 24 hours the issues related to error/ breakdown of the eFPS were resolved, 15 percent sample FPSs reported the same were resolved in 1 to 2 days & 5 percent sample FPSs reported the same were resolved in 2 to 3 days. Therefore, it can be said that the issues with eFPS machine were resolved immediately & within limited time frame.

**Table 5.7: FPS Automation**

Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaskantha	Gir Somnath	Junagadh	Patan	Total
1.	Use of eFPS machine increased the convenience of FPS dealer	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (5%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
2.	In case of errors/ breakdown of the e FPS machine how it is resolved	Complaint raised with e POS machine vendor	1 (20%)	1 (20%)	0 (0%)	0 (0%)	2 (10%)
		Information is given to district officials	0 (0%)	1 (20%)	0 (0%)	4 (80%)	5 (25%)
		Others	4 (80%)	3 (60%)	5 (100%)	1 (20%)	13 (65%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
3.	Time taken to resolve issues with eFPS	Within 24 hrs.	5 (100%)	3 (60%)	3 (60%)	5 (100%)	16 (80%)
		1-2 days	0 (0%)	1 (20%)	2 (40%)	0 (0%)	3 (15%)
		2-3days	0 (0%)	1 (20%)	0 (0%)	0 (0%)	1 (5%)
		Within a week	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		More than a week	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (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/cardholders at FPS. The study reveals that the display of samples of PDS food grains for distribution was reported at 100 percent sample FPSs. In case of opening & closing times of FPS, the same was reported at 100 percent sample FPSs. Similarly, monthly entitlement of PHH & AAY category was reported displayed at 100 percent sample FPSs. Retail issue price per kg for PHH & AAY category was displayed at 95 percent sample FPSs. Total number of PHH & AAY households/beneficiaries was displayed at 90 percent sample FPSs, whereas at 10 percent sample FPSs the display of PHH & AAY households/beneficiaries was not reported. List of names of PHH & AAY beneficiaries & Quantity of commodities



પંક્તિ દિન દયાલ ગ્રાહક ભંડાર  
સરકાર માન્ય વ્યાનબી ભાવબી દુકાન  
સંચાલક: એમ. એસ. ધારીયા  
ગ્રામ: ચડોલર તા: પાલનપુર લા.નં-00૪૪/૦૫  
જથ્થો ભાવ તથા પ્રમાણ તથા દુકાન સ્થાળે  
નોંધાયેલ રેશનકાર્ડની વિગતોનું ભંડો  
કુલ કાર્ડ:- ૪૬૨ જન સંખ્યા:- ૨૩૬ (NFSA કાર્ડ:- ૩૩૭)  
જેટલાનું નામ કુલનો રેશન કાર્ડ પ્રમાણ ભાવ

NFSA PHH ઘઉં	૫૨૨	૩	૩
NFSA PHH ચીખા	૪૨૪	૩	૩
BPL ખાંડ			
NFSA PHH મીઠું	૩૨	૨	૨
PHH કપાસીયા તેલ			
NFSA અંત્યોદય ઘઉં	૨૦૬	૨	૨
NFSA અંત્યોદય ચીખા	૨૦૬	૨	૨
અંત્યોદય ખાંડ	૨૦૬	૨	૨
કપાસીયા તેલ અંત્યોદય			
NFSA PHH તુરંદાન		૨	૨
અંત્યોદય તુરંદાન		૨	૨
NFSA PHH ચીખા	૨૪	૨	૨
(PM GKAY)			
NFSA અંત્યોદય ઘઉં	૩૪	૪	૪
(PM GKAY)			
NFSA અંત્યોદય ચીખા	૩૪	૪	૪
(PM GKAY)			
NFSA PHH ઘઉં	૩૭૭	૨	૨
(PM GKAY)			

દુકાનના કાર્ડધારકોની સંખ્યા ૮૭૧ ૨૨ મોટે ૩ ૫૦ ૭  
દુકાન ભંડો રહેવાનો વિગત સીમવાર  
તીર્થમાર પ્રમાણિત કરાવવા તા. ૨૧/૮/૨૦૨૧ ૨૧/૮/૨૨

received, distributed & in stock was displayed at 90 percent sample FPSs, whereas



at 10 percent sample FPSs the display of the same was not reported. Toll free helpline number 1967/ 14445 (ONOR)/1800 was displayed at 90 percent sample FPSs, whereas at 10 percent sample FPSs the display of the same was not reported. Similarly, name and contact details of VC members were displayed at 80 percent sample FPSs, whereas at 20 percent sample FPSs the display of the same was not reported.

**Table 5.8: Display of required information as per PDS Control Order**

Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaskantha	Gir Somnath	Junagadh	Patan	Total
1.	Display at FPS samples of PDS food grains for distribution	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
2.	Opening & closing time of FPS	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
3.	Monthly entitlement of PHH & AAY category	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
4.	Retail issue price per Kg for PHH & AAY category	Yes	4 (80%)	5 (100%)	5 (100%)	5 (100%)	19 (95%)
		No	1 (20%)	0 (0%)	0 (0%)	0 (0%)	1 (5%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
5.	Total number of PHH & AAY households/ beneficiaries	Yes	4 (80%)	4 (80%)	5 (100%)	5 (100%)	18 (90%)
		No	1 (20%)	1 (20%)	0 (0%)	0 (0%)	2 (10%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
6.	List of names of PHH & AAY beneficiaries	Yes	4 (80%)	5 (100%)	4 (80%)	5 (100%)	18 (90%)
		No	1 (20%)	0 (0%)	1 (20%)	0 (0%)	2 (10%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
7.	Quantity of commodities received, distributed & in stock	Yes	4 (80%)	5 (100%)	4 (80%)	5 (100%)	18 (90%)
		No	1 (20%)	0 (0%)	1 (20%)	0 (0%)	2 (10%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)

8.	Toll free helpline number 1967/1800 series	Yes	4 (80%)	5 (100%)	5 (100%)	4 (80%)	18 (90%)
		No	1 (20%)	0 (0%)	0 (0%)	1 (20%)	2 (10%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
9.	Name & contact detail of VC members	Yes	4 (80%)	2 (40%)	5 (100%)	5 (100%)	16 (80%)
		No	1 (20%)	3 (60%)	0 (0%)	0 (0%)	4 (20%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
10.	Contact details of Authority for lodging complaints/ redressal of grievances	Yes	4 (80%)	5 (100%)	4 (80%)	2 (40%)	15 (75%)
		No	1 (20%)	0 (0%)	1 (20%)	3 (60%)	5 (25%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)



## 5.6 Display of IEC material at FPS

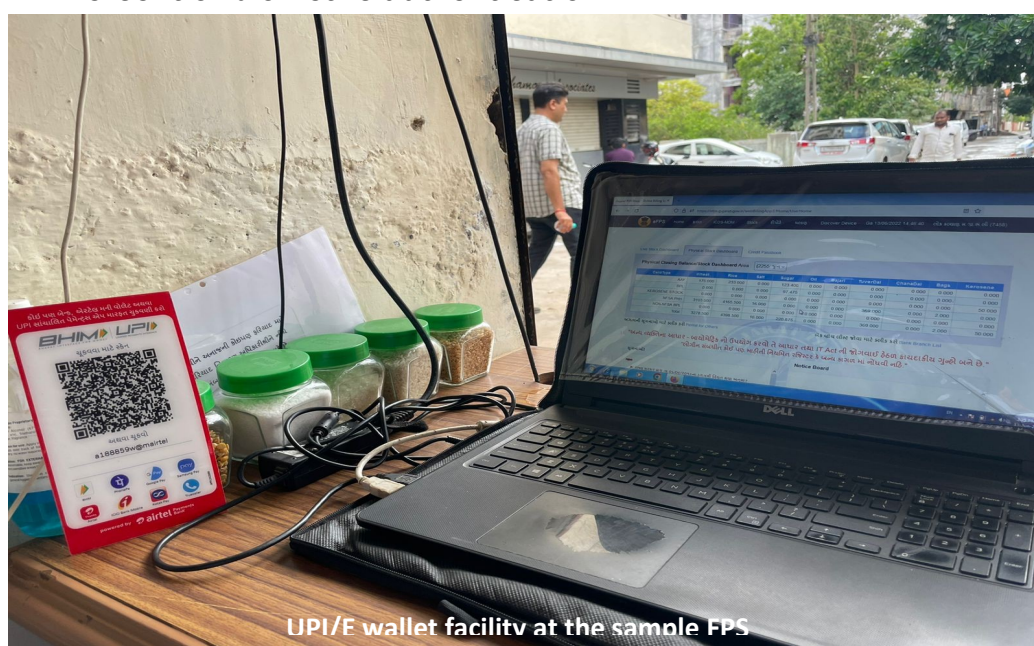
Looking to the important of Information Education and Communication (IEC), it is important to popularize the NFSA norms and its components. Hence, IEC is an important component and instrumental factor in raising demand by the NFSA beneficiaries. The study reveals that the display of IEC/ material on grievance redressal measures was not reported at 60 percent samples FPSs, whereas the same was reported displayed at 40 percent samples FPSs. IEC material on ONORC was reported displayed at 35 percent sample FPSs, whereas the same was not reported displayed at 65 percent samples FPSs. IEC material on e-KYC was reported displayed at 15 percent sample FPSs, whereas the same was not reported displayed at 85 percent samples FPSs. IEC material on inclusion & exclusion criteria was not reported displayed in 80 percent samples FPSs..

**Table 5.9: Display of IEC materials**

Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaska ntha	Gir Somnat h	Junaga rh	Patan	Total
1.	IEC material on grievance redressal measures	Yes	2 (40%)	2 (40%)	0 (0%)	4 (80%)	8 (40%)
		No	3 (60%)	3 (60%)	5 (100%)	1 (20%)	12 (60%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
2.	IEC material on ONORC	Yes	2 (40%)	1 (20%)	0 (0%)	4 (80%)	7 (35%)
		No	3 (60%)	4 (80%)	5 (100%)	1 (20%)	13 (65%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
3.	IEC material on e-KYC	Yes	1 (20%)	0 (0%)	0 (0%)	3 (40%)	3 (15%)
		No	4 (80%)	5 (100%)	5 (100%)	3 (60%)	17 (85%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
4.	IEC material on inclusion & exclusion criteria	Yes	1 (20%)	0 (0%)	0 (0%)	3 (60%)	4 (20%)
		No	4 (80%)	5 (100%)	5 (100%)	2 (40%)	16 (80%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)

## 5.7 Issues with use of eFPS

### 5.7.1 Percent of biometric authentication



The  
system  
of

UPI/E wallet facility at the sample FPS

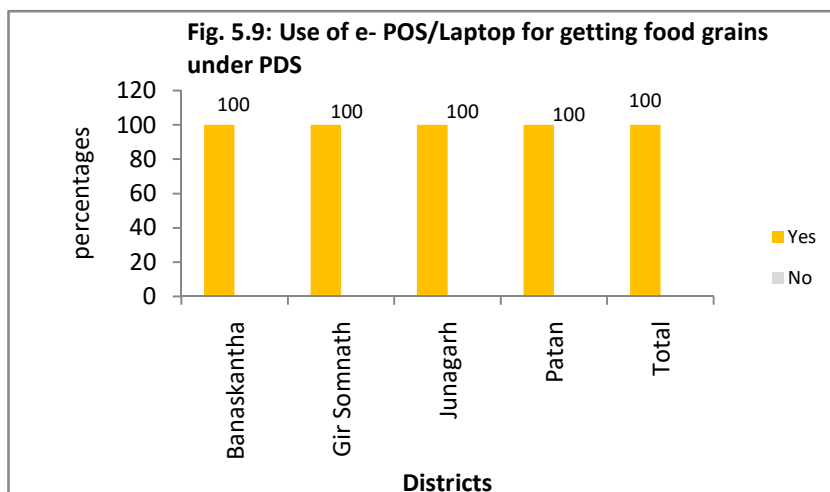
biometric authentication has been reported in all the 04 sample districts. However, Report (Round 3)-NFSA Year-2021-22-Gujarat

ePoS machine was not used in the State. Laptop connected with thumb authentication device was used for distribution of food grain at FPS in the sample districts. Hence, the system is called eFPS. eFPS is web application accessible on internet. In the state, 17001 FPS were provided with Login credentials.

There are 05 different types of authentication of e-transactions:

1. Aadhaar Biometric
2. Mobile OTP
3. Sale with Alternative documents
4. Failed attempt – If transaction not authenticated upto 5 times, then treated as failed attempt. Then proceeded for offline sale.
5. Offline sale – Offline sale is done through register which will be made online by the deputy Mamladar.

For the purpose of concurrent evaluation, samples in the four districts, namely, Banaskantha, Gir Somnath, Junagarh & Patan out of 20 sample FPSs, 100 percent sample FPSs reported installation of Laptop attached with thumb authentication device at FPSs. Also, all installed Laptop attached with thumb authentication device at FPSs (100%) were operational. It has been reported that the Laptop were installed by the Gujarat State Food, Civil Supplies and Public Distribution department. The laptop were purchased by the FPS owners.



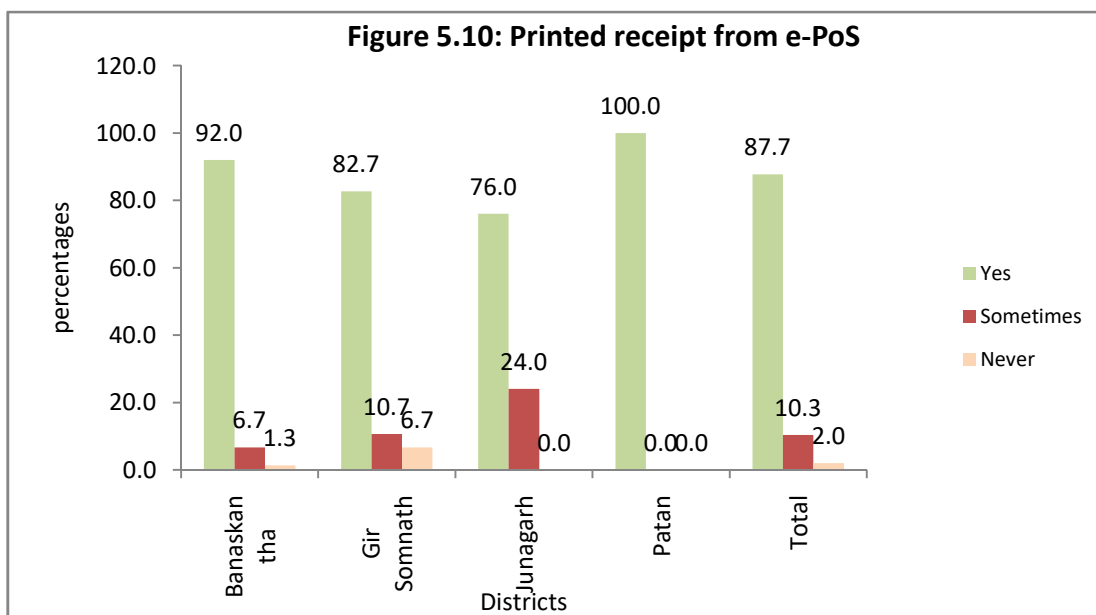
The use of eFPS for getting food grains under PDS by sample households is shown in the figure 5.9. In total, 100 percent sample households reported use of e-FPS for getting food grains under PDS. Regarding on which Bandwidth the e-PoS currently works, the same was reported 2G by 15 percent sample FPS dealer, whereas 85 percent sample FPS dealer opted for 4G. However, the sample FPS dealer who opted for 2G further stated that they work through Hotspot/ WiFi to distribute food grains to NFSA cardholders.

**Table 5.10: Status of eFPS at FPS**

Sl.No.	Particulars	Responses	Districts (Nos.& %)				
			Banaskantha	Gir Somnath	Junagarh	Patan	Total
1.	Installation of e-FPS machine at FPS	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
2.	If Yes, e-FPS machine operational at the time of the visit	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
3.	On which Bandwidth does the e-PoS currently work	2G	2 (40%)	0 (0%)	0 (0%)	1 (20%)	3 (15%)
		4G	3 (60%)	5 (100%)	5 (100%)	4 (80%)	17 (85%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)

### 5.7.2 Percent of Failure



મીપીન : 101284/202206 તારીખ : 12/06/2022 વર્ષ : 2022 મહિનો :  
 /21852338  
 ડાઉન : 312003009588722 કાર્ડ પારકનું નામ : કોરાટ નંદુભેન પુનાભાઈ  
 ડાઉન : BPL ગેસ કનેક્શન : બી જન સંખ્યા : 8  
 બેનકાઉન્ટ નામ : ઈશ્વરલાલ તારાચંદ રામનાથી વિસ્તાર : ઈશ્વરલાલ તારાચંદ રામનાથી : 7423 (જાંઝર) : 2173 - કાચમી  
 બેનકાઉન્ટ : રામનાથી તાલુકો : જુનાગઢ ઝોનલ 2 ડિગરપીન્ટ આપનાર વ્યક્તિ : કોરાટ નંદુભેન પુનાભાઈ

વસ્તુનું નામ	મળવાપાત્ર જથ્થો	લીધેલો જથ્થો	દર	કિંમત
બી.પી.એલ. પ્રાંડ	2.100	2.100	22.00	46.20
બેન.એડ.એસ.એ. પી.એચ.એચ. પાઉ	12.000	12.000	2.00	24.00
બેન.એડ.એસ.એ. પી.એચ.એચ. યોખા	18.000	18.000	3.00	54.00
આયોગાઈડ મીટુ NFSA - Non NFSA BPL	1.000	1.000	1.00	1.00
			કુલ કિંમત	125.20
			રિસીપ્ટ ચાર્જ	0.00
			ડીસ્કાઉન્ટ	0.00
			આપવાપાત્ર થતી કુલ કિંમત	125.20

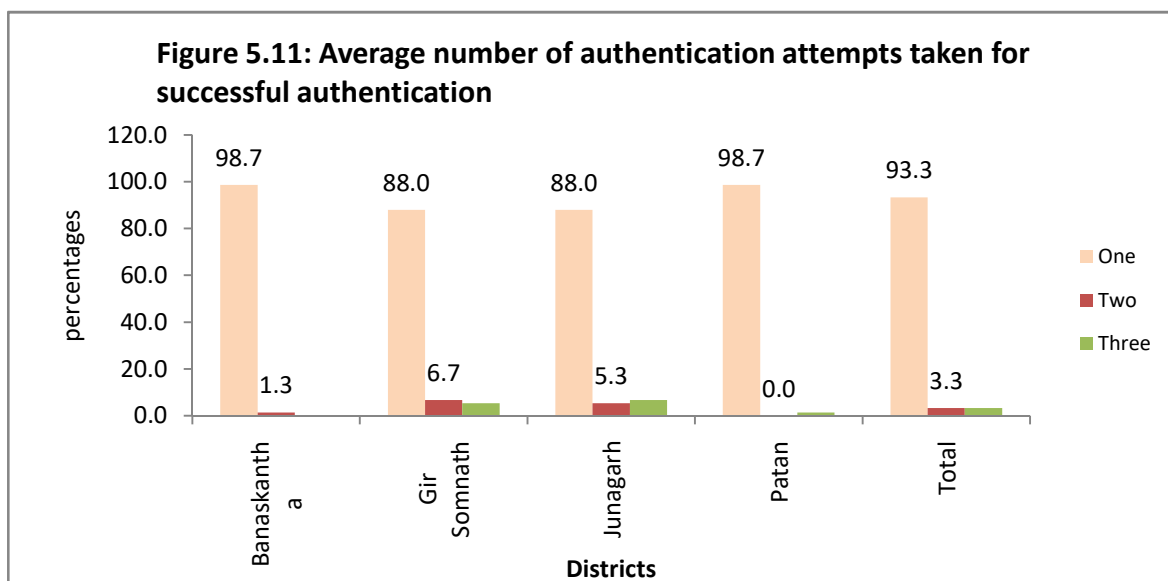
પ્રિન્ટ તારીખ : Jun 12 2022 10:52AM પ્રિન્ટ આઈડી : 19360845 એક્ટીવીટી આઈડી : 2 એક્ટીવીટી સેશન :  
 ડાઉન : 0 ટ્રાંઝેક્શન ટાઈપ : Aadhaar Biometric

**Printed Receipt**



As per State data (statistics) of the month of May 2022, Aadhaar seeding of NFSA cardholders was reported 100. Out of 74,13,617 RCs, for 74,03,359 RCs (99.86 percent) Aadhaar seeding has been completed in the State. Out of 3,60,59,381 ration card beneficiaries, for 3,51,89,067 ration card beneficiaries (97.59 percent) Aadhaar seeding has been completed in the State.

