

Evaluation of Fair Price Shops and Perception of Beneficiaries in Delhi

Sponsored by



Planning Department, Government of NCT, Delhi

Prepared by



INSTITUTE FOR HUMAN DEVELOPMENT (IHD)

Plot No. 84, Functional Industrial Estate (FIE)
Patparganj, Delhi-110092

July 2018

Team

Research Team: Dr. Sunil Kumar Mishra, Dr. Swati Dutta

Research Assistance: Ms. DeekshaTayal

Field Co-ordination: Mr. VikasDubey and Mr.Subodh Kumar

Data Processing: Mr. VikasDubey, Mr. Prem Kant Mishra and Mr. ArjunGoyal

Field Supervisors: Mr. JaswantRao, Mr. Vishal Dubey and Vinay Kumar

Investigators

Mr. AmitBaluni

Mr. Sidharth Kumar

Mr. Rohit Kumar

Mr. Prabhat P.K

Mr. Nitin Kumar

Mr. SantoshShukla

Mr. Krishna Tiwari

Mr. B.D. Bhaskar

Mr.Goutam Singh

Acknowledgements

At the outset we would like to express our thanks to the Planning Department, Government of NCT, Delhi, for mandating the Institute of Human Development (IHD) to undertake this study. As a collaborative effort, the interaction between the officials of the planning Department and IHD's research team helps us to understand the functioning of the fair price shops and different initiatives taken by the Government of NCT Delhi. This interaction helps us in getting new ideas in conceptualizing the study. In this regard, we are grateful to Dr. B. K. Sharma, Mr. Manish Kumar, Ms. ManjuSahoo, Mr. Shan-E-Alam, Mr. Ashok Kumar, Mr. Prateek Jain Planning Department, who have been very helpful in the conduct of the study and have provided valuable inputs at different stages of canvassing the project. We are thankful to the officials Department of Food and Supply, Government of NCT, Delhi for their support in conducting fieldwork and providing secondary information and their inputs in conceptualizing the study. Also, we would like to mention that all the 70 circle level officers helped a lot in providing their inputs and insights. All the FPS dealers to whom we have interviewed and the beneficiaries who participated in the interview also need a special mention without whose help we could not successfully conduct the study.

The IHD team of research investigators and supervisors deserve our appreciation and thanks for conducting field work on a very complicated set of issues. In some instances, they faced difficulty in identifying the respondents, faced few active resistance from FPS dealers. However, the field team put its effort to convince the respondent and FPS dealers. They not only effectively conducted field work but also give their valuable insights during the field work. We thank Mr. VikasDubey, Mr. P. K. Mishra and Mr. Subodh Kumar who co-ordinate the field work. A special thanks to Mr. ArjunGoyal, who helped us in collecting and compiling secondary data. Also a Sincere thanks to Mr. VikasDubey who co-ordinate fieldwork and process the primary and secondary data. We are thankful to Ms. DeekshaTayal who helped us in writing some sections of the report. We are deeply obliged to our director Prof Alakh N. Sharma, IHD, who helped and supported the team considerably during the different stages of this project.

Institute for Human Development
New Delhi 2018

Dr. Sunil Kumar Mishra
Dr. Swati Dutta

Contents

Acknowledgements	ii
List of Tables	v
List of Maps	viii
List of Figures.....	viii
Chapter 1: Functioning of FPS: Concept and Methodology	1
1.1 Methodology	1
1.2 Limitation of the Survey	3
Chapter 2: Urban Context of Delhi with Special Reference to Poverty and Public Distribution System in Delhi	4
2.1: Introduction.....	4
2.2 Poverty in Delhi	5
2.3 Poverty Gap Ratio.....	5
2.4: Public Distribution System in Delhi	7
Chapter 3: Functioning of Fair Price Shop and Quality of Service Delivery.....	13
3.1 Introduction.....	13
3.2 Basic Information on Fair Price Shops and their Owners.....	13
3.3 Size, Structure and Ownership of FPS	15
3.4 Basic Facility in FPS	19
3.5: Display of Various Lists in FPSs.....	20
3.6 Time Management and Functioning of the Shops	24
3.7 Employment of Workers in FPSs	26
3.8: Perception of FPS Dealers on Quality and Quantity of Ration	29
3.9 Installation, Usage and Opinion of Dealers on the functioning of electronic Point of Sale (e-PoS) devices.....	31
3.10: Perception of FPS Dealers on the Week in Which Beneficiaries Lift Ration	35
3.11: Perception of FPS Dealers on Overall Functioning of System	36
3.12: Satisfaction Level of FPS Dealer on Beneficiaries.....	38
3.13 Summary.....	39
Chapter 4: Beneficiaries and their Perception	41

4.1 Socio-demographic information of Respondent	41
4.2: FPS Utilization and Perception of Beneficiaries	47
4.4: Functioning of E-PoS System	71
Chapter 5: Grievances and its Redressal Mechanism	78
Chapter 6: Conclusions and Recommendation	83
6.1 Conclusion	83
6.2 Recommendation	86
Appendix Tables	89

List of Tables

- 1.1: Number of FPS Covered in the Survey
- 1.2: District wise Number of Household Surveyed
- 2.1: Poverty Gap Ratio for 2004-05 and 2011-12
- 2.2: District wise Percentage of Children below 5 Years who are Malnourished, 2015-16
- 2.3: Quota of Rice, Wheat and Sugar (per month)
- 2.4: Details of Public Distribution System in Delhi, 2001-2017
- 2.5: District-Wise Distribution of Ration Cards, FPSs and Household Members in Delhi, May 2018
- 2.6: District wise Share of Beneficiary Households in Delhi, May 2018
- 2.7: Distribution of Cereals and Sugar through PDS in Delhi (in quintals)
- 3.1: Distribution of the sample of fair price shops by districts (%)
- 3.2: Age and gender-wise distribution of fair price shop Dealers
- 3.3: Gender-wise Distribution of Fair Price Shop Dealers across Districts (%)
- 3.4: Percentage Distribution FPS by Size / Measurement (in sq. ft.) by District
- 3.5: District-wise Percentage Distribution FPS by Structure of Shop (Number)
- 3.6: District wise Percentage Distribution of FPS by the type of Ownership
- 3.7: Percentage Distribution of FPSs by Year of Starts
- 3.8: District wise Percentage Distribution of FPS by Basic Facility
- 3.9: Display of information by FPS dealers across districts (%)
- 3.10: Distribution of the Shops by Opening Time, Closing Time of the Shops and Distribution of Ration (Number and % of FPSs)
- 3.11: Number of employees hired helper/worker by shops across districts (% FPSs)
- 3.12: Percentage Distribution of FPS Dealers by their Perception on the Week in which the Beneficiaries will Take Ration (% FPS Dealer)
- 3.13: Perception of FPS Dealers on quality of wheat, Rice and Sugar received last time (%)
- 3.14: Circle-wise Opinion on Usefulness of e-PoS in Smooth Functioning of FPSs (%)
- 3.15: Usefulness of e-PoS (% FPS Dealers)
- 3.16: Percentage of FPS dealers by the Opinion on which week the Beneficiaries take Ration
- 3.17: District wise Percentage Distribution of the Dealer by Types of Complaints
- 3.18: Satisfaction Level of the FPS Dealer on the Attitude of Beneficiaries across District (%)
- 4.1: District wise Number of Beneficiary Household Surveyed

- 4.2: Percentage distribution of Respondent by Age group
- 4.3: District wise Percentage Distribution of Respondents by Education
- 4.4: Percentage Distribution of Respondents by Marital Status
- 4.5: Percentage Distribution of Respondent by Religious Category
- 4.6: Percentage Distribution of Respondent by Caste Category
- 4.7: Percentage Distribution of Population among Studied Household
- 4.8: Percentage Distribution of Household by Type of dwelling
- 4.9: Percentage Distribution of Household by Ownership of Dwelling
- 4.10: Percentage Distribution of Household by Main Source of Occupation
- 4.11: Percentage Distribution of Household by Type of ration card
- 4.12: Percentage Distribution of Household by Year of Making Ration Cards
- 4.13: District wise Percentage Distribution of Beneficiaries by their Opinion on whether the Shop open on Time
- 4.14: Household Category wise Percentage Distribution of Beneficiaries by their Opinion on whether the Shop open on Time
- 4.15: Usual duration of visit to FPS (% of Beneficiaries)
- 4.16: Relation between shop opening and Usual Duration of Visit tot FPS (% of Household)
- 4.17: Usual Time of visit to FPS by District (% of Beneficiaries)
- 4.18: At the time of the visit to FPS whether it was always found open (% of Beneficiaries)
- 4.19: How far is the FPS from your house (% of Beneficiaries)?
- 4.20: Percentage of Beneficiaries by their Opinion on Receiving of Grains/Sugar on a Single Visit
- 4.21: Percentage of Beneficiaries Received Items during the preceding month from FPS
- 4.22: Quota of Rice, Wheat and Sugar
- 4.23: Amount Received Vs Actual Quota: Wheat
- 4.24: Amount Received:Rice
- 4.25: Sugar Received by AAY Beneficiaries
- 4.26a: Whether the quota for any items in respect of the preceding month is still awaited
- 4.26b: Percentage of beneficiaries agree with the entries given on the ration card and as per their quota
- 4.27: District wise Percentage of Beneficiaries Reported Quality of Wheat Received
- 4.28: Household Category wise Percentage of Beneficiaries Reported Quality of Wheat Received
- 4.29: District wise Percentage of Beneficiaries Reported Quality of Rice Received

- 4.30: Household Category wise Percentage of Beneficiaries Reported Quality of Rice Received
- 4.31: District wise Percentage of Beneficiaries Reported Quality of Sugar Received
- 4.32: Household Category wise Percentage of Beneficiaries Reported Quality of Sugar Received
- 4.33: District wise Percentage of Beneficiaries graded the attitude of the FPS dealer
- 4.34: Household Category wise Percentage of Beneficiaries graded the attitude of the FPS dealer
- 4.35: District wise Percentage Distribution of Beneficiaries by the rating on the contribution of the FPS to fulfill the need of the family
- 4.36: Percentage Distribution of Beneficiaries by the rating on the contribution of the FPS to fulfill the need of the family By Beneficiary Type
- 4.37: Percentage of Beneficiaries by their Satisfaction on the functioning of the FPS by District
- 4.38: Percentage of Beneficiaries by their Satisfaction on the functioning of the FPS by Household Category
- 4.39: Percentage of Beneficiaries Received any other item (Other than Rice, Wheat and Sugar) from the FPS
- 4.40: Percentage of Beneficiaries Prefer to Receive the Ration in Kind or in Cash at the Market Rate by District
- 4.41: Percentage of Beneficiaries Prefer to Receive the Ration in Kind or in Cash at the Market Rate by Type of Beneficiary
- 4.42: Percentage of Beneficiaries like to have the facility of home delivery free of charge by District
- 4.43: Percentage of Beneficiaries like to have the facility of home delivery free of charge by Type of Beneficiaries
- 4.44: Percentage of Beneficiaries Aware that FPS are equipped with e-PoS
- 4.45: Percentage of Beneficiaries have taken ration through e-PoS from FPS
- 4.46: Percentage of Beneficiaries by their Opinion on whether the manual system or e-PoS system at FPS was good
- 4.47: Percentage of Beneficiaries by Reasons for Good Functioning of e-PoS
- 4.48: Problems of e-Pos System (Percentage of Beneficiaries)
- 4.49: Effectiveness of Portability of FPS (Percentage of Beneficiaries)
- 5.1: Distribution of Complaints registered by the beneficiaries and the complaint type
- 5.2: Percentage of Complaint action status
- 5.3: Percentage of Pending Complaints which are not reverted
- 5.4: Number of complaints month wise

List of Maps

- 2.1: District Map of Delhi

List of Figures

- 2.1: Proportion of Population below Poverty Line in Delhi and India, 1993-2012
- 2.2: District wise Prevalence of Anemia among Children and Women, 2015-16 (%)
- 2.3: Percentage Distribution of Beneficiaries by Type of Household in Delhi, 2018
- 2.4: District wise Percentage Distribution of AAY Households in Delhi, 2018
- 3.1: Location-wise Proximity of Shops of Dealers with their Place of Residence (% Dealers)
- 3.2: Structure of the Fair Price Shop (% Dealer)
- 3.3: Distribution of Fair Price Shops by Starting Year of Functioning
- 3.4: Percentage Distribution of FPS by Basic Facility
- 3.5: Percentage of FPS Displayed Information outside the FPS
- 3.6: Distribution of the Fair Price Shops by Closing Day of the Week (%)
- 3.7: Percentage of the FPSs Employing Salaried Employee or Daily Wage Helpers
- 3.8: Percentage of Employees Hired by Fair Price Shops
- 3.9: Perception of FPS Dealers on Quality of Food Grains Received Last Time (%)
- 3.10: Quantity supplied of each item as per quota allocated (% of FPS Dealers)
- 3.11: Opinion on the usefulness of e-PoS in the smooth functioning of FPSs (%)
- 3.12: Usefulness of e-PoS(Percentage of FPS)
- 3.13: Percentage Distribution of the Dealer by their Perception on Functioning of FPS
- 3.14: Satisfaction Level of the FPS Dealers on Attitude of Beneficiaries
- 4.1: Gender Distribution of Respondents
- 4.2: Percentage Distribution of Respondents by Education
- 4.3: Percentage Respondent Aware of the Timing of Opening of Ration Shop
- 4.4: Percentage Respondent Aware of the Timing of Opening of Ration Shop by Type of Households
- 4.5: Does the Shop Opens as per Official Timing (% Beneficiaries)
- 4.6: Usual duration of visit to FPS (% of Beneficiaries)
- 4.7: Usual duration of visit to FPS by Household Type (% of Beneficiaries)
- 4.8: Percentage of Beneficiaries by Usual Time of visit to FPS
- 4.9: At the time of visit whether FPS was always found open (% of Beneficiaries)

- 4.10: At the time of visit whether FPS was always found open by Household Type (% of Beneficiaries)
- 4.11: Percentage of Beneficiaries by the Distance of FPS from their house
- 4.12: Percentage of Beneficiaries by their Opinion on Receiving of Grains/Sugar on a Single Visit by Household Type
- 4.13: Percentage of Beneficiaries by Reason for not getting quantity as per the quota
- 4.14: Percentage Beneficiaries Told that Physical Presence of Head of Household Necessary to Get Ration from FPS
- 5.1: Percentage Distribution of Type of Complaint
- 5.2: Districtwise Percentage of Complaints Revert Back and Pending
- 5.3: Percentage Distribution of Pending Complaint Cases

Appendix

Appendix Table 3.1: Circle-wise Distribution of the Sample Fair Price Shops

Appendix Table 3.2: Distribution of the Shops by Closing Day of the Week (%) Across Districts

Appendix Table 3.3: Effectiveness of e-pos System at Circle Level (% of FPS Dealers)

Appendix Table 4.1: Percentage of Beneficiaries by Opined that Shops open as per Official Timing

Appendix Table 4.2: Usual duration of visit to FPS (% of Beneficiaries circle wise)

Appendix Table 4.3: Usual Time of visit to FPS (Percentage of Beneficiaries)

Appendix Table 4.4: Circle-wise Percentage of Beneficiaries Opined that at the Time of Visit FPS was always found open by the circle

Appendix Table 4.5: Circle-wise Percentage of Beneficiaries by the Distance of FPS from their House

Appendix Table 4.6: Circle-wise Percentage of Beneficiaries received entitlement on single visit

Appendix Table 4.7: Percentage of Beneficiaries by Grading of Quality of Wheat Received

Appendix Table 4.8: Percentage of Beneficiaries by Grading of Quality of Rice Received

Appendix Table 4.9: Percentage of Beneficiaries graded the attitude of the FPS dealer

Appendix Table 4.10: Percentage of Beneficiaries Rated the contribution of the FPS to fulfill the need of the family

Appendix Table 4.11: Percentage of Beneficiaries by their Opinion on Manual System or e-PoS at FPS

Appendix Table 4.12: Percentage of Beneficiaries by Reasons for Good Performance of e-PoS

Appendix Table 4.13: Percentage of Beneficiaries by Reasons for Not Good Performance of e-PoS

Appendix Table 4.14: Effectiveness of Portability of FPS (Percentage of Beneficiaries)

Appendix Table 5.1: Number of complaints circle wise

Chapter1: Functioning of FPS: Concept and Methodology

Public Distribution System: The Concept

Of all the safety nets that are currently in operation in India, the most far-reaching in terms of coverage as well as public expenditure (on subsidy) is the public distribution system (PDS). PDS has been in operation in some form or another since the inter-war period; thus it is probably the earliest publicly-funded safety net in the country. It was expanded in the 1960s as a response to the food shortages of the time; subsequently, the government set up the Agriculture Prices Commission and the Food Corporation of India to improve domestic procurement and storage of food grains for PDS. By the 1970s, PDS had evolved into a universal scheme for the distribution of subsidised food. In the 1990s, the scheme was revamped to improve access of food grains to people in hilly and inaccessible areas, and to target the poor. Subsequently, in 1997, the government launched the Targeted Public Distribution System (TPDS), with a focus on the poor. In September 2013, Parliament enacted the National Food Security Act, 2013. The Act relies largely on the existing TPDS to deliver food grains as legal entitlements to poor households. This marks a shift by making the right to food a justifiable right.

1.1 Methodology

The study is based on a primary household survey of beneficiaries as well as the FPS dealer. The target groups for the survey included (a) Priority Households (PR), Priority Household Sugar (PR-S) and households from Antodaya Anna Yojana (AAY) (b) Fair Price Shop (FPS)dealer. Besides the study has captured the views of the officials involved in the programme. Survey of the above-mentioned categories of households/FPS dealer capture the micro level facts in terms of identification of beneficiaries and timeliness of supply. The study has also answered the question that whether the beneficiaries have received the foodgrains according to the prescribed norms. This has helped us to identify the anomalies between the prescribed norms and the real situation. In the survey, the beneficiaries were asked to give details of the quantity they received during the last 3 months; it helps us to capture the variation in the distribution of ration amount by the FPS dealer. Access and availability of the food, the supply chain mechanism and its effectiveness and efficiencies have also been inquired from the FPS dealers through interaction. The survey of the PR, PR-S and AAY cardholders was conducted with the help of a structured questionnaire which addresses the above-mentioned issues of the proposed study.

Sample design: As per the ToR a primary survey had undertaken in 9 districts of Delhi during the month May-June 2018. The sample of FPS dealer has been identified by the Planning Department Government

of NCT, Delhi. A sample of 15% fair price shops selected for a detailed survey. In identifying the sample FPS dealers Cochran formula of Random Number Generator used.

The total FPSs covered in the survey is 328 from 9 districts given in Table 1.1.

Table 1.1: Number of FPS Covered in the Survey

District	Number of Shops	District	Number of Shops
Central	23	North West	48
East	33	South	39
New Delhi	19	South West	47
North	30	West	39
North East	50	Total	328

Source: Field Study 2018

The number of FPS covered is highest (50) in North East district and lowest in New Delhi (19). From each FPS 10 beneficiaries were randomly identified for a detailed survey. Here in selecting 10 beneficiaries from a FPS, care was taken to represent the gender i.e. the survey team tried to capture 50 percent of women respondents. Again the team tried to include at least one respondent belonged to 60 years and more age group from each FPS. The process of identification of beneficiary is random. The total number of beneficiary household covered is given in Table 1.2.

Table 1.2: District wise Number of Household Surveyed

District	Total Beneficiary Surveyed
North East	500
North West	480
South West	470
South	400
West	390
East	330
North	290
Central	230
New Delhi	190
Total	3280

Source: Field Study, 2018

A total of 2642 PR category households, 461 PR-S category households and 177 AAY households have been identified for a detailed survey. Additionally, the questionnaires were designed for beneficiaries, FPS dealers and circle officers (Annexure 1 and Annexure 2). Each district was visited by the team members of

the study and discussions were held with all stakeholders at all levels which included the officials of the Department at Food and Supply and the Circle Officers (70 circles).

Besides the primary survey of beneficiaries and FPS Dealer in a structured schedule the study team also captured the views of different catalyst involved in the FPS during the survey. The study also analyzes the secondary data provided by the Department of Food and Supply, Government of NCT Delhi and data downloaded from official sites to have an idea on different aspects of supply and distribution of grain.

1.2 Limitation of the Survey

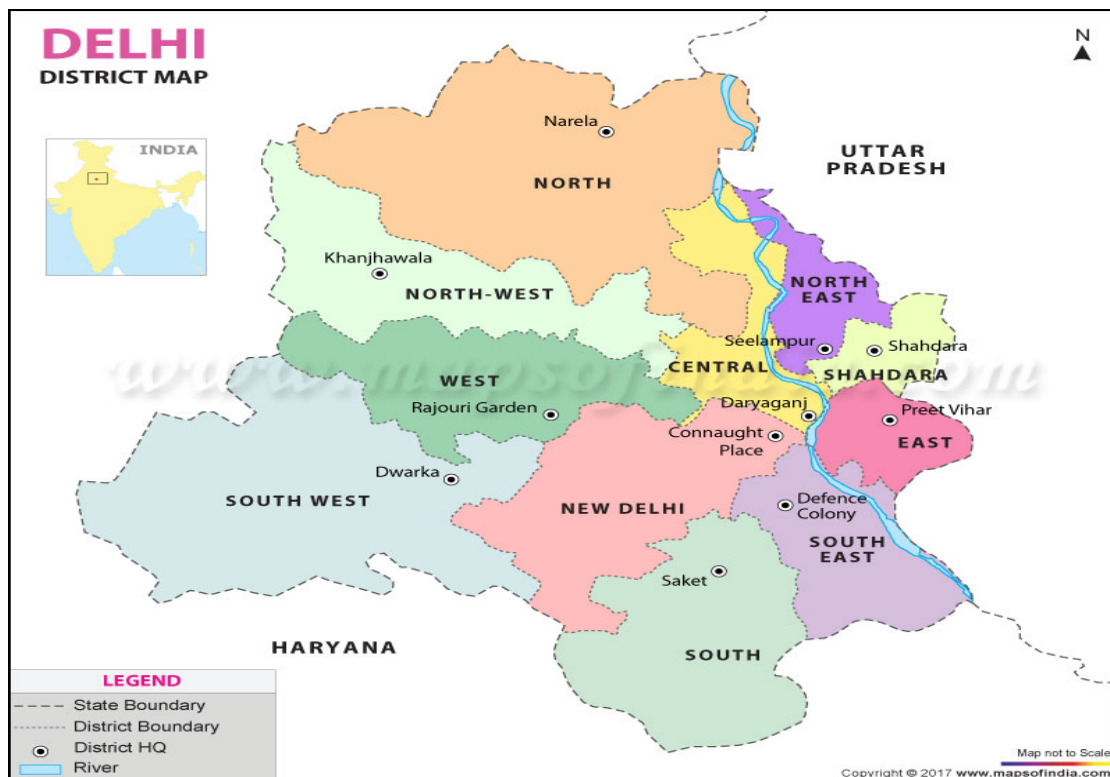
In the process of study, some FPS has been substituted due to various reasons like long term closing of the shop, suspension of the dealer's shop license, and dealer not co-operating during the survey. In some of the cluster, the team could not follow the gender proportion in selecting the beneficiary household due to non-co-operation of the FPS dealer or refusal of the beneficiaries.

Chapter 2: Urban Context of Delhi with Special Reference to Poverty and Public Distribution System in Delhi

2.1: Introduction

Delhi is the National Capital Territory and is attained the UT with the legislation in the year 1993. The NCT of Delhi surrounded by Haryana in the west and Uttar Pradesh in the east. It covers an area of 1484 square kilometers. Delhi has constituted of 9 undivided districts and the population in the districts is not evenly distributed. The district North West, South and West constituted about 53 percent of the total population in Delhi. The Census 2011 shows the total population in Delhi is 16.8 million and the present population of 30.8 million. The literacy rate in Delhi is 86 percent in 2011. The sex ratio in Delhi has increased to 868 from 821 between the year 2001 and 2011. As per SRS the infant mortality of Delhi is 18 in 2016 and the rural and urban counterpart is 24 and 17 respectively(SRS September 2017).

Map 2.1: District Map of Delhi

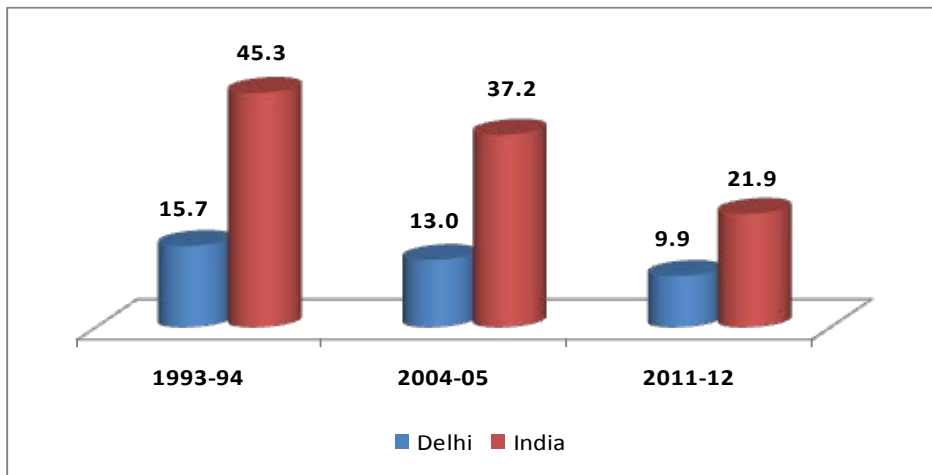


Source: www.mapsofindia.com

2.2 Poverty in Delhi

Below poverty line is an economic benchmark used by the Government of India to identify households below the threshold of poverty. As per the NSS 2011-12, the population below poverty line in Delhi is 9.91 percent, which is much below the all-India poverty line of 21.92 percent based on the Tendulkar Methodology. The poverty estimate of Delhi in 1993-94 was 15.6 percent. The average annual decline in poverty between the 1993–94 and 2011–12 period was 5 per cent (Figure 2.1).

Figure 2.1: Proportion of Population below Poverty Line in Delhi and India, 1993-2012



Source: NSS, Different Rounds

2.3 Poverty Gap Ratio

Poverty Gap Ratio (PGR) is the mean shortfall of the total population from the poverty line (counting the non-poor as having zero shortfall), expressed as a percentage of the poverty line. The poverty gap ratio provides the progress of a region and evaluate the public policy or initiative in reducing poverty. Between 2004-2005 and 2011-12, the PGR has also recorded a decline (Figure 2.1).

Table 2.1: Poverty Gap Ratio for 2004-05 and 2011-12

State	Rural		Urban	
	2004-05	2011-12	2004-05	2011-12
Delhi	1.92	1.79	1.99	1.62
India	9.63	5.05	6.08	2.7

Source: NSS, 61st and 68th Rounds

Another important aspect that defines the food and nutritional status is hunger and malnutrition. The malnutrition among children has widely been prevalent in Delhi. The chronic malnutrition in Delhi which is measured through stunting and wasting recorded 32.3 and 17.1 percent respectively in the year 2015-16. The underweight among children below 5 years in Delhi also registered 27.0 percent. Compared to All-India the proportion of children stunting, wasting and underweight are respectively 6.1, 3.9 and 8.7 percentage point less in Delhi. The malnutrition status in Delhi varying from district to district. In stunting, the East district registered the lowest proportion of children (22.5%) whereas the North-West district registered the highest proportion (38.6 percent). Likewise in wasting a large variation among district observed. Both South-West Delhi and North-East Delhi recorded the lowest proportion of children wasted (around 13 %) whereas East Delhi recorded the highest proportion (23.7 percent) (Table 2.2).

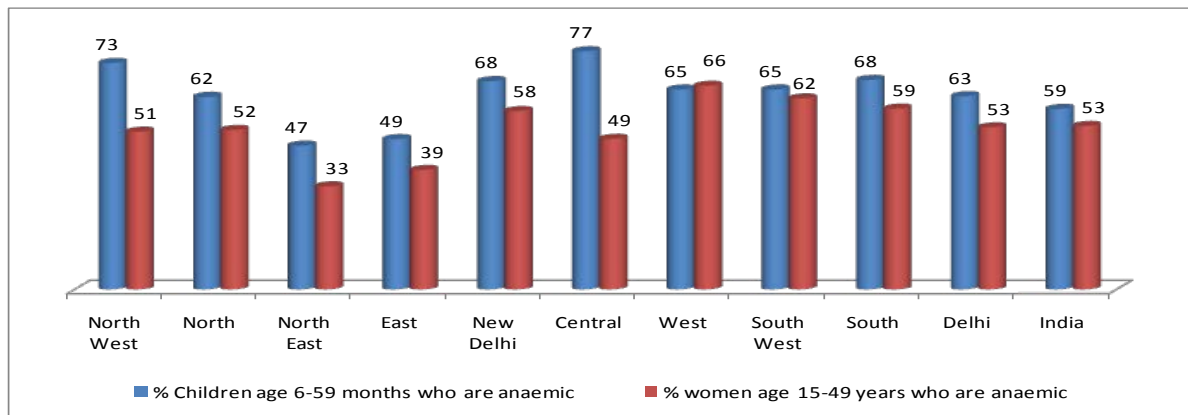
Table 2.2: District-wise Percentage of Children below 5 Years who are Malnourished, 2015-16

District	% of Children who are stunted	% Children wasted	Children who are severely wasted	Children who are underweight
North West	38.6	17.8	2.1	32.5
North	28.5	13.5	6.8	27.9
North East	27.9	12.7	2.8	23.1
East	22.5	23.7	9.7	20.6
New Delhi	28.5	20.3	9.7	32.0
Central	36.6	22.9	11.3	34.7
West	37.4	17.7	6.7	31.0
South West	32.7	12.6	3.5	21.1
South	31.3	21.2	6.4	28.7
Delhi	32.3	17.1	5.0	27.0
India	38.4	21.0	7.5	35.7

Source: NFHS, 2015-16

In the underweight category, East Delhi registered the lowest proportion of children (20.6%) whereas the Central Delhi registered the highest proportion (35 percent).

Figure 2.2: District wise Prevalence of Anemia among Children and Women, 2015-16 (%)



Source: NFHS, 2015-16

Anemia is a manifestation of under-nutrition and poor dietary intake of iron. Nearly 63 per cent of children between 6-59 months in Delhi are anemic in 2015-16. The proportion of anemic children between 5-59 months is 4 percentage point higher as compared to All-India averages whereas among women the proportion of anemic is the same for Delhi and All-India (53%). The district wise analysis shows that the anemia among children is the highest in Central Delhi followed by North-West Delhi (around three-fourths of total children). North-East Delhi registered the lowest proportion of anemic children (around one-third of total children) (Figure 2.2).

2.4: Public Distribution System in Delhi

The Public distribution system in Delhi aimed at providing food security to the poorer section of the population through subsidized price. In Delhi, the category of households entitled to the subsidized grain (rice, wheat) and sugar has been divided into three broad categories i.e. Priority Households (PR), Priority Household- Sugar (PR-S) households, and Antodaya Anna Yojana (AAY) households. The quota for AAY households as decided by Government of NCT Delhi is 25 kg of wheat and 10 kg of rice per month at the rate of 2 rupees and 3 rupees per kg (Table 2.3).

Table 2.3: Quota of Rice, Wheat and Sugar (per month)

	Wheat		Rice		Sugar	
	Quota (kg)	Rate (Rs per kg)	Quota (kg)	Rate (Rs per kg)	Quota (kg)	Rate (Rs per kg)
PR	4 kg per member	Rs2.00	1 kg per member	Rs3.00	-	-
PR-S	4 kg per member	Rs2.00	1 kg per member	Rs3.00	-	-
AAY	25 kg per household	Rs2.00	10 kg per household	Rs3.00	1 kg	Rs13.50

Source: Department of Food and Supplies, Government of NCT, Delhi

For PR and PR-S households, the quota of wheat and rice is given on the basis of members residing within the household. For these two categories of households, the rice and wheat to be given per member are 1 kg and 4 kg respectively. Sugar is given only to AAY households where a household receives 1 kg of sugar per month and the price per kg sugar is Rs 13.50. Previously the PR-S households have received the sugar but after that, the scheme for providing subsidy sugar to PR-S category has been withdrawn by the Government.

The Government has also defined the eligibility criteria for inclusion in the PR category or AAY category¹. The households having an annual income of less than 1 lakh and fulfilling the following criteria should be included in PR/AAY household. The first group of households who are geographically, socially or occupationally vulnerable groups. These groups included

- (i) Residents of slums- Geographically, Socially and Occupationally Vulnerable Groups
- (ii) Residents of resettlement colonies of F, G & H categories
- (iii) Residents of notified *abadies* (Inhabitant) in rural villages
- (iv) Shelter less
- (v) Transgender
- (vi) Households with disabled people (as defined in the Persons with Disabilities Act 1995) subject to the submission of prescribed medical certificate.
- (vii) Single women (including widows, unmarried, separated and deserted women), living in the household as dependent or as head of household
- (viii) Children living without protection.
- (ix) Occupationally vulnerable groups like Rag-pickers, unskilled construction workers, porters, casual daily wage labour, casual domestic workers, cycle rickshaw drivers, unskilled workers in small household enterprises, unskilled workers in household industries.

Besides the above-mentioned households the second group of household designated as 'other households' whose annual income is less than 1 lakh rupees also included as PR/AAY household.

Fair Price Shop, Ration Cards and Household/Family Members in Delhi: Delhi has total 2254 fair price shops in the financial year 2016-17 catering to 1.94 million ration cardholders. Table 2.4 shows that the total ration cardholders reduced from 3.69 million in 2001-02 to 1.94 million in 2016-17 whereas the total number of FPS reduced from 2975 to 2254 during the same period of time. The licensed shops of

¹ Government of NCT, Delhi as downloaded from <http://www.delhi.gov.in/wps/wcm/connect/1ae3ce80408650ee91789f608956ba7d/Guidelines+NFSO+final.pdf?MOD=AJPERES> on 24th August 2018

kerosene were 1829 in the year 2012-13 and after that, the scheme has been closed. It is also seen from the table that the average ration cardholders per shop have reduced from 1240 in 2001-02 to 861 in 2016.

Table 2.4: Details of Public Distribution System in Delhi, 2001-2017

S. No.	Years	No. of Ration cards (in thousands)	No. of Fair Price Shops (FPS)	Licensed shops of Kerosene	Average Ration Cards per shop
1	2001-02	3689	2975	2508	1240
2	2002-03	3838	2953	2521	1300
3	2003-04	3867	3131	2528	1235
4	2004-05	3990	3114	2475	1281
5	2005-06	2595	2731	2443	950
6	2006-07	2814	2772	2443	1015
7	2007-08	2803	2546	2346	1101
8	2008-09	3140	2546	2234	1233
9	2009-10	3112	2525	2346	1232
10	2010-11	3226	2474	2365	1304
11	2011-12	3339	2498	2361	1337
12	2012-13	3435	2479	1829	1386
13	2013-14	1779	2396	Nil	742
14	2014-15	1700	2310	Nil	736
15	2015-16	1950	2283	Nil	854
16	2016-17	1940	2254	Nil	861

Source:Economic Survey Report Govt. of NCT Delhi (Different reports)

Table 2.4 explained the district wise ration cards, FPSs and total household member still in May 2018. The table clearly shows that a total of 19.41 lakhs ration cards are there in Delhi. The district wise proportion of ration cardholders to total cardholders varies from a high proportion of 16.8 percent in North-West Delhi to the lowest proportion of 4.5 percent in New Delhi. Likewise, the total number of FPSs in Delhi till May 2018 is 2187 and the district wise proportion of FPS to total FPS varies from 15.4 % in North-East Delhi to 5.3% in New Delhi. The total household members in May 2018 are 72.7 lakhs in Delhi. The district wise variation shows that the North-West Delhi dominates the proportion of the number of household member (about 17%) and the New Delhi district has the lowest of 4.4 percent of the total proportion of household members (Table 2.5).

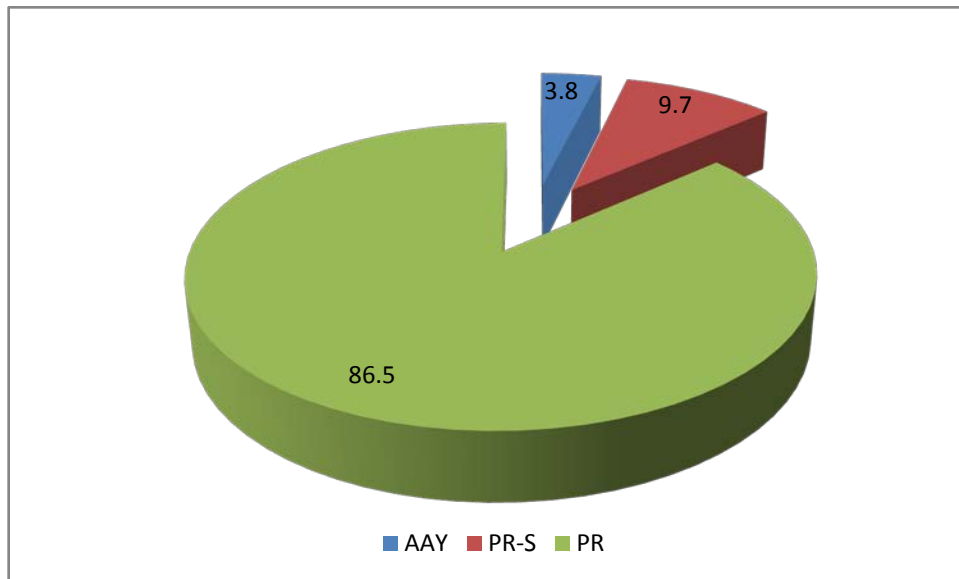
Table 2.5: District-Wise Distribution of Ration Cards, FPSs and Household Members in Delhi, May 2018

Sl. No.	District	Ration Card		FPS		Members	
		Number	Per cent	Number	Per cent	Number	Per cent
1	Central	143130	7.4	140	6.4	507920	7.0
2	East	181945	9.4	233	10.7	709684	9.8
3	New Delhi	86776	4.5	115	5.3	319093	4.4
4	North	179928	9.3	190	8.7	651329	9.0
5	North East	299047	15.4	337	15.4	1158324	15.9
6	North West	325736	16.8	320	14.6	1219769	16.8
7	South	230625	11.9	276	12.6	879475	12.1
8	South West	273560	14.1	316	14.4	1002648	13.8
9	West	220595	11.4	260	11.9	826404	11.4
10	Total	1941342	100	2187	100	7274646	100

Source:Department of Food and Supply, Government of NCT, Delhi downloaded from <https://nfs.delhi.gov.in/Home.aspx>

Figure 2.3 explained the proportion of ration cardholders by types of households in Delhi. Of the total 19.41 lakh ration cardholders about 86 percent belongs to the PR category followed by 9.7 percent of PR-S category. Of the total beneficiary households, only 3.8 percent are categorized as AAY households.