In total, only 87.7 percent sample households reported that they got printed receipt from eFPS, 10.3 percent sample households reported that they sometimes got printed receipt from eFPS and 2 percent sample households reported that they never got printed receipt from e-FPS. The reason given by FPS dealer for not giving printed receipt to the sample households was the cost of paper which the FPS dealer has to bear. However, printed receipt reported by the sample households is in local



language viz. Gujarati. The sample households reported that failure of eFPS machine is not a common case. The wear & tear and maintenance are done during the lean period viz. when there is gap in distribution of the next month.

The average number of authentication attempts taken for successful authentication is important to build beneficiary reliability towards e-FPS. Regarding average number of authentication attempts taken for successful authentication is concerned, 93.3 percent sample respondents reported that they had taken only one attempt for successful authentication, whereas two & three attempts for successful authentication was reported by 3.3 percent sample respondents each. Thus, majority of sample respondents (93.3 percent) received their food grains only after one successful authentication attempts.

**Table 5.11: Issues with use of eFPS**

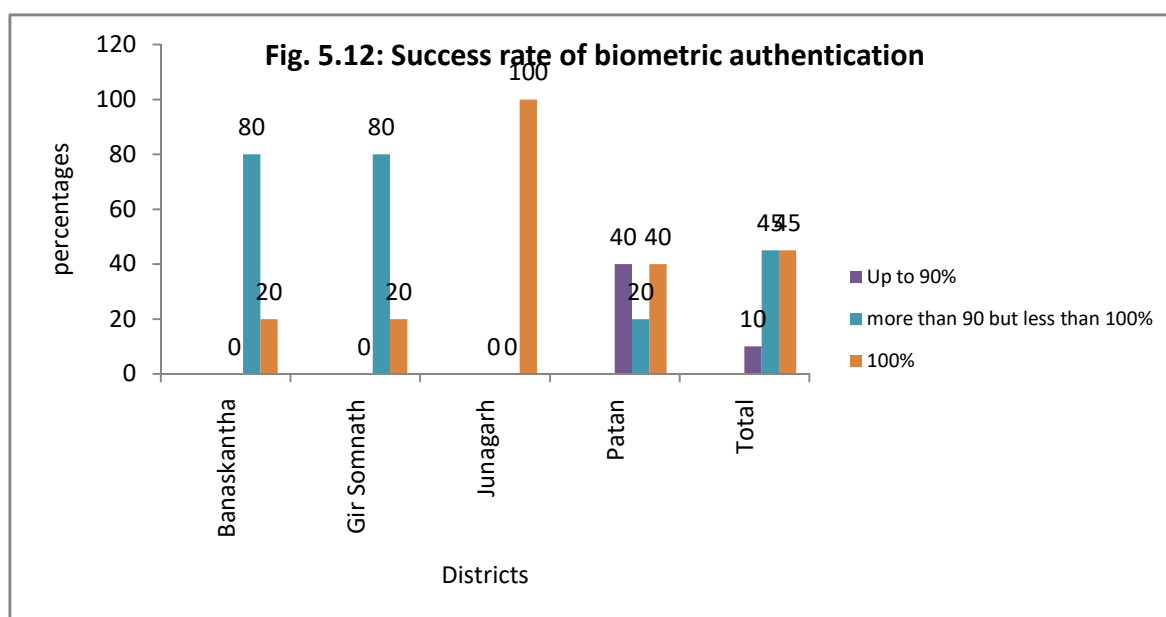
Sl.No.	Particulars	Responses	Districts (Nos.& %)				
			Banaskanth a	Gir Somnath	Junaga rh	Patan	Total
1.	Received food grains through eFPS enabled FPS	Yes	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)
2.	Get a printed receipt from eFPS machine	Yes	69 (92%)	62 (82.7%)	57 (76%)	75 (100%)	263 (87.7%)
		Sometimes	5 (6.7%)	8 (10.7%)	18 (24%)	0 (0%)	31 (10.3%)
		Never	1 (1.3%)	5 (6.7%)	0 (0%)	0 (0%)	6 (2.0%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)
3.	If Yes, get printed receipt in local language	Yes	69 (100%)	62 (100%)	57 (100%)	75 (100%)	263 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	69 (100%)	62 (100%)	57 (100%)	75 (100%)	263 (100%)
5.	Average number of authentication attempts for successful authentication	One	74 (98.7%)	66 (88%)	66 (88%)	74 (98.7%)	280 (93.3%)
		Two	1 (1.3%)	5 (6.7%)	4 (5.3%)	0 (0%)	10 (3.3%)
		Three	0 (0%)	4 (5.3%)	5 (6.7%)	1 (1.3%)	10 (3.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)
6.	In case of failure of finger print authentication alternative adopted by FPS owner	Ration is denied	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%)
		Use exception management practice to receive ration	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)
7.	Satisfied with the system of using eFPS machine &	Very Satisfied	0 (0%)	36 (48.0%)	3 (4%)	0 (0%)	39 (13%)
		Satisfied	75 (100%)	38 (50.7%)	71 (94.7%)	75 (100%)	259 (86.3%)



	Aadhaar to authenticate people for Rations	Neutral	0 (0%)	1 (1.3%)	1 (1.3%)	0 (0%)	2 (0.7%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)

As far as sample households satisfaction with the system of using eFPS machine & Aadhaar to authenticate people for ration is concerned, 13 percent sample households were very satisfied, 86.3 percent sample households were satisfied and 0.7 percent sample households were neutral. Thus, majority of sample households (99.3 percent) were satisfied with the system of using eFPS machine & Aadhaar to authenticate people for ration.

### 5.7.3 Reasons for Failure



The success rate of biometric authentication develops NFSA cardholder reliability towards Ae-PoS. 10 percent sample FPSs reported the success rate of biometric authentication in the FPS was up to 90%, 45 percent sample FPSs reported the success rate of biometric authentication in the FPS was more than 90% but less than 100 percent & 45 percent sample FPSs reported the success rate of biometric authentication in the FPS was 100. Out of sample FPSs who opted for not having 100 percent success rate of biometric authentication, 90.9 percent sample FPSs opted for authentication failure due to mismatch of fingerprint & 9.1 percent sample FPS opted for connectivity issue as a reason for not having 100% biometric authentication.

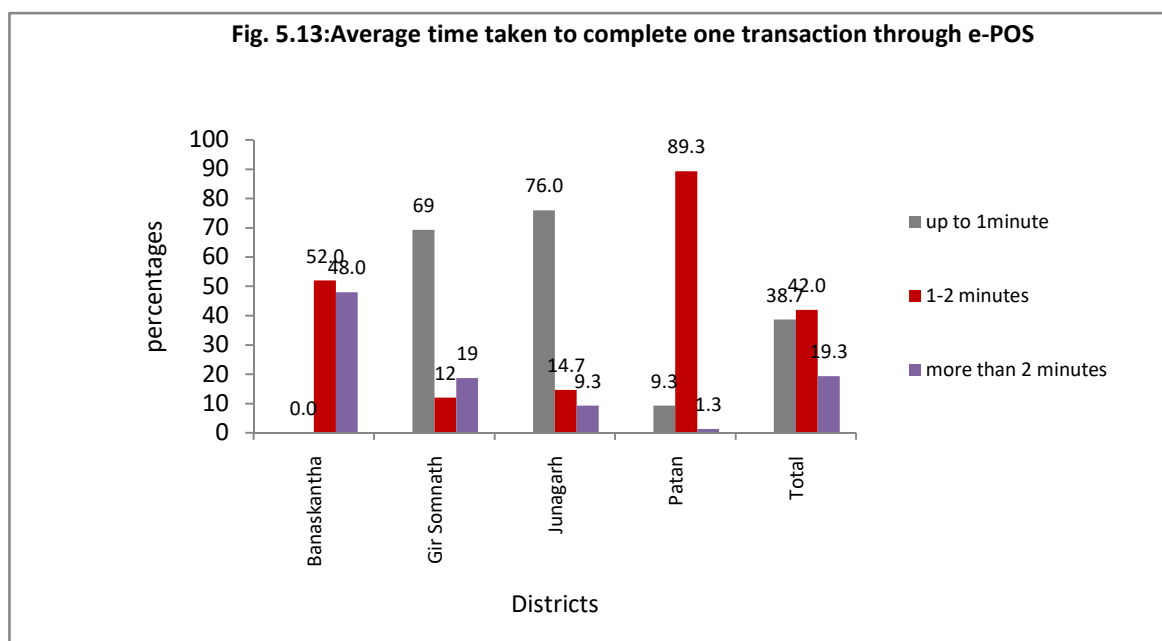
In case of fingerprint based authentication failure through e-PoS, 60 percent sample FPSs reported that Aadhaar based OTP was used for selling foodgrain to beneficiaries, whereas 40 percent sample FPSs reported that ration was given through nomination viz. guardian nominated through Tehsildar & offline through entry in register.

**Table 5.12: Biometric Authentication**

Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaska	Gir	Junaga	Patan	Total

			ntha	Somnat h	rh		
1.	Success rate of biometric authentication in the FPSs	Up to 90%	0 (0%)	0 (0%)	0 (0%)	2 (40%)	2 (10%)
		More than 90 but less than 100%	4 (80%)	4 (80%)	0 (0%)	1 (20%)	9 (45%)
		100%	1 (20%)	1 (20%)	5 (100%)	2 (40%)	9 (45%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
2.	Reasons for not having 100% biometric authentication	Low Aadhaar Seeding	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Authentication failure	4 (100%)	3 (75%)	0 (0%)	3 (100%)	10 (90.9%)
		Connectivity issue	0 (0%)	1 (25%)	0 (0%)	0 (0%)	1 (9.1%)
		Others	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	4 (100%)	4 (100%)	0 (0%)	3 (100%)	11 (100%)
3.	Alternative methods used in case of fingerprint based authentication failure	Iris authentication	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Aadhaar based OTP authentication	1 (20%)	3 (60%)	4 (80%)	4 (80%)	12 (60%)
		Fusion finger	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Ration not given	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Others	4 (80%)	2 (40%)	1 (20%)	1 (20%)	8 (40%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)

#### 5.7.4 Time taken for authentication



In total, 38.7 percent sample households reported that average time taken to complete one transaction through AeFPS was up to 1 minute followed by 42 percent sample households reported that average time taken to complete one transaction through AeFPS was 1-2 minutes and 19.3 percent sample households reported that average time taken to complete one transaction through AeFPS was more than 2 minutes. It can be inferred that the average time taken to complete one transaction through AeFPS by 38.7 percent of the sample households was up to 1 minute.

**Table 5.14: Time taken for authentication**

Sl.No.	Particulars	Responses	Districts (Nos.& %)				
			Banaskantha	Gir Somnath	Junagar h	Patan	Total
1.	Average time taken to complete one transaction	Up to 1 minute	0 (0%)	52 (69.3%)	57 (76%)	7 (9.3%)	116 (38.7%)
		1-2 minutes	39 (52%)	9 (12%)	11 (14.7%)	67 (89.3%)	126 (42%)
		More than 2minutes	36 (48%)	14 (18.7%)	7 (9.3%)	1 (1.3%)	58 (19.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)

#### 5.7.5 Exception management provisions for beneficiaries

The sample respondents opined that incase of failure of finger print authentication FPS owner used exception management practice to sell ration. 85.7 percent sample respondents reported that the exception management practice adopted by FPS owner was OTP on RC holder mobile, whereas 14.3 percent sample respondents opined that ration was also given through nomination viz. guardian nominated through Tehsildar & offline through entry in register. The State government adopted Aadhaar based OTP authentication as an alternative practice in case of finger print authentication failure of beneficiary at AeFPS so that NFSA cardholders were not denied ration by FPS. The step in the state helped in smooth distribution of food grains to NFSA beneficiaries, which is certainly a commendable step.

**Table 5.15: Exception Management provisions for beneficiaries**

Sl.No.	Particulars	Responses	Districts (Nos.& %)				
			Banaskantha	Gir Somnath	Junagar h	Patan	Total
1.	Exception management practice followed	OTP on mobile	53 (70.7%)	71 (94.7%)	69 (92%)	64 (85.3%)	257 (85.7%)
		Others	22 (11.3%)	4 (5.4%)	6 (8%)	11 (14.7%)	43 (14.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)

#### Conclusion

- Majority of sample FPSs (85 percent) owned were having private license & 15 percent of sample FPS were owned by cooperative.
- 100 percent sample FPSs was accessible by pucca road.

- For majority of sample households (90.7 percent) the distance travelled to FPS from their house was 500 meter to 1 km, which is manageable.
- 100 percent reported that they were not overcharged for food grains any time during last one year.
- All the RC holders were given food grains. Majority were given food grains by thumb authentication (96.1 percent). OTP authentication by 3.4 percent and nomination viz. guardian nominated through Tehsildar & offline through entry in register by 0.5 percent.
- 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 eFPS (Lptop attached with thumb finder authentication device) at FPSs. Also, all installed AeFPS at FPSs (100%) were reported operational.
- Out of 74,13,617 RCs, for 74,03,359 RCs (99.86 percent) Aadhaar seeding has been completed in the State. Out of 3,60,59,381 ration card beneficiaries, for 3,51,89,067 ration card beneficiaries (97.59 percent) Aadhaar seeding has been completed in the State.
- The average time taken to complete one transaction through AeFPS by 38.7 percent sample households was up to 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 table below shows status of available services at the FPS. Apart from Common Service Centre(CSC) was reported at 01 sample FPS (5 percent) in Patan district, FPS dealers at the sample FPS were not engaged in any additional services viz. Banking Corrospendent Services, Common Service Centre (CSC), sale of non-PDS/ Grocery items, retail sale of small (5kg ) LPG Cylinders services & Broadband network services.

**Table 6.1 : Status of additional services at the FPS**

Sl. no	Additional services	Responses	Banaskantha	Gir Somnath	Junagarh	Patan	Total
1.	Banking Correspondent Services	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
	Common Service Centre (CSC)	Yes	0 (0%)	0 (0%)	0 (0%)	1 (20%)	1 (5%)
		No	5 (100%)	5 (100%)	5 (100%)	4 (80%)	19 (95%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
	Sale of non-PDS/ Grocery items	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
	Retail sale of small (5kg )	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

	LPG Cylinders services	No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
	Broadband network services	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	10 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	10 (100%)

### 6.1.1 Banking/ Banking Corresspondent Service

Regarding demand for additional services at the FPS, 5 percent sample FPS were willing to take up Banking Correspondent Services at the sample FPS, whereas 95 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, 16 percent sample FPS were willing to take up Common Service Centre at the sample FPS, whereas, 84 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, 30 percent sample FPS were willing to take up non-PDS/grocery items at the sample FPS, whereas 60 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, 100 percent sample FPS were not willing to take up sale of small (5kg) LPG cylinders.

### 6.1.5 Broadband network services through PM-WANI (Prime Minister Wi-Fi Access Network Interface) scheme

Regarding demand for Broadband network services through PM-WANI scheme at the FPS, 100 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	Districts				
			Banaskantha	Gir Somnath	Junagarh	Patan	Total
	Banking Correspondent Services	Yes	0 (0%)	1 (20%)	0 (0%)	0 (0%)	1 (5%)
		No	5 (100%)	4 (80%)	5 (100%)	5 (100%)	19 (95%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	19 (100%)
	Common Service Centre (CSC)	Yes	0 (0%)	1 (20%)	2 (40%)	0 (0%)	3 (16%)
		No	5 (100%)	4 (80%)	3 (60%)	4 (100%)	16 (84%)
		Total	5 (100%)	5 (100%)	5 (100%)	4 (100%)	19 (100%)

	Sale of non-PDS/grocery items	Yes	1 (20%)	2 (40%)	1 (20%)	2 (40%)	6 (30%)
		No	4 (80%)	3 (60%)	4 (80%)	3 (60%)	14 (70%)
		Total	5 (100%)	5 (100%)	4 (100%)	5 (100%)	20 (100%)
	Retail sale of small (5kg ) LPG Cylinders services	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
	Braodband network services	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (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				
			Banaskant ha	Gir Somnath	Junagarh	Patan	Total
1.	eKYC process to authentication cards initiated at FPS	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
2.	Installation of CCTV at FPS	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
3.	Type of weighing scale used at the FPS	Manual	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Electronic	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)
		Electronic & integrated with POS	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
4	Mode of payment at FPS	Cash	3 (60%)	5 (100%)	3 (60%)	5 (100%)	16 (80%)
		Cash	2 (40%)	0 (0%)	2 (40%)	0 (0%)	4 (20%)



		&UPI/ E- wallet					
		AePS ( Aadhar enabled payment system)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
5.	Availed loans under Pradhan Mantri Mudra Yojana	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
6.	If ' No' interested in availing loans under Pradhan Mantri Mudra Yojana	Yes	4 (80%)	1 (20%)	1 (20%)	1 (20%)	7 (35 %)
		No	1 (20%)	4 (80%)	4 (80%)	4 (80%)	13 (65%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)

### 6.2.1 Installation of CCTV

The process of eKYC to authenticate ration cards was not reported at any of the sample FPSs. Home delivery facility & facility to nominate others (with old, infirm & disabled) was not reported in the sample FPS. It was reported that the eKYC was reported done at Taluka offices/ DSO offices.

Regarding installation of CCTV at the sample FPS, the same was not reported in 100 percent sample FPS.

### 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 was reported at 100 percent sample FPS.

### 6.2.3 Integration of e-PoS with electronic weighing scale

Integration of e-PoS with electronic weighing scale was not reported at any of 20 sample FPSs.

## 6.2.4 Provision of digital payments for beneficiaries

Regarding mode of payment at the sample FPS, the same was reported cash at 80 percent sample FPS, whereas at 20 percent sample FPS the mode of payment was reported Cash & UPI/ e-wallet.

## 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,

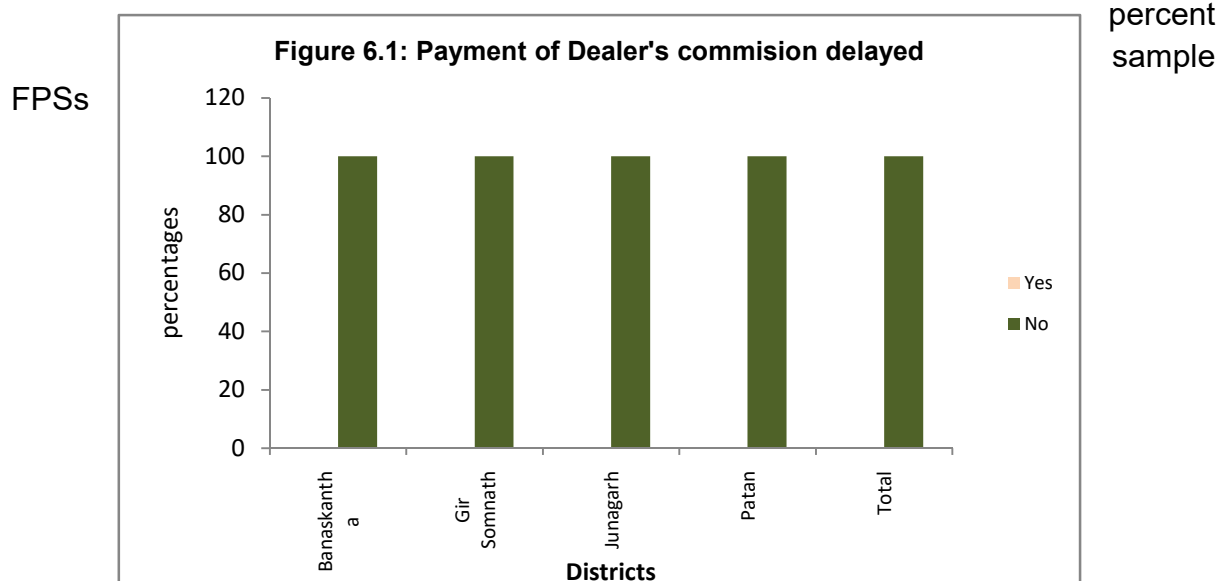


whether they would like to avail the loan from Pradhan Mantri Mudra Yojana, 65 percent sample FPS dealer were not in favor, whereas 35 percent sample FPS dealer were in favor of availing loan under Pradhan Mantri Mudra Yojana.

## 6.3 Viability of operations

### 6.3.1 Payment of Commissions & Pendency of payment

In response to the payment of dealer's commission from the department, 100 percent sample



reported that the payment of dealer's commission from the department had not been delayed. Every month the FPS dealers submit the challan amount/ cost of grain after deducting their commission. Hence, the delay of dealer's commission from the department was not an issue at all for regular food grains distribution.