Figure 2.3: Percentage Distribution of Beneficiaries by Type of Household in Delhi, 2018



Source: Department of Food and Supply, Government of NCT, Delhi downloaded from <https://nfs.delhi.gov.in/Home.aspx>

Table 2.6: District wise Share of Beneficiary Households in Delhi, May 2018

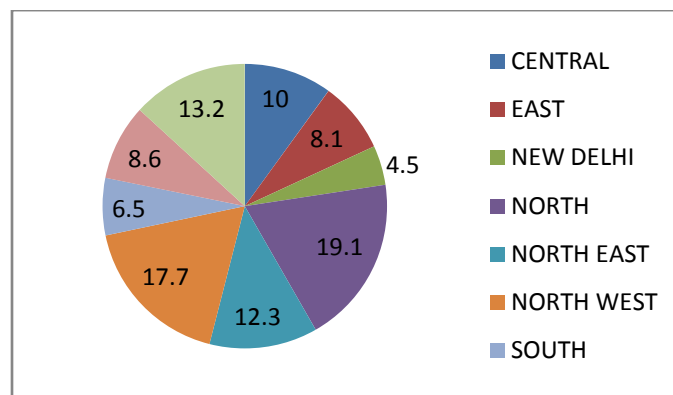
District	No. of Ration Card				Total family Members			
	AAY	PR-S	PR	Total ration card	AAY	PR-S	PR	Total family member
CENTRAL	5.2	9.4	85.5	143130	5.4	10.4	84.2	507920
EAST	3.3	8.8	88.0	181945	3.5	10.0	86.5	709684
NEW DELHI	3.9	11.5	84.6	86776	4.0	13.4	82.6	319093
NORTH	7.9	17.0	75.1	179928	7.6	19.8	72.6	651329
NORTH EAST	3.0	10.0	86.9	299047	3.3	11.4	85.3	1158324
NORTH WEST	4.0	9.0	87.0	325736	4.2	10.3	85.6	1219769
SOUTH	2.1	8.9	89.0	230625	2.2	9.5	88.3	879475
SOUTH WEST	2.3	7.6	90.1	273560	2.5	8.4	89.1	1002648
WEST	4.4	8.0	87.6	220595	4.7	9.0	86.3	826404
Total	3.8	9.7	86.5	1941342	3.9	10.9	85.1	7274646

Source: Department of Food and Supply, Government of NCT, Delhi downloaded from <https://nfs.delhi.gov.in/Home.aspx>

Distribution of Beneficiaries in Delhi

Table 2.6 explained the district wise proportion of household beneficiaries and members until May 2018. It is clearly shown that the North district has the highest proportion of AAY cardholder as well as proportion of household members (7.9% and 7.6% respectively). On the other hand, the South district has the lowest proportion of AAY beneficiary households and the proportion of members (2.1 percent and 2.2 percent respectively). In terms of PR and PR-S households, the South district has the highest proportion of cardholders. Figure 2.4 explained the distribution of AAY households among districts in Delhi. Among 9 districts in Delhi, the North district capture the highest proportion of AAY households (19.1%) followed by North-West district (about 18%). The New Delhi district has the lowest proportion of AAY households (4.5%) (Figure 2.4).

Figure 2.4: Districtwise Percentage Distribution of AAY Households in Delhi, 2018



Source: Department of Food and Supply, Government of NCT, Delhi downloaded from <https://nfs.delhi.gov.in/Home.aspx>

Allotment, Lifting and Distribution of Grain and Sugar in Delhi

The allotment, lifting and distribution of rice, wheat and sugar are given in Table 2.7. Under National Food Security (NFS) which included the AAY, PR-S and PR category shows that the total allotted rice increased from 8.7 lakhs quintals to 9.3 lakh quintals. The lifted amount of rice is more or less the same with the allotted quantity that shows a cent percent distribution of the quantity in the year 2016-17. The allotted wheat quantity in 2016-17 is 35.7 lakh quintals for NFS beneficiary that shows an increase of 2 lakh quintals as compared to the year 2015-16. Here also the proportion of distribution to the allotted quantity of wheat is about 100 percent. In the case of sugar which has not a part of NFS, the total allotted quantity is 1.90 lakh quintals in 2016-17 which has reduced marginally as compared to 1.91 quintals in 2015-16. The proportion of distributed sugar to allotted amount is about 99.5 percent in 2015-16 and 2016-17. In 2018 till May the proportion of sugar distributed to allotted amount is about 96 percent which shows a 4 percent non distributed sugar.

Table 2.7: Distribution of Cereals and Sugar through PDS in Delhi (in quintals)

Details	Items								
	Rice			Wheat			Sugar		
	2015-16	2016-17	May-18	2015-16	2016-17	May-18	2015-16	2016-17	May-18
(I) Quantity Allotted									
OTHER THAN NFS	Nil	Nil	Nil	Nil	Nil	Nil	191172.06	190636.97	589.20
NFS (AAY+PRS+PR)	867624.06	925325.83	65209.18	3334023.49	3566067.2	251620.66	Nil	Nil	Nil
Total	867624.06	925325.83	65209.18	3334023.49	3566067.2	251620.66	191172.06	190636.97	589.20
(II) Quantity Lifted for Distribution									
OTHER THAN NFS	Nil	Nil	Nil	Nil	Nil	Nil	189915.3	189915.3	563.56
NFS (AAY+PRS+PR)	866405.96	925291.67	65075.07	3329177.86	3565943.6	251125.24	Nil	Nil	Nil
Total	866405.96	925291.67	65075.07	3329177.86	3565943.6	251125.24	189915.3	189915.3	563.56
(III) Percentage Distributed									
OTHER THAN NFS	Nil	Nil	Nil	Nil	Nil	Nil	99.34	99.62	95.65
NFS (AAY+PRS+PR)	99.85	99.99	99.79	99.85	99.99	99.80	Nil	Nil	Nil

Source: Economic Survey Report Govt. of NCT Delhi and Department of Food and Supply, Government of NCT, Delhi. Downloaded from <https://nfs.delhi.gov.in/Home.aspx>

Chapter 3: Functioning of Fair Price Shop and Quality of Service Delivery

3.1 Introduction

This chapter is devoted to the functioning of fair price shops (FPSs) and whether they are able to cater to the needs of beneficiaries in terms of providing quality services. In this chapter a total of 328 fair price shop dealers across 9 districts and 70 circles are interviewed.

This chapter is divided into six broad sections. The first section deals with the profile of fair price dealers. The second section reflects the management and functioning of fair price shops. The third section explains the number of beneficiaries and the frequency and quantity of ration distributed to them. The fourth section gives a brief description of the basic amenities in the fair price shops. The fifth section describes some important aspects relating to the perception of dealers on installing electronic Point of Sale (e-PoS) devices at FPSs, an important initiative of the Delhi Government. The last section throws light on the perception and feedback of FPS dealers on the functioning of fair price shops.

3.2 Basic Information on Fair Price Shops and their Owners

Distribution of FPS: The study has covered a total of 328 fair price shops in 9 districts of Delhi. The sample of fair price shops selected from each district was such that it was representative of the public distribution system across all the 70 circles. At the higher end, 50 fair price shops were selected from North East District, followed by 48 from North West and 47 from South West. On the other hand, 19 shops from New Delhi district was the lowest in number among all the 9 districts (Table 3.1). Appendix Table 3.1 gives the detailed distribution of the sample of FPSs by circles.

Table 3.1: Distribution of the sample of fair price shops by districts (%)

District	Number of Shops
Central	23
East	33
New Delhi	19
North	30
North East	50
North West	48
South	39
South West	47
West	39
Total	328

Source: Field Study, 2018

Age and Gender of FPS Dealer: Given the sample of 328 fair price shops, dealer associated with each of the shops was interviewed for understanding the management and functioning of the public distribution system. Shops were found to be owned by both males and females. A higher proportion of FPS is (85 per cent) operated by males as compared to females (15 per cent). Age-group wise distribution of FPS dealer shows that nearly 31 per cent belongs to the age group of above 36-50 years and 35 per cent were in the age group of 51-60 years and another 23 per cent belonged to age above sixty years. (Table 3.2).

Table 3.2: Age and gender-wise distribution of fair price shop Dealers

Sex	<=35	36-50	51-60	>60	Total
Male	11.1	31.8	33.2	23.9	100.0
Female	12.5	29.2	41.7	16.7	100.0
Total	11.3	31.4	34.5	22.9	100.0

Source: Field Study, 2018

A further look into the gender-wise distribution of FPS dealer, across 9 districts of Delhi shows that Central Delhi is the only district where there was a total absence of female dealership in all the 23 fair price shops (Table 3.3). On the other hand, nearly one-fourth of the fair price shops in South Delhi owned by women. This was followed by 23.3 per cent women dealers in North Delhi and 21.1 per cent in New Delhi.

Table 3.3: Gender-wise Distribution of Fair Price Shop Dealers across Districts (%)

District	Gender		
	Male	Female	Total
Central	100.0	0.0	23
East	87.9	12.1	33
New Delhi	78.9	21.1	19
North	76.7	23.3	30
North East	90.0	10.0	50
North West	87.5	12.5	48
South	74.4	25.6	39
South West	83.0	17.0	47
West	89.7	10.3	39
Total	85.4	14.6	328

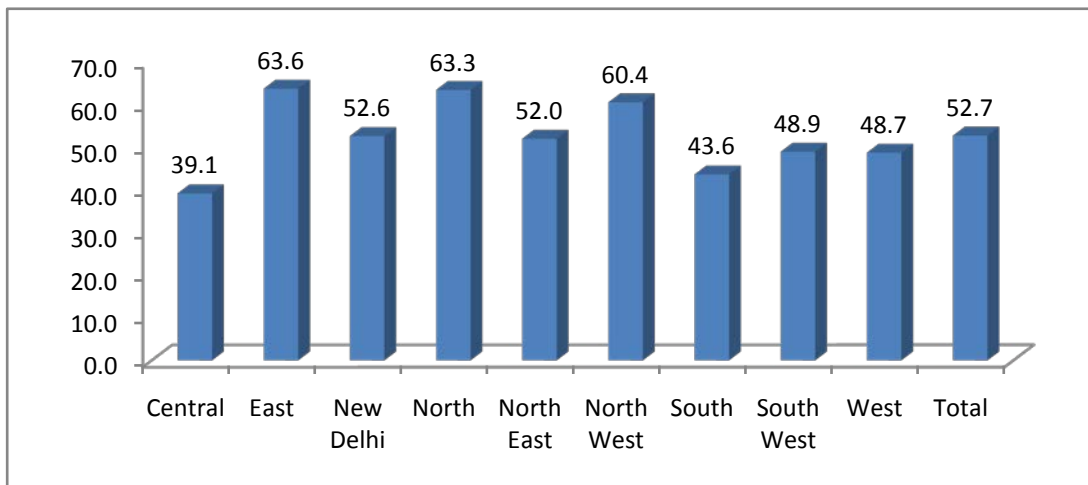
Source: Field Study, 2018

Location of FPS

Place of residence of FPS dealers with respect to the location of their shop can play a very important role in facilitating them in efficiently managing the stock of food grains, etc., and its distribution among the targeted beneficiaries. In the survey, we found that in the case of 52.7 per cent of the FPS dealers, fair price shop was located in the same locality as their residence. This made it easier for them to commute

and control the distribution process in a timely manner. Figure 3.1 shows that in East, North and North-West Delhi, more than 60 per cent of the shop dealers maintained this proximity between their residence and shop. It was only in Central Delhi that less than 40 per cent of the dealers said that they were not residing in the same locality as their shop (Figure 3.1).

Figure 3.1: Location-wise Proximity of Shops of Dealers with their Place of Residence (% Dealers)



Source: Field Study, 2018

3.3Size, Structure and Ownership of FPS

In the survey, we have also collected information on size, structure and ownership of the fair price shops in each of the study districts.

Size of Fair Price Shop

In terms of the size of the fair price shops, we found that (Table 3.4) 56.4 per cent of the shops were of the size of 151 to 300 square feet and another 23.2 per cent were of the size of 301 to 450 square feet. Only in Central Delhi, 21.7 per cent of the shops were of larger size i.e. more than 450 square feet. Overall average also indicates that in Central Delhi, size of the shop (492 square feet) was much beyond the district level average of 274 square feet. Also, in Central district about two-thirds of the FPSs have size higher than 300 square feet. The other district which has a large proportion of shops with an area more than 300 square feet is North East district where about 44% of the shops have an area of more than 300 square feet. On the other hand, the district where a large proportion of the shops have an area less than 300 square feet is East Delhi (91 per cent of the shops).

Table 3.4: Percentage Distribution of FPSs by Size / Measurement (in sq.ft.) by District

District	<150 sq. ft.	151 - 300 sq. ft.	301 - 450 sq. ft.	>450 sq. ft.	Total	Average Size/measurement of the shop(in sq. ft.)
Central	4.3	30.4	43.5	21.7	23	492
East	15.2	75.8	9.1	0.0	33	227
New Delhi	21.1	63.2	15.8	0.0	19	227
North	23.3	53.3	13.3	10.0	30	284
North East	10.0	46.0	42.0	2.0	50	284
North West	6.3	64.6	18.8	10.4	48	307
South	25.6	56.4	15.4	2.6	39	210
South West	19.1	48.9	27.7	4.3	47	262
West	15.4	66.7	17.9	0.0	39	229
Total	15.2	56.4	23.2	5.2	328	274

Source: Field Study, 2018

Structure of Fair Price Shops

Structure of FPS: In terms of the structure of the fair price shop, we found that in 5 out of 9 districts, all fair price shops were ‘pucca’ in nature. Also, just five shops one from South West, South, and North-East districts, and two in East district were ‘semi-pucca’ in nature (Table 3.5).

Table 3.5: Districtwise Percentage Distribution FPS by Structure of Shop (Number)

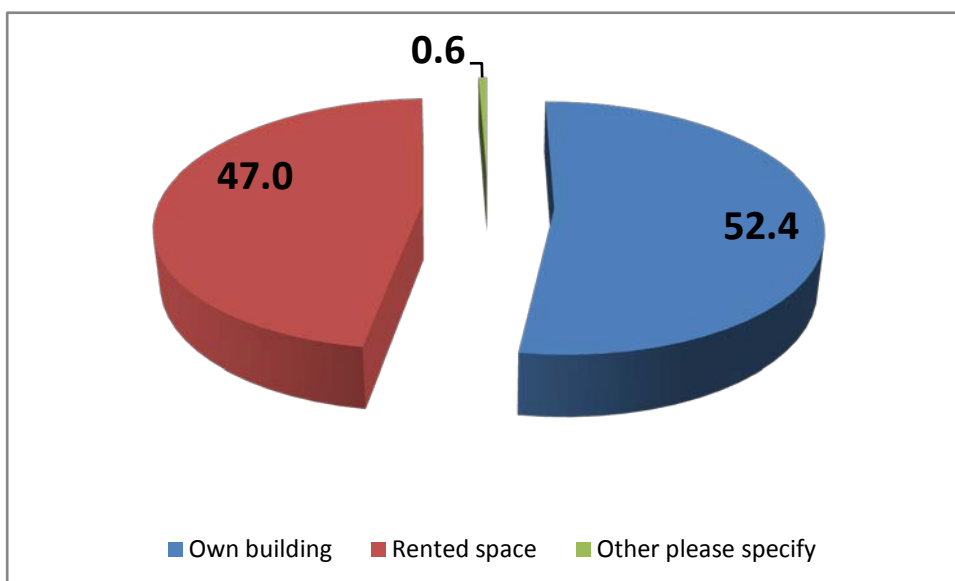
District	Pucca	Semi-pucca	Total
Central	23	0	23
East	31	2	33
New Delhi	19	0	19
North	30	0	30
North East	49	1	50
North West	48	0	48
South	38	1	39
South West	46	1	47
West	39	0	39
Total	323	5	328

Source: Field Study, 2018

Ownership of Fair Price Shop

The ownership status of the fair price shop indicates that 52.4 per cent of the shops were owned by the shop dealers themselves and 47 per cent were located in rented spaces (Figure 3.2).

Figure 3.2: Structure of the Fair Price Shop (%)



Source: Field study, 2018

Ownership of FPS: The district-wise ownership status of FPSs shows that in Central, West and North districts, more than 60 per cent of the fair price shops have been found to be setup in their own buildings by the dealers. However, in East, New Delhi and South-West districts, a larger proportion of the FPSs are being run in rented spaces. (Table 3.6).

Table 3.6: Districtwise Percentage Distribution of FPS by the type of Ownership

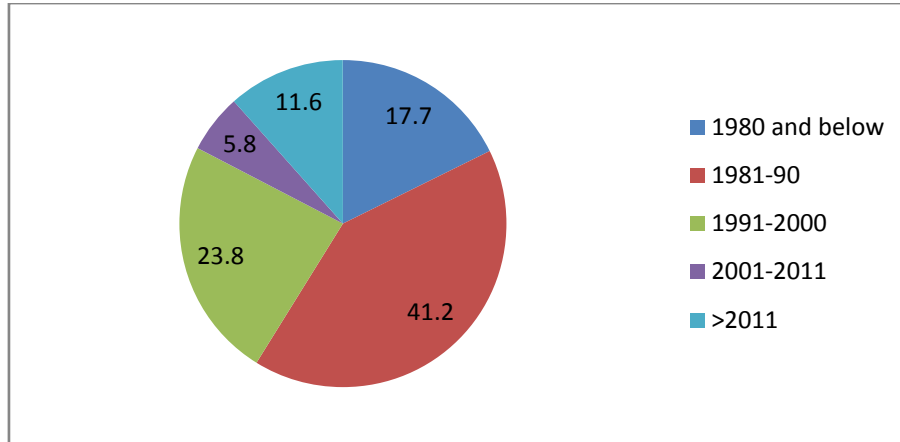
District	Own building	Rented space	Other	Total
Central	73.9	26.1	0.0	23
East	39.4	60.6	0.0	33
New Delhi	36.8	63.2	0.0	19
North	63.3	36.7	0.0	30
North East	56.0	44.0	0.0	50
North West	45.8	54.2	0.0	48
South	53.8	46.2	0.0	39
South West	38.3	61.7	0.0	47
West	69.2	25.6	5.1	39
Total	52.4	47.0	0.6	328

Source: Field study, 2018

Year of Functioning Fair Price Shop

Starting Year of FPS: Information was also collected in our survey on the starting year of the fair price shops in each of the districts. Figure 3.3 shows that about 41 per cent of total FPSs made a beginning during the time period of 1981 to 1991. About 23.8 per cent of total shops started functioning between 1991 and 2000.

Figure 3.3: Distribution of Fair Price Shops by Starting Year of Functioning



Source: Field study, 2018

A district-wise disaggregation shows that, in Central Delhi, 43.5 per cent of the shops began their functioning in 1980 and before. In North-East and South Delhi districts, nearly 50 per cent of the shops began functioning during 1981 to 1990. In North-West and South-West districts, 20 per cent to 30 per cent of the shops have been set-up after 2001 (Table 3.7).

Table 3.7: Percentage Distribution of FPSs by Year of Starts

District	1980 and below	1981-90	1991-2000	2001-2011	>2011	Total	Total FPS
Central	43.5	39.1	13.0	4.3	0.0	100.0	23
East	30.3	42.4	21.2	6.1	0.0	100.0	33
New Delhi	31.6	36.8	31.6	0.0	0.0	100.0	19
North	16.7	36.7	33.3	6.7	6.7	100.0	30
North East	16.0	50.0	16.0	8.0	10.0	100.0	50
North West	14.6	27.1	20.8	8.3	29.2	100.0	48
South	5.1	56.4	30.8	2.6	5.1	100.0	39
South West	2.1	31.9	40.4	4.3	21.3	100.0	47
West	23.1	48.7	7.7	7.7	12.8	100.0	39
Total	17.7	41.2	23.8	5.8	11.6	100.0	328

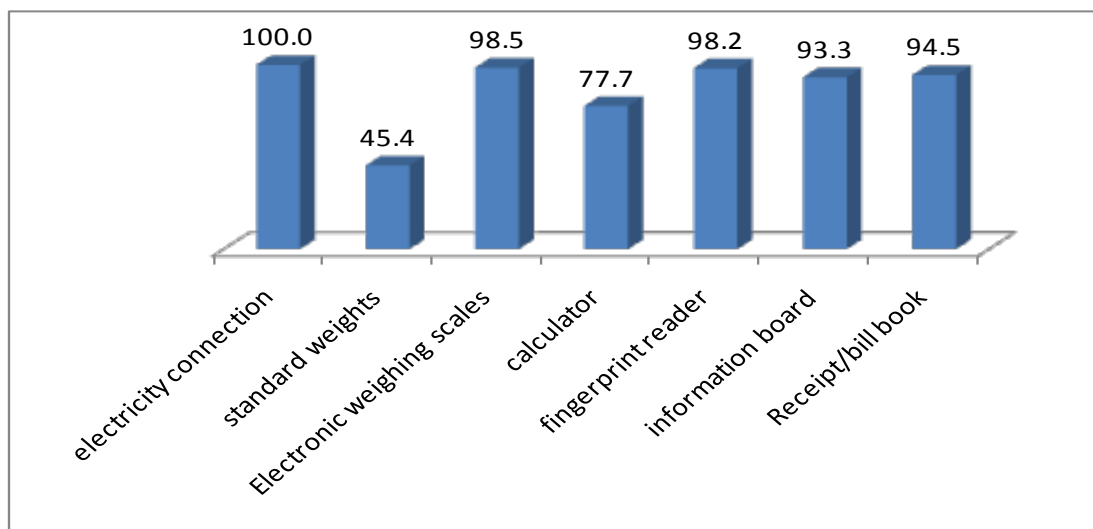
Source: Field study, 2018

3.4 Basic Facility in FPS

Electricity Connection in FPS: Figure 3.4 shows the basic facilities available in FPSs. So far as the availability of electricity is concerned, a cent per cent of the shops found having electricity connection. Of the total 328 FPSs, 314 have legal dedicated electricity connection whereas 14 FPSs have not found a metered electricity connection. Rather they have installed a sub-meter or taken electricity connection from the neighbour. Among 14 FPSs not having metered electricity connection, five each from South-West Delhi and West Delhi and one each from North East and South District and two from Central Delhi district. All the shops in East, New Delhi, North, and North West districts were found to be having a metered electricity connection.

Other Facilities in FPSs: About 98 per cent of the fair price shops were found to be having electronic weighing scales, fingerprinting reader. Nearly 94 per cent of FPSs have found to have an information board and receipt/bill book. A calculator was being used for calculation by three-fourths of FPSs studied. In Central Delhi, just 26 per cent of the shops had a calculator, which is the least across all districts under study. On the other extreme, 100 per cent of the shops were found to be using calculators in East Delhi. Standard weights were found to be used by just 45.4 per cent of the fair price shops. In sharp contrast to this average, in East Delhi, 94 per cent of the shops were found to be using standard weights (Table 3.8).

Figure 3.4: Percentage Distribution of FPS by Basic Facility



Source: Field study, 2018

Table 3.8: District wise Percentage Distribution of FPS by Basic Facility

District	electricity connection	standard weights	Electronic weighing scales	calculator	fingerprint reader	information board	Receipt/bill book	Total
Central	100.0	4.3	100.0	26.1	100.0	65.2	100.0	23
East	100.0	93.9	97.0	100.0	100.0	100.0	93.9	33
New Delhi	100.0	89.5	94.7	89.5	100.0	100.0	100.0	19
North	100.0	10.0	100.0	73.3	96.7	100.0	96.7	30
North East	100.0	46.0	100.0	66.0	100.0	84.0	88.0	50
North West	100.0	10.4	100.0	89.6	93.8	100.0	100.0	48
South	100.0	46.2	94.9	71.8	94.9	94.9	89.7	39
South West	100.0	42.6	100.0	85.1	100.0	93.6	91.5	47
West	100.0	79.5	97.4	84.6	100.0	97.4	97.4	39
Total	100.0	45.4	98.5	77.7	98.2	93.3	94.5	328

Source: Field study, 2018

3.5: Display of Various Lists in FPSs

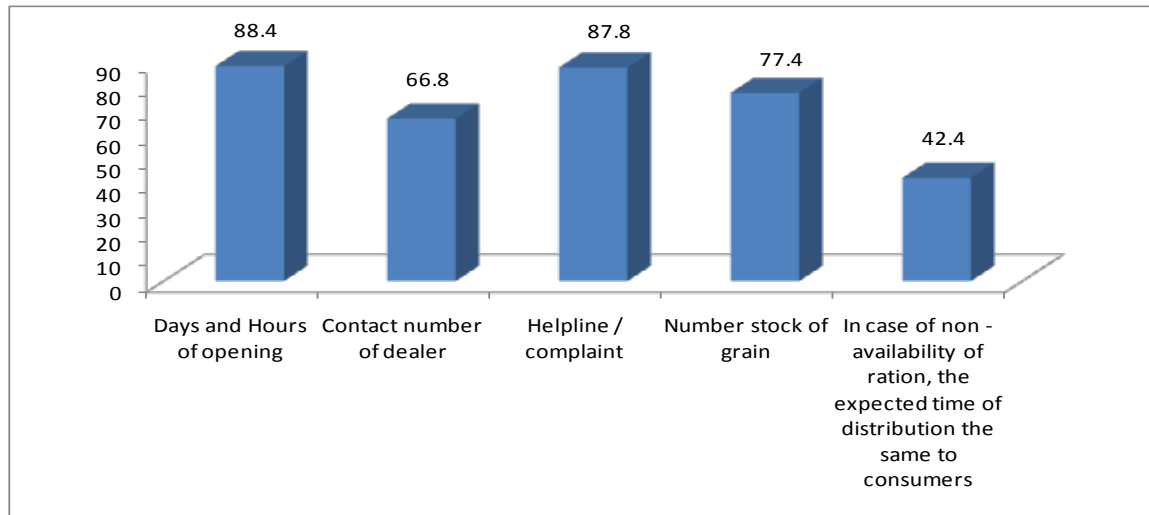
Access to information regarding service is critical from the viewpoint of ensuring its effective delivery. Malpractices in the public distribution system can be checked if the beneficiaries have the proper information about the entire process along with actual figures on the quantity of stock, etc. The mandatory provision for the display of various lists was made with this intention only. Under this provision, every fair price shop must display lists related to PR, PR-S and Antyodaya beneficiaries, entitlement of essential commodities, retail and issue prices, and timing of opening and closing of the shop, stock of essential commodities, authority for redressal of grievances with respect to quality and quantity of essential commodities, etc.

In our survey, we tried to collect information on the implementation status of this provision in two ways. First was through the questionnaire canvassed at the household level and the second was based on the observation of the investigator(s) from their visits to the fair price shops. We collected information on the display of the days and hours for which fair price shop is open for the beneficiaries; contact number of the shop dealer; helpline number for filing a complaint; the number of stock of grains; and the expected time for the arrival of the stock of grains.

The analysis showed that some shop dealers are still not displaying the requisite information in an updated manner (Figure 3.5). About two-third of the FPS dealers displayed their contact number; only

three-fourth displayed the information about the number of stock of grain. Only 88 per cent of the FPS dealers displayed the exact day and time of the opening of the shop. It is important for a beneficiary to know the expected time of arrival of the grain to the ration shop. This reduces the transaction cost of the beneficiary. Only 42 per cent of the FPS dealers displayed the information relating to the expected arrival time of food grains, wherever stock was not available.

Figure 3.5: Percentage of the following Information Displayed Outside the FPS



Source: Field Study, 2018

Display Board Photograph

AAV	BPL	New Card
15	61	1318
Date	Op. Balance	
10-5-18	10-5-18	
AAV	BPL	N.C.
		Rs.
WHEAT	WHEAT	WHEAT
1-75	1-12	21-80
RICE	RICE	RICE
0-70	0-28	3-10
SUGAR	SUGAR	
NIL	NIL	

Tuesday Close

JRC	1400	42	NIL
BPL	22	22	
AAV	20	20	
JRC Total Card - 072			
BPL Total Card - 55			
AAV Total Card - 39			
DATE	Month		
07/5/2018			
REMARKS			
TC PAID	1200/000/000		

सूचना पट

सभी कार्ड धारियों के पधारने का धन्यवाद

नोट:- अगर आपकी कोई शिकायत व सुझाव हो कृप्या हमें बतायें

दिनांक: धन्यवाद आपके

आपका दकानदार:

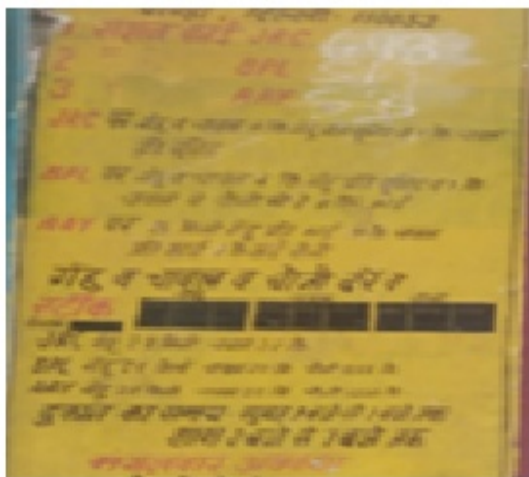
S.No	Category	Rate of Wheat Per K.G.	Rate of Rice Per K.G.	Rate of Sugar Per K.G.	Quantity Per Card		
					Wheat	Rice	Sugar
1.	AAV	2.00	3.00	13.50	25	10	
2.	BPL	2.00	3.00	13.50	4 K.G./Per Member	1 K.G./Per Member	
3.	PR	2.00	3.00		4 K.G./Per Member	1 K.G./Per Member	

Stock Position Date: 25/5/18

	WHEAT	RICE	SUGAR
AAV	0-50	20	0-25
BPL	2-24	0-56	
PR	13-69	4-31	

Food And Supply Officer

Time: Open 9.A.M TO 1.P.M.
3.P.M. TO 7.P.M.
Lunch: 1.A.M. TO 3.P.M.
Holiday



STOCK POSITION						
	WHEAT	RICE	SUGAR			
P.R.S			NO			
AAY			NO			
PR						
CARD POSITION	WHEAT	RICE	QUANTITY PER CARD WHEAT	RICE	SUGAR	
P.R.S	2.00	3.00	25	10	1KG. PER CARD	
AAY	2.00	3.00	P.R.S	4 Kg. / PER MEMBER	1 Kg. / PER MEMBER	NO
PR	2.00	3.00	PR	4 Kg. / PER MEMBER	1 Kg. / PER MEMBER	NO

MONDAY CLOSED

	गेहूँ	चावल	चीनी
AAY	25 Kg. प्रति कार्ड	10 Kg. प्रति कार्ड	1 Kg.
रेट	2-00	3-00	13.50
BPL	4 Kg. प्रति सदस्य	1 Kg. प्रति सदस्य	
रेट	2-00	3-00	
JRC RCRC	4 Kg. प्रति सदस्य	1 Kg. प्रति सदस्य	---
रेट			
APL S.			
Stock			

श्रेणी / स्टॉक	गेहूँ	रेट	चावल	रेट	चीनी	रेट
AAY	25 Kg. P.CARD	2.00 P.KG.	10 Kg. P.CARD	3.00 P.KG.	6 Kg. P.CARD	13.50 P.KG.
B.P.L.	4 Kg. P.UNIT	2.00 P.KG.	1.00 P.UNIT	3.00 P.KG.	6 Kg. P.CARD	13.50 P.KG.
J.R.C. + R.C.R.C.	4 Kg. P.UNIT	2.00 P.KG.	1.00 P.UNIT	3.00 P.KG.	---	---
R.P.L. STAMP	18 Kg. P.CARD	7.05 P.KG.	4 Kg. P.CARD	9.25 P.KG.	---	---

Source: Photograph taken during filed work

The above photographs clearly show that some of the FPS dealers are not strictly following the different display of basic information relating to the number of beneficiaries by type, the amount of the ration item to be received by the beneficiaries, the stock of rice, wheat and sugar.

At the district level, we found that in the East, South and North-West districts, more than 90 per cent of the dealers displayed information relating to the timing of opening and closing of the shop. Again in East and North-West district, 90 per cent of the shops displayed the contact number of the dealer. In the case of 6 out of 9 districts, more than 90 per cent of the FPSs indicated the helpline number for filing the complaints. New Delhi is the only district where, 94.7 per cent of the FPS dealers facilitated the beneficiaries by displaying the time of arrival of food grain stock, whenever it was not available for distribution (Table 3.9).

Table 3.9: Display of information by FPS dealers across districts (%)

District	Days and Hours of opening	Contact number of dealer	Helpline / complaint	Number stock of grain	In case of non - availability of ration, the expected time of distribution the same to consumers	Total Shop
Central	82.6	56.5	60.9	73.9	8.7	23
East	97.0	90.9	97.0	93.9	69.7	33
New Delhi	78.9	31.6	94.7	94.7	94.7	19
North	86.7	86.7	86.7	56.7	26.7	30
North East	86.0	40.0	72.0	70.0	60.0	50
North West	100.0	91.7	93.8	77.1	2.1	48
South	94.9	76.9	92.3	82.1	35.9	39
South West	85.1	78.7	91.5	74.5	34.0	47
West	76.9	33.3	97.4	82.1	69.2	39
Total	88.4	66.8	87.8	77.4	42.4	328

Source: Field Study, 2018

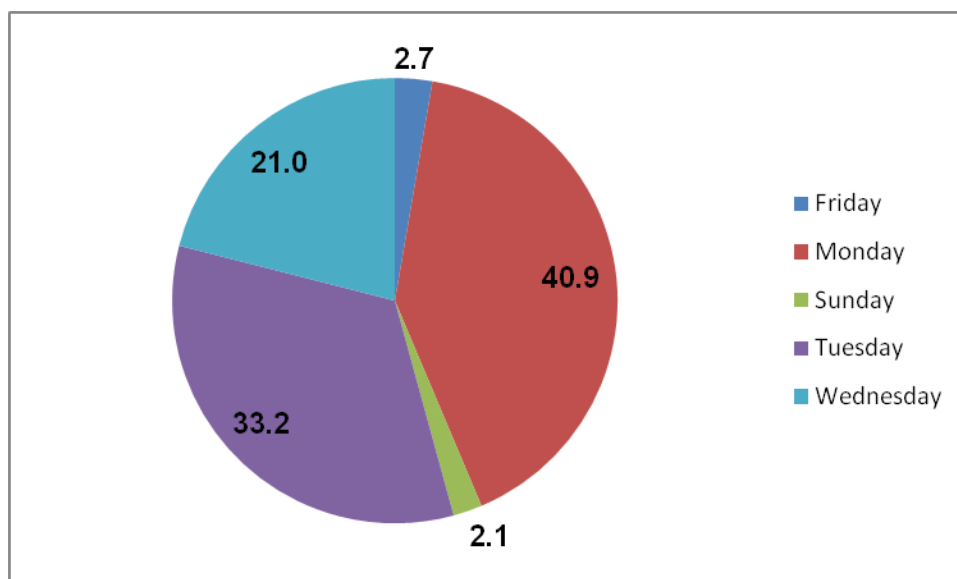
3.6 Time Management and Functioning of the Shops

Opening and Closing Status of FPS:

In the study, we also inquired about the weekly opening and closing status of the fair price shops. We found that, all the FPS dealers keep one day closed in every week.

The distribution of the fair price shops by the closing day of the week shows that two-fifths of the total FPS dealers said that they closed the shop on Monday whereas one-third of them said that they closed the shop on Tuesday (Figure 3.6).

Figure 3.6: Distribution of the Fair Price Shops by Closing Day of the Week (%)



Source: Field Study, 2018

District-wise distribution shows that North-West district is the only district where all the fair price shop owners unanimously closed their shops on Monday (Appendix Table 3.2).

As far as opening and closing time of fair price shops is concerned, we found that about 85 per cent of FPSs open from 9 am to 7 pm with a break of two hours followed by 6 per cent of shops opened from 9 am -6 pm with a break of 2 hours. On the other hand, a majority of FPSs (68%) distributed ration in the shop from 9 am to 7 pm with a break of two hours followed by 9 per cent of FPSs open the ration shop from 3 pm to 7 pm with a break of 2 hours. Likewise, 5 per cent of FPS dealers said that they distributed the ration from 9 a.m. in the morning to 6 p.m. in the evening with a break of 2 hours. (Table 3.10.)

Table 3.10: Distribution of the Shops by Opening Time, Closing Time of the Shops and Distribution of Ration (Number and % of FPSs)

Opening time and closing time of shop		Opening and closing time of distribution	
Timing	No of FPSs	Timing	No of FPSs
8 am -6 pm with break of 3 hours	2	3 pm to 7 pm with break of 2 hours	29
8 am -7 pm with break of 4 hours	2	3 pm to 6 pm with break of 2 hours	1
9 am -4 pm with break of 2 hours	3	7 am to 7 pm with break of 2 hours	1
9 am -5 pm with break of 2 hours	4	7 am to 5 pm with break of 2 hours	1

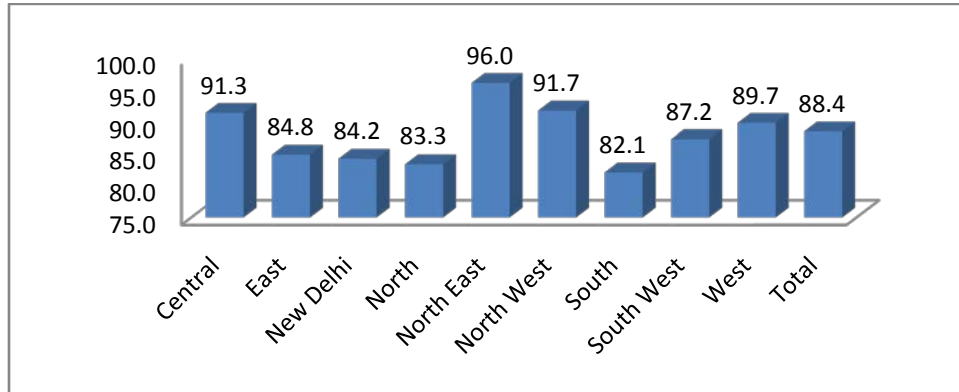
Opening time and closing time of shop		Opening and closing time of distribution	
9 am -6 pm with break of 2 hours	20	8 am -6 pm with break of 3 hours	1
9 am -6 pm with break of 3 hours	4	9 am -7 pm with break of 4 hours	1
9 am -7 pm with break of 2 hours	279	9 am -6 pm with break of 3 hours	1
9 am -7 pm with break of 3 hours	4	9 am -5 pm with break of 3 hours	1
9 am -7 pm with break of 4 hours	1	9 am -5 pm with break of 2 hours	10
10 am -6 pm with break of 2 hours	5	9 am to 6 pm with break of 2 hours	18
10 am -7 pm with break of 2 hours	3	9 am to 6 pm with break of 3 hours	5
10 am -7 pm with break of 4 hours	1	9 am to 4 pm with break of 3 hours	1
		9 am -7 pm with break of 2 hours	223
		9 am -7 pm with break of 3 hours	7
		9 am -1 pm without break	2
		10 am -5 pm with break of 2 hours	3
		10 am -5 pm with break of 1 hours	2
		10 am – 6 pm with break of 3 hours	4
		10 am – 6 pm with break of 2 hours	2
		10 am – 7 pm with break of 2 hours	1
		11 am -7 pm with break of 4 hours	1
Total	328	Total	328

Source: Field work, 2018

3.7 Employment of Workers in FPSs

We found that in many of the shops, the shop dealers had employed salaried/daily wage workers for helping them in the process of distribution of rations. Overall, out of a sample of 328 fair price shops, in 88 per cent shop employed salaried/daily wage employee as helpers. These proportions were found to be highest at above 90 per cent in the shops located in North-East, North-West and Central districts of Delhi. On the other hand in South District about 82 per cent of the dealers said that they had hired daily wage workers.

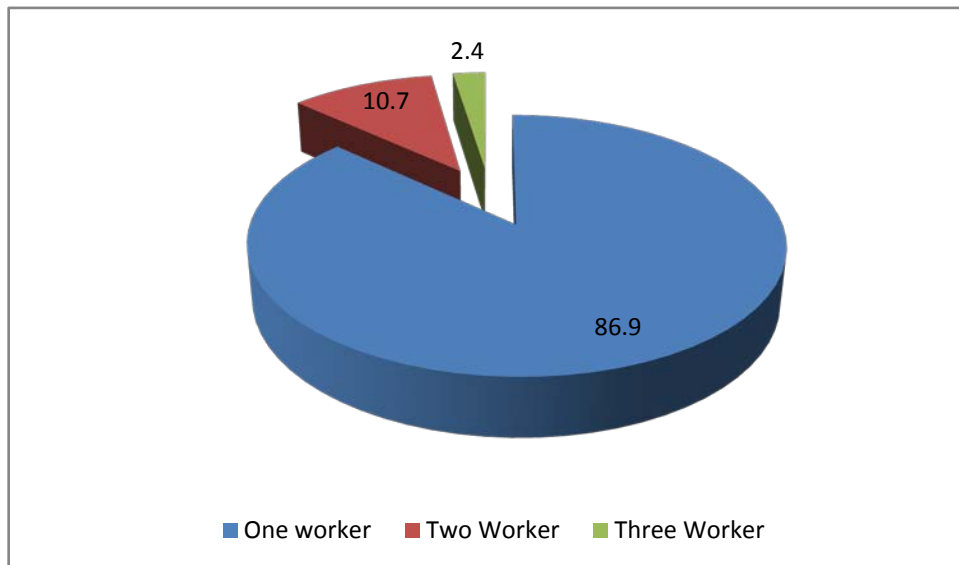
Figure 3.7: Percentage of the FPSs Employing Salaried Employee or Daily Wage Helpers



Source: Field work, 2018

Several fair price shops were found to have hired more than one salaried worker. Figure 3.8 below shows about 87 per cent of the shops had hired just one salaried helper. 10.7 per cent had two and 2.4 per cent had three helpers in the shop.

Figure 3.8: Percentage of Employees Hired by Fair Price Shops



Source: Field work, 2018

The District-wise analysis shows that in the East, South and South-West districts, nearly 20 per cent of the fair price shops had hired two salaried employees. South and South-West Delhi are the two districts where nearly 10 per cent of the shop dealers had hired three regular salaried or daily wage workers for assistance (Table 3.11).

Table 3.11: Number of employees hired (helper/worker) by shops across districts (% FPSs)

District	One worker	Two Worker	Three Worker	
Central	95.2	4.8	0.0	
East	78.6	21.4	0.0	
New Delhi	100.0	0.0	0.0	
North	88.0	12.0	0.0	
North East	100.0	0.0	0.0	
North West	90.9	9.1	0.0	
South	68.8	21.9	9.4	
South West	68.3	22.0	9.8	
West	97.1	2.9	0.0	
Total	86.9	10.7	2.4	

SOURCE: Field work, 2018

The study inquired from FPS dealers about the week in which the maximum number of cardholders receive the ration from the shop. About half of the total FPSs interviewed said that maximum beneficiaries take the ration in the first week followed by 18 per cent in the fourth week. Near to 31 per cent FPS dealers told that beneficiaries used to take ration in 2nd or 3rd week. District-wise, in North-East, New Delhi, West, and Central Delhi, 80 per cent to 90 per cent shop dealers said that the beneficiaries took ration in the first week of the month. In East Delhi, 54.5 per cent FPS dealers said that they distributed ration during the third week of the month (Table 3.12).

Table 3.12: Percentage Distribution of FPS Dealers by their Perception on the Week in which the Beneficiaries will Take Ration (% FPS Dealer)

District	First week	Second week	third week	forth week	Total
Central	82.6	13.0	0.0	4.3	100.0
East	18.2	12.1	54.5	15.2	100.0
New Delhi	89.5	10.5	0.0	0.0	100.0
North	30.0	23.3	23.3	23.3	100.0
North East	90.0	10.0	0.0	0.0	100.0
North West	29.2	25.0	20.8	25.0	100.0
South	20.5	12.8	25.6	41.0	100.0
South West	38.3	10.6	14.9	36.2	100.0
West	84.6	12.8	2.6	0.0	100.0
Total	51.5	14.6	16.2	17.7	100.0

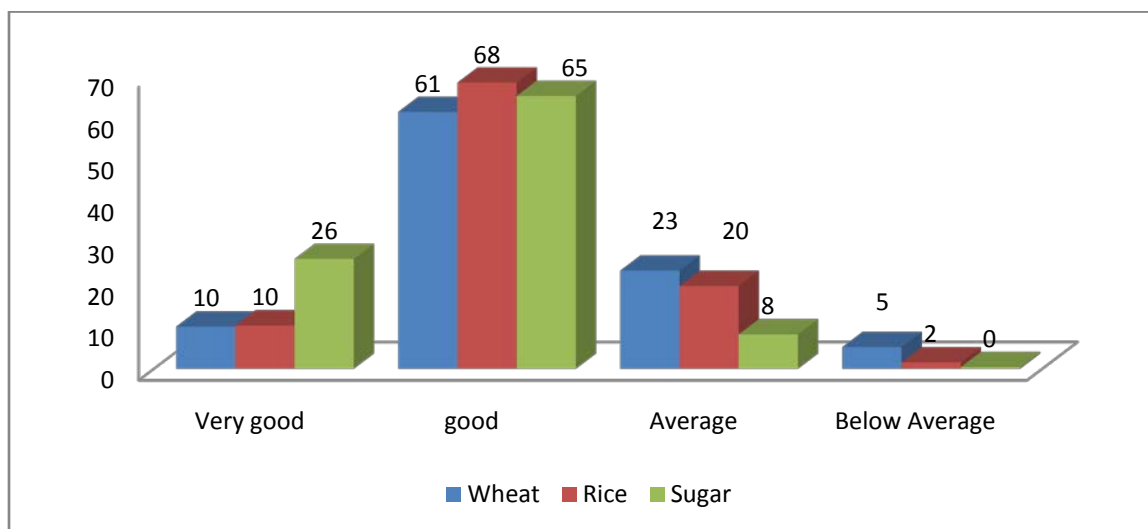
Source: Field work, 2018

3.8: Perception of FPS Dealers on Quality and Quantity of Ration

In the survey, we have also tried to collect information on the perception of FPS dealers on the quality of ration received by them.

Figure 3.9 shows that 61 per cent to 68 per cent of the FPS dealers were of the view that the food grains i.e. rice, wheat and sugar, they received from the godown were of good quality. About 26 per cent of the FPS dealers said that the quality of sugar was very good, but just 10 per cent of the FPS dealer informed that wheat and rice quality was very good

Figure 3.9: Perception of FPS Dealers on Quality of Food Grains Received Last Time (%)



Source: Field work, 2018

Table 3.13 shows that 61.3 per cent of the FPS dealers received good quality wheat last time while 23.5 per cent received an average quality of wheat. Only 10 per cent said that the wheat was of very good quality. District-wise, only in Central Delhi, 43.5 per cent FPS dealers were of the view that the wheat they received was of very good quality. New Delhi was the only district where all the FPS dealers were of the opinion that they received wheat of good quality.

So far as the quality of rice is concerned about 68.3 per cent of the FPS dealers opined that they received good quality rice in last month and 19.8 per cent received rice of average quality. About 10 per cent said that the rice was of very good quality. District-wise, in Central Delhi, 43.5 per cent FPS dealers were of the view that rice they received was of very good quality. In New Delhi district all FPS dealers were found to be unanimously saying that they received rice of good quality.

Table 3.13: Perception of FPS Dealers on quality of wheat, Rice and Sugar received last time (%)

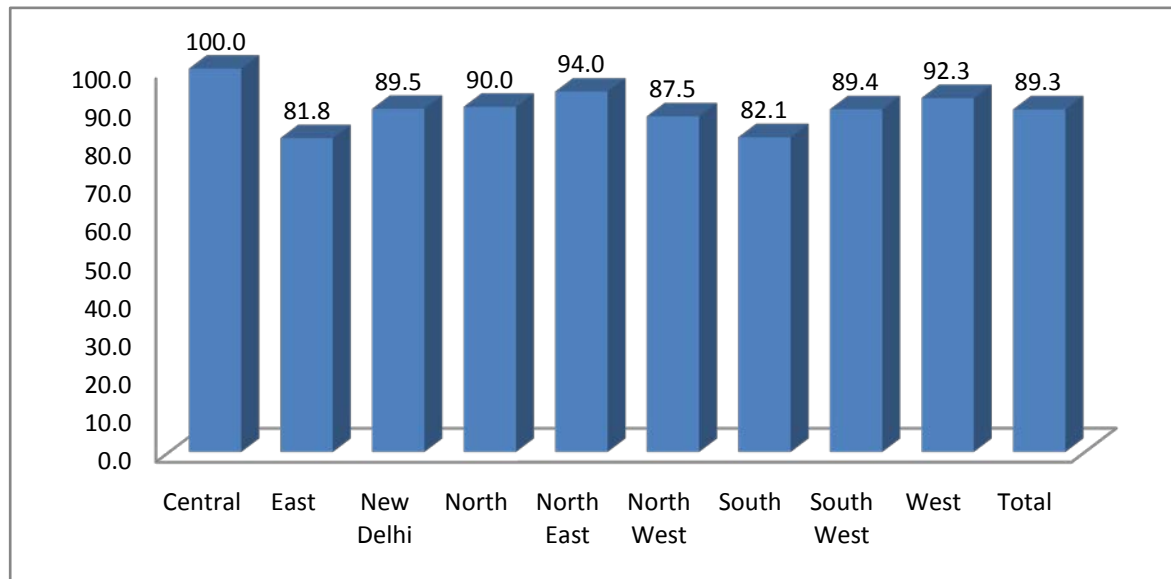
District	Very good	good	Average	Below Average	Total
Wheat					
Central	43.5	30.4	17.4	8.7	23
East	9.1	48.5	36.4	6.1	33
New Delhi	0.0	100.0	0.0	0.0	19
North	10.0	40.0	46.7	3.3	30
North East	6.0	58.0	28.0	8.0	50
North West	8.3	60.4	29.2	2.1	48
South	2.6	69.2	17.9	10.2	39
South West	6.4	68.1	23.4	2.1	47
West	15.4	76.9	2.6	5.1	39
Total	10.1	61.3	23.5	5.2	328
Rice					
Central	43.5	39.1	13.0	4.3	23
East	6.1	66.7	24.2	3.0	33
New Delhi	0.0	100.0	0.0	0.0	19
North	10.0	46.7	40.0	3.3	30
North East	6.0	70.0	22.0	2.0	50
North West	8.3	62.5	29.2	0.0	48
South	2.6	79.5	15.4	2.6	39
South West	10.6	70.2	19.1	0.0	47
West	15.4	79.5	5.1	0.0	39
Total	10.4	68.3	19.8	1.5	328
Sugar					
Central	90.0	10.0	0.0	0.0	20
East	30.0	65.0	5.0	0.0	20
New Delhi	5.6	94.4	0.0	0.0	18
North	16.7	54.2	29.2	0.0	24
North East	33.3	64.6	2.1	0.0	48
North West	5.6	72.2	22.2	0.0	36
South	11.1	72.2	11.1	5.6	18
South West	30.6	63.9	5.6	0.0	36
West	20.0	80.0	0.0	0.0	35
Total	26.3	65.1	8.2	0.4	255

Source: Field work, 2018

Similarly, 65.1 per cent of the FPS dealers received good quality sugar last month and 8.2 per cent received sugar of average quality. About 26.3 per cent said that the sugar was of very good quality. District-wise, only in Central Delhi, 90 per cent of FPS dealers were of the view that sugar they have received were of very good quality. In North Delhi, nearly 30 per cent said that the quality of sugar can be graded as average (Table 3.13 and Figure 3.9).

In an answer to a question on the quantity of food grain supplied, in total 89.3 per cent of the fair price shop dealers said that they received ration in accordance with the quota fixed for them by the government. The proportions were highest at 100 per cent in the Central district, followed by 94 per cent in North-East and 92.3 per cent in West district. About 82 per cent of the FPS dealers from East and South district were placed at the lowest end of this distribution analysis(Figure 3.10).

Figure 3.10: Quantity supplied of each item is as per quota allocated (% of FPS Dealers)



Source: Field work, 2018

Dealers of fair price shops were also asked about the manner in which they brought the food grains from the godowns to their shops. All the FPS dealers said that they are not making any own arrangement to receive the food items. It is supplied by the department.

3.9 Installation, Usage and Opinion of Dealers on the functioning of electronic Point of Sale (e-PoS) devices

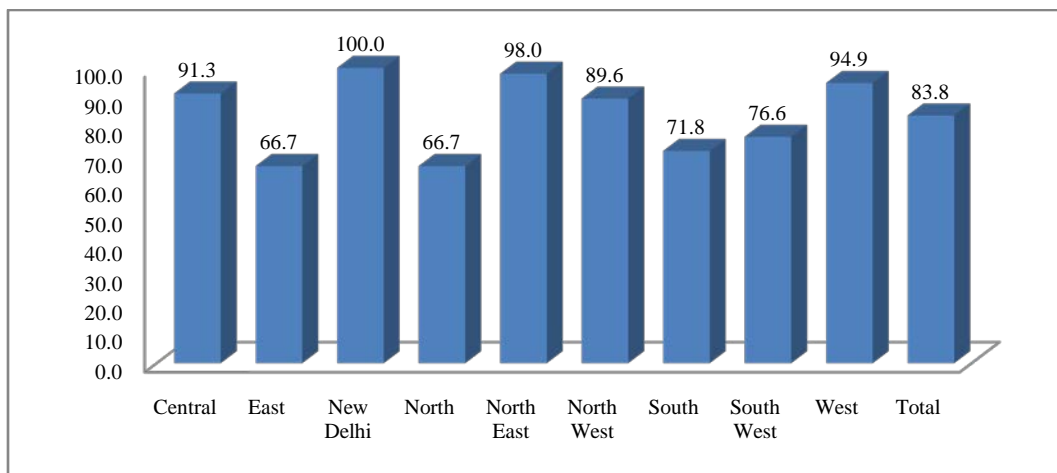
In a drive towards computerization of the public distribution system, the Delhi Government undertook a novel initiative of installing electronic Point of Sale (e-PoS) devices at FPSs during 1st January 2018 to 25th April 2018. It aimed at authenticating the target beneficiaries and electronically recording the distribution of subsidized food grains. The e-PoS system which was introduced for a small period is considered to be more efficient (easier and faster) in comparison to the earlier practice of manual record-keeping of the transactions through repetitive entries in registers and ration cards. This system linked the entire distribution system to a centralized monitoring system. The e-PoS has temporarily suspended and

the old manual system replaced the e-PoS. This section analysed the perception of FPS dealers on the functioning of e-PoS system during their implementation period of near to four months.

The survey found that all the FPS dealers installed e-PoS devices in fair price shops during the functioning of e-PoS system. As far as the usage of these devices is concerned, all the FPSs being distributed the ration through this device. However, some FPS dealers complained they faced difficulties in distributing ration through the device.

In the survey, we have also tried to capture the views of fair price shop dealers on the usefulness of e-PoS machines. We found that 83.8 per cent of the dealers said that 'yes', this device has helped them by smoothening the functioning of the fair price shops. The proportions were highest in New Delhi district (100 per cent), followed by North East district (98 per cent), and West district (95 per cent). In North district, less than 70 per cent of the fair price shop dealers were found to be affirmative about the usefulness of e-PoS machines (figure 3.11).

Figure 3.11: Opinion on the usefulness of e-PoS in the smooth functioning of FPSs (%)



Source: Field work, 2018

Table 3.14: Circlewise Opinion on Usefulness of e-PoS in Smooth Functioning of FPSs (%)

Percentage of FPS	Circle Name	Number of Circles
<50%	Gandhi Nagar (E), Chhattarpur (S), Mehrauli (S), Trilokpuri (E), Adarsh Nagar (N), Dwarka (SW), Palam (SW)	7
50-70%	Shalimar Bagh (N), Shakur Basti (N), Tri nagar (N), Kalkaji (S), Delhi Cantt (SW), Patparganj (E)	6
71-99%	Narela (NW), Badarpur (S), Sadar Bazar (C), Kondli (E), Sultanpur Majra (NW), Sangam Vihar (S), Krishna Nagar (E), Burari (N), Madipur (W), Patel Nagar (C), Wazirpur (N), Bijwasan (SW), Ghonda (NE), Mundka (NW), Deoli (S), Vikas Puri (W)	16
100%	Janakpuri (W), Tilak Nagar (W), Hari Nagar (W), Rajouri Garden (W), Mangolpuri (W), Nangloijat (W), Rajender Nagar (SW), Najafgarh (SW), Mataila (SW), Uttam Nagar (SW), Tughlakabad (S), Ambedkar Nagar (S), Rohini (NW), Kirari (NW), Bawana (NW), Rithala (NW), Badli (NW), Karawal Nagar (NE), Mustafabad (NE), Gokulpur (NE), Babarpur (NE), Seelampur (NE), Rohtash Nagar (NE), Seemapuri (NE), Model Town (N), Timarpur (N), Okhla (ND), Greater Kailash (ND), RK Puram (ND), Malviya Nagar (ND), Kasturba Nagar (ND), Jangpura (ND), New Delhi (ND), Shahdara (E), Vishwas Nagar (E), Laxmi Nagar (E), Moti Nagar (C), Karol Bagh (C), Ballimaran (C), Chandni Chowk (C), Matia Mahal (C), .	41

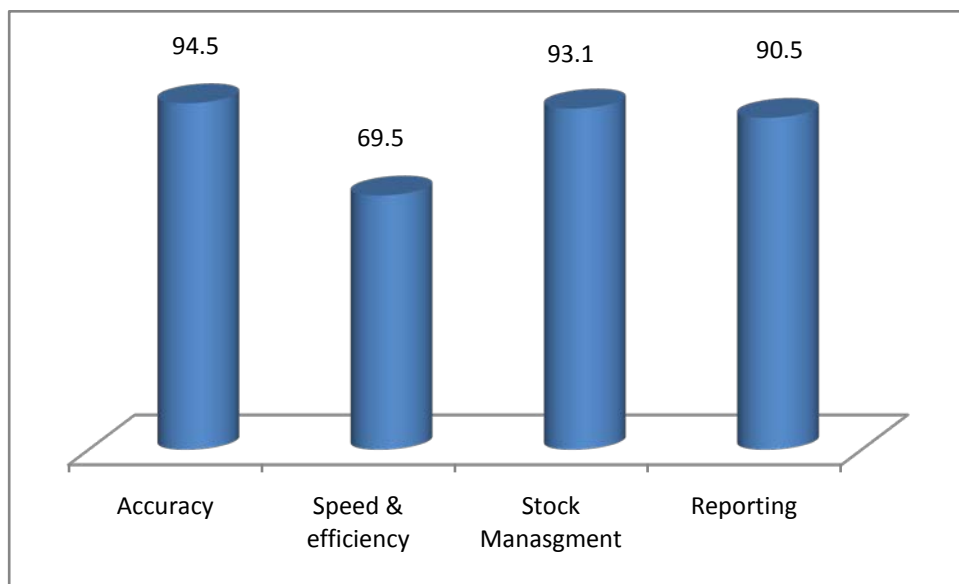
Note: W-West Delhi, SW-South West delhi, S-South Delhi, NW-North West Delhi, NE- North East Delhi, N-North Delhi, ND-New Delhi, E-East Delhi, C-Central Delhi

Source: Field Study, 2018

Table 3.14 shows the circlewise opinion of FPS dealers on the functioning of e-PoS system. In seven circles two from the east, two from the south, one from north and two from south-west districts where less than 50% of the FPS dealer opined that the e-PoS system is useful. On the other hand in 41 circles cent per cent FPS dealers opined that the system is useful.

A further disaggregation into the ways in which e-PoS machine has been useful for fair price shops shows that its usage most importantly enhanced the accuracy (94.5 per cent) dimension of the functioning. 93.1 per cent of the dealers felt that this has made it easier for them to manage their stocks. Another 90.5 per cent felt that reporting or record keeping has become simpler. However, just 69.5 per cent felt that their speed and efficiency has increased.

Figure 3.12: Usefulness of e-PoS(Percentage of FPS)



Source: Field work, 2018

District-wise statistics shows that in 3 out of 9 districts, 100 per cent of the dealers experienced enhancement in accuracy due to the usage of the device. Intermis of speed and accuracy, a high proportion of FPS dealers dissatisfied three districts namely South West, South and North (around 53% of dealers). In two districts, cent per cent FPS dealers said the stock management was useful in the e-PoS system. Finally, in 3 districts, reporting was cited as the major reason for continued usage of the e-PoS system(a detailed circle-wise table on usefulness is provided in the appendix Table 3.3 of the chapter).

Table3.15: Usefulness of e-PoS(% FPS Dealers)

District	Accuracy	Speed & efficiency	Stock Management	Reporting
Central	100.0	71.4	95.2	100.0
East	100.0	95.5	100.0	100.0
New Delhi	94.7	78.9	94.7	89.5
North	85.0	55.0	85.0	85.0
North East	93.9	65.3	95.9	83.7
North West	100.0	76.7	100.0	100.0
South	89.3	53.6	82.1	78.6
South West	91.7	50.0	91.7	88.9
West	94.6	83.8	89.2	91.9
Total	94.5	64.7	93.1	90.5

Source: Field work, 2018

A detailed circle-wise analysis of the usefulness of e-PoS system is provided in Appendix Table 3.3. In terms of accuracy half of FPS dealers in three circle namely Shalimar Bagh (North district), Tri Nagar (North), Delhi Cantt. (South West district) said that e-PoS system is effective whereas the other half said it

is not so effective. On the other hand in 54 circles cent per cent FPS dealers said that e-PoS system is most effective in terms of accuracy. Second important aspects i.e in terms of speed and accuracy less than 50 per cent of FPS dealers in 24 circles said that speed is a problem followed by in 13 circles 50-70 per cent of FPS dealer said that speed is a problem. On the other hand in 26 circles cent per cent of the FPS dealers said e-PoS is useful as it has good speed. In terms of the third aspect of stock management, 50 per cent of FPS dealers in four circles namely said that e-PoS is effective in terms of stock management. On the other hand, 26 circle cent per cent FPS dealers said that e-PoS is a useful system in terms of stock management. The fourth important indicator is the reporting wherein 6 circles namely Delhi Cantt. (SW), Tughlakabad (S), Gokulpur (NE), Kasturiba Nagar (ND), Burari (N), Tri Nagar (N) where less than 50 per cent of FPS dealers said that e-PoS is an effective system in terms of reporting. On the other hand in 52 circles out of 70 circles, all the FPS dealers said that e-PoS is effective in terms of reporting.

3.10: Perception of FPS Dealers on the Week in Which Beneficiaries Lift Ration

In the survey, we also captured information from FPS dealers about the week of the month when beneficiaries collect ration from FPS. About 92 per cent of FPS dealers said that the beneficiaries received ration during the first week of the month. This was specifically true for FPS dealers from Central and North East Delhi, where, 100 per cent of the FPS dealers said that beneficiaries receive ration during the first week itself. North district is the only district where, 30 per cent of the FPS dealers said that beneficiaries have taken ration during the second week and another 3.3 of FPS dealer informed beneficiaries have collated ration from FPS during the fourth week of the month (Table 3.16).

Table 3.16: Percentage of FPS dealers by the Opinion on which week the Beneficiaries take Ration

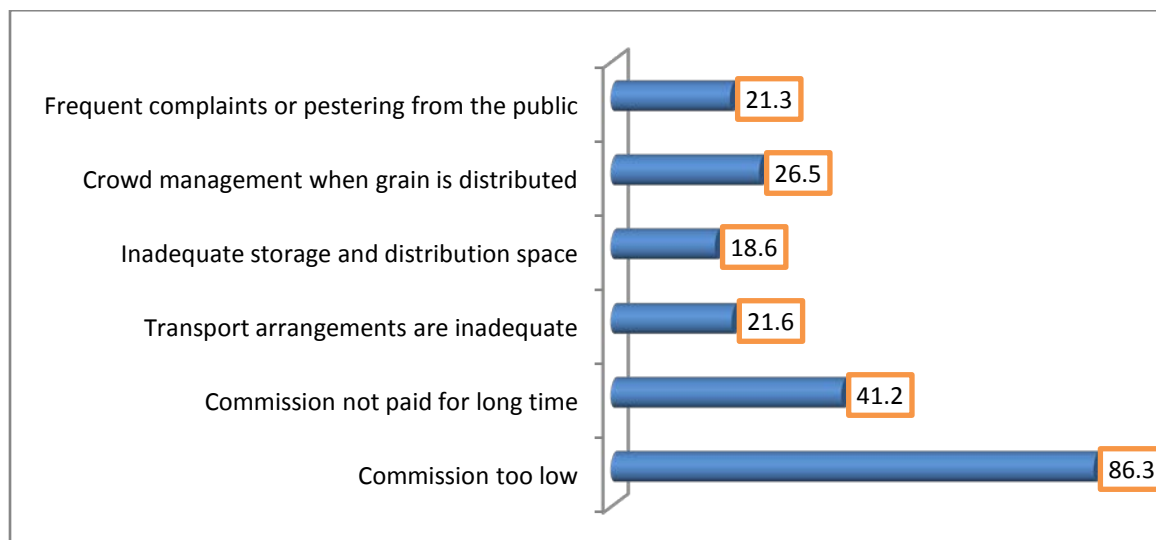
District	1st week	2nd Week	4th Week	Total
Central	100.0	0.0	0.0	23
East	93.9	6.1	0.0	33
New Delhi	94.7	5.3	0.0	19
North	66.7	30.0	3.3	30
North East	100.0	0.0	0.0	50
North West	95.8	4.2	0.0	48
South	87.2	12.8	0.0	39
South West	91.5	8.5	0.0	47
West	94.9	5.1	0.0	39
Total	92.1	7.6	0.3	328

Source: Field work, 2018

3.11: Perception of FPS Dealers on Overall Functioning of System

Figure 3.13 explained the perception of FPS dealers on the overall functioning of the shop and on the process of receiving or distributing grain. We inquire about different aspects relating to the functioning of FPSs like the commission they receive, the process of release of their commission, transportation arrangement of grain, crowd management and complaining mechanism. Of total 328 studied FPSs, 86% agreed that the commission that they received is low. It came to the notice during a discussion with FPS dealers in the field that they prefer e-PoS system as the commission they received is high compared to the manual system. Even some FPS dealers request to recommend the back of e-PoS system in the report. The regular receipt of commission is another problem faced by the FPS dealers. About two-fifth of the total FPS dealers opined that the commission paid by the department took a long time which directly affects their livelihood and efficient functioning of the scheme. About one-fifth of total shop dealers said that the transport arrangement made for supplying grains and sugar to their ration shop is inadequate. Again about one-fifth of the ration shop dealers said that there is inadequate storage and distribution of space. Again about one-fourth of total shop dealers said that they faced difficulties in managing the crowd. It is also said by 21% shop dealers that there is a frequent complaint against their shop from the public.

Figure 3.13: Percentage Distribution of the Dealer by their Perception on Functioning of FPS



Source: Field Work, 2018

Table 3.17 explained the district wise problems mentioned by the FPS dealers. In the districts Central, New Delhi, North East Delhi and South West Delhi more than 90 per cent of FPS dealers said that the commission is too low. On the other hand in South district every seven out of 10 FPS dealers said that the commission is low. In New Delhi and West districts, more than three fourth of FPS shop dealers said their

commission reached to them late. On the other hand in Central Delhi, only 4% of FPS dealers said that the commission reached to them in late. In Central, North West and East and North districts a large proportion of FPS dealers said that the transport arrangement is good whereas in New Delhi district a large proportion (83%) of FPS dealers said that transport arrangement is inadequate. In New Delhi district a large proportion of FPS dealers said (74%) that they have inadequate storage and distribution space. In New Delhi and North-East Delhi, more than half of the total FPS dealers said that the crowd management is an important Problem for them.

Table 3.17: Districtwise Percentage Distribution of the Dealer by Types of Complaints

District	Commission too low	Commission not paid for long time	Transport arrangements are inadequate	Inadequate storage and distribution space	Crowd management when grain is distributed	Frequent complaints or pestering from the public
Central	100.0	4.3	0.0	0.0	17.4	4.3
East	87.9	39.4	9.1	9.1	12.1	18.2
New Delhi	100.0	84.2	84.2	73.7	73.7	68.4
North	86.7	46.7	13.3	10.0	26.7	10.0
North East	92.0	34.0	36.0	38.0	52.0	44.0
North West	70.8	37.5	4.2	8.3	8.3	0.0
South	69.2	25.6	17.9	12.8	17.9	20.5
South West	93.6	36.2	12.8	12.8	19.1	8.5
West	89.7	74.4	38.5	17.9	28.2	33.3
Total	86.3	41.2	21.6	18.6	26.5	21.3

Source: Field work, 2018

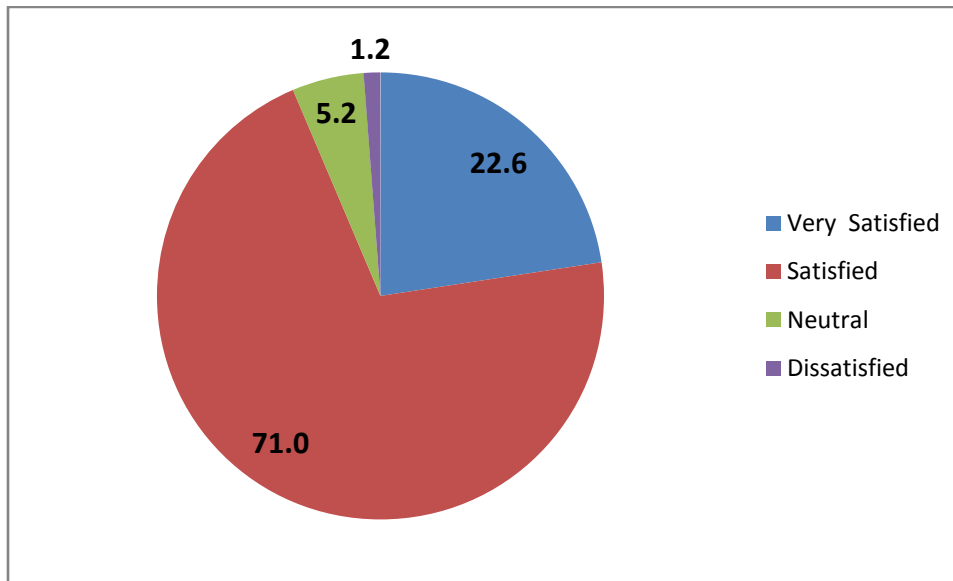
The qualitative observation finds that the dealer forced to close the shop for about 15 days in every month as their commission is too low (Rs 70 per quintal) and in such commission, it is difficult for them to manage livelihood. The commission during e-PoS system is high (Rs 200 per quintal) hence some of the dealers want the epos system back. The dealers also complain that the casual labourer who engages in unloading the ration coming from the godown steal the ration by hooking. In such a process, every month there is a shortage of grain, the dealer said. They said that they have complained to the officials of the food and supply department. But there is no result.

Source: Qualitative Observation

3.12: Satisfaction Level of FPS Dealer on Beneficiaries

In our survey, we also tried to collect information on the satisfaction level of the FPS dealers on the beneficiaries. We found that 71per cent of the FPS dealers were fairly satisfied with the attitude of beneficiaries. Nearly 23per cent were found highly satisfiedwhereas about 6 per cent of total FPS dealers were either neutral or dissatisfied with the attitude of beneficiaries(Figure 3.14).

Figure 3.14: Satisfaction Level of the FPS Dealer on Attitude of Beneficiaries



In Central Delhi, a high per centage (65.2 per cent) of FPS dealers were found to be very satisfied with the attitude of beneficiaries whereas the West district recorded the lowest proportion at 7.7 per cent. When we add the highly satisfied and fairly satisfied FPS, the result shows that the south district registered the lowest of 87.5 per cent of FPS dealers, central and New Delhi districts registered the highest of 100 per cent. In North and South districts, about 10 per cent of FPS dealers were neutral on the attitude of beneficiaries. Dissatisfaction was highest at 3per cent in East Delhi. (Table 3.18).

Table 3.18: Satisfaction Level of the FPS Dealer on the Attitude of Beneficiaries across District (%)

District	Very Satisfied	Satisfied	Neutral	Dissatisfied	Total
Central	65.2	34.8	0.0	0.0	100
East	15.2	81.8	0.0	3.0	100
New Delhi	31.6	68.4	0.0	0.0	100
North	37.9	51.7	10.3	0.0	100
North East	30.0	66.0	4.0	0.0	100
North West	10.4	79.2	8.3	2.1	100
South	15.0	72.5	10.0	2.5	100
South West	17.0	76.6	4.3	2.1	100
West	7.7	87.2	5.1	0.0	100
Total	22.6	71.0	5.2	1.2	100

Source: Field work, 2018

3.13 Summary

- In the study sample of 328 fair price shops, 85 per cent of the shops were owned by men and 15 per cent by women and Central Delhi is the only district where there was a total absence of female ownership in all the 23 fair price shops;
- Age-group wise distribution shows that nearly 60 per cent of the shop dealers were in the age group of above 50 years and 30 per cent were in the age group of 36 years to 50 years;
- In case of 52.7 per cent of the shop dealers, fair price shop was located in the same locality as their residence, making it easier for them to commute and control the distribution process in a timely manner;
- 88 per cent of the shop dealers displayed the exact day and time of the opening of the shop; 42 per cent of the shop dealers displayed the information relating to the expected arrival time of food grains, wherever stock was not available.
- 56.4 per cent of the shops were of the size of 151 to 300 square feet and another 23.2 per cent were of the size of 301 to 450 square feet. Only in Central Delhi, 21.7 per cent of the shops were of larger size i.e. more than 450 square feet;
- Cent per cent of the shops had electricity connection; more than 90 per cent of the fair price shops were found to be having electronic weighing scales, fingerprinting reader, information board and bill book.
- In total, just 26 per cent of the shops remained open on all days of the week; two-fifth of the total FPS dealers said that they closed the shop on Monday whereas one-third of them said that they closed the shop on Tuesday;
- All shop keepers unanimously said that they would open their shop at 9 a.m. in the morning and 3 p.m. in the evening;
- In 88 per cent of the total surveyed shops, daily wage earners were hired as helpers;
- About half of the total FPSs said that maximum beneficiaries take the ration in the first week followed by 18 per cent in the fourth week. Near to 31 per cent FPS dealers told that beneficiaries used to take ration in 2nd or 3rd week

- On the whole, 61 per cent to 68 per cent of the FPS dealers were of the view that the food grains i.e. rice, wheat and sugar, they received from the ration shops were of good quality;
- e-PoS devices have been installed in all the surveyed fair price shops, across all the 9 districts,
- The survey found that all the FPS dealers installed e-PoS devices in fair price shops during the functioning of e-PoS system
- 83.8 per cent of the dealers said that 'yes', this device has helped them by smoothening the functioning of the fair price shops;
- Usage of e-PoS has enhanced the accuracy (94.5 per cent) dimension of the functioning of the fair price shops; 93.1 per cent of the dealers felt that this has made it easier for them to manage their stocks; another 90.5 per cent felt that reporting or record keeping has become simpler;
- 70 per cent of the FPS dealers, were fairly satisfied with this functioning of the system in their district and nearly 20 per cent to 25 per cent were found highly satisfied with the public distribution system.

Chapter 4: Beneficiaries and their Perception

4.1 Socio-demographic information of Respondent

The study has surveyed 3280 households from all over Delhi. District wise numbers of households are given in Table 4.1. Two third of our respondents are in the age group of 35-59 years. District wise age distributions of the respondents are given in Table 4.2. In our sample 54 per cent of the respondents are female and 46 per cent are male. There is not much district wise variation in terms of gender composition except north-east district where the proportion of female respondent (59 per cent) is relatively high compared to the other district Figure 4.1.

Table 4.1: District wise Number of Beneficiary Household Surveyed

District	Total Beneficiary Surveyed
North East	500
North West	480
South West	470
South	400
West	390
East	330
North	290
Central	230
New Delhi	190
Total	3280

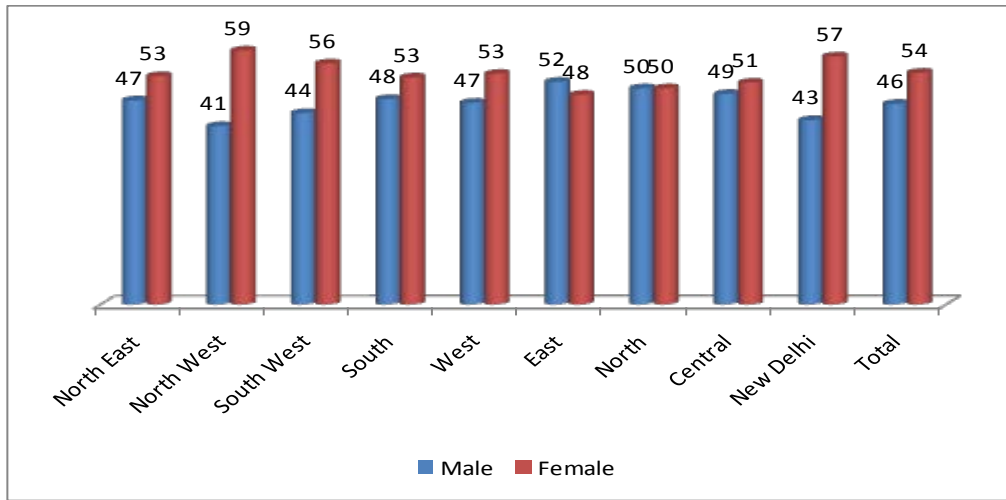
Source: Fieldstudy, 2018

Table 4.2: Percentage distribution of Respondent by Age group

District	Age 18-34	Age 35-59	Age 60 and above	Total	Total Beneficiary Surveyed
North East	27.2	57.6	15.2	100	500
North West	23.5	60.8	15.6	100	480
South West	26.4	60.2	13.4	100	470
South	27.3	58.8	14.0	100	400
West	21.3	58.2	20.5	100	390
East	20.9	60.0	19.1	100	330
North	22.4	65.9	11.7	100	290
Central	16.1	62.2	21.7	100	230
New Delhi	22.6	65.8	11.6	100	190
Total	23.8	60.4	15.8	100	3280

Source: Fieldstudy, 2018

Figure 4.1: Gender Distribution of Respondents

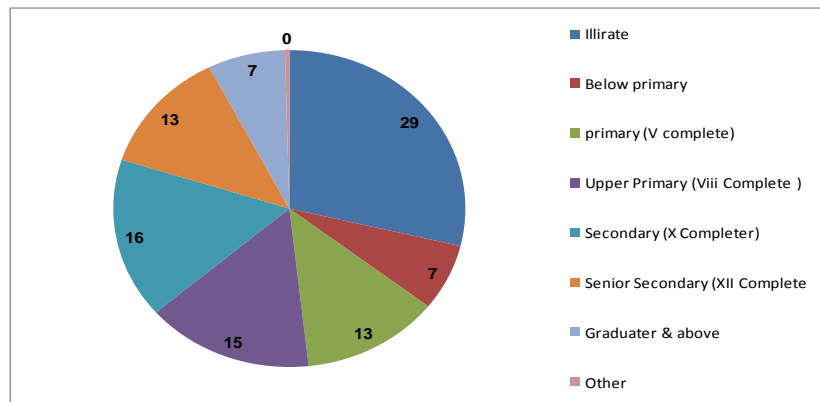


Source: Field Study, 2018

Education Profile of Respondent

The survey has asked the education profile of the respondent (Figure 4.2). Almost one-third of the respondents are illiterate. Seven per cent of the respondents have below the primary level of education, 13 per cent of them have completed the primary level, 15 per cent of them have completed the upper primary level, sixteen per cent of them have completed secondary level, thirteen per cent of the respondent have senior secondary level and rest seven per cent of the respondent have graduation and above level of education. District wise education profile of the respondents is given in Table 4.3. Among the districts, Illiterate respondents are highest in West Delhi and lowest in North district. On the other hand, the respondent with a secondary and senior secondary level of education is highest in the North East and North West District and the lowest is in New Delhi.