**Table 6.4: Payment of dealer's Commission**

Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaskantha	Gir Somnath	Junagarh	Patan	Total
3.	Timely payment of the dealers commission from the department	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)

### 6.3.2 Revenue from other FPS transformation activities

The table below shows revenue from CSC by 01 sample FPS. The income from CSC by 01 sample FPS is Rs.10000 monthly.

**Table 6.5: Revenue from Common Service Centre (CSC)**

District	FPS Dealer	FPS Id	Additional services	Income from Common Service Centre (CSC)
Patan	Desai Dinesh	1989	Common Service Centre(CSC)	10000

### 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.

The findings of concurrent evaluation show that major FPSs are meeting their expenditures. In total, out of 20 sample FPS, 100 percent (20 FPS) are able to meet their expenditures and are in profit .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.

**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	Banaskantha	JM Shakle	970	62000	13500	48500	
2	Banaskantha	M.S.Ghadiya	1192	28800	2500	26300	

3	Banaskantha	Ghasura Jayad Hussain	961	36000	21300	14700	
4	Banaskantha	K.S. Hashami	1164	35198	16800	18398	
5	Banaskantha	Hakimuddin Abas Bhai	1239	39600	31100	8500	
6	Gir Somnath	Harshad Kumar	18234	47110	22500	24610	
7	Gir Somnath	Manish Kumar Ummedlal	7827	45000	4250	40750	
8	Gir Somnath	Bhalpara Sahakari Grahak Bhandar	7864	92028	34400	57628	
9	Gir Somnath	Rambhai Oghadbhai	18206	44474	12550	31924	
10	Gir Somnath	Sonariya Sewa Sahkari Mandal	7831	25850	15000	10850	
11	Junagarh	Ram Nani Ishwerlal Tarachand	7423	26467	2825	23642	
12	Junagarh	Shri Harsukh Bhai Bhima Bhai	22182	32861	5250	27611	
13	Junagarh	Jayanti Bhai Rawji Bhai	8320	56435	21600	34835	
14	Junagarh	Rekha Ben Chhagan Bhai	7365	42078	6050	36028	
15	Junagarh	Lok Kalyan Grahak Bhandar Sang	7458	52103	21000	31103	
16	Patan	Patel Babu bhai Kashiram	1893	27725	9825	17900	
17	Patan	Jangral Gopala Co. op. society	22169	38135	8250	29885	
18	Patan	Desai Dinesh	1989	65740	13250	52490	
19	Patan	Pragati Gahosh	1926	30845	14080	16765	
20	Patan	Bhil Mukesh Kumar	20560	52850	21330	31520	

The table given above shows that in the sample FPSs, the monthly profit varies from Rs. 8500 to Rs. 57628 monthly. The viability is mainly depending on following factors namely, Numbers of members in the ration cards, own building, own manpower/ hired manpower. Certainly, the size of ration cards per FPS is directly proportional to the revenue/ income.

Regarding opinion of sample FPS dealer about having sufficient profit to sustain the business 100 percent sample FPS dealer reported for the same. 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, 40 percent sample FPSs reported for the same, whereas 60 sample FPS dealer opted for non- availability of extra space to provide additional services

**Table 6.7: Profit & Viability of the Sample FPSs**

Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaskantha	Gir Somnath	Junagarh	Patan	Total
1.	Receive any fixed commission/salary for running the FPS	Yes	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		No	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
2.	Sufficient profit to sustain the business	Yes	4 (80%)	5 (100%)	5 (100%)	5 (100%)	19 (95%)
		No	1 (20%)	0 (0%)	0 (0%)	0 (0%)	1 (5%)

		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
3.	Availability of extra space to provide additional services	Yes	3 (60%)	3 (60%)	2 (40%)	0 (0%)	8 (40%)
		No	2 (40%)	2 (40%)	3 (60%)	5 (100%)	12 (60%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (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 04 sample districts, the visited godown is managed by the Gujarat State



Civil Supplies Corporation.

Gujarat State Civil Supplies Corporation Ltd. (GSCSCL) is a State Agency appointed by the State Government for distribution of rice & wheat under PDS along with other essential commodities and purchase of paddy & wheat 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. Transportation from FCI godowns/buffer godowns to GSCSCL Godown is known as Stage-I transportation and transportation from GSCSCL Godown 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 FCI godowns/buffer godowns to GSCSCL Godowns. Stage – II Transport Contractors are appointed at District Level through Tender Process by District tender committee with due approval of GSCSCL.

### 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 08 sample godowns (100%) of four sample districts viz. Banaskantha, Gir Somnath, Junagarh & Patan.

Movement of food grains (delivery orders, release orders, truck challans, gate passes) were captured online and manual in all the 04 sample district godowns visited by the concurrent evaluation team.

**Table 7.1: Movement of Food grain Captured Online**

Districts	Yes	No	Total
Banaskantha	2 (100%)	0 (00%)	2 (100%)
Gir Somnath	2 (100%)	0 (00%)	2 (100%)
Junagarh	2 (100%)	0 (00%)	2 (100%)
Patan	2 (100%)	0 (00%)	2 (100%)
Total	8 (100%)	0 (00%)	8 (100%)

#### Online movement of food grains stock captured online

- Supply Chain Management is being implemented under end to end computerization of TPDS operations by GSCSCL. The godowns belong to GSCSCL who manage and operate.
- Separate login Id's have been provided to all godown stakeholders for active participation and management.
- The real time stock position at each godown can be verified online.
- SCM portal has been integrated with e-FPS portal for effective real time flow of information pertaining to PDS.
- All RO-wise transactions (Release Order for issue of commodities from godown) have been computerized with eFPS 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 GSCSCL to track the movement of vehicles transporting PDS commodities under stage-I & stage-II transportation system and by installing tracking devices in all the vehicles.
- Centralized system of tracking of food grains transportation is done at head office of GSCSCL.
- Closing balance of FPS and ration card numbers entitlements were also freeze in the state regularly.
- The Delivery Orders, Release Orders, Truck Challans, Gate Passes, etc. for NFSA commodities are generated from system and are available on Transparency Portals and they are generated real-time.
- The payment challan is generated by the system and payment is done through digital mode by FPS dealers.
- SMS alerts are send to the beneficiaries and it can be registered by beneficiaries using the link [www.ipds.gujarat.gov.in](http://www.ipds.gujarat.gov.in) from their mobile phones.



**Table 7.2 : Online movement of food grains stock captured online**

Particulars	Status	Gir Somnath		Junagarh		Patan		Banaskantha		Remark
		Talala Godown	Verawal	Menduda Godown	Khadiya Godown	Saraswati Godown	Sidhpur Godown	Dantiwada	Danta	
Stock position of godowns - Opening balance, Receipt, dispatch and closing balance.	Captured online	Yes		Yes		Yes		Yes		
	If yes, whether fully automated?	Yes		Yes		Yes		Yes		
Movement of food grains- Delivery Orders, Release Orders, Truck Challans, Gate Passes,	Captured online	Yes		Yes		Yes		Yes		
	If yes, whether fully automated?	No		No		No		No		
Payment flow from FPS/ payment acknowledgement	Captured online	Yes		Yes		Yes		Yes		
	If yes, whether fully automated?	No		No						
SMS alert service about arrival of food grains at FPS	Captured online	Yes		Yes		Yes		Yes		
	If yes, whether fully automated?	Yes		Yes		Yes		Yes		

## Any other supply chain activities which are still done manually?

NA

### 7.3 Sharing of information on movement and arrival of food grains

SMS alert service about arrival of food grains at FPS was reported by all the 08 sample godown (100%).

### 7.4 Storage Capacity and quantity of storage infrastructure

In the four sample districts, total 08 sample 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, less than a month or of two months.



**Table 7.3: Storage capacity of godown**

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
Gir Somnath	Talala Godown	38	500	Yes		Yes		
	Verawal	78	900	Yes		Yes		
Junagarh	Menduda Godown	27	470	Yes			Yes	
	Khadiya Godown	92	1200	Yes		Yes		
Patan	Saraswati Godown	62	1000	Yes			Yes	

	Sidhpur Godown	74	1500	Yes	Yes			
Banaskantha	Dantiwada	39	1122	Yes	Yes			
	Danta	65	660	Yes				Yes

### Management of storage if enough storage facility is not available

Sufficient space is available. Also, the management of godown and stocks were done looking to the existing situation.

### 7.5 Linkage between Allocation, Off-take and Distribution

All the godown 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 godown. Quantity of food grain (rice & wheat) received & dispatched by the godown to the FPS of month May is stated below in table 8.1.

**Table 7.4: Timely arrival and dispatch of food grains (Month-May)**

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
Gir Somnath	Talala Godown	822.688	822.688	No	493.45	493.45	No
	Verawal	1983.6	1983.6	No	1983.6	1983.6	No
Junagarh	Menduda Godown	543.4	543.4	No	543.4	543.4	No
	Khadiya Godown	2355.6	2355.6	No	2355.6	2355.6	No
Patan	Saraswati Godown	1500.05	1500.05	No	1735.55	1735.55	No
	Sidhpur Godown			No			No
Banaskantha	Dantiwada	7693.536	7693.536	No	7787.9	7787.9	No
	Danta	1536.26	1536.26	No	560.4	560.4	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	Reasons of delay in receipt food grains stock					Reasons of delay in dispatch of food grains stock				
			Delay in	Delay in	Transportation	Poor stor	Oth	Delay in	Delay	Transportation	Poor stor	Oth

		g last six mont hs when the alloc ated quant ity of food grain s not lifted	pay ment by state to FCI	rele ase of stoc k by FCI	related issue	age facili ty	ers	pay ment by FPS	in rec eipt of stoc k	related issue	age facili ty	ers
Gir Somnat h	Talala Godo wn	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Verawal	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Junagar h	Mend uda Godo wn	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Khadi ya Godo wn	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Patan	Saras wati Godo wn	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Sidhp ur Godo wn	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Banask antha	Danti wada	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Danta	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

## 7.6 Quality control mechanism - Efficacy and Adequacy

For any programme/ project, '**Quality**' is an important property in order to execute in effective and desired way to meet the objectives of the programme. However, 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 weighbridge linked to online system, in all the 08 sample godowns (100%) the food grains weighed at

godown with electronic weighbridge was not linked to online system. Hence, the vision related to quality control in terms of weighing needs to be established.

In response to whether food grains delivered to FPSs were weighed using FPS level electronic weighing machine linked to e-POS, in all the 08 sample godowns (100%) food grains delivered to FPSs were weighed using electronic weighing machine but it was not linked to e-POS. Hence, in terms of quality control mechanism in the sample districts, it should be 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 godown.

**Table 7.6: Use of Electronic Weighing Machine**

Particulars	Issues	Gir Somnath		Junagarh		Patan		Banaskantha	
		Talala Godown	Verawal	Menduda Godown	Khadiya Godown	Saraswati Godown	Sidhpur Godown	Dantiwada	Danta
Electronic weighing and linkage with ePOS	Food grains weighed at godown with electronic weigh bridge linked to online system	No		No		No		No	
	Food grains delivered to FPSs weighed using FPS level electronic weighing machine linked to ePoS	No		No		No		No	



## 7.7 Doorstep delivery and transportation cost management

In total, all the 20 sample FPSs (100%) in 04 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 08 sample godowns (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 04 sample districts.

## 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 Gujarat State Civil Supplies Corporation Ltd. (GSCSCL).

**Table 7.7: Automation of supply chain**

District	Name of godown	Supply chain deployed	Training of godown staff on SCM	Provided training user manual
Gir Somnath	Talala Godown	Yes	Yes	Yes
	Verawal	Yes	Yes	Yes
Junagarh	Menduda Godown	Yes	Yes	Yes
	Khadiya Godown	Yes	Yes	Yes
Patan	Saraswati Godown	Yes	Yes	Yes
	Sidhpur Godown	Yes	Yes	Yes
Banaskantha	Dantiwada	Yes	Yes	Yes
	Danta	Yes	Yes	Yes

### Any other supply chain activities which are still done manually?

NA

## 7.10 System & process followed at Godown

8.8.1 Computerizations has been completed in the GSCSCL Godowns in the state and have required manpower to run the system in desired manner.

8.8.2 Electronic weighbridge linked with online system by which the gross weight and net weight is posted on SCM in the state.

- 8.8.3 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.
- 8.8.4 Any instances of diversion/black marketing of food grains from the Godown in last one year was not reported in any of the 4 districts visited godowns.
- 8.8.5 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.
- 8.8.6 In the sample godowns visited, state took the initiatives to ensure toilets and drinking water facility which is certainly the vision of the state to provide water and sanitation facilities to stakeholder and laborers of godown.



**Table 7.8: System & process followed at Godown**

Particulars		Gir Somnath		Junagarh		Patan		Banaskantha	
		Talala Godown	Verawal	Menduda Godown	Khadiya Godown	Saraswati Godown	Sidhpur Godown	Dantiwada	Danta
SMS alerts & Mapping done	Average number of <u>SMSs alerts per FPS</u> (related to food grain dispatch to FPS) in the areas (FPSs)	-		No					
	Optimal route mapping done for all the FPSs	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	
	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	No		No		No		No	
	Food grains delivered to FPSs weighed using FPS level electronic weighing machine linked to ePoS	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		No		No	
Reports are in public domain	Stock position of godowns- Opening balance, Receipt, dispatch and closing balance	No		No		No		No	
	Movement of food grains- Delivery Orders, Release Orders, Truck Challans, Gate Passes	No		No		No		No	
	Report on SMS alert service about arrival of food grains at FPS	No		No		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 systematic and efficient in terms of system of lifting and delivery of food grains in advance. The whole management of supply chain lies with Gujarat State Civil Supply Corporation Ltd. (GSCSCL).

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

1. CCTV needs to be installed in every godown at important places in order to streamline the system and also have proper functioning and effective management of godowns. The installation project of CCTV is under implementation and Introduction of command control centers at District level (DSO office & Taluka level (Godown) which will be completed across state in next one year.

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

The food grains lifted from FCI 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.

The godown is managed by GSCSCL who ensures timely supply of food grains to the Fair Price shops tagged with the godown. The godown is made available at every Taluka.

## 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, merely 10.7 percent sample respondents reported that they were aware about portability option for picking their ration, whereas 89.3 percent sample respondents reported that they were not aware about portability option. With regards to awareness about portability, out of 32 sample respondents (10.7 percent) who were aware about portability option, 18.8 percent sample respondents reported that portability implies lifting ration from any FPS in the village/ panchayat/ block vicinity, 31.3 percent sample respondents reported that portability means lifting ration from any FPS in the district, 34.4 percent sample respondents reported that 'portability' means lifting ration from any FPS in the state and 15.6 percent sample respondents reported that portability means lifting ration from any FPS in the country. Further, regarding source of information about portability option, out of 32 sample respondents (10.7 percent) who were aware about portability option, 18.8 percent sample respondents opted for FPS, 3.1 percent sample respondents opted for officials from food department, 56.3 percent sample respondents opted for newspaper/ TV/radio & 21.9 percent sample respondents opted for others viz. relatives & friends etc..

**Table 8.1: Awareness regarding intra-state and national portability**

Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaskantha	Gir Somnath	Junagarh	Patan	Total
s1.	Aware about the portability option for picking your ration	Yes	0 (0%)	24 (32%)	8 (10.7%)	0 (0%)	32 (10.7%)
		No	75 (100%)	51 (68%)	67 (89.3%)	75 (100%)	268 (89.3%)
		Total	75 (100%)	75 (100%)	75 (100%)	75 (100%)	300 (100%)
2.	If "Yes"	Lift ration from any FPS in the	0 (0%)	3 (12.5%)	3 (37.5%)	0 (0%)	6 (18.8%)

	what are you aware of?	village/ panchayat/ block or my vicinity					
		Lift ration from any FPS in the district	0 (0%)	9 (37.5%)	1 (12.5%)	0 (0%)	10 (31.3%)
		Lift ration from any FPS in the state	0 (0%)	9 (37.5%)	2 (25%)	0 (0%)	11 (34.4%)
		Lift ration from any FPS in the country	0 (0%)	3 (12.5%)	2 (25%)	0 (0%)	5 (15.6%)
		Aadhaar seeding with ration card is mandatory to avail portability	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%)
		Total	0 (0%)	24 (100%)	8 (100%)	0 (0%)	32 (100%)
3.	Source of information about portability facility	FPS	0 (0%)	5 (20.8%)	1 (12.5%)	0 (0%)	6 (18.8%)
		Officials from the food department	0 (0%)	1 (4.2%)	0 (0%)	0 (0%)	1 (3.1%)
		Newspaper/TV news/Radio	0 (0%)	14 (58.3%)	4 (50%)	0 (0%)	18 (56.3%)
		Others	0 (0%)	4 (16.7%)	3 (37.5%)	0 (0%)	7 (21.9%)
		Total	0 (0%)	24 (100%)	8 (100%)	0 (0%)	32 (100%)

## 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 32 sample respondents (10.7 percent) who were aware about portability option, none of them had used portability. Regarding reasons for not using portability, out of 32 sample respondents (10.7 percent) who did not use portability, 40.6 percent sample respondents reported that portability was not required as they were satisfied with the services of mapped FPS, whereas 59.4 percent sample respondents opined that no one from the family had migrated to other district or state.



**Table 8.2: Demand for ONORC**

Sl.No.	Particulars	Responses	Districts		
			Gir Somnath	Junagarh	Total
1.	Used Portability	Yes- intrastate	0 (0%)	0 (0%)	0 (0%)
		Yes- interstate	0 (0%)	0 (0%)	0 (0%)
		Both	0 (0%)	0 (0%)	0 (0%)
		None	24 (0%)	8 (100%)	32 (100%)
		Total	24 (0%)	8 (100%)	32 (100%)
2.	If “not” reason for not using portability	No need as satisfied with the services of registered FPS	7 (29.2%)	6 (75%)	13 (40.6%)
		No one from the family has migrated to other district or state	17 (70.8%)	2 (25%)	19 (59.4%)
		Total	24 (0%)	8 (100%)	32 (100%)

**8.3 Reasons for beneficiaries availing portability/ONORC**

Not Applicable

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

Not Applicable

**8.5 Difficulties faced by beneficiaries in portability transactions**

Not Applicable

**8.6 Perception of beneficiaries regarding inter-state and national portability**

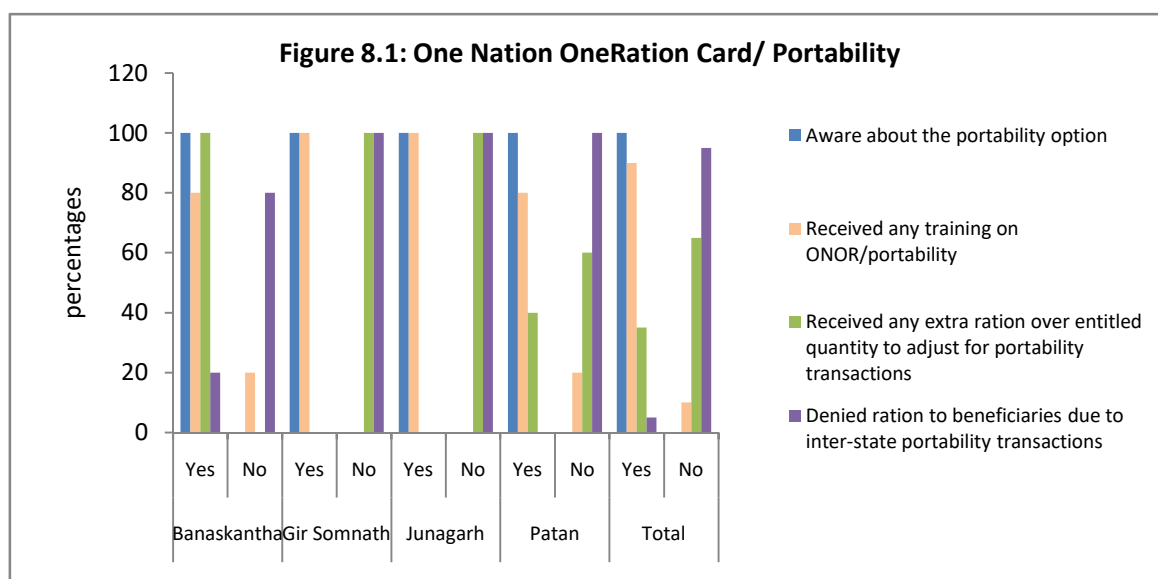
Not Applicable

**8.7 Impact of FPS portability on beneficiary satisfaction**

Not Applicable

**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 priorities of Department of Food & 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 eFPS devices at FPSs, seeding of Aadhaar number of beneficiaries with their ration cards and operationalisation of biometrically authenticated eFPS transactions in the State/UTs.

ONORC / Portability initiative under NFSA is a commendable measure 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 FPS, 100 percent sample FPS dealers were aware about the portability options for beneficiaries to take/lift/pick their ration. Thus, the sample FPS dealers were well aware about ONORC/portability. Also, 90 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

#### 'One Nation One Ration Card'

##### Portability

1. State level portability implemented in July, 2018 –(increases from 20581 in Jan2020 to 32837 in Jan., 2021)
2. National level portability implemented in August, 2019 903 in Jan2020 increased to 590 in Jan., 2021)

##### Data availability for Inter-state portability operations

1. Integration with central repository has been completed.
2. Ration card/ beneficiaries data is available with central repository for inter-state portability operations

##### Media campaign for Awareness of ONORC

1. Quickie, Hoarding and paper advertisement
2. Banners at FPS
3. Newspaper advertisement
4. Quickie (advertising) is being broadcast in various leading news channels
5. Banners at GIDC, construction sites, other industrial units and at various Government

Regarding change in number of beneficiaries after introduction of intra state & interstate portability, 15 percent sample FPS dealers reported increased in number of beneficiaries, 85 percent sample FPS dealers opted for stayed the same. Likewise, change in profitability after introduction of portability, 15 percent sample FPS dealers reported increased in profitability, 85 percent sample FPS dealers reported that it stayed the same. Further, 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.

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

In total, 65 percent sample FPS dealer reported that they did not get any extra ration over entitled quantity to adjust for portability transactions, whereas 35 percent sample FPS dealer reported that they get extra ration over entitled quantity to adjust for portability transactions. There is a provision of additional 5 percent food grains (additional permit system) through Tehsildar. This will be given to FPS dealer if there is portability every month. Otherwise, they had to adjust from regular food grain allocation. Regarding denial of ration to beneficiaries due to inter- state portability transactions, 5 percent sample FPS dealers reported for the same, whereas 95 percent sample FPS dealers opined that they did not deny ration to beneficiaries due to inter- state portability transactions.

**Table 8.3: ONORC/ Portability**

Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaska ntha	Gir Somnat h	Junaga rh	Patan	Total
1.	Aware about the portability option	Yes	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		No	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
2.	Received any training on ONOR/ portability	Yes	4 (80%)	5 (100%)	5 (100%)	4 (80%)	18 (90%)
		No	1 (20%)	0 (0%)	0 (0%)	1 (20%)	2 (10%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
3.	Number of beneficiaries changed after ONOR/ portability	Increased	1 (20%)	0 (0%)	0 (0%)	2 (40%)	3 (15%)
		Decreased	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Stayed the same	4 (80%)	5 (100%)	5 (100%)	3 (60%)	17 (85%)
		Not aware	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
4.	Change in profitability after ONOR/ portability	Increased	1 (20%)	0 (0%)	0 (0%)	2 (40%)	3 (15%)
		Decreased	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Stayed the	4	5	5	3	17

Sl.No.	Particulars	Responses	Districts (Nos. & %)				
			Banaska ntha	Gir Somnat h	Junaga rh	Patan	Total
		same	(80%)	(100%)	(100%)	(60%)	(85%)
		Not aware	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
5.	Shop timings Changed after ONOR/ portability	Increased	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Decreased	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
		Stayed the same	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
6.	Received any extra ration over entitled quantity to adjust for portability transactions	Yes	5 (0%)	0 (0%)	0 (0%)	2 (40%)	7 (35%)
		No	5 (100%)	5 (100%)	5 (100%)	3 (60%)	13 (65%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)
7.	Denied ration to beneficiaries due to inter-state portability transactions	Yes	1 (20%)	0 (0%)	0 (0%)	0 (0%)	1 (5%)
		No	4 (80%)	5 (100%)	5 (100%)	5 (100%)	19 (95%)
		Total	5 (100%)	5 (100%)	5 (100%)	5 (100%)	20 (100%)

#### 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:

- Buffer stock of food grains was made available to 35 percent FPS in order ensure portability at FPS.

The major issues/ difficulties by sample FPS dealers faced in implementing portability transactions are non-availability of buffer stock of food grains at FPS and non- awareness amongst ration cardholders regarding portability.

## Chapter - 9

# Pradhan Mantri Garib Kalyan AnnaYojana (PMGKAY)

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### 9.1 Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY)

To overcome the economic and nutritional impact of corona virus induced lockdown on the poor, the Prime Minister Hon'ble Shri Narendra Modi soon after the imposition



of lockdown on 24 March, 2020 (Lockdown 1.0) 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 will provide medical insurance coverage of Rs 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. This was in addition to the 5 kg of rice or wheat per person per month in regular supply of NFSA. Similarly, an additional free

ration given to NFSA beneficiaries from May, 2021 to July, 2021 in the State during the period of Concurrent Evaluation & Monitoring study.

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

### 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 assessment of PMGKAY is dealt here under. 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.	Gujarat	Banaskantha	5	75	75	0	
2.		Gir Somnath	5	75	75	0	
3.		Junagarh	5	75	75	0	
4.		Patan	5	75	75	0	
		Total	20	300	300	0	

The above table shows that in total 04 sample districts were covered under the concurrent evaluation study namely, Banaskantha, Gir Somnath, Junagarh and Patan. Out of 04 sample districts, it was reported that all the 300 sample respondents (100 percent) get free food grains as per norms under PMGKAY, during July 2021 to 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 food grains 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 and major reasons

As all the sample respondents (100 percent) received ration under PMGKAY. The issue of difficulties/instances of not receiving ration and major reasons doesnot arise at all.



## Chapter - 10

### Key Findings & Recommendations

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The Concurrent Evaluation of implementation of NFSA Act, 2013 in the State of Gujarat has been assigned to Monitoring Institute – Centre for Development Communication & Studies (CDECS). In the state, there are 33 districts but for NFSA it is 34 districts (District Ahmedabad is split in urban and rural districts). As per ToR of concurrent evaluation of implementation of National Food Security Act, 2013, the data have been collected in 04 sample districts of Gujarat on half-yearly basis. For the purpose of concurrent evaluation of implementation of NFSA Act, 2013 in the round-3 (October, 2021 to March, 2022) of the Year - II (2021-2022) total four districts have been selected randomly. 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, Supply Chain Management and Prime Minister Garib Kalyan Anna Yojana (PMGKAY) etc.

In order to meet the objectives of NFSA, 2013, concurrent evaluation study has been undertaken covering 04 districts in Round - 3 , viz. Banaskantha, Gir Somnath, Junagarh & Patan of the State 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.

Looking to the importance of the NFSA Act, 2013, the execution of NFSA in the State can be appreciated in terms of sensitiveness of the State and officials for 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 listing of silent ration cards etc. 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, able to assess the system established for execution of NFSA, 2013 and 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. Now, even the small issues 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, 11 percent were AAY and 89 percent were PHH beneficiaries ration cards.
- b. Similarly, out of total targeted NFSA beneficiaries members (as per census 2011 and state provisions in rural & urban area) under NFSA in the state 6 percent were the left out beneficiaries. It means 94 percent NFSA beneficiaries is to be covered in the State.
- c. 1 percent sample households reported that up to 75% & 76-99% members in family seeded Aadhaar number in ration card each, 97.3 percent sample households reported that 100% members in family seeded Aadhaar number in ration card and 0.7 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 death, marriage of family members. Thus, 97.3 percent sample households reported that 100% members in family seeded Aadhaar number in ration card.

### **II. Fair Price Shop management**

- a. Amongst the sample FPS, 85 percent of sample FPSs owned were having private license & 15 percent of sample FPS were owned by cooperatives.
- b. 100 percent sample FPSs was accessible by pucca road.
- c. For majority of sample households (92 percent) the distance travelled to FPS from their house was 500 meters to 1 km, which is manageable.
- d. 100 percent sample respondents/households did not experience problem of under- weight in last one month.
- e. 100 percent sample respondents/households reported that they were not overcharged for food grains any time during last one year.
- f. 99.7 percent sample households were satisfied with number of working days of the FPS.
- g. All the sample households (99.6 percent) were satisfied with opening & closing time of FPS.
- 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. 100 percent sample FPSs reported installation of AeFPS at FPSs. Also, all installed AeFPS at FPSs (100%) were operational.

- j. In total, 100 percent sample households reported use of e-POS for getting food grains under PDS.
- k. As per State data (statistics) of the month of May 2022, Aadhaar seeding of NFSA cardholders was reported 100. Out of 74,13,617 RCs, for 74,03,359 RCs (99.86 percent) Aadhaar seeding has been completed in the State. Out of 3,60,59,381 ration card beneficiaries, for 3,51,89,067 ration card beneficiaries (97.59 percent) Aadhaar seeding has been completed in the State.
- l. In total, only 87.7 percent sample households reported that they got printed receipt from eFPS, 10.3 percent sample households reported that they sometimes got printed receipt from eFPS and 2 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 cost of paper, which is used for printed receipt, is very high. However, printed receipt reported by the sample households is in local language viz. Gujarati.
- m. Majority of sample respondents (93.3 percent) received their food grains only after one successful authentication attempts.
- n. Thus, majority of sample households (99.3 percent) were satisfied with the system of using eFPS (Laptop attached with authentication devices)& Aadhaar to authenticate people for ration.
- o. The success rate of biometric authentication develops NFSA cardholders reliability towards Ae-PoS. 10 percent sample FPSs reported the success rate of biometric authentication in the FPS was up to 90%, 45 percent sample FPSs reported the success rate of biometric authentication in the FPS was more than 90 % but less than 100 percent & 45 percent sample FPSs reported the success rate of biometric authentication in the FPS was 100.
- p. In case of fingerprint based authentication failure through e-PoS, 60 percent sample FPSs reported that Aadhaar based OTP was used for selling foodgrain to beneficiaries, whereas 40 percent sample FPSs reported that ration was given through nomination viz. guardian nominated through Tehsildar & offline through entry in register.
- q. It can be inferred that the average time taken to complete one transaction through AeFPS by 38.7 percent sample households was 1 minute.
- r. The sample respondents opined that in case of failure of finger print authentication FPS owner used exception management practice to sell ration. 85.7 percent sample respondents reported that the exception management practice adopted by FPS owner was OTP on RC holder mobile, whereas 14.3 percent sample respondents opined that ration was also given through nomination viz. guardian nominated through Tehsildar & offline through entry in register. The State government adopted Aadhaar based OTP authentication as an alternative practice in case of finger print authentication failure of beneficiary at AeFPS so that NFSA cardholders were not denied ration by FPS. The step in the state helped in smooth distribution of food grains to NFSA beneficiaries, which is certainly a commendable step.

- s. In total, all the 20 sample FPSs (100%) in four 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. Like-wise, 100 percent sample FPSs reported that they were not charged by transporter or others for transportation of food grains upto FPS.
- t. 100 percent sample FPSs reported that they had excess foodgrains left after closing the sale. All the sample FPSs (100 percent) who reported that the excess foodgrains left after closing the sale was adjusted in the food grains allocated for the next month..
- u. 100 percent sample FPSs reported that the payment of dealer's commission from the department had not been delayed.
- v. In the sample FPS, the mode of sale of food grains reported were – eFPS authentication (96.1 percent), OTP (3.4 percent) and manually/offline/alternate document & Aadhar failed mode (0.5 percent) depending upon the situation persists. But the major focus was on eFPS authentication. If the Aadhar authentication fails five time the food grains is given to beneficiary on Aadhar failed method. If Aadhar is not available food grain is distributed by identification done with alternate document. In lack of electricity, network other issues offline transaction are allowed.
- w. 100 percent sample FPSs opined that the use of eFPS machine increased the convenience of FPS dealers. In case of errors/breakdown in web application, 10 percent sample FPS dealer reported that the complain is raised e POS machine vendor followed by 25 percent sample FPS dealer reported that incase of software related problem the complaint raised to DSO office/ State office with IT cell, whereas 65 percent FPS dealer reported that the responsibility of repair and maintenance of Laptop lies on the FPS owner/private vendor..
- x. The process of eKYC to authenticate ration cards was not reported at any of the sample FPSs. Home delivery facility & facility to nominate others (with old, infirm & disabled) was not reported in the sample FPS.
- y. Electronic weighing machine was used in 100 percent sample FPSs.

### **III. Viability & transformation of FPSs**

- a. Installation of CCTV at the sample FPS, the same was not reported in 100 percent sample FPS.
- b. Apart from Common Service Centre(CSC) was reported at 01 sample FPS (5 percent) in Patan district, FPS dealers at the sample FPS were not engaged in any additional services viz. Banking Corrospndent Services, Common Service Centre (CSC), sale of non-PDS/ Grocery items, retail sale of small (5kg ) LPG Cylinders services & Broadband network services.
- c. In response to type of weighing scale used in the sample FPSs, electronic weighing machine was reported at 100 percent sample FPS
- d. Integration of e-PoS with electronic weighing scale was not reported at any of 20 sample FPSs.

- e. Regarding mode of payment at the sample FPS, the same was reported cash at 80 percent sample FPS, whereas at 20 percent sample FPS mode of payment was Cash & UPI/E wallet both.
- f. 100 percent FPS dealer did not avail the facility of loan from Pradhan Mantri Mudra Yojana.
- g. The income from CSC by 01 sample FPS is Rs.10000 monthly.
- h. 100 percent (10 FPS) are able to meet their expenditures and are in profit. The monthly profit of the sample FPS dealers varies from Rs.8500 to Rs. 57628 monthly.
- i. 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, 40 percent sample FPSs reported for the same, whereas 60 sample FPS dealer opted for non- availability of extra space to provide additional services

#### **IV. Access to Food Grains entitlements & FPS Automation**

- j. 100 percent sample households opined that they received entitled quantity of food grains in a single visit in the last month (May 2022).
- k. 93.3 percent sample households were satisfied, whereas 6.7 percent sample households were very satisfied with the quality of grains.
- l. 92 percent sample households were satisfied with the proportion of wheat & rice given to them through PDS, whereas 8 percent were not satisfied with the proportion of wheat & rice given to them through PDS.
- m. Regarding nomination/ home delivery facility in the sample FPSs, in all the four sample districts (viz. Banaskantha, Gir Somnath, Junagarh & Patan) old/ infirm/ disabled ration cardholders were not availing nomination & home delivery facility at any of 20 sample FPSs.

#### **V. Prime Minister Garib Kalyan Anna Yojana (PMGKAY)**

- a. Out of 04 sample districts, it was reported that all the 300 sample respondents (100 percent) get free food grains as per norms under PMGKAY, during July 2021 to March 2022.

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

- a. 100 percent sample FPS dealers were aware about the portability option for beneficiaries to take/lift/pick their ration.
- b. 90 percent sample FPS dealers received training on ONORC / Portability.
- c. Regarding change in number of beneficiaries after introduction of intra state & interstate portability, 15 percent sample FPS dealers reported increased in number of beneficiaries, whereas 85 percent sample FPS dealers opted for stayed the same.
- d. In case of change in profitability after introduction of portability, 15 percent sample FPS dealers reported increased in profitability, 85 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. 65 percent sample FPS dealer reported that they did not get any extra ration over entitled quantity to adjust for portability transactions, whereas 35 percent sample FPS dealer reported that they get extra ration over entitled quantity to adjust for portability transactions. There is a provision of additional 5 percent food grains (additional permit system) through Tehsildar. This will be given to FPS dealer if there is portability every month. Otherwise, they had to adjust from regular food grain allocation.

## **VII. Supply Chain Management & Door step delivery**

- a. Supply Chain Management is being implemented under end to end computerization of TPDS operations by GSCSCL. The godowns belong to GSCSCL who manage and operate.
- b. Separate login Id's have been provided to all godown stakeholders for active participation and management.
- c. The real time stock position at each godown can be verified online.
- d. SCM portal has been integrated with e-FPS portal for effective real time flow of information pertaining to PDS.
- e. All RO-wise transactions (Release Order for issue of commodities from godown) have been computerized with eFPS and SCM portal for real time flow of FP Shop payment details pertaining to lifting of commodities.
- f. GPS Vehicle Tracking System has been introduced in GSCSCL to track the movement of vehicles transporting PDS commodities under stage-I & stage-II transportation system and by installing tracking devices in all the vehicles.
- g. Centralized system of tracking of food grains transportation is done at head office of GSCSCL.
- h. Closing balance of FPS and ration card numbers entitlements were also freeze in the state regularly.
- i. The Delivery Orders, Release Orders, Truck Challans, Gate Passes, etc. for NFSA commodities are generated from system and are available on Transparency Portals and they are generated real-time.
- j. The payment challan is generated by the system and payment is done through digital mode by FPS dealers.
- k. SMS alerts are send to the beneficiaries and it can be registered by beneficiaries using the link [www.ipds.gujarat.gov.in](http://www.ipds.gujarat.gov.in) from their mobile phones.

## **10.2 Key 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, districts, Talukas and in villages/ urban wards, the NFSA has been instrumental for poor and needy people 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 concentrate on the following.

**First**, the initiatives related to awareness, access, regular supply, getting proper quantity, entitlement etc. should be a continuous process. Also, it needs to be kept into consideration in order to have effective and better delivery and outcome under NFSA across the districts in the state.

**Second**, the momentum related to coverage, timely distribution of food grains, better participation of FPS dealer, systematic management of supply chain and providing food grains to beneficiaries with proper quality and quantity in the state and districts should be maintained. It needs to be continued in order to excel the execution of NFSA in the state so that the coverage and quality can be maintained at higher level.

**Third**, the capacity building and support process of FPS dealers on ONORC should be the ongoing processes which need to be taken care and dealt always. In addition, the buffer stocks should be readily available to each FPS who has possibilities to distribute food grains under NFSA under ONORC in regular manner.

**Fourth**, although the state has 'zero loss policy' which certainly protect FPS owner who were in the opinion that they should be given some additional quantity of food grains as transit /distribution loss of food grains may be 500 grams to 1000 grams.

# ANNEXURE

# Glimpses of study

# Glimpses







શ્રી ગણેશાય નમઃ

લા.નં. ૪૦ FAIR PRICE SHOP અ.પ.નં. ૧૦૯

**પંકિત દિનદયાલ ગ્રાહક ભંડાર**

સરકાર માન્ય વ્યાજબી ભાવની દુકાન

**લા. હો:- લાલપરા સહકારી ગ્રાહક ભંડાર**

દુકાનનો સમય : સવારે ૮ થી ૧૨ - બપોરે ૩ થી ૭

દુકાન સાથે જોડાયેલ રેશન કાર્ડની યિગત તારીખ ૧૩/૬/૨૦૨૨

	કાર્ડ	જનસંખ્યા		કાર્ડ	જનસંખ્યા
BPL	૨૩૨	૨૨૨૦	APL	૨૩૩	૨૨૨૦
AAAY	૨૩૪	૨૩૩૦	APL	૨૩૪	૨૨૨૦
હુલ	૨૩૫	૨૩૩૦	હુલ	૨૩૫	૨૨૨૦

ક્રમ	વસ્તુનું નામ	ખુલતો સ્ટોક		પ્રમાણ		ભાવ	
		કિલો	ગ્રામ	કિલો	ગ્રામ	રૂપિયા	પૈસા
૧	NFSA - AAY શર્ટ	૨૨૫	—	૧૦	—	૨	—
૨	NFSA - AAY ઓખા	૨૨૫	૫૦૦	૧૪	—	૩	—
૩	AAAY મીઠું	—	—	૨	—	૨	—
૪	AAAY ખાંડ	૩૬૫	૩૦૦	—	૦૩૪૦	૧૨	—
૫	NFSA - PHH શર્ટ	૨૨૨૫	—	૮	—	૨	—
૬	NFSA - PHH ઓખા	૨૨૨૫	—	૩	—	૩	—
૭	BPL મીઠું	૨૨૫	—	૨	—	૨	—
૮	BPL ખાંડ	૨૨૫	૨૨૫	૦૧	૨૩૪૦	૨૮	—
૯							
૧૦							

**દર સોમવારે દુકાન બંધ રહેશે.**

**રાષ્ટ્રીય અન્ન સલામતી કાયદો-૨૦૧૩**

**અન્યથે ફરીયાદ બાબત**

“રાષ્ટ્રીય અન્ન સલામતી કાયદો-૨૦૧૩” અનુસાર જો કોઈ રેશનકાર્ડ ધારકને ભિયત ભાવે અન્ન ન મળવા બાબતની, અનાજ કોઈ મળવા બાબતની કે ઉચ્ચ કાચકા દેહન સમાવેશ ન કરવા બાબતની ફરીયાદ હોય તો તેઓ નીચેની યિગતે મિત્રાસી અધિક કલેક્ટરની ફરીયાદ કરી શકે છે. ફરીયાદ રૂબરૂમાં/દાખલામાં/ઈમેલથી કરી શકાય અને જો લાભાર્થી મિત્રાસી અધિક કલેક્ટરનીના મિત્રાસી અસંતુષ્ટ હોય તો ગુજરાત રાજ્ય અન્ન આયોગ માંથીનગર અપીલ કરી શકાય. આ માટે વધારે માહિતી તેમજ ફરીયાદ માટે ટોલ ફ્રી નંબર ૧૮૦૦-૨૩૩-૫૫૦૦ પર સંપર્ક કરી શકાય.