Figure 4.2: Percentage Distribution of Respondents by Education



Source: Fieldstudy, 2018

Table 4.3: District wise Percentage Distribution of Respondents by Education

District	Illiterate	Below primary	primary	Upper Primary	Secondary	Senior Secondary	Graduate & above	Other	Total
North East	28.2	6.0	10.0	15.8	18.2	13.4	8.4	0.0	100
North West	29.2	4.8	11.5	16.7	17.7	14.0	5.8	0.2	100
South West	24.3	10.0	12.1	18.3	16.6	13.4	5.1	0.2	100
South	29.8	2.8	16.5	12.0	16.3	12.3	8.0	2.5	100
West	36.9	5.9	14.1	11.0	14.6	10.3	7.2	0.0	100
East	25.8	5.8	10.3	17.6	17.6	12.4	10.3	0.0	100
North	22.1	11.0	16.9	15.2	15.5	13.1	6.2	0.0	100
Central	30.9	13.9	12.2	12.2	12.6	11.7	6.5	0.0	100
New Delhi	34.7	2.1	12.1	21.1	13.7	9.5	6.8	0.0	100
Total	28.8	6.7	12.7	15.4	16.3	12.5	7.1	0.4	100

Source: Fieldstudy, 2018

Marital Status, Religion and Caste of Respondent

In terms of the marital status of the respondent overall 83 percent of the respondents are married, 8 per cent are unmarried and another 8 per cent are widowed/ widower. District wise marital statuses of the respondents are given in Table 4.4. Religion-wise figure shows that 86 per cent of the respondents are Hindu, 11 per cent of them are Muslim and 2.4 per cent belongs to Sikh. District wise evidence shows that although there is not much variation across districts, the proportion of Muslim respondents are more in North East and New Delhi district (Table 4.5). Caste wise figure shows that thirty per cent of the respondent belongs to SC, 25 per cent of them belong to OBC and 42 per cent of them belong to General caste. In our sample respondent belongs to SC is highest in West Delhi followed by Central Delhi. On the other hand, the respondent belongs to OBC is highest in East Delhi followed by North East (Table 4.6).

Table 4.4: Percentage Distribution of Respondents by Marital Status

District	Married;	Unmarried	Widowed/Widower	Divorced/Abandoned /Separated	Total
North East	79.8	10.0	10.2	0.0	100
North West	87.9	7.5	4.6	0.0	100
South West	84.7	9.1	6.2	0.0	100
South	88.0	8.0	3.8	0.3	100
West	80.0	8.2	11.5	0.3	100
East	82.1	7.9	9.7	0.3	100
North	86.6	6.2	7.2	0.0	100
Central	77.8	6.5	15.2	0.4	100
New Delhi	82.6	5.8	11.6	0.0	100
Total	83.6	8.0	8.3	0.1	100

Source: Fieldstudy, 2018

Table 4.5: Percentage Distribution of Respondent by Religious Category

District	Hindu	Muslim	Christian	Sikh	Jain	Total
North East	79.0	20.0	0.0	0.6	0.4	100.0
North West	90.0	7.1	0.0	2.9	0.0	100.0
South West	94.9	4.0	0.2	0.6	0.2	100.0
South	89.3	8.5	0.5	1.8	0.0	100.0
West	83.3	8.7	0.0	7.9	0.0	100.0
East	84.5	11.8	0.3	1.2	2.1	100.0
North	86.9	11.0	0.0	1.4	0.7	100.0
Central	80.0	15.2	0.0	4.8	0.0	100.0
New Delhi	78.9	20.5	0.0	0.5	0.0	100.0
Total	86.0	11.2	0.1	2.4	0.4	100.0

Source: Field Study, 2018

Table4.6: Percentage Distribution of Respondent by Caste Category

District	SC	ST	OBC	General	Total
North East	27.6	0.0	31.8	40.6	100.0
North West	21.5	0.6	27.9	50.0	100.0
South West	27.0	1.3	23.6	48.1	100.0
South	30.5	1.0	23.8	44.8	100.0
West	48.2	0.8	16.9	34.1	100.0
East	29.7	0.3	34.2	35.8	100.0
North	31.7	1.4	16.6	50.3	100.0
Central	39.6	0.4	23.0	37.0	100.0
New Delhi	37.4	0.5	24.7	37.4	100.0
Total	31.4	0.7	25.2	42.7	100.0

Source: Fieldstudy, 2018

Table 4.7: Percentage Distribution of Population among Studied Household

District	Children (<14)	Adult (15-59)	Senior Citizen (>59)	Total (%)	Total Population
North East	13.2	80.7	6.1	100	2085
North West	13.3	78.4	8.3	100	1989
South West	10.4	80.8	8.7	100	1801
South	10.8	82.1	7.2	100	1605
West	9.5	81.0	9.5	100	1670
East	12.2	75.5	12.4	100	1398
North	11.4	81.8	6.8	100	995
Central	6.6	82.1	11.4	100	898
New Delhi	9.6	85.6	4.8	100	764
Total	11.2	80.5	8.4	100	13205

Source: Fieldstudy, 2018

The survey has covered 13205 populations from our sample households. Out of the total population, 80 percent of them are adults, 11 percent of them are children and 8 per cent are senior citizens (Table 4.7).

Type and Ownership of Dwelling of Respondent Beneficiaries

More than 90 per cent of the respondents have reported that their dwellings are pucca and there is no district wise variation in terms of the dwelling of the respondent (Table 4.8). Further 80 per cent of the respondents have reported that they own their dwelling and rest 20 per cent stayed in rented place. It is noticed that all most one third of the respondent from New Delhi areas have stayed in the rented house (Table 4.9).

Table 4.8: Percentage Distribution of Household by Type of dwelling

District	Kachha	Semi-Pucca	Pucca	Total	Total household
North East	1.2	0.4	98.4	100.0	500
North West	2.3	4.0	93.8	100.0	480
South West	1.3	5.5	93.2	100.0	470
South	4.3	6.0	89.8	100.0	400
West	1.8	7.2	91.0	100.0	390
East	2.1	4.8	93.0	100.0	330
North	15.5	5.9	78.6	100.0	290
Central	0.9	5.7	93.5	100.0	230
New Delhi	0.5	2.1	97.4	100.0	190
Total	3.1	4.5	92.3	100.0	3280

Source: Field Study, 2018

Table 4.9: Percentage Distribution of Household by Ownership of Dwelling

	Own	Rented	Other	Total (%)	Total Household
North East	82.4	16.4	1.2	100	500
North West	85.6	14.4	0.0	100	480
South West	78.3	21.7	0.0	100	470
South	81.8	17.8	0.5	100	400
West	82.8	17.2	0.0	100	390
East	75.5	24.5	0.0	100	330
North	80.7	19.0	0.3	100	290
Central	85.7	13.9	0.4	100	230
New Delhi	70.5	29.5	0.0	100	190
Total	80.9	18.8	0.3	100	3280

Source: Fieldstudy, 2018

Main Source of Occupation of Beneficiaries Households

In terms of the main occupation of the respondent, more than half of the respondents have a regular job², another 23 per cent of the respondents are in self-employed in the non-agricultural sector and 12 per cent are in casual labour (other than in the construction sector). District wise evidence shows that the proportion of regular employment is highest in New Delhi followed by West. On the other hand self-employment in the non-agricultural sector is highest in North West Delhi followed by East Delhi (Table 4.10).

Table 4.10: Percentage Distribution of Household by Main Source of Occupation

District	Self-employment (agriculture)	Self-employment (non-agriculture) other than vendor	Casual Labour (other than construction)	Regular Employment	Construction worker	Vendor	Other	Total	Total households
North East	1.2	21.0	10.2	55.2	2.6	4.0	5.8	100	500
North West	2.1	30.6	19.4	35.4	2.9	4.2	5.4	100	480
South West	1.9	20.2	10.2	56.6	3.2	2.8	5.1	100	470
South	1.8	25.3	18.0	42.3	3.0	3.5	6.3	100	400
West	0.0	14.6	5.9	70.3	1.8	3.6	3.8	100	390
East	0.6	28.5	9.1	45.2	3.6	3.6	9.4	100	330
North	1.4	25.5	24.1	33.1	5.2	2.4	8.3	100	290
Central	0.0	23.9	7.0	59.1	0.9	0.9	8.3	100	230
New Delhi	1.1	12.6	2.6	72.1	1.1	5.3	5.3	100	190
Total	1.2	22.9	12.4	51.0	2.8	3.4	6.2	100	3280

Source: Field Study, 2018

Distribution of Households by Types of Ration Cards

It is reported that 81 per cent of the surveyed households are in priority category, 14 per cent are in priority category –sugar and rest 5 per cent are in Antyodaya Anna yojna category. Among the surveyed households northern districts have relatively less proportion of priority category household (Table 4.11).

² As per NSS definition a regular salaried wage/employee is a person working in other's farm or nonfarm enterprises (both household and non-household) and getting in return salary or wages on a regular basis

Table 4.11: Percentage Distribution of Household by Type of ration card

	Priority Category (PR)	Priority Category-Sugar (PR-S)	Antyodaya Anna Yojna (AAY)	Total (%)	Total Households
North East	81	15	4	100	500
North West	82	14	4	100	480
South West	83	13	4	100	470
South	86	11	4	100	400
West	72	15	13	100	390
East	86	12	2	100	330
North	69	26	5	100	290
Central	86	9	5	100	230
New Delhi	77	11	12	100	190
Total	81	14	5	100	3280

Source: Fieldstudy, 2018

4.2: FPS Utilization and Perception of Beneficiaries

Year of Making Ration Cards

The survey has collected information on by Year of Making Ration Cards, it is reported that more than 64per cent of the respondentsgottheir ration card made in 2013-14 and almost 19per cent of themin 2015. Only 1per cent of the respondents possessed ration card between 2016 to 2018.Rest 16 per cent have informed that they donot remember the year (Table 4.12).

Table4.12: Percentage Distribution of Household by Year of Making Ration Cards

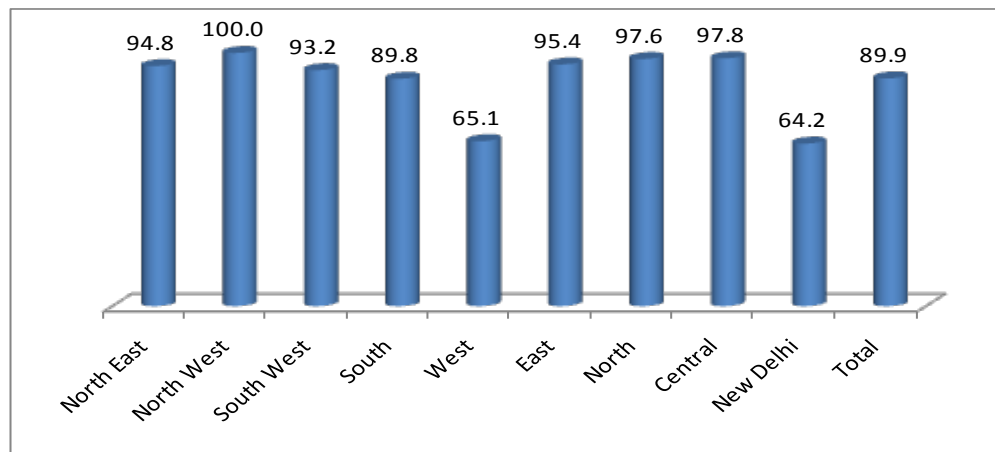
	2013-14	2015	2016	2017	2018	Not Remembered	Total
North East	78.6	19.2	1.2	0.8	0.0	0.2	100.0
North West	41.7	14.2	0.2	0.2	0.0	43.8	100.0
South West	65.1	18.3	0.0	0.2	0.0	16.4	100.0
South	58.0	18.8	0.3	0.0	0.0	23.0	100.0
West	54.4	37.2	0.0	0.3	0.0	8.2	100.0
East	90.6	4.5	0.3	0.6	0.0	3.9	100.0
North	58.6	8.3	1.0	1.4	0.3	30.3	100.0
Central	92.6	7.4	0.0	0.0	0.0	0.0	100.0
New Delhi	53.7	42.6	0.5	0.0	0.5	2.6	100.0
Total	64.8	18.5	0.4	0.4	0.1	15.8	100.0

Source: Field Study, 2018

Awareness of Beneficiaries about the Timing of FPSs

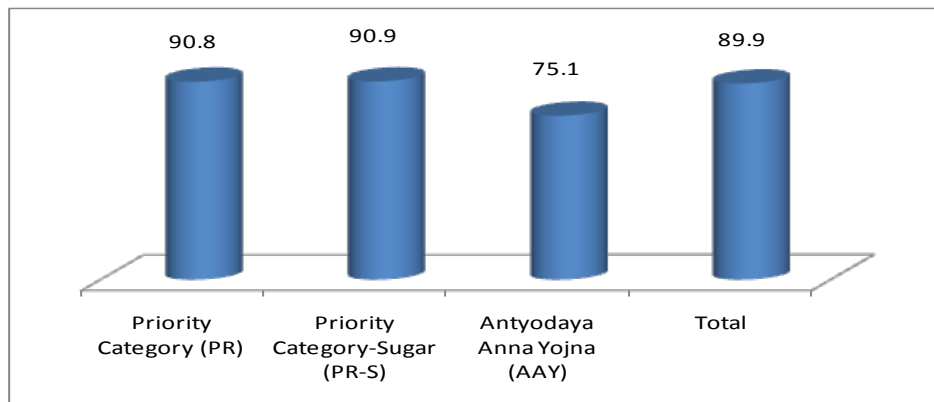
Almost 90 per cent of the respondents aware of the timing of the opening of ration shop. Compare to other districts, the percentage of respondent reported awareness is lowest in West and New Delhi (Figure 4.3). Awareness level is also low for the AAY category card holder compared to the priority category card holder (Figure 4.4).

Figure 4.3: Percentage Respondent Aware of the Timing of Opening of Ration Shop



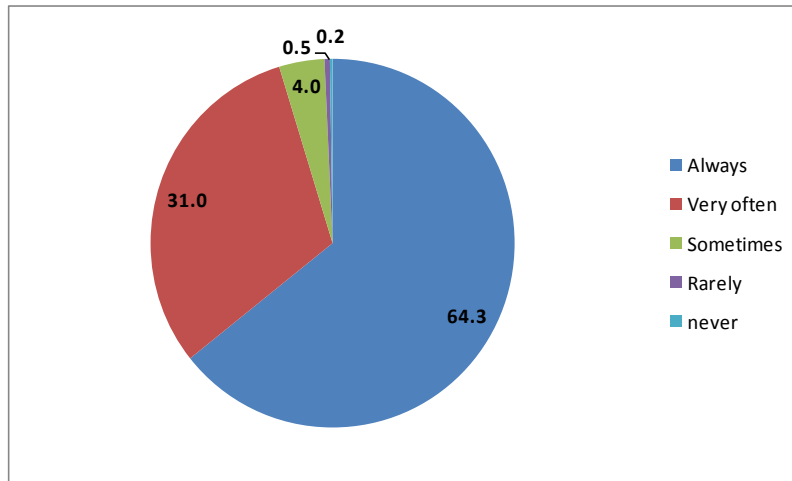
Source: Field Study, 2018

Figure 4.4: Percentage Respondent Aware of the Timing of Opening of Ration Shop by Type of Households



Source: Field Study, 2018

Figure 4.5: Does the Shop Opens as per Official Timing (% Household)



Source: Field Study, 2018

It was reported that more than 60 percent of cases respondents told shops have opened as per official timing. Another 31 percent of the respondents reported that shops have opened very often (Figure 4.5). District wise evidence shows that only 34 percent, 49 percent and 51 percent of the respondents have reported that shops always open in New Delhi, West and North East Delhi respectively. In the rest of the districts, more than 60 percent of the respondents have reported that shops open always and the rest have reported that it has opened very often (Table 4.13). Cardholder wise also there is not much difference. 60 percent of the cardholders have reported that shops have opened always, 30 percent of them reported it has opened often and the rest have reported that it opened sometimes (Table 4.14).

Table 4.13: District wise Percentage Distribution of Beneficiaries by their Opinion on whether the Shop open on Time

	Always	Very often	Sometimes	Rarely	never	Total
North East	51.7	42.9	4.2	0.8	0.4	100.0
North West	76.7	23.3	0.0	0.0	0.0	100.0
South West	65.3	32.9	1.4	0.0	0.5	100.0
South	72.8	21.9	3.9	1.4	0.0	100.0
West	49.0	42.4	7.4	0.8	0.4	100.0
East	61.3	27.6	10.5	0.0	0.6	100.0
North	75.1	17.2	6.7	1.1	0.0	100.0
Central	73.5	26.5	0.0	0.0	0.0	100.0
New Delhi	34.4	59.2	6.4	0.0	0.0	100.0
Total	64.3	31.0	4.0	0.5	0.2	100.0

Source: Field Study, 2018

Table 4.14: Household Category wise Percentage Distribution of Beneficiaries by their Opinion on whether the Shop open on Time

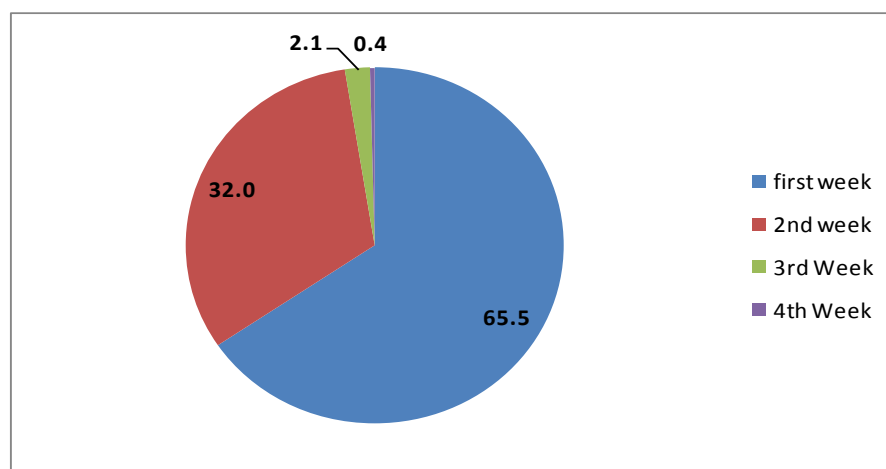
Household category	Always	Very often	Sometimes	Rarely	never	Total
Priority Category (PR)	64.3	30.9	4.0	0.5	0.3	100.0
Priority Category-Sugar (PR-S)	63.8	31.7	4.3	0.2	0.0	100.0
Antyodaya Anna Yojana (AAY)	64.9	31.3	3.7	0.0	0.0	100.0
Total	64.3	31.0	4.0	0.5	0.2	100.0

Source: Field Study, 2018

Circle wise evidence shows that in some of the circles like Seemapuri, RohtashNagar, Seelampur, Gokalpurof North-east district; Narala, Bawana of North-west District; Rajendranagar district of South West; MangolPuri, Rajourigarden, Harinagar, Tilak Nagar, Janakpuri of West Delhi; Kondli , Lakshmi Nagar of East Delhi; Burari of North District; Jangpura, Kasturba Nagar, Malviya Nagar, R K Puram and Okhla of New Delhi districts where less than 50 per cent of the respondents that have reported shops opened always as per the official timings (Appendix Table 4.1).

Duration of Visit to FPS by Beneficiaries

Figure 4.6: Usual duration of visit to FPS (% of Beneficiaries)



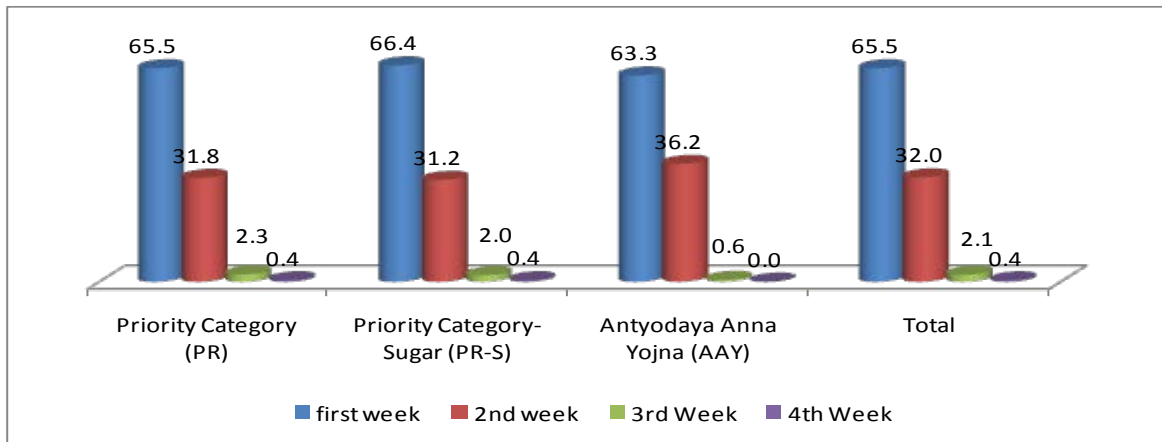
Source: Field Study, 2018

Table 4.15: Usual duration of visit to FPS (% of Beneficiaries)

	first week	2nd week	3rd Week	4th Week	Total
North East	59.6	38.4	1.6	0.4	100.0
North West	80.8	18.3	0.6	0.2	100.0
South West	67.0	30.4	1.7	0.9	100.0
South	68.3	27.5	4.3	0.0	100.0
West	54.9	42.8	2.1	0.3	100.0
East	77.6	20.3	2.1	0.0	100.0
North	55.5	38.6	4.1	1.7	100.0
Central	69.1	30.9	0.0	0.0	100.0
New Delhi	44.2	52.1	3.7	0.0	100.0
Total	65.5	32.0	2.1	0.4	100.0

Source: Field Study, 2018

In terms of duration of visit to FPS shop, more than 60 per cent of the beneficiaries reported that they visited it in the first week and rest of the respondents reported that they visited it in the second week (Figure 4.6). Within district also there is not much variation except in New Delhi district where the percentage of beneficiaries who visited the FPS shops in the first week is less than 50 per cent (Table 4.15). Cardholder wise also there is no variation in terms of duration of visit to FPS (Figure 4.7).

Figure 4.7: Usual duration of visit to FPS by Household Type (% of Beneficiaries)

Source: Field Study, 2018

In some of the circles less than 50 per cent of the respondents have reported that they have visited in the first week. These circles are as follows: Seelampur, Babarpur, Gokalpur of North East district; Bijwasan of South West district; Deoli of South Delhi; Harinagar, Tilak Nagar, Janakpuri of West Delhi; Burari, Timarpur, Model Town of North district; Jangpura, Kasturba Nagar, Malviya Nagar, R K Puram and Greater Kailash of New Delhi district (Appendix Table 4.2).

It is noticed that more than 70 per cent of the respondents visit FPS shop during first week when FPS shops always open according to official timings (Table 4.16). Irrespective of the districts more than 70 per cent of the respondents visit in the morning hours and rest of them visit mostly in the evening and some of them in the noon (Table 4.17). Cardholder wise also there is no variation in terms of timing of FPS shop visit (Figure 4.8). Circle wise also there is no variation in terms of timing of FPS shop visit (Appendix Table 4.3).

Table 4.16: Relation between shop opening and Usual Duration of Visit tot FPS (% of Household)

Does the shop opens as per official timing	Usual duration of visit to FPS				
	first week	2nd week	3rd Week	4th Week	Total
Always	71.1	26.8	1.7	0.5	100.0
Very often	61.5	35.7	2.6	0.1	100.0
Sometimes	45.4	48.7	5.9	0.0	100.0
Rarely	57.1	35.7	7.1	0.0	100.0
never	57.1	14.3	0.0	28.6	100.0
Total	67.0	30.5	2.2	0.4	100.0

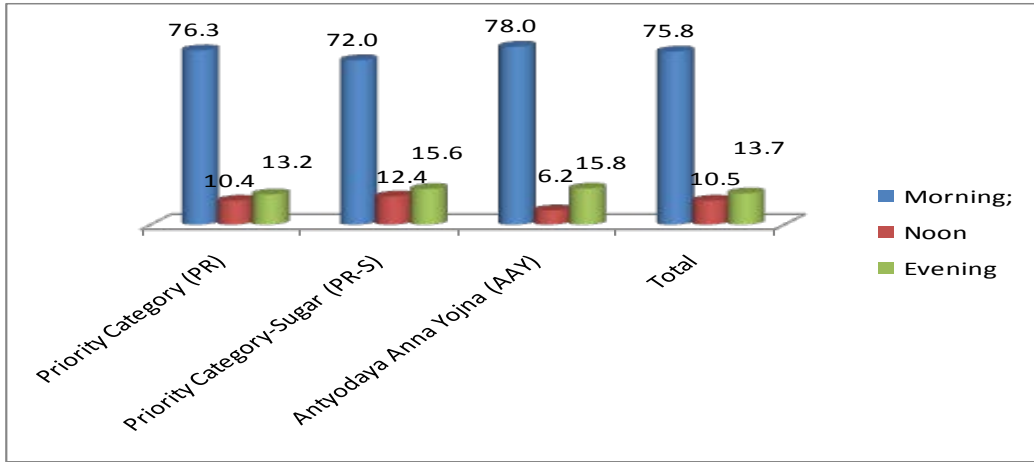
Source: Field Study, 2018

Table 4.17: Usual Time of visit to FPS by District (% of Beneficiaries)

	Morning;	Noon	Evening	Total
North East	81.2	6.8	12.0	100.0
North West	78.1	10.8	11.0	100.0
South West	71.9	17.2	10.9	100.0
South	77.5	10.3	12.3	100.0
West	76.9	6.7	16.4	100.0
East	65.5	15.2	19.4	100.0
North	66.9	13.1	20.0	100.0
Central	87.8	5.7	6.5	100.0
New Delhi	76.8	4.7	18.4	100.0
Total	75.8	10.5	13.7	100.0

Source: Field Study, 2018

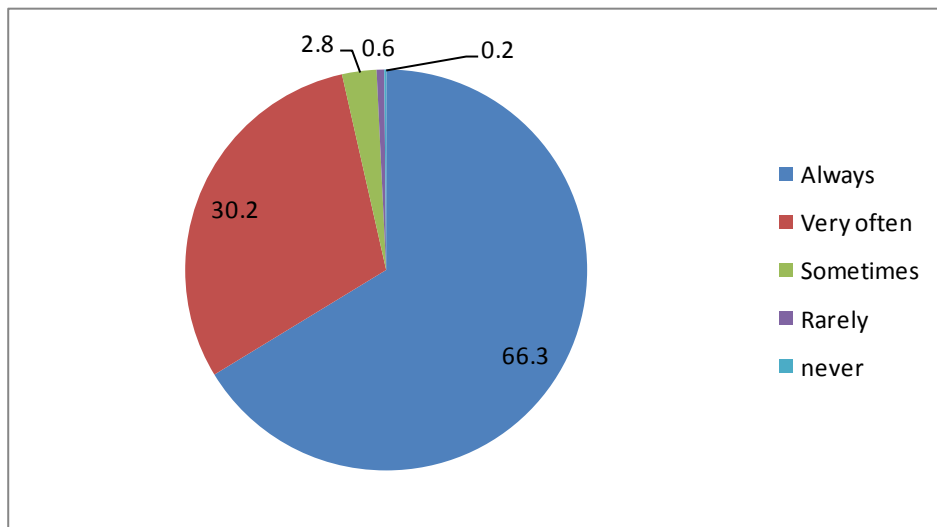
Figure 4.8: Percentage of Beneficiares by Usual Time of visit to FPS



Source: Field Study, 2018

It is also enquired whether at the time of the visit to FPS shop it was found open or not, 66 per cent of the respondents reported it was open always and 30 per cent of the respondents reported it was mostly open (Figure 4.9). District wise figure shows that the percentage ranges from 44 per cent to 83.5 per cent in terms of whether at the time of visit to FPS the shop was found always open or not (Table 4.17). Cardholder wise also there is no variation (Figure 4.10).

Figure 4.9: At the time of visit whether FPS was always found open (% of Beneficiaries)



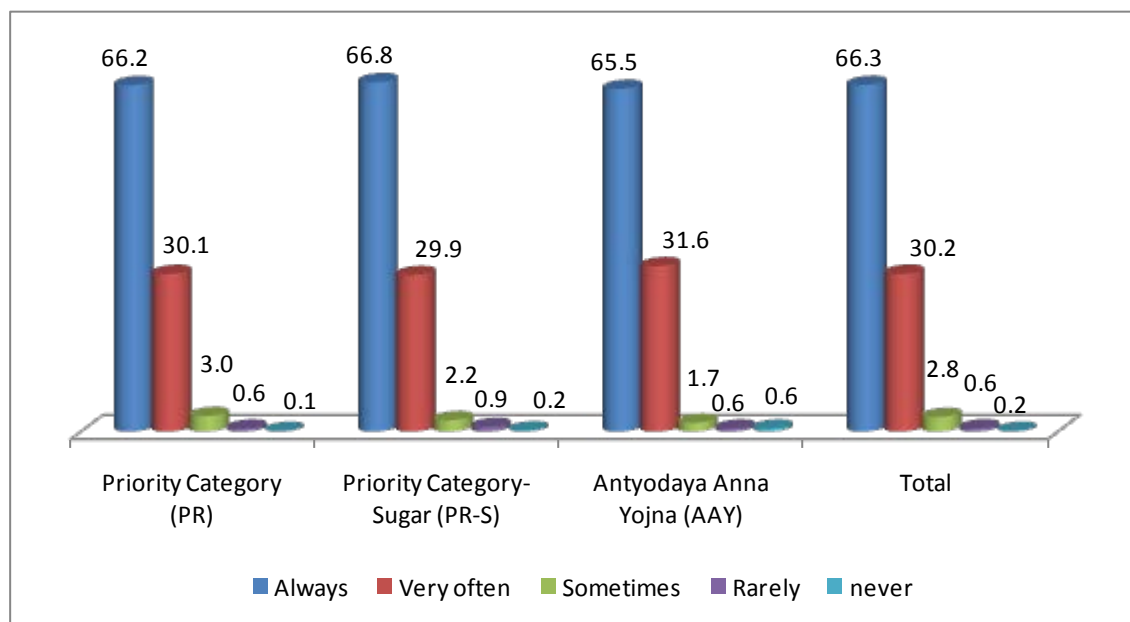
Source: Field Study, 2018

Table 4.18: At the time of visit to FPS whether it was always found open (% of Beneficiaries)

	Always	Very often	Sometimes	Rarely	never	Total
North East	52.8	44.6	2.0	0.6	0.0	100.0
North West	80.8	19.0	0.2	0.0	0.0	100.0
South West	69.4	29.6	1.1	0.0	0.0	100.0
South	73.3	22.8	3.0	1.0	0.0	100.0
West	55.6	40.5	1.8	1.5	0.5	100.0
East	57.9	30.6	10.3	0.6	0.6	100.0
North	75.5	16.2	6.6	1.4	0.3	100.0
Central	83.5	16.5	0.0	0.0	0.0	100.0
New Delhi	44.2	53.7	1.6	0.5	0.0	100.0
Total	66.3	30.2	2.8	0.6	0.2	100.0

Source: Field Study, 2018

Figure 4.10: At the time of visit whether FPS was always found open by Household Type (% of Beneficiaries)



Source: Field Study, 2018

Circle wise evidence shows that in some of the circles like Seemapuri of North-east district; RajendraNagar of South West; Rajourigarden, Harinagar, Tilak Nagar, Janakpuri of West Delhi; Kondli, Lakshmi Nagar of East Delhi; Burari of North District; New Delhi, Jangpura, Kasturba Nagar, Malviya Nagar, R K Puram of

New Delhi districts where less than 50 per cent of the respondents have reported at the time of visit to FPS it was always found open (Appendix Table 4.4).

Proximity of Fair Price Shop

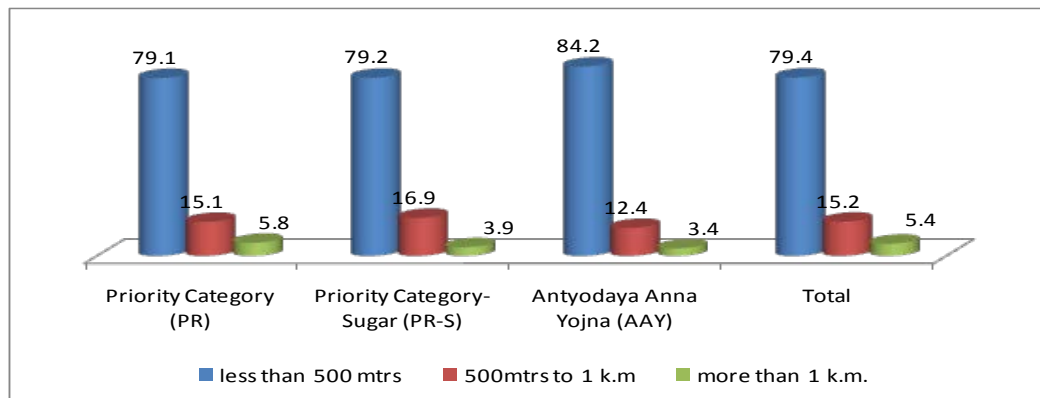
Almost 80 per cent of the beneficiaries have reported the FPS is less than 500 meter away from their home. Another 15 per cent of the beneficiaries have reported the FPS is between 500 meter and 1 km and rest 5 per cent have reported the FPS is more than 1 km. 90 per cent of the respondents of the North West district have reported FPS shops are less than 500 meter far away from beneficiaries house whereas only 64 per cent of the North district have reported FPS shops are less than 500 meter (Table 4.19). 84 per cent of the AAY cardholders have reported FPS shops are less than 500 meter whereas 79 per cent of priority cardholders have reported FPS shops are less than 500 meter far from the beneficiary house (Figure 4.11). Distance wise there is not much variation across circle (Appendix Table 4.5).

Table 4.19: How far is the FPS from your house (% of Beneficiaries)

	less than 500 meter	500 meter to 1 k.m	more than 1 k.m.	Total
North East	79.6	17.0	3.4	100
North West	90.4	7.1	2.5	100
South West	72.3	18.5	9.1	100
South	77.5	17.8	4.8	100
West	81.0	16.9	2.1	100
East	84.8	11.8	3.3	100
North	63.8	16.6	19.7	100
Central	85.2	13.5	1.3	100
New Delhi	75.8	20.0	4.2	100
Total	79.4	15.2	5.4	100

Source: Field Study, 2018

Figure 4.11: Percentage of Beneficiaries by the Distance of FPS from their house



Note: mtrs-meters. K.m- kilometer

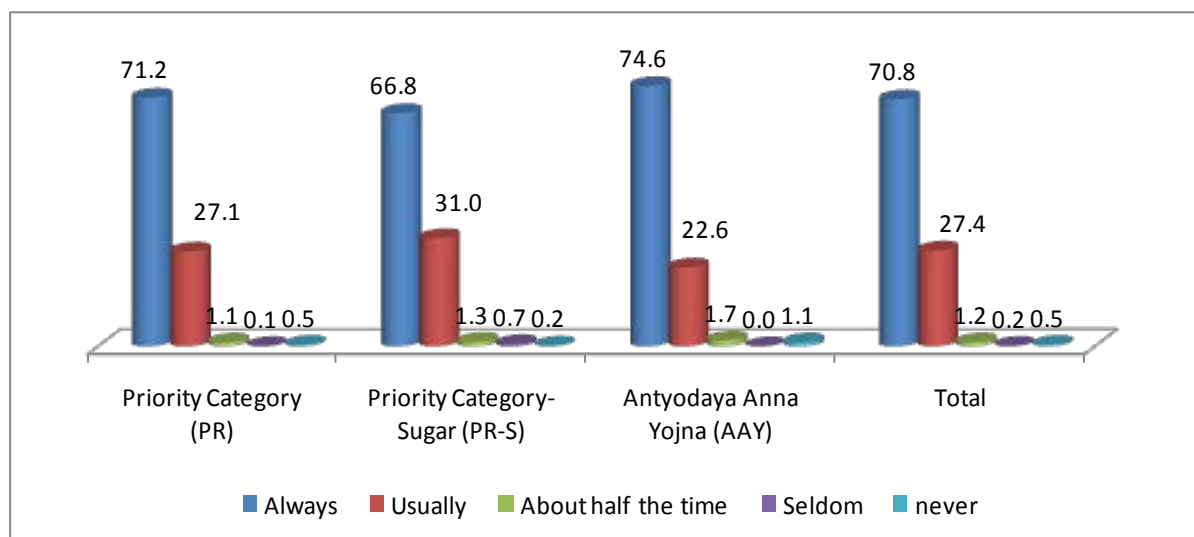
Table 4.20: Percentage of Beneficiaries by their Opinion on Receiving of Grains/Sugar on a Single Visit

	Always	Usually	About half the time	Seldom	never	Total
North East	62.6	36.6	0.6	0.2	0.0	100
North West	76.9	22.9	0.2	0.0	0.0	100
South West	67.4	31.9	0.6	0.0	0.0	100
South	76.8	22.3	1.0	0.0	0.0	100
West	69.5	23.1	3.6	0.0	3.8	100
East	64.8	34.5	0.6	0.0	0.0	100
North	76.6	20.0	2.1	1.4	0.0	100
Central	78.3	21.7	0.0	0.0	0.0	100
New Delhi	67.9	29.5	2.6	0.0	0.0	100
Total	70.8	27.4	1.2	0.2	0.5	100

Source: Field Study, 2018

It is reported 71 per cent of the respondents have received always entitlement on a single visit and another 27 per cent of the respondents have received usually as per entitlement on a single visit. District wise also there is no significant variation (Table 4.20). Among the AAY and PR category, more than 70 per cent have reported that they always received entitlement on a single visit whereas for PR-S only 67 per cent of them have reported the same (Figure 4.12).