જિલ્લા ફરીયાદ મિત્રાસ અધિકારી  
મિત્રાસી અધિક કલેક્ટરની,  
સેવા સદન, ઈસ્ટ પાર્ટી,  
કલેક્ટર કચેરી, નીર સોમનાથ  
કચેરીના ટેલીફોન નં.

માન.અધ્યક્ષશ્રી,  
ગુજરાત રાજ્ય અન્ન આયોગ,  
“અન્ન ભવન” ટાઉનશીપી ની બાજુમાં  
સેક્ટર ૧૭, નાંદીનગર,  
કલેક્ટર કચેરી  
કચેરીના ટેલીફોન નં. ૦૭૯-૨૩૨૫૮૪૦૦  
Mail ID : afc-gujarat@gujarat.gov





Rationcardholders standing in queue for foodgrain



Latitude: 24.171198  
Longitude: 72.448475  
Elevation: 231.74±11 m  
Accuracy: 2.0 m  
Time: 09-06-2022 09:43

Interacting with NFSA Cardholders

Powered by NoteCam

# Samples covered District-wise



**Table 2.1: Coverage of sample in the Sample districts & Villages/ Urban wards**

S. No.	Name of Sample districts	Name of Sample Villages/ Urban Towns/ Areas	Rural/ Urban FPS	PHH	AAY	Total sample
1.	Banaskantha	1. Ward no.5,Kamalपुरa road, Wani bazar, Palanpur	Urban	10	5	15
		2. Janta Nagar, Palanpur	Urban	10	5	15
		3. Dangiya	Rural	9	6	15
		4. Datewada	Rural	10	5	15
		5. Chadotar,Palanpur	Rural	10	5	15
		<b>Total</b>		<b>49</b>	<b>26</b>	<b>75</b>
2.	Gir Somnath	1. Ward no.1, Panch Chakla,Prabhash, Patan	Urban	10	5	15
		2. Veeraval road, Talala	Urban	9	6	15
		3. Garbi Chowk, Ward no.2	Rural	10	5	15
		4. Vrindavan Society, Bhalpana 2	Rural	10	5	15
		5. Sonariya	Rural	10	5	15
		<b>Total</b>		<b>49</b>	<b>26</b>	<b>75</b>
3.	Junagarh	1. Main bazar, Mendada	Rural	10	5	15
		2. Near Ram Mandir, Janjad	Urban	10	5	15
		3. Main road, Kanza, Ward no.3	Rural	10	5	15
		4. Ward no.5, Bagdu	Rural	11	4	15
		5. Sai Baba Society, Vaibhav Apartment	Urban	10	5	15
		<b>Total</b>		<b>51</b>	<b>24</b>	<b>75</b>
4.	Patan	1. Ward no.2, Jain Shamshan Bhumi, Patan	Urban	8	7	15
		2. Jangral, Saraswati	Rural	9	6	15
		3. Sander, near bus stop, Rawalwas	Rural	10	5	15
		4. Ward no.2, Pipla gate	Urban	13	2	15
		5. Kambya Talab, Vagdod	Rural	11	4	15
		<b>Total</b>		<b>51</b>	<b>24</b>	<b>75</b>
		<b>Grand total</b>		<b>200</b>	<b>100</b>	<b>300</b>

# 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) Year-II (for annual basis)**

## **NFSA HOUSEHOLD QUESTIONNAIRE**

### **FPS Code**

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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 (राज्य/केन्द्र शासित प्रदेश का नाम)					
2.	Rural/ Urban (ग्रामीण/शहरी)	Rural/Urban (ग्रामीण-1/शहरी-2)				
3.	Name of the District (जिला का नाम)					
4.	Name of Block/ Division/ Town/ Municipal Corporation etc. (ब्लॉक का नाम/ क्षेत्र/ नगर/ नगर निगम इत्यादि)					
5.	Name of the Village/ Ward (गांव का नाम/ वार्ड)					
6.	Name of Household head (घर के मुखिया का नाम)		Gender (लिंग)		Age (उम्र)	
7.	Name of Respondent (उत्तरदाता का नाम)		Gender (लिंग)		Age (उम्र)	
8.	House Address (घर का पता व फोन/मो. नं.)					
9.	Social Category	SC-1/ ST-2/ OBC-3/ General-4/ Minority-5/ Other-6				
10.	Ration Card No					
11.	Number of Household Members (घर के सदस्य की संख्या)		Minor (below 18) (बच्चे 18 वर्ष से नीचे)	Adults (18 and above but below 60) (व्यस्क 18 वर्ष से अधिक लेकिन 60 वर्ष से कम)	Senior citizens (above 60) (वरिष्ठ 60 वर्ष से अधिक)	Total (कुल)
		Male (पुरुष)				
		Female (महिला)				
12.	Which type of ration card does your household have? (आपके घर में किस प्रकार का राशन कार्ड है ?)	<div>PHH</div> <div>AAY</div>				<div>1</div> <div>2</div>
13.	Is the eldest women (above 18) recognized as head of the household in the NFSA Ration card? (verify ration card) (क्या एन.एफ.एस.ए राशन कार्ड में घर की बड़ी महिला (18 वर्ष से अधिक) को घर का मुखिया माना है ?) (राशन कार्ड से सत्यापन)	<div>Yes</div> <div>Yes but could not verify RC</div> <div>No</div>				<div>1</div> <div>2</div> <div>3</div>
14.	How many members have been enrolled in the ration card? (राशन कार्ड में कितने सदस्यों का पंजीकरण हुआ है ?)					
15.	Does any of the family member belong to PWD (person with disability) category? (क्या परिवार का कोई सदस्य विकलांग है ?)	<div>Yes (हाँ) = 1</div> <div>No (नहीं) = 2</div>	Number of people (विकलांग व्यक्तियों की संख्या)	Type of disability (विकलांगता का प्रकार)		
16.	Did all or some of your family members migrate to other States/Districts/Block in last one year? (क्या आपके परिवार के कुछ या सभी सदस्य पिछले एक वर्ष में अन्य राज्यों/जिला/ब्लॉक में प्रवास किया हैं?)	<div>All members (सभी सदस्य)</div> <div>Some members (कुछ सदस्य)</div>		<div>Yes (हाँ)</div> <div>No (नहीं)</div> <div>Yes (हाँ)</div> <div>No (नहीं)</div>		<div>1</div> <div>2</div> <div>1</div> <div>2</div>
17.	Number of months in last year when all or some members of household migrated to other States/Districts/Block (पिछले वर्ष के महीनों की संख्या जब घर के सभी सदस्यों ने अन्य राज्यों/जिलों/ब्लॉक में पलायन किया है।)	<div>Migrated to other States (अन्य राज्यों में पलायन)</div> <div>Migrated to other District (अन्य जिले में पलायन)</div>		<div>No. of Month</div> <div></div>		

## Section 2: Ease of access and leakages/diversions

4.1: Quantity, quality and price				
Q.N	Questions		Response	
18.	Please list exact quantity of commodities received from PDS and at what price in the last month?			
	S.No	Commodities सामान / माल	Price (Rs/Kg ) कीमत (रु / किलो में)	Total quantity in last month(Kg) (including portability) (एक माह में कुल मात्रा) (किलो में)
	1	Rice (चावल)		
	2	Wheat(गेहूँ)		
	3	Atta(आटा)		
	4	Coarse grains (Jowar/ bajra)		
19.	If HH has not received/taken full quota, what are the reasons? (अगर लाभार्थी को पूरा कोटा नहीं मिला तो उसका क्या कारण है?) <b>(Note: MI has to cross verify the quantity food grains received in Q No.27 with actual entitlement of household as per NFSA)</b> (Please tick all applicable options.)		Grain supplies did not reach the ration shop (राशन के दुकान में अनाज की आपूर्ति नहीं हुई)	1
Dealer shop is closed (राशन की दुकान बंद है)			2	
Technical issues: device error, internet/server issues at FPS (तकनीकी दिक्कतें : पीओएस मशीन में एरर, इंटरनेट / दुकान में सर्वर का नहीं चलना)			3	
Aadhaar/ biometric authentication error (आधार / बायोमेट्रिक प्रमाणीकरण त्रुटि)			4	
Lack of cash at the time when grain was available at the ration shop (उस समय नकदी की कमी थी जब राशन की दुकान पर अनाज उपलब्ध था।)			5	
Grain supplies "ran out" by the time we went to buy (जब हम गए तब तक अनाज की आपूर्ति खत्म हो गयी थी)			6	
Ration dealer refused to give full quota (राशन डीलर ने पूरा कोटा देने से मना कर दिया)			7	
Family migrated to other area (परिवार दुसरे क्षेत्र में चले गये)			8	
Could not visit the FPS due to disability or old age (विकलांगता या बूढ़े के कारण एफपीएस नहीं जा सके)			9	
Did not have foodgrain requirement/ did not lift voluntarily (खाद्यान्न की आवश्यकता नहीं थी / स्वेच्छा से नहीं लिया)			10	
	Other (अन्य बताये) ( specify) _____		11	
20.	In case of not lifting the ration voluntarily (if respondent selects option 10 in Q. 28). Please mention the reason. (स्वेच्छा से राशन नहीं उठाने की स्थिति में) (यदि प्रश्न 28 में विकल्प 10 का चयन किया है तो कृपया कारण का उल्लेख करें)			
21.	Are you satisfied with the share/ proportion of wheat/ rice given to you through PDS? (क्या आप पीडीएस द्वारा दिए गए गेहूँ/चावल के हिस्से/अनुपात से संतुष्ट हैं)		Yes (हाँ)	1
No (नहीं)			2	
22.	If no, what is the preferred share of wheat, rice & coarse grain within the total monthly food grain entitlement? (यदि 'नहीं', तो कुल मासिक खाद्यान्न पात्रता के भीतर गेहूँ चावल और मोटा अनाज कितना होना चाहिए)		Rice _____ Kg Wheat _____ Kg Coarse grain _____ Kg	
23.	Did you perceive the problem of under-weightment		Yes (हाँ)	1

	of commodities in the last month? (क्या आपने पिछले महीने में वस्तुओं के कम भार की समस्या का अनुभव किया था।(If No or Not aware, Go to Q. 37) (यदि नहीं, और जानकारी नहीं है तो प्रश्न नं. 37 पर जाये।)	No (नहीं)	2
		Not aware (जानकारी नहीं)	3
24.	If yes, how are you sure/say that you received less quantity (यदि 'हाँ' तो आपने कैसे सुनिश्चित किया कि आपको अनाज की मात्रा कम मिली है।)	Weighed the grain at another location (अनाज का वजन दूसरे स्थान पर किया)	1
		Another household with same number of family member received more (सामान संख्या के दूसरे परिवार के सदस्यों को अधिक प्राप्त हुआ।)	2
		The bag/ container that I carry is of correct capacity and it does not get full (जो बैग/ कंटेनर मेरे पास है वह सही क्षमता का है और व पुरा भरा हुआ नहीं है।)	3
		Others (specify) (अन्य बतायें)	4
25.	If yes, did you raise a concern about the mismatch in quantity of food grains? (यदि 'हाँ' तो अनाज की मात्रा के बारे में किसी को चिंता जताई।)	Yes (हाँ)	1
		No (नहीं)	2
26.	If yes, whom did you approach? (यदि 'हाँ' तो आप किसके पास गये थे।)	FPS dealer (उचित मूल्य की दुकान)	1
		Vigilance committee (सर्तकता समिति)	2
		Panchayat officials (पंचायत कार्यालय)	3
		Block office (ब्लॉक कार्यालय)	4
		District office (जिला कार्यालय)	5
		DGRO (जिला शिकायत निवारण अधिकारी)	6
		Helpline/toll free numbers (हेल्पलाइन नम्बर)	7
		Through consumer organizations/ NGOs (उपभोक्ता संगठन के माध्यम से/ गैर सरकारी संगठन)	8
		Through online portal (ऑनलाइन पोर्टल के माध्यम से)	9
27.	Was your problem resolved about the mismatch in quantity? (क्या आपकी अनाज की मात्रा कम मिलने की समस्या का समाधान हुआ ?)	Yes	1
		No	2
28.	Were you overcharged for buying the foodgrains in the last month? (क्या आपको पिछले महीने में खाद्यान्न खरीदने के लिए अधिक खर्च करना पड़ा।) <b>(Note: MI has to cross verify the price paid for food grains by HH in Q 27 with the actual price as per NFSA)</b> (if No/ Not aware, Go to Q.41, If yes, Cover Q. 38 to 40)	Yes	1
		No	2
		Not aware	3
29.	Have you ever raised any concern about price overcharge to authorities? (क्या आपने कभी अधिकारियों को खाद्यान्न के लिये ली गई अधिक कीमत के बारे में बताया?)	Yes	1
		No	2
30.	If yes, whom did you approach? (यदि 'हाँ' तो आपने किससे सम्पर्क किया था।)	FPS dealer (उचित मूल्य की दुकान)	1
		Vigilance committee (सर्तकता समिति)	2
		Panchayat officials (पंचायत कार्यालय)	3
		Block office (ब्लॉक कार्यालय)	4
		District office (जिला कार्यालय)	5
		DGRO (जिला शिकायत निवारण अधिकारी)	6
		Helpline/toll free numbers (हेल्पलाइन नम्बर)	7
		Through consumer organizations/ NGOs (उपभोक्ता संगठन के माध्यम से/ गैर सरकारी संगठन)	8

		Through online portal (ऑनलाइन पोर्टल के माध्यम से)	9
		Others, specify (अन्य बतायें)	10
31.	Was your problem about the price overcharge resolved? (क्या अनाज की अधिक मूल्य चुकाने की समस्या का समाधान हुआ ?)	Yes	1
		No	2
32.	Were you satisfied with the quality of food grains received at FPS? (क्या आप उचित मूल्य दुकान पर प्राप्त खाद्यान्नों की गुणवत्ता से संतुष्ट हैं ?)	Very dissatisfied (बहुत असंतुष्ट)	1
		Dissatisfied (असंतुष्ट)	2
		Neutral (तटस्थ)	3
		Satisfied (संतुष्ट)	4
		Very satisfied (बहुत संतुष्ट)	5
33.	In case of dissatisfaction (if respondent selects option 1 or 2 in Q.41), what was the reason? (असंतोष के मामले में, क्या कारण था।)	Foreign particles in food grain (खाद्यान्न में अन्य सामग्री का मिश्रण)	1
		Broken food grains (टूटा हुआ अन्न)	2
		Discolored food grains (अनाज का रंग बदलना/अनाज खराब होना)	3
		Pests in food grains (खाद्यान्न में कीट)	4
		Others, specify (अन्य बतायें)	5
34.	Have you ever raised a concern to the authority about the quality of the food grains at your ration shop? (क्या आपने कभी अपनी राशन की दुकान पर अनाज की गुणवत्ता के बारे में अधिकारियों को अवगत कराया।)	Yes (हाँ)	1
		No (नहीं)	2
35.	If yes, whom did you approach? (यदि 'हाँ' तो किससे सम्पर्क किया था।)	FPS dealer (उचित मूल्य की दुकान)	1
		Vigilance committee (सर्तकता समिति)	2
		Panchayat officials (पंचायत कार्यालय)	3
		Block office (ब्लॉक कार्यालय)	4
		District office (जिला कार्यालय)	5
		DGRO (जिला शिकायत निवारण अधिकारी)	6
		Helpline/toll free numbers (हेल्पलाइन नम्बर)	7
		Through consumer organizations/ NGOs (उपभोक्ता संगठन के माध्यम से/गैर सरकारी संगठन)	8
		Through online portal (ऑनलाइन पोर्टल के माध्यम से)	9
		Others, specify (अन्य बतायें)	10
36.	Was your problem resolved about the quality of food grains? (क्या खाद्यान्न की गुणवत्ता की समस्या का समाधान हुआ?)	Yes (हाँ)	1
		No (नहीं)	2

## 2.2: Service delivery

Q.N	Questions	Response
37.	How far is your Fair Price Shop located from your house? (आपके घर से उचित मूल्य की दुकान कितनी दूरी पर स्थित है।)	_____ Km
38.	Do you get information at the right time about distribution of food grains at the FPS? (क्या आपको उचित मूल्य दुकान पर खाद्यान्न वितरण के बारे में सही समय पर जानकारी मिलती है)	Yes (हाँ) 1 No (नहीं) 2
39.	If yes, how do you get this information? (tick all applicable option) (यदि 'हाँ' तो यह जानकारी कैसे मिली सभी लागू विकल्प पर ✓ करें।)	By personally visiting the ration shop राशन दुकान में व्यक्तिगत जाकर 1 Through the ration shop dealer राशन दुकान डीलर द्वारा 2



		Friends and neighbor inform us दोस्त व पड़ोसी द्वारा जानकारी	3
		SMS alert from the state government (राज्य सरकार द्वारा एसएमएस सूचना)	4
		Other (specify)(अन्य बताइये)	5
40.	How many days is the ration shop usually open in a month? (राशन की दुकान आमतौर पर एक महीने में कितने दिन खुलती है।)	Less than 10 days (10 दिन से कम)	1
		10-15 days (10 से 15 दिन)	2
		15-20 days (15 से 20 दिन)	3
		More than 20 but not all days (20 दिन से ज्यादा लेकिन हर दिन नहीं)	4
		All days (सभी दिवस)	5
41.	What is the opening and closing time? (दुकान खोलने व बंद करने का समय क्या है)	Opening time (खोलने का समय) _____ Closing time (बंद करने का समय) _____	
42.	How satisfied are you with the number of working days of the FPS? (उचित मूल्य दुकान के कार्यों के दिनों से आप कितने संतुष्ट हैं।)	Very satisfied (बहुत संतुष्ट)	1
		Satisfied (संतुष्ट)	2
		Neutral (तटस्थ)	3
		Dissatisfied (असंतुष्ट)	4
		Very dissatisfied (बहुत असंतुष्ट)	5
43.	How satisfied are you with the timings of FPS functioning? (आप उचित मूल्य दुकान के कामकाज के समय से कितने संतुष्ट हैं।)	Very satisfied (बहुत संतुष्ट)	1
		Satisfied (संतुष्ट)	2
		Neutral (तटस्थ)	3
		Dissatisfied (असंतुष्ट)	4
		Very dissatisfied (बहुत असंतुष्ट)	5
44.	Are you able to receive your entitled quantity of food grains from the FPS in a single visit? (क्या आप एक बार की यात्रा से उचित मूल्य दुकान से अपनी उचित मात्रा में खाद्यान्न प्राप्त कर सकते हैं।)	Yes (हाँ)	1
		No (नहीं)	2
45.	If no, why does it take more than one visit to lift ration from the FPS? (यदि 'नहीं' तो किस वजह से एक से ज्यादा बार राशन के लिए उचित मूल्य दुकान पर जाना पड़ा।) (Tick all applicable options)	FPS provide different commodities at different times of the month. So, I visit accordingly (उचित मूल्य दुकान महीने के अलग-अलग समय पर अलग-अलग सामग्री उपलब्ध कराता है तो मैं उस अनुसार जाता हूँ)	1
		Ration is too heavy for me to lift in one visit (राशन एक बार में उठाना मेरे लिए भारी है)	2
		I visit and lift ration as per my requirement/ consumption (मैं आवश्यकता और खपत के अनुसार राशन लेता हूँ।)	3
		FPS owner does not provide all the ration at one go (उचित मूल्य दुकान मालिक एक बार में सारा राशन नहीं देता है।)	4
		I am not aware of the distribution cycle (मुझे वितरण चक्र की जानकारी नहीं है)	5
		Ration shop is closed at time of visit (राशन की दुकान पर जाने पर बंद मिलती है।)	6
		Authentication issues/ ePoS device failure (प्रमाणीकरण समस्याएँ/ ईपीओएस डिवाइस काम नहीं करती है)	7
		Others, specify (अन्य बताइये) _____	8
46	Are you currently availing any of the following additional services at the FPS? (क्या आप वर्तमान में एफपीएस पर निम्न में से किसी अतिरिक्त सेवाएँ का लाभ उठा रहे हैं)	Yes=1/ No=2	If no, would you be interested in availing it at the FPS? (यदि नहीं, तो क्या आप एफपीएस पर इसका लाभ उठाने में रुचि रखते हैं)

A.	Banking services (बैंकिंग सेवाएं)		
B.	Common Service Centre(CSC) services (सामान्य सेवा केंद्र (सीएससी) सेवाएं) (Such as utility payments)		
C.	Non-PDS/grocery items (गैर-पीडीएस/किराना सामान)		
D.	Small (5kg) LPG cylinders (छोटा (5 किग्रा) एलपीजी सिलेंडर)		
E.	Internet/ Wi-Fi services (इंटरनेट/वाई-फाई सेवाएं)		
F.	Any other service you would like to avail? (कोई अन्य सेवा जिसका आप लाभ उठाना चाहेंगे? )		

2.3: Digitization and FPS automation			
Q.N	Questions	Response	
46.	Number of members in your family who have seeded Aadhaar number in ration card? (आपके परिवार के उन सदस्यों की संख्या जिन्होंने राशन कार्ड में आधार नंबर डाला है।)	_____ members	
47.	If none of the member have seeded Aadhaar, reason for not seeding Aadhaar number (यदि किसी भी सदस्य ने आधार नंबर नहीं डाला है, तो आधार संख्या न डालने का कारण।)	Not applied for Aadhaar (आधार बनाने के लिए आवेदन नहीं किया है।)	1
		Applied but Aadhaar not generated (आधार बनने की लिये आवेदन कर रखा है लेकिन अभी तक बना नहीं है।)	2
		Not aware of the requirement/process to seed(जुड़ने की प्रक्रिया / आवश्यकता की जानकारी नहीं)	3
		Detail submitted but not yet seeded (विवरण जमा किया पर अब तक नहीं जुड़ा)	4
		Do not wish to seed (इच्छा नहीं)	5
		Others (Specify) (अन्य बताइये)	6
48.	Do you receive food grains through e-PoS enabled FPS? (क्या आपको ईपीओएस द्वारा उचित मूल्य दुकान के माध्यम से खाद्यान्न प्राप्त होता है।)	Yes (हाँ)	1
		No (नहीं)	2
Q: 58 to Q:66 Applicable only for beneficiaries receiving food grains through ePoS enabled FPS			
49.	Do you get a printed receipt from e-PoS machine? (क्या आपको ईपीओएस मशीन छपी हुई रसीद मिलती है ?)	Yes (हाँ)	1
		Sometimes(कभी-कभी)	2
		Never (कभी नहीं)	3
50.	If yes, do you get the printed receipt in local language? (यदि 'हाँ' तो क्या आपको स्थानीय भाषा में छपी हुई रसीद मिलती है ?)	Yes (हाँ)	1
		Sometimes(कभी-कभी)	2
		Never (कभी नहीं)	3
51.	In case of failure of PoS machine, what alternative is adopted by the FPS owner to distribute food	Ration is denied (राशन देने से मना करना)	1
		Ration is given, with handwritten receipt	2

	grains? (पीओएस मशीन की खराब होने की स्थिति में, खाद्यान्न वितरण करने के लिए उचित मूल्य दुकान मालिक ने क्या विकल्प अपनाया है।)	(हाथ से लिखी रसीद से राशन दिया जाता है।)	
		Ration is given without receipt (बिना रसीद के राशन)	3
		Others, specify (अन्य बतायें) _____	4
52.	What is the average number of authentication attempts taken for successful authentication? (सफल प्रमाणीकरण के लिए किए गए प्रमाणीकरण प्रयासों की औसत संख्या क्या है।)	_____ attempts	
53.	Average time taken to complete biometric authentication through PoS (पीओएस मशीन के माध्यम से बायोमेट्रिक प्रमाणीकरण पूरा करने के लिए कितना औसत समय लगता है।)	_____ minutes _____ seconds	
54.	What happens when finger print/ iris authentication fails: e.g in the last six months? (फिंगर प्रिंट/आईरिस प्रमाणीकरण विफल होने की स्थिति में क्या किया जाता है)	Ration is denied (राशन देने से मना करना।)	1
		Ration is received without authentication (प्रमाणीकरण के बिना राशन देना।)	2
		Use exception management practice to receive ration (राशन प्राप्त करने के लिए अपवाद विधि का उपयोग किया गया है।)	3
55.	What exception management practice is followed: (क्या अपवाद प्रबंधन अभ्यास का पालन किया जाता है)	OTP on mobile (ओटीपी मोबाइल पर)	1
		Given ration after local official verifies (स्थानीय अधिकारी की जाँच के बाद राशन दिया जाता है।)	2
		Others, specify (अन्य बतायें) _____	3
56.	How satisfied are you with the system of using PoS machine and Aadhaar to authenticate people for rations? (राशन के लिए लोगों को प्रमाणित करने के लिए पीओएस मशीन और आधार का उपयोग करने की प्रणाली से आप कितने संतुष्ट हैं।)	Very satisfied (बहुत संतुष्ट)	1
		Satisfied (संतुष्ट)	2
		Neutral (तटस्थ)	3
		Dissatisfied (असंतुष्ट)	4
		Very dissatisfied (बहुत असंतुष्ट)	5
57.	In case of dissatisfaction (if respondent selects option 4 or 5 in Q. 67), what was the reason? (असंतोष के मामले में क्या कारण था।)	PoS machine does not work (पीओएस मशीन काम नहीं करती है।)	1
		Connectivity issues (कनेक्टिविटी समस्याएँ)	2
		Biometric authentication issues (बायोमेट्रिक प्रमाणीकरण)	3
		Long waiting time (लंबा प्रतीक्षा समय)	4
		Denial of ration (राशन देने से मना करना।)	5
		Others, specify (अन्य बतायें) _____	6

## Section 3: PMGKAY

(only for Round 1)

Q.N	Questions	Response												
58.	Have you received free ration given under PMGKY (Pradhan Mantri Garib Kalyan Yojana) between July 2021- March, 2022? ( क्या आपको जुलाई 2021- मार्च, 2022 के बीच PMGKY (प्रधान मंत्री गरीब कल्याण योजना) के तहत दिया गया मुफ्त राशन मिला है? )	Yes ( Go to Q. No. 60) (हाँ तो प्रश्न न. 59 पर जाये)	1											
		Yes, but not all months ( Go to Q No.59) (हाँ लेकिन सभी महीने नहीं तो प्रश्न न. 58 पर जाये)	2											
		No ( Go to Q. No 61) (नहीं तो प्रश्न न. 60 पर जाये)	3											
59.	Mention the number of months when ration was not received? (उन महीनों की संख्या का उल्लेख करे जब राशन प्राप्त नहीं हुआ था।)	_____ Months												
60.	Can you please mention the quantity of ration that was given to you under PMGKAY per month?(क्या आप कृपया उल्लेख कर सकते हैं कि पीएमजीकेवाई के तहत आपको प्रति माह कितनी मात्रा में राशन दिया गया था? )	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S.No</th> <th style="width: 50%;">Commodity</th> <th style="width: 40%;">Quantity (in kg)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Rice (चावल)</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Wheat/Atta (गेहूँ/आटा)</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>Pulses (दाले)</td> <td></td> </tr> </tbody> </table>	S.No	Commodity	Quantity (in kg)	1	Rice (चावल)		2	Wheat/Atta (गेहूँ/आटा)		3	Pulses (दाले)	
S.No	Commodity	Quantity (in kg)												
1	Rice (चावल)													
2	Wheat/Atta (गेहूँ/आटा)													
3	Pulses (दाले)													
61.	If not received, why did you not get ration? (अगर 'नहीं' मिला तो क्या वजह रही।)	The dealer informed that ration has not arrived (डीलर ने बताया की राशन नहीं आया है।)	1											
		Biometric authentication failed (विफल बायोमेट्रिक प्रमाणीकरण)	2											
		Did not know about the scheme (योजना के बारे में जानकारी नहीं)	3											
		Long queue at the dealer location (डीलर के स्थान पर लंबी कतार)	4											
		Dealer denied giving ration (डीलर ने राशन देने से इनकार किया)	5											
		Dealer shop is closed/canceled (डीलर की दुकान बंद/रद्द है।)	6											
		Dealer location is very far, and transportation is not available (डीलर की दुकान बहुत दूर है और परिवहन उपलब्ध नहीं है।)	7											
		Ration got finished by the time I went to lift (मेरे पहुँचने से पहले राशन खत्म हो चुका था।)	8											
		Too old to visit ration shop and lift ration (राशन की दुकान तक जाने और राशन लाने के लिए असमर्थ/बूढ़ा हूँ।)	9											
		I am disabled and no one is available in the household to lift ration (मैं विकलांग हूँ और राशन उठाने के लिए घर में कोई उपलब्ध नहीं है।)	10											
		Others (Specify_____ ) (अन्य बताये)	11											

## Section 4: ONORC and Intra state portability

### (only for thematic Round 4)

Q.N	Questions	Response	
62	Are you aware of the portability option for picking your ration? ( क्या आप अपना राशन लेने के लिए पोर्टेबिलिटी विकल्प के बारे में जानते हैं?) <b>(If response is No, terminate questionnaire - यदि उत्तर नहीं है, तो प्रश्नावली समाप्त करें)</b>	Yes	1
		No	2
63.	What are you aware of?  (Tick all options the respondent is aware of)  आप किस बात से वाकिफ हैं? (उन सभी विकल्पों पर निशान लगाएं जिनके बारे में प्रतिवादी को जानकारी है)	Lift ration from any FPS in the village/ panchayat/ block or my vicinity ( गांव/पंचायत/ब्लॉक या मेरे आसपास के किसी भी उचित दर दुकान से राशन ले सकते हैं)	1
		Lift ration from any FPS in the district - जिले के किसी भी एफपीएस से ले सकते हैं राशन	2
		Lift ration from any FPS in the state - प्रदेश के किसी भी एफपीएस से ले सकते हैं राशन	3
		Lift ration from any FPS in the country - देश के किसी भी एफपीएस से राशन ले सकते हैं	4
		Aadhaar seeding with ration card is mandatory to avail portability - पोर्टेबिलिटी का लाभ उठाने के लिए राशन कार्ड के साथ आधार सीडिंग अनिवार्य है	5
		Part lifting of ration (i.e. partial lifting of ration in destination state) is possible - राशन का आंशिक उठान (अर्थात् गंतव्य राज्य में राशन का आंशिक उठान) संभव है	6
64.	If yes, how did you come to know about this facility?  (Multiple response) यदि हाँ, तो आपको इस सुविधा के बारे में कैसे पता चला? (एक से अधिक उत्तर)	FPS	1
		Officials from the Food Department	2
		Newspaper/TV news/ Radio	3
		Village revenue officer	4
		Panchayat officials	5
		SMS	6

		Interactive Voice Response System (IVRS)	7
		Others, specify	8
65.	Have you used portability?  क्या आपने पोर्टबिलिटी का इस्तेमाल किया है?  कोई नहीं (प्रश्न संख्या 66 पर जाएं)	Yes- intrastate (skip to Section 4.2) हाँ- अंतर्राज्यीय (धारा 4.2 पर जाएं)	1
		Yes- inter-state (skip to Section 4.3) हाँ- अंतरराज्यीय (धारा 4.3 पर जाएं)	2
		Both (cover both Section 4.2 and 4.3)	3
		None ( go to Q.No 66) दोनों (खंड 4.2 और 4.3 दोनों को कवर करें)	4
66.	If not, why have you not used the portability?  (Terminate after this question)  यदि नहीं, तो आपने पोर्टबिलिटी का उपयोग क्यों नहीं किया? (इस प्रश्न के बाद समाप्त करें)	No need as satisfied with the services of registered FPS- पंजीकृत एफपीएस की सेवाओं से संतुष्ट होने की आवश्यकता नहीं है	1
		No one from the family has migrated to other district or state - परिवार से कोई भी दूसरे जिले या राज्य में नहीं गया है	2
		The person who has migrated does not need ration from FPS/ does not want to.- जो व्यक्ति पलायन कर चुका है उसे एफपीएस से राशन की जरूरत नहीं है/नहीं करना चाहता।	3
		I tried but faced issue as dealer denied providing ration- मैंने कोशिश की लेकिन समस्या का सामना करना पड़ा क्योंकि डीलर ने राशन देने से इनकार कर दिया	4
		The FPS did not have e-PoS machine to provide ration - राशन उपलब्ध कराने के लिए एफपीएस के पास ई-पीओएस मशीन नहीं थी	5
		Others, specify - अन्य (निर्दिष्ट करें)	6
Section 4.2 Intra-state portability – अंतर्राज्यीय पोर्टबिलिटी			
<b>Q.N</b>	<b>Questions</b>	<b>Response</b>	
67.	How many times in the past six months have you/your family member picked ration from FPS other than your registered shop?- पिछले छह महीनों में आपने/आपके परिवार के किसी सदस्य ने अपनी पंजीकृत दुकान के अलावा कितनी बार उचित दर दुकान से राशन लिया है?		

68.	Where was the FPS from where you picked up ration from located?- आपने जहां से राशन उठाया था, वह एफपीएस कहां से था?	Different panchayat- अन्य पंचायत	1
		Different block - अन्य ब्लॉक	2
		Different district- अन्य जिला	3
69.	The reasons for picking ration from other FPS  (multiple response) -  अन्य एफपीएस से राशन लेने के कारण (एकाधिक प्रतिक्रिया)	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
70.	Are you satisfied with the experience in picking the ration through portability?  क्या आप पोर्टबिलिटी के माध्यम राशन लेने के अनुभव से संतुष्ट हैं?	Very satisfied	1
		Satisfied	2
		Neutral	3
		Dissatisfied	4
		Very dissatisfied	5
71.	If satisfied (If respondents chooses option 1 or 2 in Q No. 70), why do you say so? यदि संतुष्ट हैं (यदि उत्तरदाता प्रश्न संख्या 70 में विकल्प 1 या 2 चुनते हैं), तो आप ऐसा क्यों कहते हैं?  अन्य (निर्दिष्ट करें)	Saving time and cost associated with travelling to FPS ( <i>convenience due to location</i> ) एफपीएस की यात्रा से जुड़े समय और लागत की बचत (स्थान के कारण सुविधा)	1
		Better service delivery in this shop ( <i>Dealer behavior, quantity and good quality</i> )- इस दुकान में बेहतर सेवा वितरण (डीलर व्यवहार, मात्रा और अच्छी गुणवत्ता)	2
		Prevents loss of entitlements due to migration- प्रवासन के कारण अधिकारों के नुकसान को रोकता है	3



		Reduced expenditure on food grains during migration- प्रवास के दौरान खाद्यान्न पर कम व्यय	4
		Other, specify - अन्य (निर्दिष्ट करें) _____	5
72.	If dissatisfied (If respondents chooses option 4 or 5 in Q No. 70), what was the issue?  यदि असंतुष्ट (यदि उत्तरदाता प्रश्न संख्या 70 में विकल्प 4 या 5 चुनते हैं), तो समस्या क्या थी?	Authentication issues - प्रमाणीकरण मुद्दे	1
		Dealer refused ration- डीलर ने किया राशन से इनकार	2
		Less quantity received - कम मात्रा प्राप्त	3
		Worse quality received- खराब गुणवत्ता प्राप्त	4
		Other, specify- अन्य (निर्दिष्ट करें)	5
73.	If dealer refused ration (ie: if response to Q.No 72 is 2), what was the reason?  यदि डीलर ने राशन देने से मना कर दिया (अर्थात: यदि प्रश्न संख्या 72 का उत्तर 2 है), तो इसका क्या कारण था?	Grain supplies did not reach the ration shop- राशन की दुकान तक नहीं पहुंची	1
		Grain supplies "ran out" by the time we went to buy - अनाज की आपूर्ति जब तक हम खरीदने गए तब तक अनाज की आपूर्ति "बाहर हो गई"	2
		Dealer did not know about ONORC (inter state portability) facility- डीलर को ओएनओआरसी (इंटर स्टेट पोर्टेबिलिटी) सुविधा के बारे में नहीं पता था	3
		Dealer did not know how to operate ePoS machine for ONORC transactions- डीलर को नहीं पता था कि ओएनओआरसी लेनदेन के लिए ईपीओएस मशीन कैसे संचालित की जाती है	4
		Other (specify) अन्य (निर्दिष्ट करें) _____	5
74.	Has the problem been addressed? क्या समस्या का समाधान किया गया है?	Yes	1
		No	2
<b>Section 4.3 Inter-state portability (ONORC) – इंटर-स्टेट पोर्टेबिलिटी (ONORC)</b>			
75.	How many times in the last six months have you/your family member picked		

	ration from FPS in a different state? पिछले छह महीनों में आपने/आपके परिवार के किसी सदस्य ने अलग-अलग राज्य में कितनी बार उचित दर दुकान से राशन लिया है?		
76.	The reasons for using inter-state portability option?  अंतर-राज्यीय पोर्टेबिलिटी विकल्प का उपयोग करने के कारण?	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
77.	How many members are outside at the destination state for whom portability was used? गंतव्य राज्य में कितने सदस्य बाहर हैं जिनके लिए पोर्टेबिलिटी का उपयोग किया गया था?	_____ members	
78.	How much ration do you/your family member lift from home state and destination state when portability is used? पोर्टेबिलिटी का उपयोग होने पर आप/आपके परिवार के सदस्य गृह राज्य और गंतव्य राज्य से कितना राशन उठाते हैं?	Home state	Destination state
79.	Is there any change in the ration entitlement received in the destination state in comparison to home state? क्या गृह राज्य की तुलना में गंतव्य राज्य में प्राप्त राशन पात्रता में कोई परिवर्तन हुआ है?	Increased	1
		Decreased	2
		Stayed the same	3
80.	Has there been a difference in the quality of grain received in the destination state? क्या गंतव्य राज्य में प्राप्त अनाज की गुणवत्ता में अंतर आया है?	Improved quality grain	1
		Worse quality grain	2
		Stayed the same	3
81.	Has there been a difference in the price paid in the destination state? क्या गंतव्य राज्य में भुगतान की गई कीमत में कोई अंतर आया है?	Increased	1
		Decreased	2
		Stayed the same	3
82.	Are you satisfied with your experience using inter-state portability? क्या आप अंतर-राज्यीय पोर्टेबिलिटी का उपयोग करने के अपने अनुभव से संतुष्ट हैं?	Very satisfied	1
		Satisfied	2
		Neutral	3
		Dissatisfied	4

		Very dissatisfied	5
83.	If satisfied (If respondents chooses option 1 or 2 in Q No. 81), why do you say so? यदि संतुष्ट हैं (यदि उत्तरदाता प्रश्न संख्या 81 में विकल्प 1 या 2 चुनते हैं), तो आप ऐसा क्यों कहते हैं?	Easier/quicker to get from this shop ( <i>convenience due to location</i> )- इस दुकान से प्राप्त करना आसान/तेज है (स्थान के कारण सुविधा)	1
		Better service delivery in this shop ( <i>Dealer behavior, quantity and good quality</i> )- इस दुकान में बेहतर सेवा वितरण (डीलर व्यवहार, मात्रा और अच्छी गुणवत्ता)	2
		Migration- प्रवास	3
		Other- अन्य	4
84.	If dissatisfied (If respondents chooses option 4 or 5 in Q No. 82), why do you say so?, what was the issue? यदि असंतुष्ट हैं (यदि उत्तरदाता प्रश्न संख्या 82 में विकल्प 4 या 5 चुनते हैं), तो आप ऐसा क्यों कहते हैं?, मुद्दा क्या था?	Authentication issues- प्रमाणीकरण मुद्दे	1
		Dealer refused ration- डीलर ने किया राशन से इनकार	2
		Change in proportion of grains received- प्राप्त अनाज के अनुपात में परिवर्तन	3
		Worse quality ration received- घटिया क्वालिटी का राशन मिला	4
		Other, specify- अन्य (निर्दिष्ट करें)	5
85.	If dealer refused ration (ie: if response to Q.No 84 is 2), what was the reason?- यदि डीलर ने राशन देने से मना कर दिया (अर्थात: यदि प्रश्न संख्या 84 का उत्तर 2 है), तो इसका क्या कारण था?	Grain supplies did not reach the ration shop (राशन की दुकान तक नहीं पहुंची अनाज की आपूर्ति)	1
		Grain supplies "ran out" by the time we went to buy ( जब तक हम खरीदने गए तब तक अनाज की आपूर्ति "बाहर हो गई")	2
		Dealer did not know about ONORC (inter state portability) facility ( डीलर को ओएनओआरसी (इंटर स्टेट पोर्टेबिलिटी) सुविधा के बारे में नहीं पता था)	3
		Dealer did not know how to operate ePoS machine for ONORC transactions ( डीलर को नहीं पता था कि ओएनओआरसी लेनदेन के लिए ईपीओएस मशीन कैसे संचालित की जाती है)	4
		Other (specify)- अन्य (निर्दिष्ट करें)	5
86.	Has the problem been addressed? क्या समस्या का समाधान किया गया है?	Yes	1
		No	2
87.	Are you aware of the Mera Ration mobile application? क्या आप मेरा राशन मोबाइल के	Yes	1
		No	2