Figure 4.12: Percentage of Beneficiaries by their Opinion on Receiving of Grains/Sugar on a Single Visit by Household Type



Source: Field Study, 2018

Circle wise figure shows that in some circles less than 50 per cent of the beneficiaries have reported respondent have always received entitlement on a single visit. These circles are: Bijwasan of South West, Chhattarpur of South, Rajouri Garden of West, Laxmi Nagar of East, Burari and Model town of North (Appendix Table 4.6).

Almost 100 per cent of the beneficiaries have reported they have received items in the preceding month from FPS (Table 4.21).

Table 4.21: Percentage of Beneficiaries Received Items during preceding month from FPS

District	Percentage of Household
North East	99.6
North West	99.8
South West	98.7
South	98.5
West	99.5
East	98.8
North	98.6
Central	99.1
New Delhi	100.0
Total	99.2

Source: Field Study, 2018

Allocation and Actual Received of Grain and Sugar by Beneficiaries

In Delhi PR and PR-S category receive 4 kg of wheat per member at the rate of Rs2 per Kg and 1 kg of rice per member at the rate of Rs3 per kg. AAY card holder receive 25 kg of wheat per household at the rate of Rs2 per kg and 10 kg of rice per household at the rate of Rs3 and 1 kg sugar at the rate of Rs13.50 (Table 4.22).

Table 4.22: Quota of Rice, Wheat and Sugar

	Wheat		Rice		Sugar	
	Quota (KG)	Rate (Rs per kg)	Quota (KG)	Rate (Rs per kg)	Quota (KG)	Rate (Rs per kg)
PR	4 per member	2.00	1 per member	3.00	-	-
PR-S	4 per member	2.00	1 per member	3.00	-	-
AAY	25 kg per household	2.00	10 kg per household	3.00	1	13.50

Source: Department of Food and Supplies, Government of NCT, Delhi

Table 4.23: Amount Received Vs Actual Quota: Wheat

	Household (Number)	Household Members	Actual wheat as per household member/households (Kg)	Wheat Received (kg)
Priority Category (PR)	2642	10387	41548	41235.00
Priority Category-Sugar (PR-S)	461	1906	7624	7683.00
PR and PR-S	3103	12293	49172	48918.00
Antyodaya Anna Yojna (AAY)	177	674	4425	4280.00
Total	3280	12967	53597	53198.00

Source: Field Study, 2018

The survey has asked the beneficiary about the amount of rice and wheat they received and the actual quota. Based on their information the study shows that there is a slight differential in actual quota and the amount they received.

It is seen that in most cases the rice quota they mentioned is higher than the actual amount of rice received for all the categories of households. (Table 4.23 and Table 4.24).

Table 4.24: Amount Received:Rice

	Household	Members	Actual quota (kg)	Rice Received (kg)
Priority Category (PR)	2642	10387	10387	9955.00
Priority Category-Sugar (PR-S)	461	1906	1906	1816.00
PR and PR-S	3103	12293	12293	11771.00
Antyodaya Anna Yojana (AAY)	177	674	1770	1648.00
Total	3280	12967	14063	13419.00

Source: Field Study, 2018

Table 4.25: Sugar Received by AAY Beneficiaries

	Antyodaya Anna Yojana (AAY)
Household	177
Sugar quota kg	157.00
Actual quota	177
Sugar Received	126.00

Source: Field Study, 2018

In the case of AAY household specifically for sugar, there are 177 households that we have surveyed out of which only 157 households know that they have sugar quota. It is found that out of surveyed households only 126 have received sugar (Table 4.25)

Quota Allotment: Experience from Field

- There are some unique observations related to allotment of the ration by FPS dealer to the beneficiaries.
- The FPS dealer provide wheat in place of rice at free of cost and the rice they sold in the open market.
- In some other shops, the dealer provided 20 kg wheat and 5 kg rice to AAY households against their quota of 25 kg wheat and 10 kg rice. Here also the ration dealers sell flour (aata) in place of wheat at Rs 10 per kg. In some places, beneficiary themselves request for the same.
- In some cases, the dealer has informed that he is providing actual ration but when we asked the beneficiaries about their quota received they have different pictures. The cardholders said that the dealer gives flour (aata) in the place of wheat. For example, if the number of members in a PR household is 5 then the total amount of wheat the household receives is 20 kg at a rate of 4 kg per member. In place of 20 kg wheat, the dealer has provided 10 kg aata at the rate of Rs 10 per kg. In this case, the dealer has not provided 10 kg remaining wheat to the beneficiary.
- In some shop, the investigator found that Atta is substituted for wheat and the sugar is sold at Rs 30 per kg. In this shop investigator found that ration shop opened for three days only ie 10th, 20th and 30th of each month.
- In some shop also the practice of substituting flour against wheat, wheat against rice etc prevailed. The beneficiaries told that the dealer used to sell rice at Rs 22 rupees to beneficiaries.
- In some FPS there is a grocery shop on the first floor and PFS shop is on the ground floor. The Dealer told the beneficiaries to go to the grocery shop and take 10 kg Atta.
- In general, it was informed that the dealer give 2-5 kg less of wheat and 2-4 kg less of rice.

“हम लोग खुद राशन डीलर से गेहू की जगह आटा देने के लिए बोलते हैं क्योंकि गेहू के लेने के बाद साफ करना धोना और पिसवाने में समय लगता और पैसा भी लगता है इसलिए हम लोग आटा १० रुपया किलो में लेना पसंद करते हैं।”

Quota Norm: Field Experience

Black marketing or not following the norm relating to the distribution is found in the field mostly in the west and central part of Delhi. The FPS dealer gives flour instead of wheat. The process of giving this is of two types. Some beneficiaries from the west district said that the FPS dealer gives flour rather than wheat. One of the PR beneficiaries said that instead of 20 kg of wheat the FPS dealer gives him 10 kg of wheat. When asked by the investigator about the reason of giving flour is a gain-gain situation for both FPS dealer and beneficiary. As given in the above example the FPS dealer gives 10 kg of wheat at Rs 40. Rs 40 is the amount which the beneficiary is giving for 20 kg of wheat. In such process, the beneficiary told that they got 10 kg of flour at Rs 4 per KG. If he purchases the flour from the market at Rs 20 which is the market price costs the household Rs 200. Hence the beneficiary household benefitted Rs 160 rupees. On the other hand, the FPS dealer invests 20 rupees for the remaining 10 kg of wheat and spent Rs 20 for flouring. Total the dealer spent Rs 40 and he will get Rs 200 by selling 10 kg flour in the open market hence he benefitted Rs 160.

The second process is giving 20 kg of flour instead of 20 kg of wheat at Rs10 per kg. In such process, the FPS dealer benefitted Rs 120 rupees because the dealer spent Rs 80 (wheat price Rs 40 and milling Rs 40). The dealer collecting Rs 200 from the beneficiaries

Some FPS dealers have their flour mill (aatachakki) and grocery shop. Some investigators found the FPS ration bags in flour mills. Also, some FPS dealers have the grocery shop along with the FPS shop. Hence it is easy for the shop dealer to black market the ration.

Source: Qualitative Observation

One-third of the respondent reported the quota for any items in respect of the preceding month is still awaited. Among the districts North East, North West and Central almost half of the respondent told quota for any items in respect of the preceding month is still awaited. In South West district one-fourth of the respondent told quota for any items in respect of preceding month is still awaited. South, West, North, and New Delhi the proportion of respondent informed quota for any items in respect of preceding month is still awaited is in the range of 30.8 per cent to 41.6 per cent. Only 8.8 per cent of the respondent in East informed quota for any items in respect of the preceding month is still awaited (Table 4.26a). Almost 85 per cent to 90 per cent of them agree with the entries given on the ration card in respect of items and their quantities. However, two districts like West and New Delhi only 70 per cent of them agree with the entries given on the ration card in respect of items and their quantities. Nearly 100 per cent of the beneficiary informed they are getting the quantity as per the quota in almost all the districts except in West and New Delhi where the proportion is around 84 per cent (Table 4.26b).

Among the cardholders 39.7 per cent of PR-S reported that quota for items in respect of the preceding month is still awaited, whereas for PR category the proportion is 36.6 per cent and for AAY the proportion is 34.5 per cent (Table 4.26a). While 90 per cent of the PR and PR-S card holder agree with the entries given on the ration card in respect of items and their quantities but for AAY the proportion is only 73.3 per cent. The same pattern is also followed for the entries on the ration card in respect of items and their quantities.

There are no gender and senior citizen wise differences in the above findings (Table 4.26b).

“हम सभी कार्ड धारको (AAP) के लिए राशन लेना एक चुनोती है क्योंकि कार्ड में हम सब को जितना मिलना चाहिए होता है वो हमको उपलब्ध नहीं होते है”

Qualitative observations find that some beneficiaries said that the FPS dealer gives some households more than specified quantity who are near to them. In some FPS shops, the PR and PR-S households are getting sugar. The AAY household complained that they are not getting sugar but at the same

time, the other households are getting sugar. Dealer used to sell sugar at Rs 30 per kg. The sugar is given in place of rice. The PFS dealers said that the beneficiaries requested them to substitute the ration amount.

Table 4.26a: Whether the quota for any items in respect of preceding month is still awaited

		% of beneficiaries
District	North East	51.2
	North West	49.8
	South West	25.7
	South	30.8
	West	38.2
	East	8.8
	North	33.4
	Central	51.3
	New Delhi	41.6
Type of ration card	Priority Category (PR)	36.6
	Priority Category-Sugar (PR-S)	39.7
	Antyodaya Anna Yojana (AAY)	34.5
Gender of beneficiary	Male Beneficiary	33.3
	Female Beneficiary	41.7
	Senior Citizen	32.9
	Total	36.9

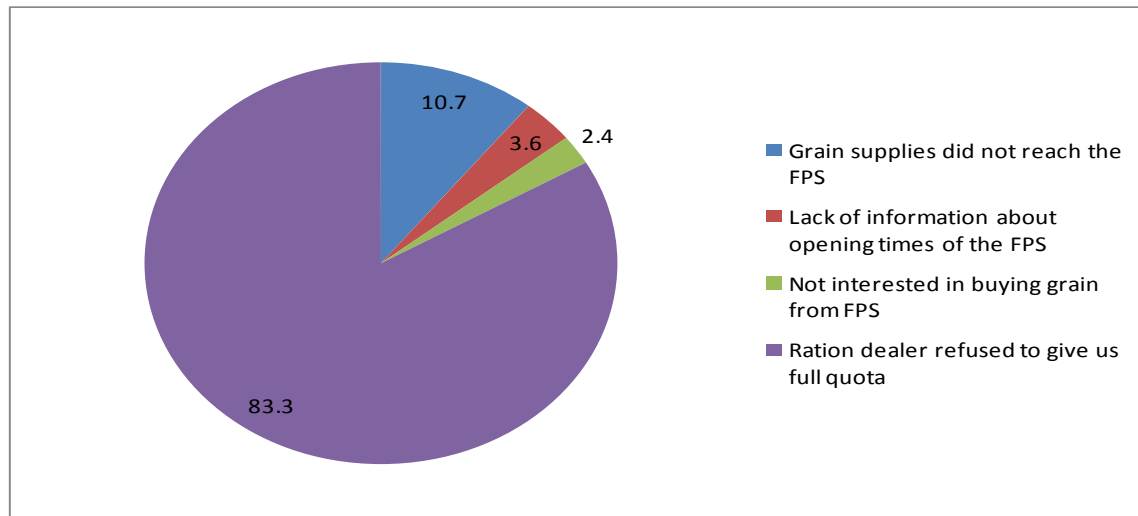
Table 4.26b: Percentage of beneficiaries agree with the entries given on the ration card and as per their quota

		Do you agree with the given entries on the ration card in respect of items and their quantities	the given entries on the ration card as per quota
District	North East	89.4	96.6
	North West	98.5	100.0
	South West	91.9	96.0
	South	96.2	98.8
	West	69.2	84.4
	East	93.4	94.2
	North	99.3	97.2
	Central	85.2	99.6
	New Delhi	70.5	84.2
Type of ration card	Priority Category (PR)	90.0	96.4
	Priority Category-Sugar (PR-S)	92.1	95.2
	Antyodaya Anna Yojana (AAY)	73.3	76.3
Gender of beneficiary	Male Beneficiary	90.4	95.0
	Female Beneficiary	89.2	95.4
	Senior Citizen	87.1	94.6
	Total	89.4	95.1

“जब हम डीलर को पूछते हैं तो वो बोलता है कि पीछे से राशन नहीं आ रहा है।”

The survey has also asked about the reason for not getting quantity as per the quota. 83.3 per cent of the respondent reported ration dealer refused to give full quota. Another 10.7 per cent have informed that supplied grain did not reach the FPS shop. The rest have reported a lack of information regarding the opening time of the FPS and not being interested in buying grain from FPS (Figure 4.13). District wise also there is no variation in terms of the reason for not getting quantity as per the quota (Table 4.27).

Figure 4.13 Percentage of Beneficiaries by Reason for not getting quantity as per the quota



Source: Field Study, 2018

Qualitative observation pointed out that the timing of the shop is one of the major issues. In some circle of South West district, beneficiaries complained that the shop opened for only three days in a month. Timing of opening of the shop is a great problem and also some beneficiaries complained that the dealers have rude behavior towards beneficiaries

It is interesting to find that two shops run in the same address but their registrations are different. In the same shop, the beneficiaries are dissatisfied as the dealer is not opening the shop in time and also not distributing the ration in time.

Source: Qualitative Observation

Perception of Beneficiaries on Quality of Grain and Sugar

In terms of wheat quality, 57.8 per cent have reported the quality is good another 28.6 per cent have reported that quality is average and another 11.2 per cent have reported the quality is very good. Among the district nearly 92.3 per cent of the respondent reported wheat quality is good in North West district whereas almost 55 per cent of the respondent informed that the quality of wheat is very good in Central. In West, half of the respondent informed quality of wheat is only average (Table 4.27).

Table 4.27: District wise Percentage of Beneficiaries Reported Quality of Wheat Received

	Very Good	Good	Average	Poor	Total
North East	18.6	38.0	37.0	6.4	100.0
North West	1.3	92.3	6.0	0.4	100.0
South West	11.3	57.7	30.2	0.8	100.0
South	1.8	71.3	25.5	1.5	100.0
West	13.1	33.6	50.3	3.1	100.0
East	0.6	63.3	33.9	2.1	100.0
North	9.3	71.7	17.9	1.0	100.0
Central	54.8	40.0	5.2	0.0	100.0
New Delhi	1.1	35.8	57.4	5.8	100.0
Total	11.2	57.8	28.6	2.4	100.0

Source: Field Study, 2018

The survey has collected information on grading of the quality of grain received across different cardholder (Table 4.28). More than half of the PR and PR-S card holder informed quality of wheat is good whereas less than half of the respondent from AAY card holder informed wheat quality is good. For circle wise evidence please refer appendix Table 4.7.

Table 4.28: Household Category wise Percentage of Beneficiaries Reported Quality of Wheat Received

Household Type	Very Good	Good	Average	Poor	Total
Priority Category (PR)	11.6	58.0	28.2	2.2	100
Priority Category-Sugar (PR-S)	7.6	61.6	28.0	2.8	100
Antyodaya Anna Yojana (AAY)	14.1	45.8	36.7	3.4	100
Total	11.6	58.0	28.2	2.2	100

Source: Field Study, 2018

In terms of rice quality, almost 60 per cent have reported quality is good another 36 per cent have reported quality of rice is average. District wise evidence showed that almost 92 per cent of the respondent informed quality of rice is good in North West district whereas 70 per cent of the respondent informed quality is average in the West (Table 4.29). Cardholder wise also there is no variation in terms of quality of rice (Table 4.30). For circle wise information, please refer to Appendix Table 4.8.

Table 4.29: District wise Percentage of Beneficiaries Reported Quality of Rice Received

District	Very Good	Good	Average	Poor	Total
North East	5.8	53.8	38.4	2.0	100.0
North West	1.7	91.5	6.5	0.4	100.0
South West	2.3	60.4	35.1	2.1	100.0
South	2.0	66.8	29.3	2.1	100.0
West	2.6	26.2	69.7	1.6	100.0
East	2.7	53.3	42.1	1.8	100.0
North	6.6	72.8	19.7	1.0	100.0
Central	9.6	47.0	36.5	7.0	100.0
New Delhi	0.0	39.5	59.5	1.0	100.0
Total	3.5	58.9	35.7	1.9	100.0

Source: Field Study, 2018

Table 4.30: Household Category wise Percentage of Beneficiaries Reported Quality of Rice Received

	Very Good	Good	Average	Poor	Total	N
Priority Category (PR)	3.6	59.3	35.1	1.9	100.0	2642
Priority Category-Sugar (PR-S)	3.3	57.7	37.5	1.5	100.0	461
Antyodaya Anna Yojana (AAY)	4.0	54.8	39.0	2.3	100.0	177
Total	3.6	59.3	35.1	1.9	100.0	2642

Source: Field Study, 2018

In terms of sugar quality, 44 per cent have reported quality is good, 28 per cent have reported quality is very poor and 19 per cent have reported quality is an average. In districts like North West, East and North more than 70 per cent have reported that the quality is good whereas in North East almost 70 per cent have reported that the quality is very poor (Table 4.31).

Cardholder category wise evidence shows that only one-third of the beneficiaries have informed that the quality of sugar is good, 42 per cent have informed quality as very poor and another 18 per cent have informed quality as average. On the other hand, 60 per cent of PR-S and 64 per cent of AAY have informed that the quality of sugar is good (Table 4.32). Some beneficiaries pointed out that the dealers give sugar to the households which are not eligible for that.

Table 4.31: District wise Percentage of Beneficiaries Reported Quality of Sugar Received

District	Very Good	Good	Average	Poor	Very Poor	Total	N
North East	2.2	17.3	10.1	2.9	67.6	100.0	139
North West	4.5	72.7	22.7	0.0	0.0	100.0	22
South West	0.0	58.6	37.9	0.0	3.4	100.0	29
South	14.3	42.9	33.3	9.5	0.0	100.0	42
West	3.4	48.3	34.5	10.3	3.4	100.0	29
East	0.0	74.1	22.2	0.0	3.7	100.0	27
North	15.7	76.5	7.8	0.0	0.0	100.0	51
Central	11.1	27.8	16.7	5.6	38.9	100.0	18
New Delhi	0.0	65.0	30.0	5.0	0.0	100.0	20
Total	5.6	44.0	19.4	3.4	27.6	100.0	377

Source: Field Study, 2018

Table 4.32: Household Category wise Percentage of Beneficiaries Reported Quality of Sugar Received

	Very Good	Good	Average	Poor	Very Poor	Total	N
Priority Category (PR)	4.5	31.3	18.3	3.6	42.4	100.0	224
Priority Category-Sugar (PR-S)	8.1	59.5	8.1	8.1	16.2	100.0	37
Antyodaya Anna Yojana (AAY)	6.9	63.8	25.0	1.7	2.6	100.0	116
Total	5.6	44.0	19.4	3.4	27.6	100.0	377

Source: Field Study, 2018

4.3: Perception of Beneficiaries on FPS

In terms of the attitude of the FPS dealers, half of the respondents have reported that their attitude was satisfactory, one third of them have reported that it was highly good and rest have informed it to be average. The evidence is the same across the districts and by different card type (Table 4.33 and Table 4.34). For circle wise evidence, please refer to Appendix Table 4.9. Some beneficiaries complained that FPS dealers behave rudely towards beneficiaries.

Table 4.33: District wise Percentage of Beneficiaries who graded the attitude of the FPS dealer

	Very Satisfied	Satisfied	Neutral/Average	Dissatisfied	Total
North East	22.0	51.0	25.2	1.2	100.0
North West	50.8	48.3	0.6	0.2	100.0
South West	29.1	60.9	9.6	0.4	100.0
South	34.5	53.3	11.5	0.8	100.0
West	14.1	35.4	44.9	5.6	100.0
East	3.0	90.3	4.8	1.8	100.0
North	55.2	38.6	5.5	0.7	100.0
Central	58.7	38.7	1.3	1.3	100.0
New Delhi	0.0	35.8	56.8	7.4	100.0
Total	30.2	51.6	16.4	1.9	100.0

Source: Field Study, 2018**Table 4.34: Attitude grading of the FPS dealer by Household Categories and Percentage of Beneficiaries**

	Very Satisfied	Satisfied	Neutral/Average	Dissatisfied	Total
Priority Category (PR)	31	52	15	1	100
Priority Category-Sugar (PR-S)	26	54	18	1	100
Antyodaya Anna Yojana (AAY)	23	41	31	5	100
Total	30	52	16	2	100

Source: Field Study, 2018**Table 4.35: District wise Percentage Distribution of Beneficiaries by the rating on the contribution of the FPS to fulfill the need of the family**

	Very important	Important	Neutral/Average	Not very important	Total
North East	54.4	39.4	6.2	0.0	100
North West	54.4	42.9	2.5	0.2	100
South West	44.3	53.8	1.9	0.0	100
South	44.3	51.3	4.5	0.0	100
West	34.1	53.6	11.8	0.5	100
East	16.1	77.9	5.8	0.3	100
North	60.0	27.2	12.1	0.7	100
Central	70.4	29.1	0.4	0.0	100
New Delhi	38.4	46.3	14.2	1.1	100
Total	46.1	47.6	6.0	0.2	100

Source: Field Study, 2018

The survey has asked the beneficiary to rate the contribution of the FPS to fulfill the need of the family, 48 per cent have reported it was important and another 46 per cent have reported it was very important. In Central, almost 70 per cent of respondent mentioned it is very important whereas in East 78 per cent have informed it as important (Table 4.35).

For AAY more than half have reported it is very important to fulfill the need of the family. For PR category 46 per cent have reported it is very important whereas 42 per cent of PR-S informed it is very important to fulfill the need of the family (Table 4.36). For circle wise evidence, please refer to Appendix Table 4.10.

राशन दुकान डीलर सही राशन नहीं देते हैं अगर कुछ बोले तो अभद्र बर्ताव करते हैं और कार्ड कैंसिल करने की धमकी देते हैं ।

Table 4.36: Percentage Distribution of Beneficiaries by the rating on functioning of FPS

	Very important	Important	Neutral/Average	Not very important	Total
Priority Category (PR)	46.3	47.8	5.8	0.2	100.0
Priority Category-Sugar (PR-S)	42.3	48.8	8.5	0.4	100.0
Antyodaya Anna Yojana (AAY)	54.2	41.8	4.0	0.0	100.0
Total	46.1	47.6	6.0	0.2	100.0

Source: Field Study, 2018

In terms of the functioning of the FPS shop more than half of the respondents have reported they are satisfied with the Functioning of the FPS, another 26 per cent have reported they are very satisfied and rest 19 per cent have reported it was average. District wise evidence shows that more than 80 per cent have reported functioning of the FPS is satisfied in the East whereas more than half of the respondents have reported functioning of FPS is average (Table 4.37). Different cardholding type analysis shows that more than half of beneficiary from PR and PR-S cardholder reported satisfied with the functioning of the FPS (Table 4.38).

Table 4.37: Percentage of Beneficiaries by their Satisfaction on functioning of the FPS by District

	Very Satisfied	Satisfied	Neutral/Average	Dissatisfied	Total
North East	17	55	27	1	100
North West	46	50	4	0	100
South West	27	54	18	1	100
South	32	50	16	2	100
West	10	40	40	9	100
East	4	86	7	3	100
North	46	45	9	0	100
Central	44	52	3	1	100
New Delhi	1	43	52	5	100
Total	26	53	19	2	100

Source: Field Study, 2018

Table 4.38: Percentage of Beneficiaries by their Satisfaction on functioning of the FPS by District by Household Category

	Very Satisfied	Satisfied	Neutral/Average	Dissatisfied	Total
Priority Category (PR)	27	54	17	2	100
Priority Category-Sugar (PR-S)	22	54	22	2	100
Antyodaya Anna Yojana (AAY)	22	43	32	4	100
Total	26	53	19	2	100

Source: Field Study, 2018

Less than 2 per cent of the respondents have reported they have ever received any other item than what rice and sugar from the FPS (Table 4.39). Almost 100 per cent have reported they prefer to receive the ration in kind. District wise and Cardholder wise also there is no variation in terms of preference of ration in kind (Table 4.40 and Table 4.41). From our qualitative survey we find some beneficiaries opined that beside wheat, rice and sugar government should also think for distributing dal in subsidized rate

Table 4.39: Percentage of Beneficiaries received any other item (other than rice, wheat and sugar) from the FPS

	Yes
North East	0.2
North West	1.3
South West	0.2
South	0.0
West	5.4
East	6.1
North	0.0
Central	0.0
New Delhi	0.0
Total	1.5

Source: Field Study, 2018

Preference of Beneficiaries to Received Ration in Cash or Kind

Table 4.40: Percentage of Beneficiaries Prefer to Receive the Ration in Kind or in Cash at the market rate by District

	In kind	Cash	Total
North East	95	5	100
North West	99	1	100
South West	99	1	100
South	99	1	100
West	97	3	100
East	99	1	100
North	98	2	100
Central	97	3	100
New Delhi	100	0	100
Total	98	2	100

Source: Field Study, 2018

Table 4.41: do you prefer to receive the ration in kind or in cash at the market rate by Type of Beneficiary

	In kind	Cash	Total
Priority Category (PR)	98	2	100
Priority Category-Sugar (PR-S)	99	1	100
Antyodaya Anna Yojana (AAY)	99	1	100
Total	98	2	100

Source: Field Study, 2018

Preference of Beneficiaries on Free Home Deliveries

More than half of the respondent would like to have facility of home delivery free of charge. Among the districts more than 70 per cent of the respondents in North West have reported free home delivery facility whereas only 39 per cent have reported in the East (Table 4.42). More than half of PR and PR-S cardholder would like to have the facility of home delivery free of charge whereas for AAY the proportion is 46 per cent (Table 4.43).

Table 4.42: Percentage of Beneficiaries who prefer free home delivery service by the District

	% Yes
North East	45
North West	72
South West	45
South	52
West	49
East	39
North	55
Central	55
New Delhi	56
Total	52

Source: Field Study, 2018

Table 4.43: Percentage and types of Beneficiaries who prefer free home delivery service

	%Yes
Priority Category (PR)	52
Priority Category-Sugar (PR-S)	54
Antyodaya Anna Yojna (AAY)	46
Total	52

Source: Field Study, 2018

4.4: Functioning of E-PoS System

Almost 100 per cent have reported they are aware that FPS is equipped with e-PoS. District wise and ration card type also there is no variation (Table 4.44). Almost 100 per cent have reported they have taken ration through e-PoS from FPS. District and ration card type also there is no variation (Table 4.45). The survey has also asked whether manual system is good or e-PoS is good, almost 70 per cent have reported manual system is good and rest 30 per cent have reported e-PoS system is good. (Table 4.46). Ration card wise also there is no variation in terms of preference of manual system and e-PoS. For circle wise evidence please refer Appendix Table 4.11. However from the qualitative discussion with the beneficiaries it was emphasized that e-PoS is good but beneficiaries faced problem with e-PoS because of technicality issued. Many of the beneficiaries interested in e-PoS system if the problem they faced solved.

Table 4.44: Percentage of Beneficiaries have taken ration through e-PoS from FPS

		% yes
District	North East	87.6
	North West	99.6
	South West	98.7
	South	95.5
	West	96.4
	East	98.8
	North	96.6
	Central	83.5
	New Delhi	99.5
	Total	95.3
Type of ration card	Priority Category (PR)	94.7
	Priority Category-Sugar (PR-S)	98.3
	Antyodaya Anna Yojana (AAY)	95.5

Source: Field Study, 2018

Table 4.45: Percentage of Beneficiaries have taken ration through e-PoS from FPS

		% yes
District	North East	98.4
	North West	95.2
	South West	97.0
	South	94.0
	West	97.2
	East	99.1
	North	93.8
	Central	97.4
	New Delhi	98.4
	Total	96.6
Household Type	Priority Category (PR)	96.6
	Priority Category-Sugar (PR-S)	97.0
	Antyodaya Anna Yojana (AAY)	96.6

Source: Field Study, 2018

Table 4.46: Percentage of Beneficiaries by their Opinion on whether the manual system or e-PoS system at FPS was good

		Manual System	e-PoS
District	North East	63.0	37.0
	North West	69.4	30.6
	South West	74.0	26.0
	South	60.5	39.5
	West	77.7	22.3
	East	72.4	27.6
	North	70.3	29.7
	Central	51.7	48.3
	New Delhi	71.6	28.4
	Total	68.3	31.7
Type of ration card	Priority Category (PR)	66.7	33.3
	Priority Category-Sugar (PR-S)	75.7	24.3
	Antyodaya Anna Yojna (AAY)	72.3	27.7

Source: Field Study, 2018

Table 4.47: Percentage of Beneficiaries by Reasons for Good Functioning of e-PoS(Multiple Answer)

	Time saving to get ration from shop	More transparency	Receiving of Full Quantity of items, as per eligibility	Improvement in punctuality of opening days/timings	Total
North East	79.5	63.7	75.8	34.2	100.0
North West	78.1	24.5	32.5	15.9	100.0
South West	80.0	53.6	73.6	23.2	100.0
South	87.7	44.2	57.1	13.5	100.0
West	87.6	56.2	88.8	31.5	100.0
East	47.4	80.0	32.6	5.3	100.0
North	86.4	37.5	22.7	10.2	100.0
Central	67.5	51.8	87.7	11.4	100.0
New Delhi	96.5	49.1	93.0	52.6	100.0
Priority Category (PR)	78.4	50.9	60.9	19.9	100.0
Priority Category-Sugar (PR-S)	80.9	48.7	67.8	24.3	100.0
Antyodaya Anna Yojana (AAY)	78.4	51.0	60.8	33.3	100.0
Total	78.6	50.7	61.7	21.0	100.0

Source: Field Study, 2018

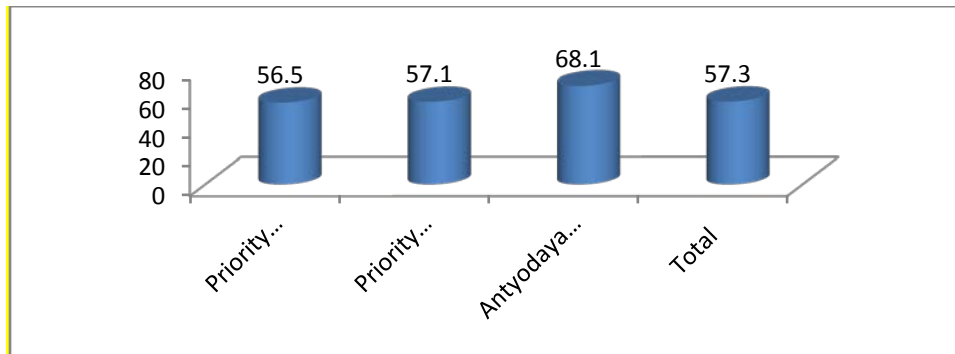
We also inquire about the reasons for why e-PoS is good from the beneficiaries who told the e-PoS system is good. The main reason for e-PoS is good is time saving to get ration from shop (79 per cent) followed by receiving of full quantity of items as per eligibility (62 per cent), more transparency (51 per cent) and improvement in punctuality of opening days/timings (21 per cent). District wise evidence shows that in New Delhi almost 97 per cent have identified e-PoS as time saving to get ration from shop and another 93 per cent have identified receiving full quantity of items as per eligibility as the main reason for liking e-PoS. In East, it is identified as more transparent. Under Ration card type also similar pattern is found in terms of reason for considering e-PoS as good (Table 4.47). For circle wise evidence, please refer to Appendix Table 4.12.

On the other hand, the research team also inquired about the reason why the e-PoS system is not good from the beneficiaries who opined the system is not good. The survey has also asked the reason why e-PoS is not good. The major reason for e-PoS is not good is that e-PoS system is time-consuming (88 per cent) and Non-Delivery/Problems in receiving OTP (32 per cent).

In district like South, East, West, and New Delhi, more than 90 per cent have reported that e-PoS system is time-consuming whereas in North West only 62 per cent have reported e-PoS system as time-consuming.

and thus is not good. The ration card type also similar pattern is observed (Table 4.49). For circle wise evidence, please refer to Appendix Table 4.13.

Figure 4.14: Percentage Beneficiaries Told that Physical Presence of Head of Household Necessary to Get Ration from FPS



The research team has also inquired from the beneficiaries about the physical presence of head of the family is required to take the ration. As high as 57 per cent of beneficiaries said that the physical presence is necessary. During the discussion with the district officials as well as the FPS dealers it was found that the sample of fingerprint of all the members of the households was there in FPS shops and it is interesting to find that a large proportion of beneficiaries did not have the awareness. The awareness among AAY beneficiaries is low (68%) as compared to PR (56.5 per cent) and PR-S (57.1 per cent) category where they informed physical presence of the head of household is necessary to draw ration (figure 4.14).

Qualitative observation indicates that the a manual system is better than e-PoS because

- e-PoS biometric is not working properly. Matching fingers during taking ration is sometimes creating problem.
- Some dealer said that the fingerprint of the senior citizens and daily wage labour is not recognized by the epos machine hence they faced difficulty and irritated on the PDS dealer. Some dealer (about 15%) opined that the manual system is good as this saves time of the dealer as well as the customer.
- Presence of head of the household is necessary which create a problem
- Many time the OTP does not come or takes longer time to the registered mobile number

Source: Qualitative Observation

Table 4.48: Problems of e-Pos System (Percentage of Beneficiaries)

		e-PoS system is time consuming,	Problems in receiving OTP
District	North East	85.2	48.0
	North West	61.7	40.7
	South West	89.2	21.0
	South	90.9	21.8
	West	99.3	42.2
	East	96.2	12.4
	North	84.2	33.6
	Central	79.2	33.3
	New Delhi	99.2	43.1
Type of ration card	Priority Category (PR)	87.6	32.0
	Priority Category-Sugar (PR-S)	87.2	34.1
	Antyodaya Anna Yojna (AAY)	94.7	31.0
Total		87.9	32.2

Source: Field Study, 2018

The study has also analyzed the effectiveness of portability of FPS (Table 4.49). Almost 80 per cent of the respondents have reported they receive the SMS of delivery of ration. Across districts the range varies from 73 per cent for Central to 87 per cent for East. 70 per cent have reported they are aware about the portability of fair price shops. In North West district almost 100 per cent have reported they are aware about portability whereas in New Delhi the proportion is only 45 per cent. Only 15 per cent have tried to avail the facility of FPS portability. Among the districts almost 30 per cent have tried to avail the facility of FPS portability in North West. Among the respondent who have tried to avail the facility of FPS portability, less than half of the respondent have reported that other FPS dealer provide the ration. However in North East almost 84 per cent have reported FPS dealer provide the ration.

Analysis by ration card type shows that, almost 80 per cent of the beneficiaries have received SMS of delivery of ration. Almost 70 per cent of the beneficiaries of PR and PR-S category have aware about the portability of fair price shops were as only 57 per cent of AAY are aware about the portability of fair price shops. However less than one fourth of the beneficiaries from any card holder have tried to avail the facility of FPS portability. Among the beneficiaries who have tried to avail the facility of FPS portability 47 per cent of PR and AAY card holder have reported that other FPS dealer provide the ration. However for PR-S the percentage is only 33 percent.

For circle wise evidence please refer Appendix Table 4.14.

Portability of Ration Card by Beneficiaries

Table 4.49: Effectiveness of Portability of FPS (Percentage of Beneficiaries)

		Do you receive the SMS of delivery of ration	Are you aware about the portability of fair price shops	Have you tried to avail the facility of FPS portability	If yes did the other FPS dealer provide the ration
District	North East	81.8	57.4	16.0	83.8
	North West	79.8	99.0	29.6	9.9
	South West	76.8	79.4	16.4	53.2
	South	82.0	78.8	14.8	44.1
	West	75.4	50.8	7.4	62.1
	East	87.0	61.8	7.9	61.5
	North	78.6	88.6	17.6	52.9
	Central	73.0	60.4	7.8	77.8
	New Delhi	84.2	44.7	10.5	35.0
	Total	79.8	71.1	15.3	45.8
Type of ration card	Priority Category (PR)	80.2	72.1	16.1	47.5
	Priority Category-Sugar (PR-S)	78.1	70.9	13.0	33.3
	Antyodaya Anna Yojna (AAY)	78.5	57.1	9.6	47.1

Source: Field Study, 2018

4.5: Summing up

The chapter has highlighted the performance of FPS in Delhi from the beneficiaries' point of view.

- The survey has covered 3280 households with 13205 populations.
- Out of total population 80 percent of them are adult, 11 percent of them are children, 8 percent are senior citizen.
- More than 90 percent of the respondents have reported that their dwellings are pucca and there is no district wise variation in terms of dwelling of the respondent.
- More than half of the respondents have regular job either in government sector or in private sector, another 23 percent of the respondents are in self-employed in nonagricultural sector and 12 percent are in casual labour (other than in construction sector).
- 81 percent of the surveyed households are in priority category, 14 percent are in priority category –sugar and rest 5 percent are in Antyodaya Anna yojana category. Among the surveyed household northern districts have relatively less proportion of priority category household

More than 64 percent of the respondent have made their ration card in 2013-14 and almost 19 percent of them have made card in 2015. Only 1per cent of the respondents have told they have card between 2016 and 2018. Rest 16 per cent have informed they did not remember the year

Almost 90 per cent of the respondents aware of timing of opening of ration shop. However awareness level is low in West and New Delhi

- More than 60 per cent cases respondent told shops have opened as per official timing

- More than 60 per cent of the beneficiaries reported they have visited first week of the week and rest of the respondent have reported they have visited 2nd week
- It is reported 71 per cent of the respondent have received always entitlement on single visit
- Among the card holder AAY and PR category more than 70 per cent have reported always entitlement on single visit whereas for PR-S only 67 per cent of them reported the same
- Among the districts North East, North West and Central almost half of the respondent told quota for any items in respect of preceding month is still awaited
- Reason for not getting quantity as per the quota are as follows: ration dealer refused to give full quota, grain supplied did not reach the FPS shop, lack of information about opening times of the FPS and not interest in buying grain from FPS
- In West half of the respondent informed quality of wheat is only average
- More than half of the PR and PR-S card holder informed quality of wheat is good whereas less than half of the respondent from AAY card holder informed wheat quality is good.
- In terms of rice quality, almost 60 per cent have reported quality is good another 36 per cent have reported quality of rice is average
- Half of the respondent have reported attitude of FPS dealer was satisfied, one third of them have reported it was very satisfied and rest have informed it is average
- More than half of beneficiary from PR and PR-S card holder reported satisfied with the functioning of the FPS
- Almost 100 per cent have reported they prefer to receive the ration in kind
- More than half of the respondent would like to have facility of home delivery free of charge
- Almost 100 per cent have reported they have aware that FPS is equipped with e-PoS.
- The main reason for e-PoS is good is time saving to get ration from shop followed by receiving of full quantity of items as per eligibility, more transparency and improvement in punctuality of opening days/timings.
- The major reason for e-PoS is not good is that e-PoS system is time consuming followed by Non Delivery/Problems in receiving OTP.
- 70 per cent have reported they are aware about the portability of fair price shops. In North West district almost 100 per cent have reported they are aware about portability whereas in New Delhi the proportion is only 45 per cent.
- Only 15 per cent have tried to avail the facility of FPS portability. Among the districts almost 30 per cent have tried to avail the facility of FPS portability in North West.
- Among the respondent who have tried to avail the facility of FPS portability, less than half of the respondent have reported that other FPS dealer provide the ration except North East district where 84 per cent of the beneficiaries have reported they have received ration from other FPS dealer.

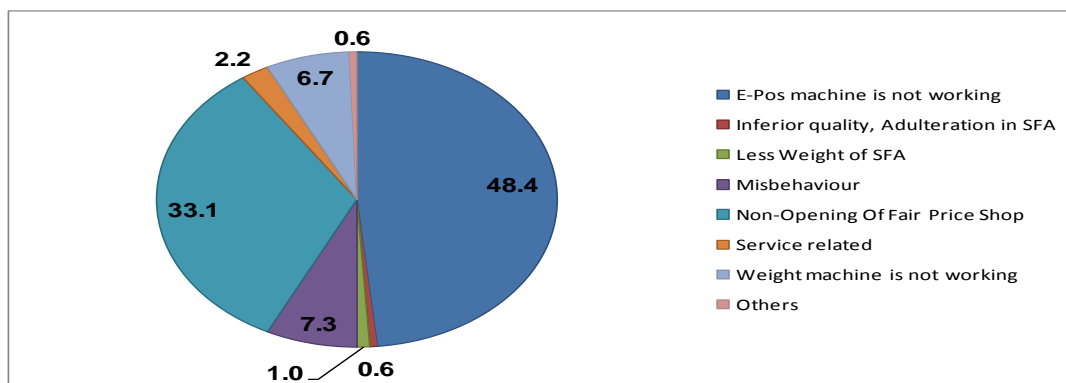
Chapter 5: Grievances and its Redressal Mechanism

The study has inquired about the major grievances of the beneficiaries and how the department redresses the grievances. The e-pos portal provided a provision for addressing complaints or grievances related to PDS services relating to both FPS dealer and beneficiaries. Users can access this facility to voice their concerns related to the PDS through the portals. This system takes care of the grievances filed by the beneficiaries and other stakeholders involved in the PDS process. The department took an effort to address the grievances. The purpose of this process is to record and resolve the grievances addressed by the beneficiaries and dealers. Once the grievance is posted online it gets auto-forwarded to the concerned officials who are responsible for the Redressal. In this section, we have collected data on grievances made by beneficiaries through e-pos system for a time period of December 2017 to April 2018. Between the five months a total of 490 complaints made by the beneficiaries and the complaint broadly divided into eight broad categories given below.

1	E-Pos machine is not working
3	Inferior quality, Adulteration in SFA
4	Less Weight of SFA
5	Misbehaviour
6	Non-Opening Of Fair Price Shop
7	Service-related
8	Weight machine is not working

Of the total 490 complaints about half of the total complaints are related to non-working-e-pos machines, followed by one-third of total complaints related to non-opening FPS shops. Misbehavior of the dealer and non-functioning weighing machine are the third and fourth major grievances registered which constituted about 7 per cent each of the total complaint. The other complain registered are related to inferior quality and adulteration in SFA and less weight of SFA.

Figure 5.1: Percentage Distribution of Type of Complain



Source: Department of Food and Supply, Government of NCT, Delhi

Table 5.1 explained the districtwise complaints made. This clearly shows that not working of e-pos machine is about half of the total complained. Of the total complains made on not-working of e-pos machine by district the North-West district has the highest number of complaint (62 out of the total 237 complaints). The second most important complain that made by beneficiaries is the non-opening of the shop (162 complaints). The district which has the highest number of complaint on non-opening of the shop are South (37 complaints), North-West district (30 complaints) and South-West district (26 complaints). Of the total 11 service-related complaints, 8 complaints were made by North-West District alone. Again in terms of misbehavior, the North-West district tops with 14 complaints out of total 36 complaints.

Table 5.1: Distribution of Complain registered by the beneficiaries and the complaint type (Number)

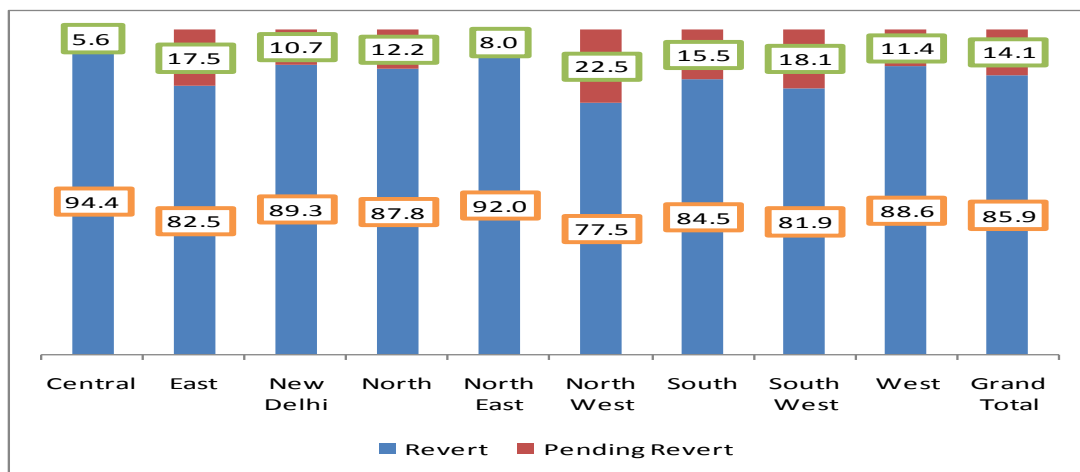
District	E-Pos machine is not working	FAIR PRICE SHOP WEIGHT MACHINE NOT Working	Inferior quality, Adulteration in SFA	Less Weight of SFA	Misbehaviour	Non-Opening Of Fair Price Shop	Service related	Weight machine is not working	Others	Total
Central	22				1	10		2	1	36
East	22			2	3	7		6		40
New Delhi	14				2	11		1		28
North	31		1		1	10	1	5		49
North East	62	1		1	3	15		5	1	88
North West	19				14	30	8			71
South	20		1	1	6	37	1	4	1	71
South West	34		1		3	26	1	7		72
West	13			1	3	16		2		35
Total	237	1	3	5	36	162	11	32	3	490

Source: Department of Food and Supply, Government of NCT, Delhi

It is interesting to note that out of the total complaints made in South district, the non-opening of the shop constitutes more than 50 per cent.

Of the total 490 complaints made in Delhi 421 complaints are revert and the rest 69 complaints are pending till now. In other wards of the total complaints 86 per cent complaints in Delhi are revert back and the remaining 14% are pending. The district wise analysis of the revert cases shows that in Central district the proportion of complaint revert back is highest of 94.4 per cent followed by North-East district having 92.0 per cent. The proportion of pending cases (cases not resolved) is highest in North-West district (22.5%) followed by South-West district and East district of around 18% each.

Figure 5.2: District wise Percentage of Complaints Revert Back and Pending



Source: Department of Food and Supply, Government of NCT, Delhi

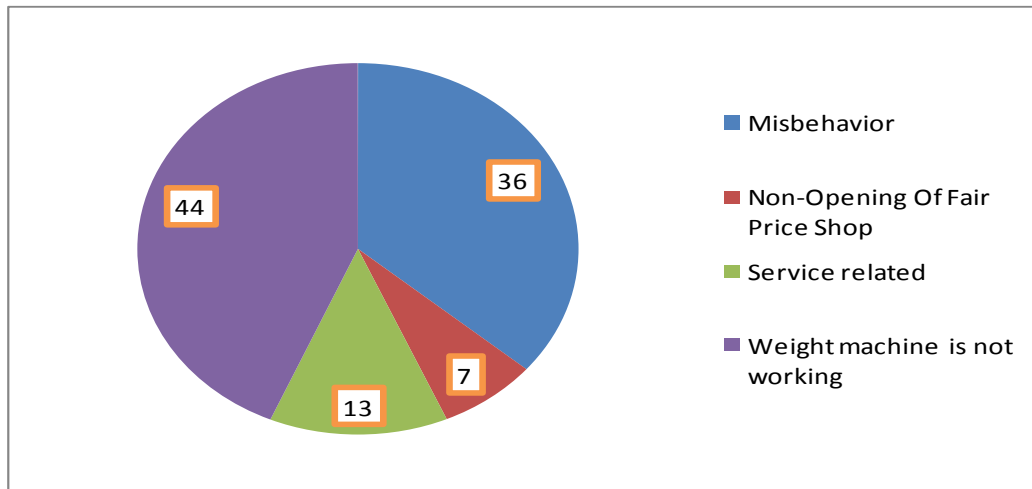
Table 5.2: Percentage of Complain action status

District	Number			Percentage		
	Revert	Pending Revert	Total	Revert	Pending Revert	Total
Central	34	2	36	94.4	5.6	100
East	33	7	40	82.5	17.5	100
New Delhi	25	3	28	89.3	10.7	100
North	43	6	49	87.8	12.2	100
North East	81	7	88	92.0	8.0	100
North West	55	16	71	77.5	22.5	100
South	60	11	71	84.5	15.5	100
South West	59	13	72	81.9	18.1	100
West	31	4	35	88.6	11.4	100
Grand Total	421	69	490	85.9	14.1	100

Source: Department of Food and Supply, Government of NCT, Delhi

Of the total 69 complaints which are not reverted 44 per cent of that is related to non-working of weighing machine and 36 per cent of that is related to misbehavior. The remaining 20% are relating to non-opening of fair price shops and service related complaint.

Figure 5.3: Percentage Distribution of Pending Complaint Cases



Source: Department of Food and Supply, Government of NCT, Delhi

Table 5.3:Percentage of Pending Complain which are Not Reverted

District	Misbehavior	Non-Opening Of Fair Price Shop	Service related	Weight machine is not working	Total
Central	0.0	0.0	0.0	100.0	100.0
East	14.3	0.0	0.0	85.7	100.0
New Delhi	66.7	0.0	0.0	33.3	100.0
North	16.7	0.0	0.0	83.3	100.0
North East	28.6	0.0	0.0	71.4	100.0
North West	56.3	0.0	43.8	0.0	100.0
South	54.5	18.2	9.1	18.2	100.0
South West	15.4	23.1	7.7	53.8	100.0
West	50.0	0.0	0.0	50.0	100.0
Total	36.2 (25)	7.2 (5)	13.0 (9)	43.5 (30)	100.0 (69)

Note: Figure in bracket is the total number of complaint not reverted.

Source: Department of Food and Supply, Government of NCT, Delhi

Table 5.3 explained the month-wise total number of complaints made. From the table, it is clear that from January to April 2018 when the e-posssystem effectively worked,the highest proportion of complaints is on the working of e-posmachine. The second important complaint made is relating to non-opening of the shops.

Table 5.4: Number of complain month wise

District	E-Pos machine is not working	Fair Price Shop Weight Machine Not Working	Inferior quality, Adulteration in SFA	Less Weight of SFA	Misbehavior	Non-Opening Of Fair Price Shop	Others	Service related	Weight machine is not working	Total
Dec 2017	5	0	0	2	0	51	0	1	0	59
Jan 2018	82	0	2	1	7	45	3	1	0	141
Feb 2018	36	1	0	0	1	34	0	0	0	72
March 2018	81	0	1	2	12	20	0	2	29	147
April 2018	33	0	0	0	16	12	0	7	3	71
Total	237	1	3	5	36	162	3	11	32	490

Source: Field Study, 2018

Appendix table 5.1 shows the circle complaint status during the five month period. The table clearly shows that circles like Babarpur, Ghonda, Gokalpur and Mustafabad in the district North East registered a large number of complaint during the last five months. This followed by district North West where in three circles i.e. Bawana, Karari and Narela circle registered higher number of complaints. The other circles like R.K Puram (New Delhi district), Patel Nagar (Central Delhi), Sahadra circle (East Delhi), Burari (North Delhi), Badarpur (South Delhi), Rajendra Nagar and Uttam Nagar (Southwest Delhi) and VIKAS PURI of West Delhi registered highest number of complaints. As mentioned previously the functioning of e-posmachine were found to be a major problem and the highest number of complaints were found relating to working of e-posmachine. The circles which registered a higher number of complaints relating to functioning of e-posmachine are Rajendra Nagar 16 complaints (South-West Delhi), Gokalpur 15 complaints and Babarpur 16 complaints (North East Delhi), Burari 10 complaints (North Delhi), Patel Nagar 10 complaints (Central Delhi). The non-opening of shops is highest in Badarpur circle of South District followed by Vikaspuri of West district (10 complaints).

Chapter 6: Conclusions and Recommendation

6.1 Conclusion

1. The study has evaluated the functioning of the FPS in Delhi. The study has covered 328 FPS shops from nine districts and seventy circles of Delhi. The survey has also interviewed from 3280 beneficiary households to understand the perspective of beneficiaries on the functioning of the FPS in Delhi.
2. Delhi has a total 2254 fair price shops in the financial year 2016-17 catering to 1.94 million ration cardholders. However total ration cardholders reduced from 3.69 million in 2001-02 to 1.94 million in 2016-17 whereas the total number of FPS reduced from 2975 to 2254 during the same period of time. The district wise proportion of FPS to total FPS varies from 15.4 % in North-East Delhi to 5.3% in New Delhi. Of the total 19.41 lakhs ration card holder about 86 per cent belongs to PR category followed by 9.7 per cent of PR-S category. Of the total beneficiary households, only 3.8 per cent are categorized as AAY households. The survey has emphasized on three main issues:
 - i) FPS utilization
 - ii) Perception of FPS
 - iii) Effectiveness of e-PoS

FPS utilization

- ii) It is reported that more than 64 per cent of the respondents have made their ration card in 2013-14 and almost 19 per cent of them have made card in between 2015 & 2018. Only 41 per cent of the respondents have told they have card from 2016 to 2018. Rest 16 per cent have informed they did not remember the year
- iii) Almost 90 per cent of the respondents were aware of the timing of the opening of ration shop. Compare to other districts, the percentage of respondent reported awareness is lowest in West and New Delhi. It was reported that more than 60 per cent cases respondent told shops have opened as per official timing.
- iv) In terms of duration of visit to FPS shop, more than 60 per cent of the beneficiaries reported they have visited in the first week of the week and rest of the respondent have reported they have visited in the second week. Within district also there is not much variation except in New Delhi district where less than 50 percent beneficiaries reported that they have visited in the first week. Irrespective of the districts, more than 70 per cent of the respondents visit in the morning hours and the rest of them have visited mostly in the evening and some of them in the noon.

- v) Almost 80 per cent of the beneficiaries have reported that the FPS is less than 500m away from their homes. Another 15 per cent of the beneficiaries have reported the FPS is between 500 m and 1 km and rest 5 per cent have reported the FPS is more than 1 km. 90 per cent of the respondents of the North West district have reported FPS shops are less than 500 m away from beneficiaries house whereas only 64 per cent of the North district have reported that FPS shops are less than 500 m. 56.4 per cent of the shops were 151 to 300 square feet in area and another 23.2 per cent were 301 to 450 square feet. Only in Central Delhi, 21.7 per cent of the shops were bigger in size i.e. more than 450 square feet. However, the beneficiary feels that shops should be more spacious. Also, some FPS dealers have the grocery shop along with the FPS shop.
- vi) It is reported 71 per cent of the respondents have received entitlement on single visit and another 27 per cent of the respondents have received usually as per entitlement on single visit. Delhi PR and PR-S category should receive per member 4 kg of wheat at the rate of Rs 2 per kg and per member 1 kg of rice at the rate of Rs 3 per kg. For AAY cardholder should receive 25 kg of wheat per household at the rate of Rs 2 per kg and 10 kg of rice per household at the rate of Rs 3 and 1 kg sugar at the rate of Rs 13.50. Qualitative observation indicates that some beneficiaries in Ghonda complained that the FPS dealer charges a higher price for rice.
- vii) There are some unique observations related to allotment of the ration by FPS dealer to the beneficiaries. The FPS dealer provides wheat in place of rice at free of cost and the rice they sold in the open market. In some other shops, the dealer provided 20 kg wheat and 5 kg rice to AAY households against their quota of 25 kg wheat and 10 kg rice. Here also the ration dealers sell aata in place of wheat at Rs 10 per kg. In some places, beneficiary themselves request for the same.
- viii) Further, there is a need to update the new list of the beneficiaries. A new list was made in the year 2013 with the help of teachers. Many of the beneficiaries told that since 2013 the revision of beneficiary has not been done hence the number of members in the card and reality varies. Hence some new beneficiaries who should be included in the system are excluded.
- ix) One-third of the respondents reported that the quota for items in respect of the preceding month is still awaited. Among the districts North East, North West and Central almost half of the respondent told quota of preceding month is still awaited. In South West district one fourth of the respondent told the same. On the other hand 30.8 per cent to 41.6 per cent of the respondent from South, West, North, and New Delhi have reported quota for preceding month is still awaited.
- x) Qualitative observations find that some beneficiaries said that the FPS dealer give some households more than specified quantity who are near to them. In some FPS shop the PR and

PR-S households are getting sugar. The AAY household complained that they are not getting sugar but at the same time the other households are getting sugar. Dealer used to sell sugar at Rs 30 per kg. The sugar is given in place of rice. The PFS dealers said that the beneficiaries requested them to substitute the ration amount.

- xi) Reasons for not getting quantity as per the quota are as follows: ration dealer refused to give full quota, grain supplied did not reach the FPS shop, lack of information about opening times of the FPS and lack of interest in buying grain from FPS.

Perception of FPS

- xii) In terms of the attitude of the FPS dealer half of the respondents have reported that they were satisfied with the attitude, one third of them have reported it was very satisfying and rest have reported it as average.
- xiii) Qualitative observation pointed out that timing of the shop is one of the major issues. In Palam Circle of South West district beneficiaries complained that the shop opened for only three days in a month. Timing of opening of the shop is a great problem and also some beneficiaries complained that the dealers have rude behavior towards beneficiaries. It is interesting to find that two shops run in the same address but their registrations are different. In the same shop, the beneficiaries are dissatisfied as the dealer does not open the shop in time and he does not distribute the ration in time either.
- xiv) Half of the respondents have reported that FPS is very important to fulfill the need of the family. In terms of the functioning of the FPS shop more than half of the respondents have reported they are satisfied with the functioning of the FPS, another 26 per cent have reported they are highly satisfied and rest 19 per cent have reported it was average. Almost 100 per cent have reported that they prefer to receive the ration in kind. Our qualitative survey says that some beneficiaries wished that beside wheat, rice and sugar government should also think about distributing dal in subsidized rate.
- xv) More than half of the respondents would like to have a free home delivery facility. Among the districts, more than 70 per cent of the respondents in North West have reported in favour of free home delivery facility whereas only 39 per cent in the East district have reported in the same.

Effectiveness of e-PoS

- xvi) Almost 100 per cent have reported they are aware that FPS is equipped with e-PoS. District wise and ration card type also there is no variation. Almost 70 per cent have reported manual

system is good and rest 30 per cent have reported e-PoS system is good. The main reasons for rating manual system as good are:

- xvii) e-PoS biometric is not working properly. Matching fingerprints during receiving ration is sometimes creating a problem.
- xviii) Some dealer said that the fingerprint of the senior citizens and daily wage labourers was not recognized by the e-PoS machine hence they faced difficulty and were annoyed with the PDS dealer. Some dealers (about 15%) opined that the manual system is good as this saves the time of the dealers as well as the customers.
- xix) Many times the OTP does not come to the registered mobile number
- xx) Almost 80 per cent of the respondents have reported they receive the SMS of delivery of ration. Across districts, the range varies from 73 per cent for Central to 87 per cent for East. 70 per cent have reported they are aware of the portability of fair price shops. In North West district almost 100 per cent have reported they are aware of portability whereas in New Delhi the proportion is only 45 per cent. 70 per cent have reported they are aware of the portability of fair price shops. In North West district almost 100 per cent have reported they are aware of portability whereas in New Delhi the proportion is only 45 per cent. Only 15 per cent have tried to avail the facility of FPS portability. Among the districts almost 30 per cent have tried to avail the facility of FPS portability in North West.
- xxi) The study finds that the dealer forced to close the shop for about 15 days in every month as their commission is far too low (Rs 70 per quintal) and with such commission, it is difficult for them to manage livelihood. The commission during e-PoS system is high (Rs 2 per kg) hence some of the dealers want the e-PoS system back. The dealers also complain that every month there is a shortage of grain. They said that they have complained about it to the official of Food and Supply department but to no avail.

6.2 Recommendation

1. A committee consisting of the beneficiaries of a particular FPS should be formed which will be in charge of monitoring the FPS and an FPS level meeting should be held where the committee members, members from circle office and ward members of the area should attend. In the meeting, a review, as well as the grievances of the beneficiaries, should be discussed and the minute of the meeting should be sent to the Assistant Commissioner of the specific district for necessary action.
2. Another major problem faced by the beneficiaries particularly the PR and PR-S households is the non-inclusion of some of their family members in the list. The research team came to know that the list was made long back. The list needs to be updated on a timely basis so that the new members of the family included and even some households whose members died

or left home due to marriage and other reasons should be excluded. In this case also the above-mentioned committee can play a role.

3. Another suggestion come from the field that the household level database from Socio Economic Caste Census (SECC) surveyed in 2013 should be compared with the BPL survey made in 2005. In such comparison, the card category of households (AAY, PR and PR-S) can be reviewed and analyzed for further decision.
4. A flying squad should be made which will independently visit and inspect the FPS and discusses with the beneficiaries and report to the commissioners of Food and Supply, Government of NCT Delhi. This will regulate many of the discrepancies in the FPS relating to the allocation, distribution of ration.
5. It has also suggested that at circle level proper monitoring can check many of the violation of norm by the FPS dealer like not giving information on many aspects in the display board, not giving proper ration to the beneficiaries etc. Also during the focus group discussion, it was opined by some of the beneficiaries that the FPS dealer substitutes one item with other i.e. wheat against rice, sugar against rice, etc. This will also be under check once proper monitoring at circle level is done.
6. It is also found by the team that the demand for rice is not there for many of the beneficiaries. Hence they always request the FPS for substitution of rice against wheat. This substitution of wheat against rice at the FPS level sometimes leads to violation of the basic norms of PDS. Hence a proper inquiry should be made relating to the demand for rice by the beneficiaries and the allocation of rice should be given to FPS accordingly.
7. In the study, it was strongly supported by both beneficiaries and FPS dealers relating to the functioning of the e-pos system. However, a large proportion of FPS dealers opined that the speed and efficiency of e-pos system are not at par hence sometimes it creates problems. On the beneficiaries side also many said that the system is good but some issues should be resolved for efficient functioning of e-pos system. These are
8. As opined by FPS dealer the e-pos machine is supported by 2G network which is much slower. Hence they suggested upgrading all e-pos machine by 4G network which is faster. This will save time for FPS dealer as well as the beneficiaries.
9. One of the major complains of the beneficiaries was that the fingerprint and the eye retina is not always easily read by the server database. For this, the beneficiaries have to wait for a long time to take their ration. Hence it was suggested to upgrade the servers so that it can easily read the fingerprint as well as eye retina from the server database.
10. The research team has also inquired from the beneficiaries if the physical presence of head of the family is required to receive the ration. As high as 57 per cent of beneficiaries

reported that the physical presence is necessary. During the discussion with the district officials as well as the FPS dealers it was found that the sample of fingerprint of all the members of the households was there in FPS shops. It is interesting to find however, that a large proportion of beneficiaries do not have awareness on this matter.

11. Most of the beneficiaries told that in e-pos server database, the eye retina and fingerprint of the head female of the household is only registered. However during the discussion with the district officials as well as the FPS dealers it was found that the feeding of fingerprint of all the members of the households was there in FPS shops. Hence it is important to create awareness among the beneficiaries regarding this issue.
12. Sometimes the beneficiaries faced difficulties as the OTP does not come to their mobile. This is due to different reasons like network problem, server problems, etc. In this case also it is suggested that the beneficiaries should have a confidential pin number (like ATM pin) which they could use in the place of OTP number. Also, some of the beneficiaries failed to link their mobile numbers with the e-PoS system in case of loss of mobile or suspension of the mobile number by telephone provider. In such case, it was suggested to aware the beneficiaries through the FPS dealer about the process to link new mobile number with the e-pos system.
13. It also came to the notice of the research team that some of the FPS dealers have not adequate knowledge on how to use the e-pos system. This is also one of the important reasons for the non-functioning of e-PoS system. It is suggested that the FPS dealer should provide the basic training from time to time for proper knowledge on the functioning of the e-pos system.
14. One important question enquired by the research team is relating to their opinion on take-home ration. In this case, many of the beneficiaries have not clear about the procedure and norms by which the ration will reach their home. They raised an issue that many of the beneficiaries work as casual/regular labourers and they go to their work in the morning and get back only in the late evening. If the ration is supplied to them during the day time they will not be at home to collect it. Secondly, it has also reiterated by the beneficiaries that on the day when the ration is delivered to their homes, they may not have the required money given their poverty. Another important aspect is that some of the beneficiaries stay in rented houses and they shift from one place to another from time to time. How would the home delivery of ration work in such cases? If the 'take home ration scheme is implemented by the Government, the above-mentioned issues can be solved. There's a need for awareness campaigns by the department so that the beneficiaries have a clear idea about the system.

Appendix Tables

Appendix Table 3.1: Circle-wise Distribution of the Sample Fair Price Shops

District	Circles	Number of FPS	District	Circles	Number of FPS
Central	SADAR BAZAR	4	North East	GOKALPUR	5
	CHANDNI CHOWK	2		MUSTAFABAD	5
	MATIA MAHAL	2		KARAWAL NAGAR	6
	BALLIMARAN	3	North West	NARELA	7
	KAROL BAGH	3		BADLI	7
	PATEL NAGAR	6		RITHALA	4
	MOTI NAGAR	3		BAWANA	7
East	TRILOKPURE	5		MUNDKA	7
	KONDLI	4		KIRARI	6
	PATPARGANJ	3		SULTANPUR MAJRA	8
	LAXMI NAGAR	4		ROHINI	2
	VISHWAS NAGAR	2	South	MEHRAULI	3
	KRISHNA NAGAR	5		CHHATTARPUR	4
	GANDHI NAGAR	6		DEOLI	7
	SHAHDARA	4		AMBEDKAR NAGAR	4
New Delhi	NEW DELHI	3		SANGAM VIHAR	4
	JANGPURA	1		KALKAJI	6
	KASTURBA NAGAR	2		TUGHLAKABAD	5
	MALVIYA NAGAR	3		BADARPUR	7
	R.K PURAM	3	South West	UTTAM NAGAR	6
	GREATER KAILASH	2		DWARKA	7
	OKHLA	5		MATAILA	7
North	BURARI	5		NAJAFGARH	6
	TIMARPUR	3		BIJWASAN	6
	ADARSH NAGAR	5		PALAM	9
	SHALIMAR BAGH	2		DELHI CANTT	2
	SHAKUR BASTI	2		RAJENDER NAGAR	4
	TRI NAGAR	4	West	NANGLOI JAT	6
	WAZIRPUR	6		MANGOLPURI	5
	MODEL TOWN	2		MADIPUR	5
North East	SEEMAPURI	6		RAJORI GARDAN	5
	ROHTASH NAGAR	8		HARI NAGAR	5
	SEELMPUR	8		TILAK NAGAR	2
	GHONDA	7		JANAKPURI	4
	BABARPUR	5		VIKAS PURI	7

Appendix Table 3.2: Distribution of the Shops by Closing Day of the Week (%) Across Districts

District	Friday	Monday	Sunday	Tuesday	Wednesday	Total
Central	17.4	60.9	21.7	0.0	0.0	23
East	0.0	87.9	0.0	12.1	0.0	33
New Delhi	0.0	15.8	10.5	73.7	0.0	19
North	10.0	76.7	0.0	13.3	0.0	30
North East	2.0	0.0	0.0	98.0	0.0	50
North West	0.0	100.0	0.0	0.0	0.0	48
South	2.6	0.0	0.0	97.4	0.0	39
South West	0.0	12.8	0.0	0.0	87.2	47
West	0.0	28.2	0.0	0.0	71.8	39
Total	2.7	40.9	2.1	33.2	21.0	328

Source: Field Study, 2018

Appendix Table 3.3: Effectiveness of e-pos System at Circle Level (% of FPS Dealers)

Accuracy		Speed & efficiency		Stock Management		Reporting	
Circle	Range	Circle	Range	Circle	Range	Circle	Range
SHALIMAR BAGH (N)	0-50%	SHAKUR BASTI (N)		DELHI CANTT (SW)	0-50%	DELHI CANTT (SW)	0-50%
DELHI CANTT (SW)		SHALIMAR BAGH (N)		TUGHLAKABAD (S)		TUGHLAKABAD (S)	
TRI NAGAR (N)		MEHRAULI (S)		BURARI (N)		GOKALPUR (NE)	
R.K PURAM (ND)	51-70%	DELHI CANTT (SW)		TRI NAGAR (N)	51-70%	KASTURBA NAGAR (ND)	
KALKAJI (S)		UTTAM NAGAR (SW)		BIJWASAN (SW)		BURARI (N)	
SANGAM VIHAR (S)		MATAILA (SW)		R.K PURAM (ND)		TRI NAGAR (N)	
BURARI (N)	71-99%	PALAM (SW)		SANGAM VIHAR (S)	71-99%	BIJWASAN (SW)	51-70%
AMBEDKAR NAGAR (S)		SADAR BAZAR '(Ce)		VIKAS PURI (W)		R.K PURAM (ND)	
PALAM (SW)		KIRARI (NW)		AMBEDKAR NAGAR (S)		SANGAM VIHAR (S)	
JANAKPURI (W)		KALKAJI (S)		JANAKPURI (W)		SEELMPUR (NE)	71-99%
HARI NAGAR (W)		VIKAS PURI (W)		PATEL NAGAR (Ce)		PALAM (SW)	
KARAWAL NAGAR (NE)		BABARPUR (NE)		BABARPUR (NE)		JANAKPURI (W)	
MATAILA (SW)		TUGHLAKABAD (S)		HARI NAGAR (W)		BABARPUR (NE)	
ROHTASH NAGAR (NE)		CHANDNI CHOWK (Ce)		ROHTASH NAGAR (NE)		MUSTAFABAD (NE)	
SEELMPUR (NE)		PATPARGANJ ('E)		BALLIMARAN (Ce)	100%	BADARPUR (S)	
BALLIMARAN (Ce)	100%	GREATER KAILASH (ND)		CHANDNI CHOWK (Ce)		HARI NAGAR (W)	
CHANDNI CHOWK (Ce)		KASTURBA NAGAR (ND)		KAROL BAGH (Ce)		VIKAS PURI (W)	
KAROL BAGH (Ce)		ADARSH NAGAR (N)		MATIA MAHAL (Ce)		ROHTASH NAGAR (NE)	
MATIA MAHAL (Ce)		BURARI (N)		MOTI NAGAR (Ce)		BALLIMARAN (Ce)	100%
MOTI NAGAR (Ce)		TRI NAGAR (N)		SADAR BAZAR '(Ce)		CHANDNI CHOWK (Ce)	
PATEL NAGAR (Ce)		GHONDA (NE)		GANDHI NAGAR ('E)		KAROL BAGH (Ce)	
SADAR BAZAR '(Ce)		KARAWAL NAGAR (NE)		KONDLI ('E)		MATIA MAHAL (Ce)	
GANDHI NAGAR ('E)		SEELMPUR (NE)	0-50%	KRISHNA NAGAR ('E)		MOTI NAGAR (Ce)	
KONDLI ('E)		AMBEDKAR NAGAR (S)		LAXMI NAGAR ('E)		PATEL NAGAR (Ce)	
KRISHNA NAGAR ('E)		WAZIRPUR (N)		PATPARGANJ ('E)		SADAR BAZAR '(Ce)	
LAXMI NAGAR ('E)		MUSTAFABAD (NE)		SHAHDARA ('E)		GANDHI NAGAR ('E)	
PATPARGANJ ('E)		BADARPUR (S)		TRILOKPURE ('E)		KONDLI ('E)	
SHAHDARA ('E)		BIJWASAN (SW)		VISHWAS NAGAR ('E)		KRISHNA NAGAR ('E)	
TRILOKPURE ('E)		KAROL BAGH (Ce)		GREATER KAILASH (ND)		LAXMI NAGAR ('E)	
VISHWAS NAGAR ('E)		MOTI NAGAR (Ce)		JANGPURA (ND)		PATPARGANJ ('E)	
GREATER KAILASH (ND)		NEW DELHI (ND)		KASTURBA NAGAR (ND)		SHAHDARA ('E)	
JANGPURA (ND)		R.K PURAM (ND)		MALVIYA NAGAR (ND)		TRILOKPURE ('E)	
KASTURBA NAGAR (ND)		TIMARPUR (N)		NEW DELHI (ND)		VISHWAS NAGAR ('E)	
MALVIYA NAGAR (ND)		MUNDKA (NW)		OKHLA (ND)		GREATER KAILASH (ND)	
NEW DELHI (ND)		SULTANPUR MAJRA (NW)		ADARSH NAGAR (N)		JANGPURA (ND)	
OKHLA (ND)		DEOLI (S)	51-70%	MODEL TOWN (N)		MALVIYA NAGAR (ND)	
ADARSH NAGAR (N)		SANGAM VIHAR (S)		SHAKUR BASTI (N)		NEW DELHI (ND)	

Accuracy		Speed & efficiency		Stock Management		Reporting	
Circle	Range	Circle	Range	Circle	Range	Circle	Range
MODEL TOWN (N)		JANAKPURI (W)		SHALIMAR BAGH (N)		OKHLA (ND)	
SHAKUR BASTI (N)		PATEL NAGAR (Ce)		TIMARPUR (N)		ADARSH NAGAR (N)	
TIMARPUR (N)		HARI NAGAR (W)		WAZIRPUR (N)		MODEL TOWN (N)	
WAZIRPUR (N)		SEEMAPURI (NE)		GHONDA (NE)		SHAKUR BASTI (N)	
BABARPUR (NE)		BADLI (NW)		GOKALPUR (NE)		SHALIMAR BAGH (N)	
GHONDA (NE)		BAWANA (NW)		KARAWAL NAGAR (NE)		TIMARPUR (N)	
GOKALPUR (NE)		ROHTASH NAGAR (NE)		MUSTAFABAD (NE)		WAZIRPUR (N)	
MUSTAFABAD (NE)		BALLIMARAN (Ce)		SEELMPUR (NE)		GHONDA (NE)	
SEEMAPURI (NE)		MATIA MAHAL (Ce)		SEEMAPURI (NE)		KARAWAL NAGAR (NE)	
BADLI (NW)		GANDHI NAGAR ('E)		BADLI (NW)		SEEMAPURI (NE)	
BAWANA (NW)		KONDLI ('E)		BAWANA (NW)		BADLI (NW)	
KIRARI (NW)		KRISHNA NAGAR ('E)		KIRARI (NW)		BAWANA (NW)	
MUNDKA (NW)		LAXMI NAGAR ('E)		MUNDKA (NW)		KIRARI (NW)	
NARELA (NW)		SHAHDARA ('E)		NARELA (NW)		MUNDKA (NW)	
RITHALA (NW)		TRILOKPURE ('E)		RITHALA (NW)		NARELA (NW)	
ROHINI (NW)		VISHWAS NAGAR ('E)		ROHINI (NW)		RITHALA (NW)	
SULTANPUR MAJRA (NW)		JANGPURA (ND)		SULTANPUR MAJRA (NW)		ROHINI (NW)	
BADARPUR (S)		MALVIYA NAGAR (ND)		BADARPUR (S)		SULTANPUR MAJRA (NW)	
CHHATTARPUR (S)		OKHLA (ND)		CHHATTARPUR (S)		AMBEDKAR NAGAR (S)	
DEOLI (S)		MODEL TOWN (N)		DEOLI (S)		CHHATTARPUR (S)	
MEHRAULI (S)		GOKALPUR (NE)		KALKAJI (S)		DEOLI (S)	
TUGHLAKABAD (S)		NARELA (NW)		MEHRAULI (S)		KALKAJI (S)	
BIJWASAN (SW)		RITHALA (NW)		DWARKA (SW)		MEHRAULI (S)	
DWARKA (SW)		ROHINI (NW)		MATAILA (SW)		DWARKA (SW)	
NAJAFGARH (SW)		CHHATTARPUR (S)		NAJAFGARH (SW)		MATAILA (SW)	
RAJENDER NAGAR (SW)		DWARKA (SW)		PALAM (SW)		NAJAFGARH (SW)	
UTTAM NAGAR (SW)		NAJAFGARH (SW)		RAJENDER NAGAR (SW)		RAJENDER NAGAR (SW)	
MADIPUR (W)		RAJENDER NAGAR (SW)		UTTAM NAGAR (SW)		UTTAM NAGAR (SW)	
MANGOLPURI (W)		MADIPUR (W)		MADIPUR (W)		MADIPUR (W)	
NANGLOI JAT (W)		MANGOLPURI (W)		MANGOLPURI (W)		MANGOLPURI (W)	
RAJORI GARDAN (W)		NANGLOI JAT (W)		NANGLOI JAT (W)		NANGLOI JAT (W)	
TILAK NAGAR (W)		RAJORI GARDAN (W)		RAJORI GARDAN (W)		RAJORI GARDAN (W)	
VIKAS PURI (W)		TILAK NAGAR (W)	100%	TILAK NAGAR (W)		TILAK NAGAR (W)	

Source: Field Study, 2018

Appendix table 4.1:Percentage of Beneficiaries by Opined that Shops open as per Official Timing