	<p>बारे में जानते हैं (If yes, go to Q88; if no, terminate the questionnaire) - (यदि हाँ, तो Q88 पर जाएँ; यदि नहीं, तो समाप्त करें प्रश्नावली)</p>		
88.	<p>Have you downloaded the Mera Ration mobile application? क्या आपने मेरा राशन मोबाइल आवेदन डाउनलोड किया है?</p>	<p>Yes</p>	1
		<p>No</p>	2
89.	<p>What have you used the mobile application for? (Select all that are applicable) आपने मोबाइल एप्लिकेशन का क्या उपयोग किया है (लागू होने वाले सभी का चयन करें)</p>	<p>To know entitlement-राशन पात्रता जानने के लिए</p>	1
		<p>To know previous transactions- पिछले लेनदेन को जानने के लिए</p>	2
		<p>To locate nearby ration shops- आस-पास की राशन की दुकानों का पता लगाने के लिए</p>	3
		<p>To check ONORC eligibility- ओएनओआरसी पात्रता की जांच करने के लिए</p>	4
		<p>To check Aadhaar seeding status- आधार सीडिंग की स्थिति की जांच करने के लिए</p>	5
		<p>To provide suggestions/feedback- सुझाव/प्रतिक्रिया देने के लिए</p>	6
		<p>Others, specify _____</p>	7

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

**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			
1.	Name of Respondent				
2.	Contact number of the respondent				
3.	Name of the State/UT				
4.	Name of the district				
5.	Name of the Block/ Division/ Town/ Municipal Corporation etc.				
6.	Name of the village/ ward				
7.	Total number of functional FPS in 5 km radius				
8.	Address of FPS				
9.	Rural or Urban area	Rural	1		
		Urban	2		
10.	Registered name /number of Fair Price Shop				
11.	Ownership of FPS Dealer	Private (License)	1		
		Panchayat Raj Institution	2		
		Cooperative	3		
		Women Self Help Group	4		
		Others (Specify)	5		
12.	Gender of FPS dealer	Male	1		
		Female	2		
		Other _____	3		
13.	Details of Ration cards/ beneficiaries attached with the FPS	PHH	AAY	OTHERS (STATE PDS)	Total
A	Ration card count				
B	Members count				
14.	Is the FPS accessible by Pucca road? (Based on observation)	Yes	1		
		No	2		
15.	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		
16.	What is the operating time?	Opening time _____ /  Closing time _____			

## Section 2: PDS Functioning (Leakages and Diversion)

2.1 FPS stocks and distribution			
Q. N	Questions	Responses	
17.	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
18.	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
19.	Do you get charged by transporter or others for the transportation of foodgrains till Fair Price Shop?	Yes	1
		No	3
20.	If yes, what is the average charges incurred (amount per kg)?	_____Rs/kg	
21.	How many times in the last six months has PDS items been received later than first week of the month?	_____Months	
22.	Are there times when the quantities of commodities received are less than allocated quantities?	Yes	1
		No	2
23.	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
24.	What was the date of closing the sale/ generating closing balance last month?	Date _____/ Month _____	
25.	Were there any excess food grains left after closing the sale?	Yes	1
		No	2
26.	If yes, was it adjusted in the good grains allocated for this month?	Yes	1
		No	2
27.	If no, reasons for the same?		
28.	Is there sufficient space in FPS for storage of foodgrains?	Yes	1
		No	2
2.2: FPS Automation			



S.No	Question	Response	
29.	Is e-POS machine installed at FPS?	Yes	1
		No	2
30.	If yes, is the e-POS machine operational at the time of the visit?	Yes	1
		No	2
31.	On which bandwidth does the e-PoS currently work?	2G	1
		3G	2
		4G	3
32.	Quantity of foodgrains (rice, wheat and coarse grain) sold last month (in Kg)		
A	Quantity of foodgains sold last month after successful biometric (Aadhaar 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)		
33.	What is the percentage of biometric authenticated transactions in your FPS during the last calendar month?	_____ %	
34.	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
35.	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
36.	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		
37.	Has the use of e-POS machine increased the convenience of	Yes	1

	FPS dealer?	No	2
38.	If no, specify the reasons (Tick all applicable options)	Not comfortable in using ePoS	1
		Delays distribution	2
		Connectivity issue	3
		Others, specify	4
39.	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
		Others, specify _____	3
40.	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
41.	Has eKYC process to authenticate ration cards been initiated at the FPS?	Yes	
		No	
42.	If yes, what percentage of ration cards have completed eKYC authentication so far?	_____ %	
43.	If no, specify reasons		
44.	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				
45.	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			
46.	What is the income realised by FPS dealer from sale of gunny bag in the last calendar month?			
47.	What is the income/ profit (after cost) realised by FPS dealer in last calendar month through ICDS/MDM operations?			
48.	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			
49.	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	
50.	Do you receive any fixed monthly commission/ salary for running the ration shop?		Yes	1
No			2	
51.	If yes, mention the fixed total amount received as salary/commission			
52.	Do you receive timely payment of dealer's commission from the Department?		Yes	1
No			2	
53.	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				
54.	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			
55.	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		
56.	In your opinion, does your ration shop make sufficient profit to sustain the business?	Yes	1
		No	2
57.	Have you availed loans under Pradhan Mantri Mudra Yojana?	Yes	1
		No	2
58.	If no, are you interested in availing loans under Pradhan Mantri Mudra Yojana for capital augmentation?	Yes	1
		No	2
<b>Section 3.2: FPS transformation</b>			
<b>S.No</b>	<b>Question</b>		<b>Response</b>
59.	Is information/display board available in the Fair Price Shop for prominent display of required information?	Yes	1
		No	2
60.	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	
61.	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 _____	
62.	Is CCTV installed at FPS?	Yes	1
		No	2
63.	What type of weighing scale is used in the FPS?	Manual	1
		Electronic	2
		Electronic and integrated with POS	3

64.	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	
65.	Are you aware about the portability option for beneficiaries to pick their ration (both inter-state and intra-state)?	Yes	1
		No	2
66.	Did you receive any training on ONORC/portability?	Yes	1
		No	2
67.	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
68.	Was there any change in your profitability after introduction of portability?	Increased	1
		Decreased	2
		Stayed the same	3
		Not aware	4
69.	Did the shop timings change after introduction of portability (inter or intra)?	Increased	1
		Decreased	2
		Stayed the same	3
70.	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
71.	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
72.	Is it sufficient to meet the demand at your shop?	Yes	1
		No	2
73.	Is the delivery of extra ration done on time?	Yes	1
		No	2
74.	Did you ever have to deny ration beneficiaries due to inter-state portability transactions?	Yes	1
		No	2
75.	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
76.	Please mention any other difficulty in implementing ONORC?		

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 ACT, 2013

(राष्ट्रीय खाद्य सुरक्षा अधिनियम, 2013 के क्रियान्वयन की समवर्ती मूल्यांकन)

## PHASE-II (2020-2023)

### Round-3

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## DISTRICT LEVEL GODOWNS (Maintained by State food and civil supplies corporation & other entities)

जिला स्तरीय गोदाम (जिनकी देखभाल राज्य खाद्य व जन वितरण निगम/निकाय द्वारा किया जाता है)

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

101.	Name of Respondent (उत्तरदाता का नाम)		
102.	Designation (पद)		
103.	Contact Details (संपर्क विवरण)		
104.	Name of the district (जिले का नाम)		
105.	Who maintains the godown (गोदाम की देखरेख कौन करता है )	State civil supplies corporation    (राज्य नागरिक आपूर्ति निगम )	1
		Private wholesale dealers    (प्राईवेट थोक डीलर)	2
		Others, specify                      (अन्य बताइयें )	3

## SECTION-2: ACTIVITIES RELATED TO PDS

### Subsection 2.1: Timely arrival and dispatch of stocks

201.	Arrival and dispatch of stocks in last two month(to be filled in based on MIS reports). (गत दो माह में स्टॉक का समय पर पहुँचना एवं भेजना (एम.आई.एस रिपोर्ट से भरे )								
		Last Month (गत माह)				Second last month (गत दुसरा माह)			
A	Commodities (सामग्री)	Total Stocks received (qt in Tonnes) (प्राप्त कुल स्टॉक (मात्रा टन में))	Total Stocks received in time (qt in Tonnes) (समय पर प्राप्त कुल स्टॉक (मात्रा टन में))	Stocks Dispatch to FPS (qt in Tonnes) (उचित मूल्य दुकान को भेजे गए स्टॉक (मात्रा टन में))	Total Stocks dispatched in time (qt in Tonnes) (समय पर भेजे गए कुल स्टॉक (मात्रा टन में))	Total Stocks received (qt in Tonnes) (प्राप्त कुल स्टॉक (मात्रा टन में))	Total Stocks received in time (qt in Tonnes) (समय पर प्राप्त कुल स्टॉक (मात्रा टन में))	Stocks Dispatch to FPS (qt in Tonnes) (उचित मूल्य दुकान को भेजे गए स्टॉक (मात्रा टन में))	Total Stocks dispatched in time (qt in Tonnes) (समय पर भेजे गए कुल स्टॉक (मात्रा टन में))
	Rice (चावल)								
	Wheat (गेहूँ)								
	Atta (आटा)								
	Coarse grains (मोटा अनाज)								
	Total कुल								
202.	Reason for delay in stock receipt, if any? ( स्टॉक प्राप्ति में देरी के कारण अगर है तो?)					Delay in payment by State to FCI ( राज्य द्वारा एफसीआई को देर से भुगतान)			1
						Delay in release of stocks from FCI			2

		(एफसीआई द्वारा स्टॉक देर से जारी करना)	
		Transportation related issue ( परिवहन संबंधी मुद्दे)	3
		Poor storage facility (भण्डारण की खराब सुविधा)	4
		Others, specify (अन्य बताये)	5
203.	Reason for delay in stock dispatch to FPS, if any? ( उचित मूल्य दुकान को स्टॉक देरी से भेजने के कारण अगर है तो ?)	Delay in payment by FPS ( उचित मूल्य दुकान द्वारा देरी से भुगतान)	1
		Delay in receipt of stocks ( स्टॉक प्राप्ति में देरी)	2
		Transportation related issue ( परिवहन संबंधी मुद्दे)	3
		Poor storage facility (भण्डारण की खराब सुविधा)	4
		Others, specify (अन्य बताये)	5
204.	Number of months during last six months, when entire allocated quantity of food grains could not be lifted within the validity period? (गत छः महीने में महीनों की संख्या जब समस्त आवंटित खाद्य अनाजों की मात्रा निर्धारित अवधि में नहीं उठाई गई।)		

**Subsection 2.2: Storage capacity of the godown**

Subsection 2.2: Storage capacity of the godown

205.	Number of Fair Price shops covered by the godown (गोदाम के तहत आने वाले उचित मूल्य दुकानों की संख्या)		
206.	Monthly requirement of foodgrains for the FPS (tonnes) (उचित मूल्य दुकान के लिए खाद्य अनाजों की मासिक आवश्यकता (टन में))		
207.	Current monthly storage capacity of the godown (tonnes) (वर्तमान में गोदाम की मासिक भंडारण क्षमता (टन में))		
208.	Adequacy of the storage capacity to meet the monthly requirement (मासिक आवश्यकता को पूरा करने लिए भंडारण क्षमता उपयुक्त)	Less than months requirement (एक महीने से कम की पूर्ति)	1
		Months requirement (एक महीने की पूर्ति अनुसार)	2
		Two months requirement (दो महीने की पूर्ति अनुसार)	3
		More than two months requirement (दो महीने से अधिक की पूर्ति अनुसार)	4
209.	If enough space for storage of food grains is not available, how do you manage? (अगर खाद्य अनाजों के भंडारण के लिए पर्याप्त जगह नहीं है तो आप कैसे प्रबंध करते हैं?)		

210.	How do you ensure timely, smooth and uninterrupted supply of foodgrains to the FPSs? (आप उचित मूल्य दुकानों में समय पर आसान एवं बिना रुकावट के खाद्य खाद्यान्न की आपूर्ति कैसे सुनिश्चित करते हैं ?)	
211.	Please give your suggestions for improving the existing PDS. (वर्तमान सार्वजनिक वितरण प्रणाली को बेहतर बनाने के लिए आपके सुझाव।)	

### **Subsection 2.3: Automation of Supply chain**

212.	Is the supply chain application deployed in the Godown? (क्या गोदाम में आपूर्ति शृंखला की विधि को विकसित किया गया है ?)	Yes No	1 2
213.	Did the Godown staff attend any training on supply chain application? (क्या आपूर्ति शृंखला क्रियाविधि के लिए गोदाम स्टाफ ने कोई प्रशिक्षण लिया है ?)	Yes No	1 2
214.	Were they provided with any user manual? (क्या उन्हें कोई इस्तेमाल पुस्तिका दी गई है ?) (यूजर मैनुअल)	Yes No	1 2
215.	Whether stock position & movement of foodgrains is captured online? Are they automated? (क्या खाद्यान्न की स्टॉक की स्थिति तथा संचालन को ऑनलाइन देखा जा सकता है) (क्या यह कम्प्यूटरीकृत है?)	Whether captured online? (क्या ऑनलाइन देखा जा सकता है?)	If yes, whether fully automated? (अगर हाँ, तो क्या पूरा कम्प्यूटरीकृत है?)
	Stock position of godowns- Opening balance, Receipt, dispatch and closing balance. (गोदामों की स्टॉक की स्थिति प्रारम्भिक शेष, प्राप्ति, प्रेषण व अन्तिम शेष)	Yes=1 ; No= 2	Yes=1 ; No= 2
	Movement of foodgrains- Delivery Orders, Release Orders, Truck Challans, Gate Passes, (खाद्यान्न का संचालन, देय आदेश, जारी ओदश, ट्रक चालान, गेट पास)	Yes=1 ; No= 2	Yes=1 ; No= 2
	Payment flow from FPS/ payment acknowledgement (एफपीएस से भुगतान प्रवाह/ भुगतान पावती रसीद)	Yes=1 ; No= 2	Yes=1 ; No= 2
	SMS alert service about arrival of foodgrains at FPS (एफपीएस पर खाद्यान्न पहुँच की सूचना एसएमएस द्वारा)	Yes=1 ; No= 2	Yes=1 ; No= 2

216.	Specify any other supply chain activities which are still done manually? (कोई अन्य आपूर्ति क्षृंखला गतिविधियां अभी भी पुराने तरीके से/ मैन्वली/व्यक्ति के द्वारा की जाती है का उल्लेख करें।)		
217.	What is the average number of <u>SMS alerts per FPS</u> (related to foodgrain dispatch to FPS) in the areas (FPSs) served by the Godown? (प्रति एफपीएस पर एसएमएस सूचना की औसत संख्या जो उचित मूल्य दुकान को (खाद्यान्न से सम्बन्धित) क्षेत्र के एफपीएस गोदाम द्वारा भेजा जाता है?)		
218.	Is optimal route mapping done for all the FPSs? (क्या सभी उचित मूल्य दुकानों के लिए सर्वोत्तम मार्ग का मैपिंग किया गया है?)		Yes=1 ; No= 2
219.	If yes? How are the FPSs tagged to godown?  (यदि हाँ तो एफपीएस गोदाम से किस प्रकार जुड़े हैं?)  (Tick all applicable options)	FPS is tagged to godown based on geography/ jurisdiction (एफपीएस गोदाम से भौगोलिक क्षेत्र/अधिकार क्षेत्र से जुड़े)	1
		FPS tagging is done based on least cost principle (distance/ trips etc.) (एफपीएस गोदाम से लागत सिद्धान्त/दूरी/चक्कर इत्यादि)	2
		FPS tagging to godown is dynamic based on demand and supply (एफपीएस गोदाम से मांग व आपूर्ति आधार पर जुड़ा है?)	3
220.	Is the foodgrains weighed at godown with electronic weigh bridge linked to online system? (क्या खाद्यान्न का वजन गोदाम में इलेक्ट्रॉनिक वजन प्रणाली द्वारा ऑनलाइन से जुड़ा है?)		Yes=1 ; No= 2
221.	Is the foodgrains delivered to FPSs weighed using FPS level electronic weighing machine linked to ePoS? (क्या ई-पीओएस से जुड़े एफपीएस स्तर इलेक्ट्रॉनिक वजन मशीन का उपयोग करके एफपीएस को दिये गये अनाज का वजन होता है ?)		Yes=1 ; No= 2
222.	Has there been any instances of diversion/black marketing of foodgrains from the Godown in last one year? (क्या गोदाम से विगत एक वर्ष में खाद्यान्न को इधर उधर/ब्लैक मार्केटिंग की कोई घटना हुई है? )		Yes=1 ; No= 2
223.	Whether these reports are in public domain? (क्या यह रिपोर्ट सार्वजनिक डोमेन पर है?)	Stock position of godowns- Opening balance, Receipt, dispatch and closing balance. (गोदामों की स्टॉक की स्थिति-प्रारम्भिक शेष, प्राप्ति, प्रेषण व अन्तिम शेष)	Yes=1 / No= 2
		Movement of foodgrains- Delivery Orders, Release Orders, Truck Challans, Gate Passes, (खाद्यान्न का संचालन-देय आदेश, जारी ओदश, ट्रक चालान, गेट पास)	Yes=1 / No= 2
		Report on SMS alert service about arrival of foodgrains at FPS (एफपीएस पर खाद्यान्न पहुंच की एसएमएस सूचना)	Yes=1 / No= 2

#### INVESTIGATOR DETAILS

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

# Fact Sheet- District & FPS

<b>District Factsheet- District-Junagadh</b>							
<b>A. Population</b>			<b>B. Number of households</b>		<b>C. % of population covered under NFSA</b>		
<b>1563643</b>			<b>416381</b>		<b>950784</b>		
<b>D. NFSA Coverage details</b>			<b>E. Number of Fair price shops</b>			<b>F. Godowns (storage points)</b>	
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	Numbers of Godowns	Capacity (in MTs)
<b>16375</b>	<b>217143</b>	<b>890226</b>	<b>459</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>G. Details of posts at district level (Please include all the posts)</b>					<b>H. NFSA food grains allocation and distribution (last three months) (in Qtls)</b>		
Name of the post		Sanctioned strength	Vacant positions		Month	Allocation	Distribution
District Supply Officer		1	1		<b>Mar. 2022</b>	<b>4972</b>	<b>4827</b>
Head Clerk		1	1		<b>Apr. 2022</b>	<b>4988</b>	<b>4830</b>
CSI		1	0		<b>May. 2022</b>	<b>5013</b>	<b>4840</b>
DSI		5	3				
NFSA Dy Mam		1	0				
Account		1	1				
SA		1	1				
Clerk		4	2				
Driver		1	1				
Peon		3	2				
		19	12				

<b>District Factsheet- District- Patan</b>							
<b>A. Population</b>			<b>B. Number of households</b>		<b>C. % of population covered under NFSA</b>		
<b>16,98,967</b>			<b>3,80,649</b>		<b>62.17%</b>		
<b>D. NFSA Coverage details</b>			<b>E. Number of Fair price shops</b>			<b>F. Godowns (storage points)</b>	
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	Numbers of Godowns	Capacity (in MTs)
<b>20939</b>	<b>196847</b>	<b>1056245</b>	<b>503</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>
<b>G. Details of posts at district level (Please include all the posts)</b>					<b>H. NFSA food grains allocation and distribution (last three months) (in Qtls)</b>		
Name of the post		Sanctioned strength	Vacant positions		Month	Allocation	Distribution
District Supply Officer		1	1		<b>Mar. 2022</b>	<b>5607</b>	<b>5608</b>
Head Clerk		1	0		<b>Apr. 2022</b>	<b>5511</b>	<b>5473</b>
Chief Supply Inspector		1	1		<b>May. 2022</b>	<b>5509</b>	<b>5498</b>
SI		7	5				
Dy Mam		2	2				
Clerk		5	4				
		17	13				