District	Circle	Always	Very often	Sometimes/Rarely	Total
North East	SEEMAPURI	27.3	58.2	14.5	100.0
	ROHTASH NAGAR	38.9	58.3	2.8	100.0
	SEELMPUR	44.4	45.8	9.8	100.0
	GHONDA	62.9	31.4	5.7	100.0
	BABARPUR	64.0	36.0	0.0	100.0
	GOKALPUR	46.0	50.0	4.0	100.0
	MUSTAFABAD	73.5	24.5	2.0	100.0
	KARAWAL NAGAR	62.1	34.5	3.4	100.0
North West	NARELA	48.6	51.4	0.0	100.0
	BADLI	75.7	24.3	0.0	100.0
	RITHALA	70.0	30.0	0.0	100.0
	BAWANA	45.7	54.3	0.0	100.0
	MUNDKA	100.0	0.0	0.0	100.0
	KIRARI	100.0	0.0	0.0	100.0
	SULTANPUR MAJRA	97.5	2.5	0.0	100.0
	ROHINI	65.0	35.0	0.0	100.0
South West	UTTAM NAGAR	57.9	38.6	3.5	100.0
	DWARKA	54.8	45.2	0.0	100.0
	MATAILA	73.9	24.6	1.4	100.0
	NAJAFGARH	66.7	33.3	0.0	100.0
	BIJWASAN	40.0	60.0	0.0	100.0
	PALAM	95.6	1.1	3.3	100.0
	DELHI CANTT	70.0	30.0	0.0	100.0
	RAJENDER NAGAR	20.0	70.0	10.0	100.0
South	MEHRAULI	100.0	0.0	0.0	100.0
	CHHATTARPUR	65.6	34.4	0.0	100.0
	DEOLI	64.6	30.8	4.6	100.0
	AMBEDKAR NAGAR	76.9	20.5	2.6	100.0
	SANGAM VIHAR	70.0	6.7	23.3	100.0
	KALKAJI	83.1	16.9	0.0	100.0
	TUGHLAKABAD	64.4	35.6	0.0	100.0
	BADARPUR	66.7	20.0	13.4	100.0
West	NANGLOI JAT	53.7	34.1	12.2	100.0
	MANGOLPURI	13.3	80.0	6.7	100.0
	MADIPUR	88.9	11.1	0.0	100.0
	RAJORI GARDAN	22.2	59.3	18.5	100.0
	HARI NAGAR	30.4	60.9	8.7	100.0
	TILAK NAGAR	37.5	50.0	12.5	100.0
	JANAKPURI	5.3	78.9	15.8	100.0
	VIKAS PURI	73.8	21.5	4.6	100.0
East	TRILOKPURE	58.3	29.2	12.5	100.0
	KONDLI	44.4	27.8	27.8	100.0
	PATPARGANJ	93.3	6.7	0.0	100.0
	LAXMI NAGAR	33.3	33.3	33.3	100.0
	VISHWAS NAGAR	65.0	30.0	5.0	100.0
	KRISHNA NAGAR	72.3	25.5	2.1	100.0
	GANDHI NAGAR	52.6	42.1	5.3	100.0
	SHAHDARA	81.6	15.8	2.6	100.0
North	BURARI	25.0	33.3	41.7	100.0
	TIMARPUR	100.0	0.0	0.0	100.0
	ADARSH NAGAR	83.7	16.3	0.0	100.0
	SHALIMAR BAGH	100.0	0.0	0.0	100.0
	SHAKUR BASTI	100.0	0.0	0.0	100.0

District	Circle	Always	Very often	Sometimes/Rarely	Total
	TRI NAGAR	79.5	20.5	0.0	100.0
	WAZIRPUR	85.0	15.0	0.0	100.0
	MODEL TOWN	50.0	40.0	10.0	100.0
Central	SADAR BAZAR	50.0	50.0	0.0	100.0
	CHANDNI CHOWK	57.9	42.1	0.0	100.0
	MATIA MAHAL	60.0	40.0	0.0	100.0
	BALLIMARAN	77.8	22.2	0.0	100.0
	KAROL BAGH	80.0	20.0	0.0	100.0
	PATEL NAGAR	83.3	16.7	0.0	100.0
	MOTI NAGAR	93.3	6.7	0.0	100.0
New Delhi	NEW DELHI	59.1	40.9	0.0	100.0
	JANGPURA	20.0	80.0	0.0	100.0
	KASTURBA NAGAR	18.8	68.8	12.5	100.0
	MALVIYA NAGAR	25.0	68.8	6.3	100.0
	R.K PURAM	16.7	77.8	5.6	100.0
	GREATER KAILASH	50.0	25.0	25.0	100.0
	OKHLA	34.4	65.6	0.0	100.0

Source: Field Study, 2018

Appendix Table 4.2: Usual duration of visit to FPS (% of Beneficiaries circle wise)

District	Circle	first week	2nd week	3rd Week	4th Week	Total
North East	SEEMAPURI	63.3	33.3	3.3	0.0	100.0
	ROHTASH NAGAR	55.0	45.0	0.0	0.0	100.0
	SEELMPUR	46.3	52.5	0.0	1.3	100.0
	GHONDA	90.0	8.6	1.4	0.0	100.0
	BABARPUR	48.0	48.0	4.0	0.0	100.0
	GOKALPUR	36.0	60.0	4.0	0.0	100.0
	MUSTAFABAD	76.0	22.0	2.0	0.0	100.0
	KARAWAL NAGAR	60.0	38.3	0.0	1.7	100.0
North West	NARELA	68.6	31.4	0.0	0.0	100.0
	BADLI	71.4	24.3	4.3	0.0	100.0
	RITHALA	77.5	22.5	0.0	0.0	100.0
	BAWANA	75.7	22.9	0.0	1.4	100.0
	MUNDKA	100.0	0.0	0.0	0.0	100.0
	KIRARI	91.7	8.3	0.0	0.0	100.0
	SULTANPUR MAJRA	87.5	12.5	0.0	0.0	100.0
	ROHINI	55.0	45.0	0.0	0.0	100.0
South West	UTTAM NAGAR	60.0	40.0	0.0	0.0	100.0
	DWARKA	92.9	7.1	0.0	0.0	100.0
	MATAILA	51.4	40.0	8.6	0.0	100.0
	NAJAFGARH	65.0	31.7	3.3	0.0	100.0
	BIJWASAN	48.3	51.7	0.0	0.0	100.0
	PALAM	92.2	3.3	0.0	4.4	100.0
	DELHI CANTT	55.0	45.0	0.0	0.0	100.0
	RAJENDER NAGAR	40.0	60.0	0.0	0.0	100.0
South	MEHRAULI	96.7	3.3	0.0	0.0	100.0
	CHHATTARPUR	57.5	42.5	0.0	0.0	100.0
	DEOLI	42.9	54.3	2.9	0.0	100.0
	AMBEDKAR NAGAR	72.5	2.5	25.0	0.0	100.0
	SANGAM VIHAR	60.0	40.0	0.0	0.0	100.0
	KALKAJI	71.7	28.3	0.0	0.0	100.0
	TUGHLAKABAD	72.0	18.0	10.0	0.0	100.0
	BADARPUR	84.3	15.7	0.0	0.0	100.0
West	NANGLOI JAT	51.7	43.3	5.0	0.0	100.0
	MANGOLPURI	62.0	38.0	0.0	0.0	100.0
	MADIPUR	80.0	18.0	0.0	2.0	100.0
	RAJORI GARDAN	62.0	34.0	4.0	0.0	100.0
	HARI NAGAR	44.0	56.0	0.0	0.0	100.0
	TILAK NAGAR	30.0	65.0	5.0	0.0	100.0
	JANAKPURI	45.0	52.5	2.5	0.0	100.0
	VIKAS PURI	50.0	48.6	1.4	0.0	100.0
East	TRILOKPURE	88.0	10.0	2.0	0.0	100.0
	KONDLI	75.0	22.5	2.5	0.0	100.0
	PATPARGANJ	76.7	23.3	0.0	0.0	100.0
	LAXMI NAGAR	57.5	42.5	0.0	0.0	100.0
	VISHWAS NAGAR	55.0	20.0	25.0	0.0	100.0
	KRISHNA NAGAR	80.0	20.0	0.0	0.0	100.0
	GANDHI NAGAR	76.7	23.3	0.0	0.0	100.0
	SHAHDARA	97.5	2.5	0.0	0.0	100.0

District	Circle	first week	2nd week	3rd Week	4th Week	Total
North	BURARI	42.0	46.0	12.0	0.0	100.0
	TIMARPUR	46.7	53.3	0.0	0.0	100.0
	ADARSH NAGAR	56.0	44.0	0.0	0.0	100.0
	SHALIMAR BAGH	75.0	5.0	0.0	20.0	100.0
	SHAKUR BASTI	75.0	20.0	0.0	5.0	100.0
	TRI NAGAR	60.0	37.5	2.5	0.0	100.0
	WAZIRPUR	60.0	36.7	3.3	0.0	100.0
	MODEL TOWN	40.0	45.0	15.0	0.0	100.0
Central	SADAR BAZAR	55.0	45.0	0.0	0.0	100.0
	CHANDNI CHOWK	80.0	20.0	0.0	0.0	100.0
	MATIA MAHAL	70.0	30.0	0.0	0.0	100.0
	BALLIMARAN	63.3	36.7	0.0	0.0	100.0
	KAROL BAGH	76.7	23.3	0.0	0.0	100.0
	PATEL NAGAR	71.7	28.3	0.0	0.0	100.0
	MOTI NAGAR	73.3	26.7	0.0	0.0	100.0
New Delhi	NEW DELHI	60.0	36.7	3.3	0.0	100.0
	JANGPURA	40.0	60.0	0.0	0.0	100.0
	KASTURBA NAGAR	40.0	60.0	0.0	0.0	100.0
	MALVIYA NAGAR	33.3	60.0	6.7	0.0	100.0
	R.K PURAM	26.7	63.3	10.0	0.0	100.0
	GREATER KAILASH	45.0	55.0	0.0	0.0	100.0
	OKHLA	54.0	44.0	2.0	0.0	100.0

Source: Field Study, 2018

Appendix Table 4.3: Usual Time of visit to FPS (Percentage of Beneficiaries)

District	Circle	Morning	Noon	Evening	Total
North East	SEEMAPURI	81.7	5.0	13.3	100.0
	ROHTASH NAGAR	91.3	2.5	6.3	100.0
	SEELMPUR	75.0	5.0	20.0	100.0
	GHONDA	88.6	5.7	5.7	100.0
	BABARPUR	74.0	10.0	16.0	100.0
	GOKALPUR	66.0	16.0	18.0	100.0
	MUSTAFABAD	88.0	2.0	10.0	100.0
	KARAWAL NAGAR	80.0	11.7	8.3	100.0
North West	NARELA	77.1	22.9	0.0	100.0
	BADLI	78.6	14.3	7.1	100.0
	RITHALA	90.0	10.0	0.0	100.0
	BAWANA	78.6	20.0	1.4	100.0
	MUNDKA	71.4	1.4	27.1	100.0
	KIRARI	78.3	1.7	20.0	100.0
	SULTANPUR MAJRA	80.0	0.0	20.0	100.0
	ROHINI	70.0	30.0	0.0	100.0
South West	UTTAM NAGAR	66.7	13.3	20.0	100.0
	DWARKA	68.6	22.9	8.6	100.0
	MATAILA	65.7	28.6	5.7	100.0
	NAJAFGARH	91.7	5.0	3.3	100.0
	BIJWASAN	56.7	41.7	1.7	100.0
	PALAM	87.8	0.0	12.2	100.0
	DELHI CANTT	70.0	30.0	0.0	100.0
	RAJENDER NAGAR	55.0	7.5	37.5	100.0
South	MEHRAULI	93.3	3.3	3.3	100.0
	CHHATTARPUR	80.0	5.0	15.0	100.0
	DEOLI	51.4	24.3	24.3	100.0
	AMBEDKAR NAGAR	90.0	10.0	0.0	100.0
	SANGAM VIHAR	87.5	7.5	5.0	100.0
	KALKAJI	75.0	5.0	20.0	100.0
	TUGHLAKABAD	80.0	6.0	14.0	100.0
	BADARPUR	82.9	11.4	5.7	100.0
West	NANGLOI JAT	80.0	6.7	13.3	100.0
	MANGOLPURI	82.0	6.0	12.0	100.0
	MADIPUR	84.0	16.0	0.0	100.0
	RAJORI GARDAN	48.0	0.0	52.0	100.0
	HARI NAGAR	98.0	0.0	2.0	100.0
	TILAK NAGAR	90.0	10.0	0.0	100.0
	JANAKPURI	95.0	0.0	5.0	100.0
	VIKAS PURI	57.1	12.9	30.0	100.0
East	TRILOKPURE	92.0	8.0	0.0	100.0
	KONDLI	40.0	22.5	37.5	100.0
	PATPARGANJ	90.0	10.0	0.0	100.0
	LAXMI NAGAR	37.5	17.5	45.0	100.0
	VISHWAS NAGAR	55.0	30.0	15.0	100.0
	KRISHNA NAGAR	52.0	22.0	26.0	100.0
	GANDHI NAGAR	68.3	11.7	20.0	100.0
	SHAHDARA	85.0	7.5	7.5	100.0

District	Circle	Morning	Noon	Evening	Total
North	BURARI	60.0	38.0	2.0	100.0
	TIMARPUR	100.0	0.0	0.0	100.0
	ADARSH NAGAR	60.0	6.0	34.0	100.0
	SHALIMAR BAGH	60.0	5.0	35.0	100.0
	SHAKUR BASTI	55.0	0.0	45.0	100.0
	TRI NAGAR	65.0	10.0	25.0	100.0
	WAZIRPUR	71.7	5.0	23.3	100.0
	MODEL TOWN	60.0	40.0	0.0	100.0
Central	SADAR BAZAR	72.5	5.0	22.5	100.0
	CHANDNI CHOWK	90.0	10.0	0.0	100.0
	MATIA MAHAL	75.0	20.0	5.0	100.0
	BALLIMARAN	80.0	10.0	10.0	100.0
	KAROL BAGH	93.3	3.3	3.3	100.0
	PATEL NAGAR	96.7	1.7	1.7	100.0
	MOTI NAGAR	100.0	0.0	0.0	100.0
New Delhi	NEW DELHI	56.7	6.7	36.7	100.0
	JANGPURA	70.0	0.0	30.0	100.0
	KASTURBA NAGAR	95.0	5.0	0.0	100.0
	MALVIYA NAGAR	80.0	3.3	16.7	100.0
	R.K PURAM	53.3	0.0	46.7	100.0
	GREATER KAILASH	70.0	20.0	10.0	100.0
	OKHLA	98.0	2.0	0.0	100.0

Source: Field Study, 2018

Appendix Table 4.4: Circle wise Percentage of Beneficiaries Opined that at the Time of Visit FPS was always found open by circle

District	Circle	Always	Very often	Sometimes/Rarely	Total
North East	SEEMAPURI	28.3	63.3	8.4	100.0
	ROHTASH NAGAR	53.8	46.3	0.0	100.0
	SEELMPUR	50.0	46.3	3.8	100.0
	GHONDA	55.7	40.0	4.3	100.0
	BABARPUR	76.0	24.0	0.0	100.0
	GOKALPUR	58.0	42.0	0.0	100.0
	MUSTAFABAD	54.0	44.0	2.0	100.0
	KARAWAL NAGAR	51.7	46.7	1.7	100.0
North West	NARELA	60.0	40.0	0.0	100.0
	BADLI	72.9	27.1	0.0	100.0
	RITHALA	72.5	27.5	0.0	100.0
	BAWANA	65.7	32.9	1.4	100.0
	MUNDKA	100.0	0.0	0.0	100.0
	KIRARI	100.0	0.0	0.0	100.0
	SULTANPUR MAJRA	98.8	1.3	0.0	100.0
	ROHINI	55.0	45.0	0.0	100.0
South West	UTTAM NAGAR	70.0	28.3	1.7	100.0
	DWARKA	64.3	35.7	0.0	100.0
	MATAILA	68.6	31.4	0.0	100.0
	NAJAFGARH	66.7	33.3	0.0	100.0
	BIJWASAN	48.3	51.7	0.0	100.0
	PALAM	100.0	0.0	0.0	100.0
	DELHI CANTT	65.0	35.0	0.0	100.0
	RAJENDER NAGAR	47.5	42.5	10.0	100.0
South	MEHRAULI	100.0	0.0	0.0	100.0
	CHHATTARPUR	42.5	52.5	5.0	100.0
	DEOLI	70.0	27.1	2.9	100.0
	AMBEDKAR NAGAR	95.0	5.0	0.0	100.0
	SANGAM VIHAR	77.5	20.0	2.5	100.0
	KALKAJI	86.7	13.3	0.0	100.0
	TUGHLAKABAD	66.0	32.0	2.0	100.0
	BADARPUR	61.4	24.3	14.3	100.0
West	NANGLOI JAT	56.7	38.3	5.0	100.0
	MANGOLPURI	46.0	54.0	0.0	100.0
	MADIPUR	86.0	14.0	0.0	100.0
	RAJORI GARDAN	30.0	56.0	14.0	100.0
	HARI NAGAR	46.0	50.0	4.0	100.0
	TILAK NAGAR	40.0	55.0	5.0	100.0
	JANAKPURI	37.5	60.0	2.5	100.0
	VIKAS PURI	80.0	18.6	1.4	100.0
East	TRILOKPURE	56.0	28.0	16.0	100.0

District	Circle	Always	Very often	Sometimes/Rarely	Total
	KONDLI	42.5	32.5	25.0	100.0
	PATPARGANJ	83.3	16.7	0.0	100.0
	LAXMI NAGAR	30.0	35.0	35.0	100.0
	VISHWAS NAGAR	65.0	35.0	0.0	100.0
	KRISHNA NAGAR	74.0	22.0	4.0	100.0
	GANDHI NAGAR	46.7	50.0	3.4	100.0
	SHAHDARA	77.5	17.5	5.0	100.0
North	BURARI	24.0	34.0	42.0	100.0
	TIMARPUR	100.0	0.0	0.0	100.0
	ADARSH NAGAR	90.0	8.0	2.0	100.0
	SHALIMAR BAGH	100.0	0.0	0.0	100.0
	SHAKUR BASTI	100.0	0.0	0.0	100.0
	TRI NAGAR	80.0	20.0	0.0	100.0
	WAZIRPUR	88.3	11.7	0.0	100.0
	MODEL TOWN	35.0	55.0	10.0	100.0
Central	SADAR BAZAR	77.5	22.5	0.0	100.0
	CHANDNI CHOWK	55.0	45.0	0.0	100.0
	MATIA MAHAL	80.0	20.0	0.0	100.0
	BALLIMARAN	76.7	23.3	0.0	100.0
	KAROL BAGH	90.0	10.0	0.0	100.0
	PATEL NAGAR	91.7	8.3	0.0	100.0
	MOTI NAGAR	96.7	3.3	0.0	100.0
New Delhi	NEW DELHI	46.7	50.0	3.3	100.0
	JANGPURA	40.0	60.0	0.0	100.0
	KASTURBA NAGAR	25.0	65.0	10.0	100.0
	MALVIYA NAGAR	43.3	56.7	0.0	100.0
	R.K PURAM	33.3	66.7	0.0	100.0
	GREATER KAILASH	60.0	35.0	5.0	100.0
	OKHLA	52.0	48.0	0.0	100.0

Source: Field Study, 2018

Appendix Table 4.5: Circle wise Percentage of Beneficiaries by Distance of FPS from theirHouse

District	Circle	less than 500 mtrs	500mtrs to 1 k.m	more than1 k.m.	Total
North East	SEEMAPURI	85.0	15.0	0.0	100
	ROHTASH NAGAR	90.0	8.8	1.3	100
	SEELMPUR	76.3	20.0	3.8	100
	GHONDA	80.0	11.4	8.6	100
	BABARPUR	82.0	18.0	0.0	100
	GOKALPUR	70.0	26.0	4.0	100
	MUSTAFABAD	74.0	24.0	2.0	100
	KARAWAL NAGAR	75.0	18.3	6.7	100
North West	NARELA	81.4	10.0	8.6	100
	BADLI	92.9	7.1	0.0	100
	RITHALA	95.0	5.0	0.0	100
	BAWANA	90.0	7.1	2.9	100
	MUNDKA	88.6	10.0	1.4	100
	KIRARI	85.0	10.0	5.0	100
	SULTANPUR MAJRA	98.8	1.3	0.0	100
	ROHINI	95.0	5.0	0.0	100
South West	UTTAM NAGAR	58.3	35.0	6.7	100
	DWARKA	71.4	21.4	7.1	100
	MATAILA	68.6	28.6	2.9	100
	NAJAFGARH	85.0	3.3	11.7	100
	BIJWASAN	53.3	16.7	30.0	100
	PALAM	84.4	8.9	6.7	100
	DELHI CANTT	85.0	10.0	5.0	100
	RAJENDER NAGAR	77.5	22.5	0.0	100
South	MEHRAULI	93.3	6.7	0.0	100
	CHHATTARPUR	95.0	5.0	0.0	100
	DEOLI	61.4	32.9	5.7	100
	AMBEDKAR NAGAR	72.5	12.5	15.0	100
	SANGAM VIHAR	70.0	25.0	5.0	100
	KALKAJI	70.0	30.0	0.0	100
	TUGHLAKABAD	86.0	14.0	0.0	100
	BADARPUR	84.3	5.7	10.0	100
West	NANGLOI JAT	76.7	23.3	0.0	100
	MANGOLPURI	90.0	10.0	0.0	100
	MADIPUR	96.0	4.0	0.0	100
	RAJORI GARDAN	82.0	18.0	0.0	100
	HARI NAGAR	82.0	18.0	0.0	100
	TILAK NAGAR	85.0	15.0	0.0	100
	JANAKPURI	87.5	12.5	0.0	100
	VIKAS PURI	61.4	27.1	11.4	100
East	TRILOKPURE	80.0	16.0	4.0	100
	KONDLI	72.5	22.5	5.0	100
	PATPARGANJ	100.0	0.0	0.0	100
	LAXMI NAGAR	55.0	32.5	12.5	100
	VISHWAS NAGAR	95.0	0.0	5.0	100
	KRISHNA NAGAR	94.0	4.0	2.0	100
	GANDHI NAGAR	90.0	10.0	0.0	100
	SHAHDARA	97.5	2.5	0.0	100
North	BURARI	40.0	22.0	38.0	100
	TIMARPUR	60.0	0.0	40.0	100
	ADARSH NAGAR	76.0	18.0	6.0	100
	SHALIMAR BAGH	55.0	15.0	30.0	100

	SHAKUR BASTI	55.0	20.0	25.0	100
	TRI NAGAR	85.0	7.5	7.5	100
	WAZIRPUR	58.3	28.3	13.3	100
	MODEL TOWN	90.0	5.0	5.0	100
Central	SADAR BAZAR	67.5	32.5	0.0	100
	CHANDNI CHOWK	85.0	5.0	10.0	100
	MATIA MAHAL	95.0	5.0	0.0	100
	BALLIMARAN	86.7	13.3	0.0	100
	KAROL BAGH	80.0	16.7	3.3	100
	PATEL NAGAR	90.0	10.0	0.0	100
	MOTI NAGAR	96.7	3.3	0.0	100
New Delhi	NEW DELHI	70.0	23.3	6.7	100
	JANGPURA	60.0	40.0	0.0	100
	KASTURBA NAGAR	60.0	40.0	0.0	100
	MALVIYA NAGAR	83.3	13.3	3.3	100
	R.K PURAM	90.0	10.0	0.0	100
	GREATER KAILASH	60.0	15.0	25.0	100
	OKHLA	82.0	18.0	0.0	100

Source: Field Study, 2018

Appendix Table 4.6: Circle wise Percentage of Beneficiaries receive entitlement on single visit

District	Circle	Always	Usually	Sometimes	Total
North East	SEEMAPURI	53.3	43.3	3.3	100
	ROHTASH NAGAR	67.5	32.5	0.0	100
	SEELMPUR	56.3	42.5	1.3	100
	GHONDA	72.9	25.7	1.4	100
	BABARPUR	82.0	18.0	0.0	100
	GOKALPUR	50.0	50.0	0.0	100
	MUSTAFABAD	62.0	38.0	0.0	100
	KARAWAL NAGAR	56.7	43.3	0.0	100
North West	NARELA	52.9	47.1	0.0	100
	BADLI	67.1	32.9	0.0	100
	RITHALA	65.0	35.0	0.0	100
	BAWANA	55.7	42.9	1.4	100
	MUNDKA	100.0	0.0	0.0	100
	KIRARI	98.3	1.7	0.0	100
	SULTANPUR MAJRA	100.0	0.0	0.0	100
	ROHINI	55.0	45.0	0.0	100
South West	UTTAM NAGAR	76.7	23.3	0.0	100
	DWARKA	51.4	48.6	0.0	100
	MATAILA	72.9	27.1	0.0	100
	NAJAFGARH	50.0	50.0	0.0	100
	BIJWASAN	45.0	53.3	1.7	100
	PALAM	100.0	0.0	0.0	100
	DELHI CANTT	50.0	50.0	0.0	100
	RAJENDER NAGAR	67.5	27.5	5.0	100
South	MEHRAULI	100.0	0.0	0.0	100
	CHHATTARPUR	42.5	57.5	0.0	100
	DEOLI	65.7	32.9	1.4	100
	AMBEDKAR NAGAR	97.5	2.5	0.0	100
	SANGAM VIHAR	100.0	0.0	0.0	100
	KALKAJI	78.3	21.7	0.0	100
	TUGHLAKABAD	70.0	26.0	4.0	100
	BADARPUR	75.7	22.9	1.4	100
West	NANGLOI JAT	71.7	26.7	1.7	100
	MANGOLPURI	66.0	32.0	2.0	100
	MADIPUR	96.0	2.0	2.0	100
	RAJORI GARDAN	36.0	32.0	32.0	100
	HARI NAGAR	76.0	16.0	8.0	100
	TILAK NAGAR	55.0	35.0	10.0	100

District	Circle	Always	Usually	Sometimes	Total
	JANAKPURI	70.0	22.5	7.5	100
	VIKAS PURI	74.3	24.3	1.4	100
East	TRILOKPURE	72.0	28.0	0.0	100
	KONDLI	57.5	40.0	2.5	100
	PATPARGANJ	76.7	23.3	0.0	100
	LAXMI NAGAR	45.0	52.5	2.5	100
	VISHWAS NAGAR	75.0	25.0	0.0	100
	KRISHNA NAGAR	80.0	20.0	0.0	100
	GANDHI NAGAR	51.7	48.3	0.0	100
	SHAH DARA	70.0	30.0	0.0	100
North	BURARI	26.0	58.0	16.0	100
	TIMARPUR	100.0	0.0	0.0	100
	ADARSH NAGAR	94.0	6.0	0.0	100
	SHALIMAR BAGH	100.0	0.0	0.0	100
	SHAKUR BASTI	100.0	0.0	0.0	100
	TRI NAGAR	85.0	15.0	0.0	100
	WAZIRPUR	83.3	16.7	0.0	100
	MODEL TOWN	40.0	50.0	10.0	100
Central	SADAR BAZAR	55.0	45.0	0.0	100
	CHANDNI CHOWK	70.0	30.0	0.0	100
	MATIA MAHAL	75.0	25.0	0.0	100
	BALLIMARAN	70.0	30.0	0.0	100
	KAROL BAGH	80.0	20.0	0.0	100
	PATEL NAGAR	91.7	8.3	0.0	100
	MOTI NAGAR	96.7	3.3	0.0	100
New Delhi	NEW DELHI	80.0	13.3	6.7	100
	JANGPURA	60.0	40.0	0.0	100
	KASTURBA NAGAR	65.0	30.0	5.0	100
	MALVIYA NAGAR	63.3	36.7	0.0	100
	R.K PURAM	56.7	36.7	6.7	100
	GREATER KAILASH	55.0	45.0	0.0	100
	OKHLA	78.0	22.0	0.0	100

Source: Fieldwork, 2018

Appendix Table 4.7: Percentage of Beneficiaries by Grading of Quality of Wheat Received

District	Circle	Very Good	Good	Average	Poor/Very poor	Total
North East	SEEMAPURI	1.7	33.3	51.7	13.3	100.0
	ROHTASH NAGAR	0.0	40.0	46.3	13.8	100.0
	SEELMPUR	5.0	43.8	35.0	16.3	100.0
	GHONDA	35.7	32.9	31.4	0.0	100.0
	BABARPUR	34.0	28.0	38.0	0.0	100.0
	GOKALPUR	24.0	40.0	36.0	0.0	100.0
	MUSTAFABAD	24.0	50.0	26.0	0.0	100.0
	KARAWAL NAGAR	36.7	35.0	28.3	0.0	100.0
North West	NARELA	0.0	100.0	0.0	0.0	100.0
	BADLI	5.7	91.4	2.9	0.0	100.0
	RITHALA	0.0	95.0	5.0	0.0	100.0
	BAWANA	0.0	84.3	15.7	0.0	100.0
	MUNDKA	1.4	90.0	7.1	1.4	100.0
	KIRARI	1.7	90.0	8.3	0.0	100.0
	SULTANPUR MAJRA	0.0	95.0	3.8	1.3	100.0
	ROHINI	0.0	95.0	5.0	0.0	100.0
South West	UTTAM NAGAR	38.3	38.3	21.7	1.7	100.0
	DWARKA	0.0	51.4	47.1	1.4	100.0
	MATAILA	37.1	37.1	25.7	0.0	100.0
	NAJAFGARH	0.0	56.7	41.7	1.7	100.0
	BIJWASAN	1.7	71.7	26.7	0.0	100.0
	PALAM	3.3	93.3	3.3	0.0	100.0
	DELHI CANTT	0.0	85.0	15.0	0.0	100.0
	RAJENDER NAGAR	0.0	20.0	77.5	2.5	100.0
South	MEHRAULI	0.0	100.0	0.0	0.0	100.0
	CHHATTARPUR	0.0	45.0	50.0	5.0	100.0
	DEOLI	2.9	85.7	11.4	0.0	100.0
	AMBEDKAR NAGAR	0.0	72.5	27.5	0.0	100.0
	SANGAM VIHAR	0.0	32.5	65.0	2.5	100.0
	KALKAJI	5.0	76.7	18.3	0.0	100.0
	TUGHLAKABAD	2.0	78.0	18.0	2.0	100.0
	BADARPUR	1.4	71.4	24.3	2.9	100.0
West	NANGLOI JAT	0.0	38.3	61.7	0.0	100.0
	MANGOLPURI	8.0	36.0	52.0	4.0	100.0
	MADIPUR	4.0	42.0	52.0	2.0	100.0
	RAJORI GARDAN	0.0	34.0	52.0	14.0	100.0
	HARI NAGAR	2.0	24.0	74.0	0.0	100.0
	TILAK NAGAR	0.0	10.0	90.0	0.0	100.0
	JANAKPURI	0.0	30.0	65.0	5.0	100.0

District	Circle	Very Good	Good	Average	Poor/Very poor	Total
	VIKAS PURI	62.9	37.1	0.0	0.0	100.0
East	TRILOKPURE	0.0	92.0	8.0	0.0	100.0
	KONDLI	2.5	70.0	27.5	0.0	100.0
	PATPARGANJ	0.0	36.7	63.3	0.0	100.0
	LAXMI NAGAR	0.0	77.5	20.0	2.5	100.0
	VISHWAS NAGAR	0.0	45.0	50.0	5.0	100.0
	KRISHNA NAGAR	2.0	54.0	42.0	2.0	100.0
	GANDHI NAGAR	0.0	66.7	33.3	0.0	100.0
	SHAHDARA	0.0	42.5	47.5	10.0	100.0
North	BURARI	12.0	56.0	32.0	0.0	100.0
	TIMARPUR	33.3	66.7	0.0	0.0	100.0
	ADARSH NAGAR	4.0	82.0	14.0	0.0	100.0
	SHALIMAR BAGH	0.0	90.0	0.0	10.0	100.0
	SHAKUR BASTI	5.0	80.0	15.0	0.0	100.0
	TRI NAGAR	7.5	65.0	25.0	2.5	100.0
	WAZIRPUR	6.7	80.0	13.3	0.0	100.0
	MODEL TOWN	5.0	55.0	40.0	0.0	100.0
Central	SADAR BAZAR	47.5	42.5	10.0	0.0	100.0
	CHANDNI CHOWK	30.0	65.0	5.0	0.0	100.0
	MATIA MAHAL	45.0	50.0	5.0	0.0	100.0
	BALLIMARAN	43.3	56.7	0.0	0.0	100.0
	KAROL BAGH	50.0	50.0	0.0	0.0	100.0
	PATEL NAGAR	65.0	25.0	10.0	0.0	100.0
	MOTI NAGAR	83.3	16.7	0.0	0.0	100.0
New Delhi	NEW DELHI	0.0	40.0	56.7	3.3	100.0
	JANGPURA	0.0	40.0	50.0	10.0	100.0
	KASTURBA NAGAR	0.0	40.0	60.0	0.0	100.0
	MALVIYA NAGAR	0.0	36.7	60.0	3.3	100.0
	R.K PURAM	0.0	33.3	50.0	16.7	100.0
	GREATER KAILASH	10.0	45.0	45.0	0.0	100.0
	OKHLA	0.0	28.0	66.0	6.0	100.0

Source: Field Work, 2018

Appendix Table 4.8: Percentage of Beneficiaries by Grading of Quality of Rice Received

District	Circle	Very Good	Good	Average	Poor	Total
North East	SEEMAPURI	0.0	45.0	53.3	1.7	100.0
	ROHTASH NAGAR	0.0	53.8	46.3	0.0	100.0
	SEELMPUR	5.0	45.0	42.5	7.6	100.0
	GHONDA	21.4	58.6	20.0	0.0	100.0
	BABARPUR	0.0	70.0	26.0	4.0	100.0
	GOKALPUR	6.0	52.0	40.0	2.0	100.0
	MUSTAFABAD	8.0	50.0	42.0	0.0	100.0
	KARAWAL NAGAR	5.0	60.0	35.0	0.0	100.0
North West	NARELA	2.9	97.1	0.0	0.0	100.0
	BADLI	2.9	91.4	5.7	0.0	100.0
	RITHALA	2.5	95.0	2.5	0.0	100.0
	BAWANA	1.4	81.4	17.1	0.0	100.0
	MUNDKA	1.4	91.4	7.1	0.0	100.0
	KIRARI	1.7	86.7	10.0	1.7	100.0
	SULTANPUR MAJRA	0.0	96.3	2.5	1.3	100.0
	ROHINI	0.0	95.0	5.0	0.0	100.0
South West	UTTAM NAGAR	6.7	40.0	45.0	8.4	100.0
	DWARKA	0.0	52.9	47.1	0.0	100.0
	MATAILA	4.3	58.6	35.7	1.4	100.0
	NAJAFGARH	1.7	51.7	45.0	1.7	100.0
	BIJWASAN	0.0	70.0	30.0	0.0	100.0
	PALAM	3.3	92.2	4.4	0.0	100.0
	DELHI CANTT	0.0	90.0	10.0	0.0	100.0
	RAJENDER NAGAR	0.0	20.0	72.5	7.5	100.0
South	MEHRAULI	0.0	100.0	0.0	0.0	100.0
	CHHATTARPUR	0.0	45.0	55.0	0.0	100.0
	DEOLI	1.4	88.6	10.0	0.0	100.0
	AMBEDKAR NAGAR	0.0	75.0	25.0	0.0	100.0
	SANGAM VIHAR	2.5	47.5	50.0	0.0	100.0
	KALKAJI	5.0	66.7	28.3	0.0	100.0
	TUGHLAKABAD	0.0	52.0	32.0	16.0	100.0
	BADARPUR	4.3	60.0	35.7	0.0	100.0
West	NANGLOI JAT	0.0	23.3	75.0	1.7	100.0
	MANGOLPURI	2.0	24.0	74.0	0.0	100.0
	MADIPUR	0.0	16.0	84.0	0.0	100.0
	RAJORI GARDAN	0.0	16.0	82.0	2.0	100.0
	HARI NAGAR	0.0	18.0	80.0	2.0	100.0
	TILAK NAGAR	0.0	20.0	75.0	5.0	100.0

District	Circle	Very Good	Good	Average	Poor	Total
	JANAKPURI	0.0	17.5	82.5	0.0	100.0
	VIKAS PURI	12.9	57.1	27.1	2.8	100.0
East	TRILOKPURE	14.0	72.0	10.0	4.0	100.0
	KONDLI	2.5	50.0	45.0	2.5	100.0
	PATPARGANJ	0.0	40.0	60.0	0.0	100.0
	LAXMI NAGAR	0.0	60.0	40.0	0.0	100.0
	VISHWAS NAGAR	0.0	40.0	55.0	5.0	100.0
	KRISHNA NAGAR	2.0	46.0	52.0	0.0	100.0
	GANDHI NAGAR	0.0	65.0	35.0	0.0	100.0
	SHAHDARA	0.0	35.0	60.0	5.0	100.0
North	BURARI	6.0	52.0	40.0	2.0	100.0
	TIMARPUR	26.7	70.0	3.3	0.0	100.0
	ADARSH NAGAR	2.0	86.0	12.0	0.0	100.0
	SHALIMAR BAGH	0.0	90.0	0.0	10.0	100.0
	SHAKUR BASTI	0.0	80.0	20.0	0.0	100.0
	TRI NAGAR	10.0	57.5	32.5	0.0	100.0
	WAZIRPUR	1.7	85.0	13.3	0.0	100.0
	MODEL TOWN	10.0	65.0	25.0	0.0	100.0
Central	SADAR BAZAR	10.0	42.5	40.0	7.5	100.0
	CHANDNI CHOWK	15.0	35.0	45.0	5.0	100.0
	MATIA MAHAL	0.0	55.0	35.0	10.0	100.0
	BALLIMARAN	13.3	30.0	46.7	10.0	100.0
	KAROL BAGH	13.3	43.3	33.3	10.0	100.0
	PATEL NAGAR	8.3	48.3	36.7	6.7	100.0
	MOTI NAGAR	6.7	73.3	20.0	0.0	100.0
New Delhi	NEW DELHI	0.0	46.7	53.3	0.0	100.0
	JANGPURA	0.0	40.0	60.0	0.0	100.0
	KASTURBA NAGAR	0.0	35.0	65.0	0.0	100.0
	MALVIYA NAGAR	0.0	30.0	63.3	6.6	100.0
	R.K PURAM	0.0	30.0	70.0	0.0	100.0
	GREATER KAILASH	0.0	45.0	55.0	0.0	100.0
	OKHLA	0.0	46.0	54.0	0.0	100.0

Source: Field Work, 2018

Appendix Table 4.9: Percentage of Beneficiaries graded the attitude of the FPS dealer

District	Circle	Very Satisfied	Satisfied	Neutral/ Average	Dissatisfied	Total
North East	SEEMAPURI	5	28	63	3.0	100
	ROHTASH NAGAR	0	39	61	0.0	100
	SEELMPUR	9	53	34	5.0	100
	GHONDA	34	53	9	4.0	100
	BABARPUR	46	54	0	0.0	100
	GOKALPUR	36	62	2	0.0	100
	MUSTAFABAD	28	70	2	0.0	100
	KARAWAL NAGAR	35	58	7	0.0	100
North West	NARELA	13	87	0	0.0	100
	BADLI	14	86	0	0.0	100
	RITHALA	23	78	0	0.0	100
	BAWANA	11	83	4	1.0	100
	MUNDKA	100	0	0	0.0	100
	KIRARI	100	0	0	0.0	100
	SULTANPUR MAJRA	96	4	0	0.0	100
	ROHINI	5	95	0	0.0	100
South West	UTTAM NAGAR	33	62	5	0.0	100
	DWARKA	1	97	1	0.0	100
	MATAILA	39	61	0	0.0	100
	NAJAFGARH	0	100	0	0.0	100
	BIJWASAN	10	77	13	0.0	100
	PALAM	91	4	3	1.0	100
	DELHI CANTT	5	95	0	0.0	100
	RAJENDER NAGAR	0	23	75	3.0	100
South	MEHRAULI	100	0	0	0.0	100
	CHHATTARPUR	3	88	8	3.0	100
	DEOLI	17	81	1	0.0	100
	AMBEDKAR NAGAR	75	25	0	0.0	100
	SANGAM VIHAR	5	53	43	0.0	100
	KALKAJI	50	48	0	2.0	100
	TUGHLAKABAD	26	56	18	0.0	100
	BADARPUR	29	47	23	1.0	100
West	NANGLOI JAT	3	38	52	7.0	100
	MANGOLPURI	0	32	68	0.0	100
	MADIPUR	26	58	16	0.0	100
	RAJORI GARDAN	0	22	48	30.0	100
	HARI NAGAR	0	26	70	4.0	100
	TILAK NAGAR	0	20	75	5.0	100
	JANAKPURI	0	33	68	0.0	100
	VIKAS PURI	57	41	1	0.0	100
East	TRILOKPURE	0	88	4	8.0	100
	KONDLI	3	88	8	3.0	100

District	Circle	Very Satisfied	Satisfied	Neutral/ Average	Dissatisfied	Total
	PATPARGANJ	0	100	0	0.0	100
	LAXMI NAGAR	0	90	10	0.0	100
	VISHWAS NAGAR	0	100	0	0.0	100
	KRISHNA NAGAR	4	92	4	0.0	100
	GANDHI NAGAR	0	97	3	0.0	100
	SHAHDARA	18	73	8	3.0	100
North	BURARI	14	60	22	4.0	100
	TIMARPUR	80	20	0	0.0	100
	ADARSH NAGAR	52	48	0	0.0	100
	SHALIMAR BAGH	100	0	0	0.0	100
	SHAKUR BASTI	90	5	5	0.0	100
	TRI NAGAR	68	33	0	0.0	100
	WAZIRPUR	63	37	0	0.0	100
	MODEL TOWN	0	80	20	0.0	100
Central	SADAR BAZAR	53	45	0	3.0	100
	CHANDNI CHOWK	45	55	0	0.0	100
	MATIA MAHAL	55	45	0	0.0	100
	BALLIMARAN	57	43	0	0.0	100
	KAROL BAGH	57	43	0	0.0	100
	PATEL NAGAR	68	30	2	0.0	100
	MOTI NAGAR	63	23	7	7.0	100
New Delhi	NEW DELHI	0	40	40	20.0	100
	JANGPURA	0	50	50	0.0	100
	KASTURBA NAGAR	0	25	55	20.0	100
	MALVIYA NAGAR	0	27	60	13.0	100
	R.K PURAM	0	13	87	0.0	100
	GREATER KAILASH	0	70	30	0.0	100
	OKHLA	0	40	60	0.0	100

Source: Field Work, 2018

Appendix Table 4.10 Percentage of Beneficiaries Rated the contribution of the FPS to fulfill the need of the family

District	Circle	Very important	Important	Neutral/Average	Total
North East	SEEMAPURI	47	32	22.0	100
	ROHTASH NAGAR	56	39	5.0	100
	SEELMPUR	49	43	9.0	100
	GHONDA	56	40	4.0	100
	BABARPUR	60	38	2.0	100
	GOKALPUR	62	36	2.0	100
	MUSTAFABAD	52	46	2.0	100
	KARAWAL NAGAR	57	42	2.0	100
North West	NARELA	20	79	1.0	100
	BADLI	14	74	11.0	100
	RITHALA	13	88	0.0	100
	BAWANA	36	61	3.0	100
	MUNDKA	100	0	0.0	100
	KIRARI	100	0	0.0	100
	SULTANPUR MAJRA	94	6	0.0	100
	ROHINI	10	80	10.0	100
South West	UTTAM NAGAR	70	28	2.0	100
	DWARKA	7	93	0.0	100
	MATAILA	81	17	1.0	100
	NAJAFGARH	5	95	0.0	100
	BIJWASAN	7	92	2.0	100
	PALAM	98	2	0.0	100
	DELHI CANTT	0	100	0.0	100
	RAJENDER NAGAR	23	63	15.0	100
South	MEHRAULI	93	7	0.0	100
	CHHATTARPUR	8	85	8.0	100
	DEOLI	9	89	3.0	100
	AMBEDKAR NAGAR	75	25	0.0	100
	SANGAM VIHAR	48	50	3.0	100
	KALKAJI	58	42	0.0	100
	TUGHLAKABAD	30	60	10.0	100
	BADARPUR	59	31	10.0	100
West	NANGLOI JAT	22	70	8.0	100
	MANGOLPURI	28	56	16.0	100
	MADIPUR	20	76	4.0	100
	RAJORI GARDAN	18	62	20.0	100
	HARI NAGAR	36	50	14.0	100
	TILAK NAGAR	25	40	35.0	100
	JANAKPURI	28	53	21.0	100
	VIKAS PURI	76	23	1.0	100
East	TRILOKPURE	18	74	8.0	100
	KONDLI	25	75	0.0	100
	PATPARGANJ	3	97	0.0	100
	LAXMI NAGAR	15	75	10.0	100
	VISHWAS NAGAR	35	65	0.0	100
	KRISHNA NAGAR	24	70	6.0	100
	GANDHI NAGAR	12	75	13.0	100
	SHAHDARA	3	95	3.0	100
North	BURARI	6	40	54.0	100
	TIMARPUR	97	0	3.0	100
	ADARSH NAGAR	66	34	0.0	100
	SHALIMAR BAGH	100	0	0.0	100

District	Circle	Very important	Important	Neutral/Average	Total
	SHAKUR BASTI	100	0	0.0	100
	TRI NAGAR	75	25	0.0	100
	WAZIRPUR	65	35	0.0	100
	MODEL TOWN	0	55	45.0	100
Central	SADAR BAZAR	78	23	0.0	100
	CHANDNI CHOWK	70	30	0.0	100
	MATIA MAHAL	85	15	0.0	100
	BALLIMARAN	73	27	0.0	100
	KAROL BAGH	63	37	0.0	100
	PATEL NAGAR	62	37	2.0	100
	MOTI NAGAR	73	27	0.0	100
New Delhi	NEW DELHI	47	43	10.0	100
	JANGPURA	50	40	10.0	100
	KASTURBA NAGAR	40	45	15.0	100
	MALVIYA NAGAR	37	53	10.0	100
	R.K PURAM	37	33	30.0	100
	GREATER KAILASH	20	70	10.0	100
	OKHLA	40	44	16.0	100

Source: Field Work, 2018

Appendix Table 4.11: Percentage of Beneficiaries by their Opinion on Manual System or e-PoS

District	Circle	Manual System	e-PoS
North East	SEEMAPURI	80.0	20.0
	ROHTASH NAGAR	60.0	40.0
	SEELMPUR	66.3	33.8
	GHONDA	77.1	22.9
	BABARPUR	60.0	40.0
	GOKALPUR	62.0	38.0
	MUSTAFABAD	56.0	44.0
	KARAWAL NAGAR	38.3	61.7
North West	NARELA	87.1	12.9
	BADLI	74.3	25.7
	RITHALA	87.5	12.5
	BAWANA	81.4	18.6
	MUNDKA	62.9	37.1
	KIRARI	51.7	48.3
	SULTANPUR MAJRA	43.8	56.3
	ROHINI	90.0	10.0
South West	UTTAM NAGAR	65.0	35.0
	DWARKA	77.1	22.9
	MATAILA	61.4	38.6
	NAJAFGARH	60.0	40.0
	BIJWASAN	76.7	23.3
	PALAM	87.8	12.2
	DELHI CANTT	95.0	5.0
	RAJENDER NAGAR	80.0	20.0
South	MEHRAULI	33.3	66.7
	CHHATTARPUR	80.0	20.0
	DEOLI	50.0	50.0
	AMBEDKAR NAGAR	40.0	60.0
	SANGAM VIHAR	60.0	40.0
	KALKAJI	85.0	15.0
	TUGHLAKABAD	52.0	48.0
	BADARPUR	68.6	31.4
West	NANGLOI JAT	63.3	36.7
	MANGOLPURI	88.0	12.0
	MADIPUR	74.0	26.0
	RAJORI GARDAN	86.0	14.0
	HARI NAGAR	90.0	10.0
	TILAK NAGAR	95.0	5.0
	JANAKPURI	92.5	7.5
	VIKAS PURI	57.1	42.9

District	Circle	Manual System	e-PoS
East	TRILOKPURE	82.0	18.0
	KONDLI	57.5	42.5
	PATPARGANJ	70.0	30.0
	LAXMI NAGAR	50.0	50.0
	VISHWAS NAGAR	75.0	25.0
	KRISHNA NAGAR	74.0	26.0
	GANDHI NAGAR	96.7	3.3
	SHAHDARA	60.0	40.0
North	BURARI	80.0	20.0
	TIMARPUR	20.0	80.0
	ADARSH NAGAR	60.0	40.0
	SHALIMAR BAGH	90.0	10.0
	SHAKUR BASTI	80.0	20.0
	TRI NAGAR	92.5	7.5
	WAZIRPUR	70.0	30.0
	MODEL TOWN	75.0	25.0
Central	SADAR BAZAR	37.5	62.5
	CHANDNI CHOWK	80.0	20.0
	MATIA MAHAL	55.0	45.0
	BALLIMARAN	50.0	50.0
	KAROL BAGH	50.0	50.0
	PATEL NAGAR	43.3	56.7
	MOTI NAGAR	70.0	30.0
New Delhi	NEW DELHI	56.7	43.3
	JANGPURA	80.0	20.0
	KASTURBA NAGAR	70.0	30.0
	MALVIYA NAGAR	90.0	10.0
	R.K PURAM	63.3	36.7
	GREATER KAILASH	80.0	20.0
	OKHLA	70.0	30.0

Source: Field Work, 2018

Appendix Table 4.12: Percentage of Beneficiaries by Reasons for Good Performance of e-POS

District	Circle	Time saving to get ration from shop	More transparency	Receiving of Full Quantity of items, as per eligibility	Improvement in punctuality of opening days/timings
North East	SEEMAPURI	100.0	76.9	84.6	23.1
	ROHTASH NAGAR	96.9	46.9	96.9	59.4
	SEELMPUR	100.0	57.1	85.7	35.7
	GHONDA	76.5	82.4	58.8	5.9
	BABARPUR	71.4	47.6	90.5	38.1
	GOKALPUR	63.2	42.1	89.5	42.1
	MUSTAFABAD	95.7	78.3	56.5	8.7
	KARAWAL NAGAR	45.9	81.1	51.4	37.8
North West	NARELA	60.0	50.0	50.0	70.0
	BADLI	85.0	40.0	35.0	35.0
	RITHALA	60.0	40.0	40.0	60.0
	BAWANA	69.2	38.5	61.5	46.2
	MUNDKA	73.1	19.2	30.8	3.8
	KIRARI	70.0	20.0	26.7	0.0
	SULTANPUR MAJRA	91.1	13.3	24.4	0.0
	ROHINI	100.0	0.0	0.0	0.0
South West	UTTAM NAGAR	66.7	61.9	100.0	0.0
	DWARKA	87.5	43.8	68.8	31.3
	MATAILA	85.2	81.5	92.6	0.0
	NAJAFGARH	80.0	72.0	80.0	28.0
	BIJWASAN	66.7	20.0	60.0	60.0
	PALAM	91.7	16.7	0.0	0.0
	DELHI CANTT	0.0	100.0	100.0	100.0
	RAJENDER NAGAR	100.0	12.5	62.5	87.5
South	MEHRAULI	65.0	20.0	10.0	20.0
	CHHATTARPUR	62.5	50.0	62.5	0.0
	DEOLI	82.9	82.9	82.9	17.1
	AMBEDKAR NAGAR	100.0	20.8	20.8	0.0
	SANGAM VIHAR	100.0	41.2	70.6	35.3
	KALKAJI	100.0	60.0	50.0	0.0
	TUGHLAKABAD	100.0	44.4	88.9	22.2
	BADARPUR	81.8	22.7	50.0	0.0
West	NANGLOI JAT	73.9	39.1	82.6	30.4
	MANGOLPURI	100.0	0.0	100.0	100.0
	MADIPUR	100.0	64.3	64.3	28.6
	RAJORI GARDAN	100.0	57.1	100.0	42.9
	HARI NAGAR	100.0	20.0	100.0	80.0
	TILAK NAGAR	100.0	0.0	100.0	100.0
	JANAKPURI	100.0	66.7	100.0	33.3
	VIKAS PURI	83.3	83.3	96.7	6.7

District	Circle	Time saving to get ration from shop	More transparency	Receiving of Full Quantity of items, as per eligibility	Improvement in punctuality of opening days/timings
East	TRILOKPURE	33.3	88.9	0.0	0.0
	KONDLI	44.4	94.4	11.1	0.0
	PATPARGANJ	88.9	66.7	100.0	33.3
	LAXMI NAGAR	30.0	75.0	35.0	10.0
	VISHWAS NAGAR	20.0	100.0	20.0	0.0
	KRISHNA NAGAR	46.7	93.3	13.3	0.0
	GANDHI NAGAR	66.7	33.3	33.3	0.0
	SHAHDARA	62.5	62.5	56.3	0.0
North	BURARI	72.7	36.4	45.5	63.6
	TIMARPUR	79.2	50.0	16.7	0.0
	ADARSH NAGAR	85.0	40.0	35.0	0.0
	SHALIMAR BAGH	100.0	0.0	0.0	0.0
	SHAKUR BASTI	100.0	50.0	0.0	0.0
	TRI NAGAR	75.0	50.0	25.0	25.0
	WAZIRPUR	100.0	16.7	16.7	0.0
	MODEL TOWN	100.0	40.0	0.0	20.0
Central	SADAR BAZAR	68.0	44.0	100.0	28.0
	CHANDNI CHOWK	33.3	33.3	66.7	0.0
	MATIA MAHAL	50.0	40.0	90.0	10.0
	BALLIMARAN	66.7	60.0	100.0	6.7
	KAROL BAGH	53.3	53.3	100.0	6.7
	PATEL NAGAR	85.3	58.8	70.6	8.8
	MOTI NAGAR	66.7	55.6	88.9	0.0
New Delhi	NEW DELHI	100.0	42.9	85.7	57.1
	JANGPURA	100.0	100.0	100.0	0.0
	KASTURBA NAGAR	100.0	83.3	100.0	16.7
	MALVIYA NAGAR	100.0	20.0	60.0	60.0
	R.K PURAM	100.0	18.2	100.0	81.8
	GREATER KAILASH	100.0	75.0	100.0	25.0
	OKHLA	86.7	60.0	100.0	53.3

Appendix Table 4.13: Percentage of Beneficiaries by Reasons for Not Good Performance of e-PoS

District	Circle	e-PoS system is time consuming,	Non Delivery/Problems in receiving OTP
North East	SEEMAPURI	97	24
	ROHTASH NAGAR	100	18
	SEELAMPUR	100	21
	GHONDA	87	92
	BABARPUR	73	33
	GOKALPUR	53	33
	MUSTAFABAD	87	80
	KARAWAL NAGAR	74	65
North West	NARELA	44	58
	BADLI	36	64
	RITHALA	68	36
	BAWANA	71	38
	MUNDKA	97	3
	KIRARI	93	7
	SULTANPUR MAJRA	86	0
	ROHINI	23	77
South West	UTTAM NAGAR	97	15
	DWARKA	98	9
	MATAILA	100	16
	NAJAFGARH	97	14
	BIJWASAN	45	62
	PALAM	99	1
	DELHI CANTT	47	53
	RAJENDER NAGAR	100	40
South	MEHRAULI	100	0
	CHHATTARPUR	84	28
	DEOLI	59	63
	AMBEDKAR NAGAR	94	13
	SANGAM VIHAR	96	4
	KALKAJI	100	18
	TUGHLAKABAD	100	20
	BADARPUR	100	11
West	NANGLOI JAT	100	41
	MANGOLPURI	100	55
	MADIPUR	100	51
	RAJORI GARDAN	98	39

District	Circle	e-PoS system is time consuming,	Non Delivery/Problems in receiving OTP
	HARI NAGAR	98	37
	TILAK NAGAR	100	47
	JANAKPURI	100	41
	VIKAS PURI	100	30
East	TRILOKPURE	95	3
	KONDLI	100	17
	PATPARGANJ	95	5
	LAXMI NAGAR	100	30
	VISHWAS NAGAR	100	7
	KRISHNA NAGAR	100	0
	GANDHI NAGAR	100	7
	SHAH DARA	75	50
North	BURARI	72	49
	TIMARPUR	67	33
	ADARSH NAGAR	100	32
	SHALIMAR BAGH	100	0
	SHAKUR BASTI	100	0
	TRI NAGAR	58	42
	WAZIRPUR	100	31
	MODEL TOWN	60	60
Central	SADAR BAZAR	56	25
	CHANDNI CHOWK	50	44
	MATIA MAHAL	45	55
	BALLIMARAN	87	27
	KAROL BAGH	87	33
	PATEL NAGAR	100	27
	MOTI NAGAR	100	33
New Delhi	NEW DELHI	100	57
	JANGPURA	100	25
	KASTURBA NAGAR	100	42
	MALVIYA NAGAR	100	33
	R.K PURAM	95	63
	GREATER KAILASH	100	70
	OKHLA	100	25

Source: Field Work, 2018

Appendix Table 4.14: Effectiveness of Portability of FPS (Percentage of Beneficiaries)

District	Circle	Do you receive the SMS of delivery of ration	Are you Aware about the portability of fair price shops	% Have you tried to avail the facility of fair price shops	If yes did the other FPS dealer provide the ration
North East	SEEMAPURI	71.7	65.0	8.3	60.0
	ROHTASH NAGAR	81.3	66.3	7.5	66.7
	SEELAMPUR	71.3	65.0	10.0	75.0
	GHONDA	98.6	48.6	28.6	95.0
	BABARPUR	66.0	54.0	14.0	100.0
	GOKALPUR	84.0	54.0	30.0	86.7
	MUSTAFABAD	88.0	46.0	10.0	100.0
	KARAWAL NAGAR	93.3	53.3	23.3	71.4
North West	NARELA	71.4	95.7	58.6	2.4
	BADLI	84.3	100.0	45.7	3.1
	RITHALA	100.0	100.0	45.0	16.7
	BAWANA	67.1	100.0	41.4	13.8
	MUNDKA	80.0	100.0	4.3	66.7
	KIRARI	91.7	100.0	5.0	33.3
	SULTANPUR MAJRA	71.3	98.8	5.0	25.0
	ROHINI	95.0	95.0	60.0	8.3
South West	UTTAM NAGAR	56.7	71.7	8.3	80.0
	DWARKA	88.6	74.3	11.4	87.5
	MATAILA	51.4	74.3	4.3	33.3
	NAJAFGARH	81.7	68.3	10.0	83.3
	BIJWASAN	80.0	98.3	60.0	50.0
	PALAM	93.3	97.8	2.2	50.0
	DELHI CANTT	100.0	100.0	65.0	15.4
	RAJENDER NAGAR	70.0	45.0	10.0	75.0
South	MEHRAULI	93.3	93.3	16.7	0.0
	CHHATTARPUR	75.0	50.0	15.0	0.0
	DEOLI	92.9	72.9	14.3	20.0
	AMBEDKAR NAGAR	95.0	92.5	2.5	0.0
	SANGAM VIHAR	70.0	70.0	17.5	71.4
	KALKAJI	81.7	83.3	11.7	57.1
	TUGHLAKABAD	86.0	86.0	16.0	62.5
	BADARPUR	67.1	82.9	21.4	66.7
West	NANGLOI JAT	83.3	50.0	6.7	75.0
	MANGOLPURI	68.0	50.0	8.0	50.0
	MADIPUR	80.0	68.0	14.0	85.7

District	Circle	Do you receive the SMS of delivery of ration	Are you Aware about the portability of fair price shops	% Have you tried to avail the facility of fair price shops	If yes did the other FPS dealer provide the ration
	RAJORI GARDAN	80.0	46.0	14.0	57.1
	HARI NAGAR	80.0	38.0	2.0	100.0
	TILAK NAGAR	80.0	45.0	5.0	0.0
	JANAKPURI	72.5	45.0	7.5	0.0
	VIKAS PURI	64.3	57.1	2.9	100.0
East	TRILOKPURE	98.0	52.0	6.0	66.7
	KONDLI	90.0	77.5	15.0	83.3
	PATPARGANJ	90.0	70.0	3.3	100.0
	LAXMI NAGAR	85.0	67.5	17.5	71.4
	VISHWAS NAGAR	85.0	25.0	5.0	100.0
	KRISHNA NAGAR	76.0	50.0	6.0	0.0
	GANDHI NAGAR	88.3	71.7	1.7	100.0
	SHAH DARA	82.5	65.0	10.0	25.0
North	BURARI	70.0	98.0	48.0	70.8
	TIMARPUR	60.0	90.0	16.7	100.0
	ADARSH NAGAR	78.0	84.0	0.0	
	SHALIMAR BAGH	90.0	90.0	5.0	0.0
	SHAKUR BASTI	90.0	95.0	5.0	0.0
	TRI NAGAR	82.5	92.5	15.0	0.0
	WAZIRPUR	91.7	76.7	6.7	0.0
	MODEL TOWN	60.0	95.0	50.0	50.0
Central	SADAR BAZAR	92.5	65.0	22.5	100.0
	CHANDNI CHOWK	75.0	65.0	20.0	100.0
	MATIA MAHAL	95.0	50.0	5.0	0.0
	BALLIMARAN	63.3	53.3	0.0	
	KAROL BAGH	73.3	70.0	3.3	100.0
	PATEL NAGAR	65.0	61.7	3.3	0.0
	MOTI NAGAR	56.7	53.3	3.3	0.0
New Delhi	NEW DELHI	93.3	40.0	10.0	66.7
	JANGPURA	80.0	50.0	0.0	
	KASTURBA NAGAR	70.0	60.0	10.0	0.0
	MALVIYA NAGAR	80.0	40.0	10.0	0.0
	R.K PURAM	86.7	43.3	16.7	20.0
	GREATER KAILASH	90.0	55.0	0.0	
	OKHLA	84.0	40.0	14.0	57.1

Source: Field Work, 2018

Appendix Table 5.1: Number of complain circle wise

District	Circle	E-Pos machine is not working	FAIR PRICE SHOP WEIGHT MACHINE NOT Working	Inferior quality, Adulteration in SFA	Less Weight of SFA	Misbehaviour	Non-Opening Of Fair Price Shop	Others	Service related	Weight machine is not working	Total
Central	BALLIMARAN	4					2				6
	CHANDNI CHOWK	1					2				3
	KAROL BAGH	4				1	1			1	7
	MATIA MAHAL							1			1
	MOTI NAGAR	3									3
	PATEL NAGAR	10					5			1	16
East	GANDHI NAGAR	6								2	8
	KONDLI	1					1				2
	KRISHNA NAGAR	1				1	2				4
	PATPARGANJ	3					1				4
	SHAHDARA	6			1					4	11
	TRILOK PURI	2			1	2	2				7
	VISHWAS NAGAR	3					1				4
New Delhi	GREATER KAILASH						2				2
	JANGPURA	3					2				5
	KASTURBA NAGAR	1									1
	MALVIYA NAGAR	2									2
	NEW DELHI	3					1				4
	OKHLA	2				2	4			1	9
	R.K PURAM	3					2				5
North	BURARI	10				1	7		1	2	21
	MODEL TOWN	1									1
	SHAKUR BASTI	5									5
	SHALIMAR BAGH						1				1
	TIMARPUR	5								1	6
	TRI NAGAR	4								1	5
	WAZIRPUR	6		1			2			1	10
North East	BABARPUR	16					3	1			20
	GHONDA	9			1	1	2			1	14
	GOKALPUR	15				1					16
	KARAWAL NAGAR	2				1	5				8
	MUSTAFABAD	7					3				10

District	Circle	E-Pos machine is not working	FAIR PRICE SHOP WEIGHT MACHINE NOT Working	Inferior quality, Adulteration in SFA	Less Weight of SFA	Misbehaviour	Non-Opening Of Fair Price Shop	Others	Service related	Weight machine is not working	Total
	ROHTASH NAGAR	4	1				1			3	9
	SEELAMPUR	7					1				8
	SEEMAPURI	2								1	3
North West	BADLI	1				1	4				6
	BAWANA	3				7	7		4		21
	KIRARI	5				2	5		1		13
	MUNDKA	2					4				6
	NARELA	5				2	4		2		13
	RITHALA	1				1	2				4
	ROHINI						1				1
	SULTANPUR MAJRA	2				1	3		1		7
South	AMBEDKAR NAGAR						2	1			3
	BADARPUR	6		1	1	1	13				22
	CHHATTARPUR	2				2	4				8
	DEOLI					1	6				7
	KALKAJI	3					3			2	8
	MEHRAULI	3				1					4
	SANGAM VIHAR	3					6				9
	TUGHLAKABAD	3				1	3		1	2	10
South West	BIJWASAN	4					3				7
	DELHI CANTT	5					1			1	7
	DWARKA	2					2		1		5
	MATIALA	2				1	2				5
	NAJAFGARH						7				7
	PALAM	2					2			1	5
	RAJENDER NAGAR	16								5	21
	UTTAM NAGAR	3		1		2	9				15
West	JANAKPURI	2									2
	MADIPUR	1					3				4
	MANGOLPURI									2	2
	NANGLOI JAT						1				1
	RAJORI GARDEN	3					2				5
	TILAK NAGAR	2				2					4
	VIKAS PURI	5			1	1	10				17
Total		237	1	3	5	36	162	3	11	32	490

Annexure 1

EVALUATIONSTUDYOF FPS

FPS DEALERSCHEDULE

District: /_____/ Circle: /_____/

Colony/Locality: /_____/ Investigator'sName(s): //

Name ofrespondent: /_____/ Dateofinterview: /_____/

PART A: OwnerDetails		
A.1	Fullname	
A.2	Age	
A.3	Sex	
A.4	Residential address	
A.5	Contact Number	
A.6	Doesthe rationdealerreside in the same locality/colony?[1= Yes;2=No]	/_____/
PARTB:DetailsofFPS		
B.1	Completeaddressof FPS	
B.2	<p>Was thefollowinginformationdisplayedoutside theFPS? [1= Yes;2= No]</p> <p>Daysandhoursofopening</p> <p>Contact numberofdealer</p> <p>Helpline/complaintnumber</p> <p>Stockofgrain</p> <p>Incaseofnon-availabilityofration,theexpectedtimeofdistributingthesame toconsumers</p>	<p>/____/</p> <p>/____/</p> <p>/____/</p> <p>/____/</p> <p>/____/</p>
B.3	Size/measurement ofthe shop (insq ft.)	
B.4	Structureof the shop(1.Pucca, 2.Semi-pucca)	/____/

B.5	Type of ownership of FPS [1 = Own building; 2=Rented space; 3= Other (please specify)]	/ _____																				
B.6	Year of start of operation	/ _____																				
B.7	Name of the main localities attached to FPS / _____ / _____																					
B.8	Whether the shop remains open all the days [1=Yes; 2=No]	/ _____																				
B.9	If No, name the closing day of the week	/ _____																				
B.10	Timing of the FPS shop: Opening Time _____ Closing Time _____																					
B.11	Timing for distributing ration to consumers: Opening Time _____ Closing Time _____																					
B.12	<p>Number of consumers:</p> <table border="0"> <thead> <tr> <th></th> <th>Attached with the shop</th> <th>Served Ration (in preceding month)</th> <th>Average of last three months</th> </tr> </thead> <tbody> <tr> <td>AAY</td> <td>_____</td> <td></td> <td></td> </tr> <tr> <td>PR</td> <td>_____</td> <td></td> <td></td> </tr> <tr> <td>PR-S</td> <td>_____</td> <td></td> <td></td> </tr> <tr> <td>Total</td> <td>_____</td> <td></td> <td></td> </tr> </tbody> </table>		Attached with the shop	Served Ration (in preceding month)	Average of last three months	AAY	_____			PR	_____			PR-S	_____			Total	_____			
	Attached with the shop	Served Ration (in preceding month)	Average of last three months																			
AAY	_____																					
PR	_____																					
PR-S	_____																					
Total	_____																					
B.13	<p>Number of Cardholders received ration during preceding month</p> <table border="0"> <tbody> <tr> <td>AAY</td> <td>_____</td> </tr> <tr> <td>PR</td> <td>_____</td> </tr> <tr> <td>PR-S</td> <td>_____</td> </tr> <tr> <td>Total</td> <td>_____</td> </tr> </tbody> </table>	AAY	_____	PR	_____	PR-S	_____	Total	_____	/ _____ / _____ / _____ / _____												
AAY	_____																					
PR	_____																					
PR-S	_____																					
Total	_____																					
B.14	<p>Does the FPS engage some salaried employee? [1=Yes; 2= No]</p> <p>If yes, number of employees</p>	/ _____ / _____																				
B.15	Food items generally received in FPS during Ist/IIrd /IIIrd/IV week of month	/ _____																				

B.16	<p>Status of Ration (in quintals) in preceding month:</p> <table border="1"> <thead> <tr> <th></th> <th>Quota Allocated</th> <th>Received</th> <th>Distributed</th> </tr> </thead> <tbody> <tr> <td>Wheat</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Rice</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Sugar</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Quota Allocated	Received	Distributed	Wheat				Rice				Sugar				
	Quota Allocated	Received	Distributed															
Wheat																		
Rice																		
Sugar																		
B.17	<p>How do you grade the quality of food grains received last time? [1=Very Good ; 2=Good; 3= Average; 4= Poor; 5=Very Poor]</p> <p>Wheat</p> <p>Rice</p> <p>Sugar</p>	<p>/</p> <p>/</p> <p>/</p>																
B.18	<p>Whether you receive food item from the godowns by making own arrangement [1. Yes 2. No]</p>																	
B.19	<p>Whether the quantity supplied of each item is as per quota allocated (Y/N)</p> <p>If No,</p>	/ _____																
	<p>Name the item usually in shortage</p> <p>Quantity of shortage (in quintals)</p> <p>What steps you have taken for non-recurrence of such lapses</p> <p>/ _____</p> <p>/ _____</p>	<p>/ _____</p> <p>/</p>																

B.20	<p>Does the FPS have the following? [1= Yes; 2= No]</p> <p>Anelectricityconnection</p> <p>"standard" weights</p> <p>electronicweighingscales</p> <p>calculator</p> <p>a fingerprint reader</p> <p>informationboard</p> <p>receipt/bill book</p>	<p>/</p> <p>/</p> <p>/</p> <p>/</p> <p>/</p> <p>/</p> <p>/</p>
PART C: ESTABLISHING OF e-PoS		
C.1	Whether e-PoS is installed in shop? (1=Yes, 2=No)	/
C.1.1	<p>If Yes, whether ration is distributed through e-PoS (1. Yes 2. No)</p> <p>If No, the reason thereof:</p> <p>/</p>	/
C.1.2	If e-PoS is not installed yet, then mention the time line by which it will be installed?	/
C.2	In your opinion, whether implementation of e-PoS is helpful for smooth functioning FPS (1. Yes, 2. No)	/
C.2.1	<p>If yes, the e-PoS is helpful for: (1=Yes, 2=No, 3=Can't say)</p> <p>Accuracy</p> <p>Speed & Efficiency</p> <p>Stock Management</p> <p>Reporting</p>	<p>/</p> <p>/</p> <p>/</p> <p>/</p>
D. FEEDBACK OF FPS OWNER		
D.1	The maximum number of cardholders receive the ration from the shop (1=1st week; 2= 2nd week; 3= 3rd week; 4= 4th week)	
D.2	<p>Does the dealer have any of the following complaints?</p> <p>[1= Yes; 2= No]</p> <p>Commission too low</p> <p>Commission not paid for long time</p> <p>Transport arrangements are inadequate</p>	<p>/</p> <p>/</p> <p>/</p>

	Inadequate storage and distribution space Crowd management when grain is distributed Frequent complaints or pestering from the public Other (please specify) / _____/ / _____/	/ _____ / _____ / _____ / _____
D.3	How would you grade the attitude of consumer? [1=Very Satisfied ; 2= Satisfied; 3= Neutral; 4= Dissatisfied; 5=Very Dissatisfied] Men Women Senior Citizen	/ _____ / _____ / _____
D.4	Suggestion, if any(to improve functioning of FPS) / _____/	

Name & Signature of Investigator

Annexure 2
EVALUATION STUDY OF FPS
BENEFICIARYSCHEDULE

I: Section 1

1. District: 2. Circle No.
3. Address of FPS where the respondent is interviewed: :.....
.....
4. Name of Beneficiary/Respondent: _____
5. Mobile:

--	--	--	--	--	--	--	--	--	--
6. Consumer Card No. of Beneficiary:
7. Aadhar No.:

--	--	--	--	--	--	--	--	--	--	--	--
8. Investigator's name(s): te of interview :

II: Section: RESPONDENT'S DETAILS

1. Age (in complete years):
2. Sex: [1= Male,2 = Female]
3. Residential Address:
.....
..... Pin code

--	--	--	--	--	--
4. Education level: [1 = Illiterate; 2 = below primary); 3 = Primary (V complete); 4 = Upper Primary (VIII complete); 5= Secondary (X complete); 6 = Senior Secondary (XII complete); 7 = Graduate& above 8= ITI/Diploma/Polytechnic and other technical degree ; 9 = Others (specify)]
5. Marital Status: [1 = Married; 2=Unmarried, 3 = Widowed/Widower; 4 = Divorced/Abandoned /Separated; 5 = Unmarried; 9 = Other (specify)]
6. Religion: [1 = Hindu; 2 = Muslim; 3 = Christian; 4=Sikh; 5= Jain; 9 =Other (specify)]
7. Caste Category: [1 = SC; 2 = ST; 3 = OBC; 4= General; 9 = Other (specify)]

Section III: HOUSEHOLD DETAILS

1. Number of household members as per Consumer Card record:

Sl no		Male	Female	Total
1	Children (below 14 years)			
2	Adults (aged 15-59 years)			
3	Senior Citizen (above 60 years)			
4	Total			

2. Type of dwelling: [1 = Kachha; 2 = Semi-Pucca; 3=Pucca]

3. Ownership of Dwelling: [1=Own; 2=Rented; 3= Other (specify)

4. Main occupation(s) of the household:

(1 = Self-employment (agriculture); 2 = Self-employment (non-agriculture) other than vendor

3 = Casual Labour (other than construction); 4 = Regular Employment (private as well as government), 5

= Construction worker; 6= Vendor; 9= Other (specify.....))

5. Type of Ration Card:

[1=Priority Category (PR); 2=Priority Category-Sugar (PR-S); 3=Antyodaya Anna Yojna (AAY);

9=Other (specify)]

10. Year of Issue of ration card

Section IV: FPS UTILIZATION

1. Are you aware of timings of FPS (1= Yes; 2=No)

2. If yes, does the shop opens as per official timing

(1=Always; 2=Very often; 3=Sometimes; 4=Rarely; 5=never)

3. Usual duration of visit to FPS

(1= first week, 2= 2nd week, 3= 3rd Week, 4= 4th Week

4. Usual time of visit to FPS

[1=Morning; 2=Noon; 3=Evening]

5. At the time of visit to FPS, whether it was always found open

(1=Always; 2=Very often; 3=Sometimes; 4=Rarely; 5=never)

6. How far is the FPS from your house?

(1=less than 500 mtrs, 2= 500mtrs to 1 k.m., 3= more than 1 k.m.)

7. Whether receive all items as per entitlement on a single visit

(1=Always; 2=Usually; 3=About half the time; 4=Seldom; 5=never)

8. Have you received items during the preceding month from FPS [1=Yes; 2=No]

9. If yes, then quota received and price paid for it.

Sl		Quota(kg)	Received (kg)	Price (Rs/Kg)	Total Amount Paid
1	1. Wheat				
2	2. Rice				
3	3. Sugar				

10. If no, in C.8 then what are reasons (1=Lack of money, 2= Due to sickness, 3= FPS found closed, 4= FPS dealer refused to give ration, 5= Any other (specify)

11. Whether the quota for any item in respect of preceding month is still awaited?
[1 = Yes; 2 = No]

12: Do you agree with the entries given on the Ration Card in respect of items and their quantities?
[1 = Yes; 2 = No; 3= Can't say]

13. Whether the beneficiary is getting the quantity as per the quota. [1=Yes; 2=No]

14. If no, then explain in remark (Top 3 reasons):

1. Grain supplies did not reach the FPS
2. Lack of information about opening times of the FPS
3. Lack of cash at the time when grain was available at the FPS
4. Not interested in buying grain from FPS
5. Grain supplied at the FPS is of poor quality
6. Grain supplies "ran out" by the time we went to buy
7. Ration dealer refused to give us full quota
8. Other responses (please specify) _____

15. How would you grade the quality of ration you received last time?
[1=Very Good; 2= Good; 3= Average; 4= Poor; 5=Very Poor]

15.1. Wheat

15.2. Rice

15.3. Sugar

Section V: PERCEPTIONS OF FPS

1. How would you grade the attitude of the FPS dealer?

[1=Very Satisfied; 2= Satisfied; 3= Neutral/Average; 4= Dissatisfied; 5=Very Dissatisfied]

2. How would you rate the contribution of the FPS to fulfil the need of the family?

[1=Very important; 2= Important; 3= Neutral/Average; 4=Not very important; 5= Not important]

3. Are you satisfied with the functioning of the FPS?

[1=Very Satisfied; 2= Satisfied; 3= Neutral/Average; 4= Dissatisfied; 5=Very Dissatisfied]

4. Have you ever received any other item than wheat, rice & sugar from the FPS? [1=Yes; 2=No]

4.1 If yes, Name the item –

5. When it was received

(1=preceding three months; 2= preceding 6 months; 3= preceding one year; 9=other)

6. Do you prefer to receive the ration in kind (food articles) or in cash at the market rate as decided by the government from time to time [1=In kind; 2= Cash]

7. Would you like to have the facility of home delivery free of charge[1-Yes, 2-No]

Section VI: EFFECTIVENESS OF e-PoS

1. Are you aware that FPS are equipped with e-PoS(1= Yes; 2= No)

2. Whether you have taken ration through e-PoS from FPS (1=Yes; 2=No)

3. Whether the manual system at FPS was good or e-PoS system is good [1= Manual System; 2=e-PoS]

3.1 If e-PoS is good, whether it is resulting in:

(1-Time saving to get ration from shop, 2- More transparency, 3-Receiving of Full Quantity of items, as per eligibility, 4-Improvement in punctuality of opening days/timings)

4. If e-PoS is not good, specify the reasons:

1. e-PoS system is time consuming, 2. Non Delivery/Problems in receiving OTP 3. Physical presence of the head of the family is required to take the ration (other members except head of family can't take the ration)

6. Do you receive the SMS of delivery of ration [1=Yes; 2=No]

7. Are you aware of the portability of Fair Price Shops [1=Yes; 2=No]

8. Have you tried to avail the facility of FPS portability [1=Yes; 2=No]

9. If yes, did the other FPS dealer provided the ration [1=Yes; 2=No]

Section VII: Investigators remarks

Specific remark of the Investigator with respect to:

- 1.
- 2.
- 3.
- 4.

General remark of the Investigator

- 5.
- 6.
- 7.
- 8.

Name & Signature of Investigator