<b>District Factsheet- District- Gir Somnath</b>							
<b>A. Population</b>			<b>B. Number of households</b>		<b>C. % of population covered under NFSA</b>		
<b>1222228</b>			<b>268711</b>		<b>65.32%</b>		
<b>D. NFSA Coverage details</b>			<b>E. Number of Fair price shops</b>			<b>F. Godowns (storage points)</b>	
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	Numbers of Godowns	Capacity (in MTs)
<b>12644</b>	<b>151662</b>	<b>738905</b>	<b>305</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>
<b>G. Details of posts at district level (Please include all the posts)</b>					<b>H. NFSA food grains allocation and distribution (last three months) (in Qtls)</b>		
Name of the post		Sanctioned strength	Vacant positions		Month	Allocation	Distribution
District Supply Officer		1	0		<b>Mar. 2022</b>	<b>3905</b>	<b>3905</b>
Head Clerk		1	0		<b>Apr. 2022</b>	<b>4103</b>	<b>4103</b>
Chief Supply Inspector		1	0		<b>May. 2022</b>	<b>4074</b>	<b>4074</b>
SI		4	4				
Dy Mam		2	2				
Account		1	1				
Clerk		3	1				
		<b>13</b>	<b>8</b>				

<b>District Factsheet- District- Banaskantha</b>							
<b>A. Population</b>			<b>B. Number of households</b>		<b>C. % of population covered under NFSA</b>		
<b>3120506</b>			<b>560411</b>		<b>71.00%</b>		
<b>D. NFSA Coverage details</b>			<b>E. Number of Fair price shops</b>			<b>F. Godowns (storage points)</b>	
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	Numbers of Godowns	Capacity (in MTs)
<b>64237</b>	<b>438486</b>	<b>2218030</b>	<b>1014</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>
<b>G. Details of posts at district level (Please include all the posts)</b>					<b>H. NFSA food grains allocation and distribution (last three months) (in Qtls)</b>		
Name of the post		Sanctioned strength	Vacant positions		Month	Allocation	Distribution
District Supply Officer		1	0		<b>Mar. 2022</b>	<b>11484.785</b>	<b>11567.85</b>
Head Clerk		2	0		<b>Apr. 2022</b>	<b>7662.5605</b>	<b>7759.65</b>
Chief Supply Inspector		1	0		<b>May. 2022</b>	<b>7693.536</b>	<b>7787.90</b>
SI		10	6				
Dy Mam		3	0				
Clerk		7	3				
		<b>24</b>	<b>9</b>				

FPS level Factsheet					
A. Details and location		B. Profile of FPS dealer			
Rural/ Urban	Rural	Name		Sonarayia Sahkari Samiti	
Name of Village/ ward	Sonarayia	Age		-	
Block/ District	Verawal/ Gir Somnath	Gender		-	
FPS id (as displayed in the portal)	7831	Ownership		Cooperative	
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)	58	-	-	-	-
PHH (cards)	297	-	-	-	-
PHH (members)	1548	-	-	-	-
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			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		BhalparaSahkariGrahakB handar	
Name of Village/ ward	Bhalpara	Age		-	
Block/ District	Veraval/ Gir Somnath	Gender		-	
FPS id (as displayed in the portal)	7864	Ownership		Cooperative	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	47	Month	Allocation	Distribution	Closing Balance
AAY (members)	233	-	-	-	-
PHH (cards)	1180	-	-	-	-
PHH (members)	5305	-	-	-	-
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			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		Ram Bhai Oghad Bhai Ram	
Name of Village/ ward	KhushiyaGir	Age		-	
Block/ District	Talala/ Gir Somnath	Gender		Male	
FPS id (as displayed in the portal)	18206	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)	156	-	-	-	-
PHH (cards)	480	-	-	-	-
PHH (members)	2562	-	-	-	-
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			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			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		Harshad Kumar	
Name of Village/ ward	Ward 3, Veraval road Talala	Age		-	
Block/ District	Talala/ Gir Somnath	Gender		Male	
FPS id (as displayed in the portal)	18234	Ownership		private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	479	Month	Allocation	Distribution	Closing Balance
AAY (members)	1037	-	-	-	-
PHH (cards)	168	-	-	-	-
PHH (members)	752	-	-	-	-
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			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	Urban	Name		Manish Kumar Ummedlal	
Name of Village/ ward	Ward-1, Gir Somnath	Age		-	
Block/ District		Gender		Male	
FPS id (as displayed in the portal)	7827	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	13	Month	Allocation	Distribution	Closing Balance
AAY (members)	64	-	-	-	-
PHH (cards)	438	-	-	-	-
PHH (members)	2224	-	-	-	-
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			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			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		Bhil Mukesh Bhai	
Name of Village/ ward	Ward-2, Jain Shamshan Bhumi, Patan	Age		-	
Block/ District	Patan/ Patan	Gender		Male	
FPS id (as displayed in the portal)	23266	Ownership		private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	148	Month	Allocation	Distribution	Closing Balance
AAY (members)	519	-	-	-	-
PHH (cards)	189	-	-	-	-
PHH (members)	728	-	-	-	-
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			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			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		Pragati GrahakSahkari samiti LTD	
Name of Village/ ward	Ward-2, Pampla gate, Patan	Age		-	
Block/ District	Patan/ Patan	Gender		-	
FPS id (as displayed in the portal)	1926	Ownership		Cooperative	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	98	Month	Allocation	Distribution	Closing Balance
AAY (members)	311	-	-	-	-
PHH (cards)	699	-	-	-	-
PHH (members)	3318	-	-	-	-
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			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			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		Patel Babu Bhai Kashiram	
Name of Village/ ward	Sander	Age		-	
Block/ District	Patan/ Patan	Gender		Male	
FPS id (as displayed in the portal)	1893	Ownership		private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	38	Month	Allocation	Distribution	Closing Balance
AAY (members)	161	-	-	-	-
PHH (cards)	511	-	-	-	-
PHH (members)	2651	-	-	-	-
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			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		Desai Dinesh K.	
Name of Village/ ward	Vagdod	Age		-	
Block/ District	Sarsawati/ Patan	Gender		Male	
FPS id (as displayed in the portal)	1989	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	39	Month	Allocation	Distribution	Closing Balance
AAY (members)	215	-	-	-	-
PHH (cards)	604	-	-	-	-
PHH (members)	3149	-	-	-	-
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			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			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		Jangral Gopala Co-Operative Society	
Name of Village/ ward	Jangral	Age		-	
Block/ District	Sarsawati/ Patan	Gender		-	
FPS id (as displayed in the portal)	22169	Ownership		Cooperative	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	29	Month	Allocation	Distribution	Closing Balance
AAY (members)	124	-	-	-	-
PHH (cards)	450	-	-	-	-
PHH (members)	2156	-	-	-	-
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			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			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		J.M.Sankhala	
Name of Village/ ward	Datewar	Age		-	
Block/ District	Datewara/ Banaskantha	Gender		Male	
FPS id (as displayed in the portal)	970	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	77	Month	Allocation	Distribution	Closing Balance
AAY (members)	336	-	-	-	-
PHH (cards)	398	-	-	-	-
PHH (members)	2014	-	-	-	-
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			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		M.S. Ghadiya	
Name of Village/ ward	Chadotar	Age		-	
Block/ District	Palanpur/Banas kantha	Gender		Male	
FPS id (as displayed in the portal)	1192	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	28	Month	Allocation	Distribution	Closing Balance
AAY (members)	133	-	-	-	-
PHH (cards)	309	-	-	-	-
PHH (members)	2163	-	-	-	-
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			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			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		G.Jayad Hussain	
Name of Village/ ward	Dangiya	Age		-	
Block/ District	Datewara/ Banaskantha	Gender		Male	
FPS id (as displayed in the portal)	961	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	60	Month	Allocation	Distribution	Closing Balance
AAY (members)	225	-	-	-	-
PHH (cards)	425	-	-	-	-
PHH (members)	1721	-	-	-	-
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			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	Urban	Name		K.F.Hashmi	
Name of Village/ ward	Ward-5, Nani Bazar, Palanpur	Age		-	
Block/ District	Palanpur/ Banaskantha	Gender		Male	
FPS id (as displayed in the portal)	1164	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	75	Month	Allocation	Distribution	Closing Balance
AAY (members)	343	-	-	-	-
PHH (cards)	610	-	-	-	-
PHH (members)	3019	-	-	-	-
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			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	Urban	Name		Hakinuddin Abbas Bhai Madraswala	
Name of Village/ ward	Janta Nagar, Palanpur	Age		-	
Block/ District	Palanpur/ Banaskantha	Gender		Male	
FPS id (as displayed in the portal)	1239	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	46	Month	Allocation	Distribution	Closing Balance
AAY (members)	210	-	-	-	-
PHH (cards)	394	-	-	-	-
PHH (members)	1986	-	-	-	-
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			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	Urban	Name		Ramnani Ishwar lal Tara chand	
Name of Village/ ward	Ward-5, Junagadh	Age		-	
Block/ District	Junagadh/ Junagadh	Gender		Male	
FPS id (as displayed in the portal)	7423	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)	924	-	-	-	-
PHH (members)	3223	-	-	-	-
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			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		Rekha ben Chhagan Bhai Dhammar	
Name of Village/ ward	Kanja	Age		-	
Block/ District	Vanthali/ Junagadh	Gender		Female	
FPS id (as displayed in the portal)	7365	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	40	Month	Allocation	Distribution	Closing Balance
AAY (members)	161	-	-	-	-
PHH (cards)	473	-	-	-	-
PHH (members)	2023	-	-	-	-
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			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	Urban	Name		Lok Kalyan GrahakBhandar Sangh	
Name of Village/ ward	Ward-7, Junagadh	Age		-	
Block/ District	Junagadh/ Junagadh	Gender		Male	
FPS id (as displayed in the portal)	7458	Ownership		Private	
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)	52	-	-	-	-
PHH (cards)	746	-	-	-	-
PHH (members)	2711	-	-	-	-
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			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		Chauhan Harsukh Bhai Bheema Bhai	
Name of Village/ ward	Bagdu	Age		-	
Block/ District	Junagadh/ Junagadh	Gender		Male	
FPS id (as displayed in the portal)	22182	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	10	Month	Allocation	Distribution	Closing Balance
AAY (members)	46	-	-	-	-
PHH (cards)	463	-	-	-	-
PHH (members)	1741	-	-	-	-
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			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			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		Jayani Bhai Ravaji Bhai	
Name of Village/ ward	Mendada	Age		-	
Block/ District	Mendoza/ Junagadh	Gender		Male	
FPS id (as displayed in the portal)	8320	Ownership		Private	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)			
AAY cards	77	Month	Allocation	Distribution	Closing Balance
AAY (members)	234	-	-	-	-
PHH (cards)	743	-	-	-	-
PHH (members)	2880	-	-	-	-
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			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			-

**Comments of State on Draft Report**





**Directorate of Food & Civil Supplies**  
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Date:- 10/11/2022

No. PDS/NFSA/246/2018/Part-4

To,  
Dr. Upendra K. Singh,  
Nodal Officer,  
Centre for Development Communication & Studies,  
Jaipur, Rajasthan.

Subject:- To provide comments on draft report of Concurrent Evaluation & Monitoring of Functioning of National Food Security Act, 2013 in Gujarat for Round-3 & Round-4

Respected Sir,

With reference to subject mentioned above, you have requested to provide comments on draft report regarding Concurrent Evaluation & Monitoring of Functioning of National Food Security Act, 2013 in Gujarat for Round-3 & Round-4. The comments are given below.

### **Round-3**

#### **Recommendation : 1**

The initiatives related to awareness, access, regular supply, getting proper quantity, entitlement etc. should be a continuous process. Also, it needs to be kept into consideration in order to have effective and better delivery and outcome under NFSA across the districts in the state.

**Comments :-** Director, Food & Civil Supply has taken following initiatives related to awareness and access regarding entitlement.

- (i) Self Mobile number seeding facility using “My Ration” Mobile application by citizens has been implemented.
- (ii) Dedicated advertisement regarding Ration card related services and “My Ration” mobile Application is being published regularly in renowned local newspapers to create awareness in citizens.
- (iii) Ration card related services are made available online through Village Level Computer Entrepreneur (VCE) at e-Gram Vishv Gram Centers of more than 14,071 gram panchayats of the state.
- (iv) Ration Card Management System (RCMS) has been integrated with Digilocker so that the citizens could avail their Ration cards in digital format also.
- (v) Every month Paid advertisement showing category wise entitlement of Essential Commodities, Subsidised rates, distribution period, benefits of ONORC, Helpline Numbers etc. are being published in the leading newspapers of the state with wide publicity. Display of permanent boards and banners are done at FPS. Quickie (Advertising) is being broadcast in various leading news channels.

Strict monitoring is being done by the department to ensure timely delivery of foodgrains upto the FPS. State Government ensures that no beneficiary is left out from his food entitlement.

### **Recommendation : 2**

The momentum related to coverage, timely distribution of food grains, better participation of FPS dealer, systematic management of supply chain and providing food grains to beneficiaries with proper quality and quantity in the state and districts should be maintained. It needs to be continued in order to excel the execution of NFSA in the state so that the coverage and quality can be maintained at higher level

**Comments :-** Food, Civil Supply and Consumer Affairs Department has taken following remarkable steps to increase NFSA coverage in the state.

- (i) In the year 2020-21, the children orphaned by the covid-19 epidemic and the foster parents of such orphans, apart from considering income limit, Government of Gujarat’s Food, Civil Supply and Consumer Affairs Department

has decided to include such orphan children under N.F.S.A. vide Resolution No. PDS/10-2013/2368/Pa.Fa.-1/C-1, dated 07/07/2021.

(ii) In the year 2021-22, the sex workers who are registered with National AIDS Control Organization (NACO), District AIDS Prevention & Control Unit (DAPCU) and other Targetted Intervention NGOs (TINGOs), without insisting to produce any identity proof, Government of Gujarat's Food, Civil Supply and Consumer Affairs Department has decided to include such sex workers under N.F.S.A. vide Resolution No. PDS/10-2013/2368/Pa.Fa.-1/C-1, dated 29/01/2022, in such a way that their identity remains confidential.

(iii) Moreover, to achieve the target of NFSA population of 382.84 lakh beneficiaries to be covered under NFSA, Government of Gujarat has decided to increase Income limit of family for inclusion as "Priority Household" from Rs.10,000/- per month to Rs. 15,000/- per month. The proposal is under approval at highest level.

(iv) In addition to that, proposal has also been submitted to Government to include families who have Pakka House of 2 (Two) rooms and kitchen as well as families who have been allotted plot/pakka house under government's different AWAS Yojanas under NFSA instead of Pakka House of 1(One) room and kitchen for inclusion as "Priority Household" under NFSA.

So, with the effect of implementation of above various policy decisions the remaining population can be covered under NFSA easily so that they could avail benefits of NFSA.

#### **Better participation of FPS dealers**

- Real-time information of central stock allocation with scheme-wise details is available upto FPS level.
- Real-time information of permits and stock are available on FPS-dashboard.
- e-FPS and iPDS portals are integrated.
- Digital payment has been made mandatory for the amount of challan to be paid by the fair price shopkeeper to the government.
- All FPS of the State are able to Affiliate with the CSC center, in which 40+ Services can be provided by the FPS Holder.



- FPS Holders are allowed to distribute Non-Ration Items.
- FPS Holders are able to get sub distributorship for sale of 5 kg Gas Cylinder.
- Commission to the FPS Holders has been increased up to 40% on various items like Wheat/Rice/Tur dal/Sugar/Salt/Edible oil etc.
- Geo Fencing of FPS is under progress.
- Financial Assistance of Rs.25 Lac has been given to FPS holders/Assistance/Computer Operator working at FPS and died due to covid-19.

#### **Supply Chain Management**

- Daily Monitoring for GPS Tracking of Transport & Door Step Delivery Vehicles & Supply Chain management by technical team of GSCSCL.
- Integrated Weighbridge Solution at Godown for weighing of incoming quantity from FCI/ supplier at godown and weighing of quantity delivered through DSD at FPS is in pilot phase implementation stage.
- Joint calibration process of weight bridge installed at GSCSCL godowns & FCI godowns is currently in progress by FCI/GSCSCL/Transport Contractor/Weighing Inspector as per rules & regulations.
- Installation of CCTV cameras in all 250 godown campuses of Civil Supplies Corporation and about 600 godown buildings within it is under progress and will be completed soon.

#### **Providing food grains to beneficiaries with proper quality and quantity**

- Food Research Laboratory (FRL) has been established by GSCSCL by signing an MOU for 10 years with Forensic Science Laboratory (FSL).
- Two-tiered Sampling and testing of commodities is being implemented.
  - ✓ A : At the supplier's place (offer place), sample are being collected and tested at FRL. The quantity passed there to is sealed and dispatched in the presence of the representative of FRL.
  - ✓ B : Cross Verification at Godown of GSCSCL (Random Sampling & testing at Delivery Place)
- Random sampling and testing of wheat and rice at godowns of FCI.

- Coverage of salt distribution has been increased from 32 lakh (AAY and BPL) families to all 71 lakh NFSA families.
- Instead of Iodized salt, distribution of Double Fortified Salt (Iron+Iodine) @ 1 kg per family to all 71 Lakh NFSA ration card holders being implemented.
- During festivals, "Groundnut Oil" is being distributed instead of "Cotton Seed Oil".
- All 71 lakh NFSA ration card families are availed 1 kg Whole gram per family at subsidized rate from October-2022 onwards.
- Various types of reports have been made available from all the applications of the public distribution system for monitoring / controlling the distribution system at the state, district, taluka and village level.
- Monitoring of various report by which district wise / taluka wise / FPS wise / year-wise / monthly / daily / hourly quantity lifted and distribution (details with time, date), by whom, how much and in what way (Aadhaar based, offline etc.) distribution is done is scrutinized at state as well as district level.
- The allotment, lifting and distribution of Food grains and its ancillary details have been made available to the public on the Internet as part of the transparency of the Government.
- In Gujarat, the foodgrain distribution is done after aadhaar authentication of beneficiaries. SMS is sent to the mobile number of the beneficiaries at the time of bill generation under Aadhaar based distribution system. The SMS contains various details including available quantity, quantity received and its price.
- The State has made mandatory for the FPS holders to display the available stocks in FPS, list of NFSA beneficiaries, entitlement of beneficiaries to be shown prominently in the FPSs. Further, a sign-board of toll-free numbers has been kept on each FPS for the beneficiaries to register complaints if any.

Intensive inspections and ambush drives are carried out by the state and district level to ensure that the beneficiaries could get the quantity of goods available to them in time and in proper quantity / price.

### **Recommendation : 3**

The capacity building and support process of FPS dealers on ONORC should be the ongoing processes which need to be taken care and dealt always. In addition,

the buffer stocks should be readily available to each FPS who has possibilities to distribute food grains under NFSA under ONORC in regular manner.

**Comments :-** For the purpose of implementation of “One Nation One Ration Card” (ONORC) scheme, the state has received Additional food grain allocation from time to time from the Government of India and this allocation has been lifted by the Government of Gujarat. Fair Price Shops dealers are allocated 5% additional quantity of food grains quarterly to distribute through portability transactions so that no beneficiary could be deprived of his/her entitled quantity.

**Recommendation : 4**

Although the state has ‘zero loss policy’ which certainly protect FPS owner who were in the opinion that they should be given some additional quantity of food grains as transit/distribution loss of food grains may be 500 grams to 1000 grams.

**Comments :-** At present, No transit loss/handling loss being provided by the GOI to the Government of Gujarat. Moreover any kind of loss will have to be square off by providing such quantity from FCI at market rate. A committee headed by Joint Director, Food and Civil Supplies has been formed to resolve the pending demands of FPS dealers. However, detailed proposal regarding allocating 1% distribution loss to the FPS dealers will be submitted to the Government for approval.



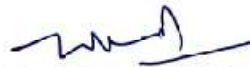
- When the food grain is delivered from the godown, the FPS Holder and the beneficiaries who have registered their mobile are immediately informed through SMS on their registered mobile numbers.
- Beneficiaries can get all the details related to public distribution system online from the State Government's website <http://dcs-dof.gujarat.gov.in> as well as from "My Ration App", which includes information regarding ration card & fair price shops, status of aadhar & mobile number seeding, stock/allotment made to fair price shops, entitlement of ration card holders, last 6 months transactions of the ration card, Bill receipt, contact details of field officials, Village Vigilance Committee members' details etc.

The Government of Gujarat is committed to provide Wheat, Rice, Sugar, Salt, Tur dal, Whole Chana to NFSA families on monthly bases as per their entitlement as well as Groundnut-oil during festivals. Government is also committed for upliftment of FPS holders to make them viable.

Hence, it is requested to consider the comments/compliance submitted by Directorate of Food & Civil Supplies and oblige us.

Thanks & Regards

Yours faithfully,



(Tushar M. Dholakia)

Director

Food and Civil Supplies  
Gandhinagar

Copy Submitted to:-

Deputy Secretary, Food and Civil Supply Department, Block No: 14/5th Floor,  
New sachivalay, Gandhinagar