ANNEXURE - 4

AN APPRAISAL OF WORKING OF GOVERNMENT FAIR PRICE SHOPS (P.D.S.) IN KARNATAKA STATE - WITH SPECIAL REFERENCE TO ATHANI TALUKA OF BELGAUM DISTRICT.

INTERVIEW SCHEDULE

FOR

FAIR PRICE SHOP-OWNERS / RATION SHOP-KEEPERS

GENERAL :

1. Name of the shop :

2. Registered No. :

3. No. of Cards allotted :
   (All types)

4. Types of Cards allotted and Number :
   i) Tri-Colour (Green) Cards :
   ii) Saffron Cards :
   iii) Photo cards :

5. On what basis the permission for opening the FPS was a given ?

   Already had a shop premises
   Adequate financial proof
   Ex-Serviceman
   Political sufferer/Freedom fighter
   Belonging to SC/ST
   Political influence
   Regd. Co-operative Society (was existed)
   is existing

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6. What is the working time (time of opening & Closing) of your shop?

7. When do you keep your shop closed as weekly holiday? (Please tick)

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

REGISTRATION:

8. Whether the shop is under:

- Single ownership
- Partnership
- Co-operative Society
- Government

9. Is it registered? (Permission)

10. If Yes, is the registration procedure Easy ( ) Difficult ( )

11. If difficult, in what respects?

a) complicated procedure ( )
   b) heavy deposits ( )
   c) heavy consultation charges ( )
   d) (Corruption) others ( )
   e) delay ( )

12. Whether the deposit is necessary? Yes ( ) No ( )

13. Do you think that the preparation of documents is expensive? Yes ( ) No ( )
14. If yes, What is your suggestion? Reduced ( )
         Cancelled ( )

15. Is your shop exclusively meant for:
   a) Industrial workers ( )
   b) Other than industrial workers ( )
   c) It is a co-op. society meant for all ( )
   d) Only for Hostel students ( )
   e) For all class of consumers ( )

16. Do you cover:
   a) Hostels ( )
   b) Hospitals ( )
   c) Mahila Mandals ( )

FINANCIAL ASPECT:

INVESTMENT

17. How much did you invest?
   Upto Rs.25,000/- ( )
   Rs. 25,001 to Rs.50,000/- ( )
   Rs. 50,001 to Rs.75,000/- ( )
   Rs. 75,001 and above ( )

18. Whether the above capital is adequate? Yes ( )
         No ( )

19. How did you manage to raise it?
   Own savings ( )
   Partners ( )
   Members of co-op. society ( )
   Banks ( )
   Money lenders ( )
   Friends and Relatives ( )
   Collecting deposits from card-holders ( )
   Financial Institutions ( )
20. Whether the loans from bank/financial institutions are:

Against Personal Security ( )
Against Mortgage of Assets ( )

DEPOSITS:

21. Whether the deposit is necessary? Yes ( )
No ( )

22. If Yes, please mention the amount

Less than Rs.200/- ( )
Rs.201 to 400/- ( )
Rs.401 to 600/- ( )
Rs.601 and above ( )

PAYMENT:

23. How do you pay to Government to get the supplies?

In advance - in cash ( )
After the distribution (sales) in cash ( )
Partly in advance and partly after sale ( )
Against post dated cheque ( )
Bills or Hundis ( )
Demand Draft after distribution ( )
Paying in full in advance in D/D ( )

PROFITABILITY:

24. Whether running of F.P.S. is profitable? Yes ( )
No ( )

25. If no, Why?

Low rate of commission ( )
Loss of because of:
   i) Pilferage ( )
   ii) Underweighment at supply point ( )
   iii) Rodents ( )
26. Are you satisfied with the commission paid by government? Yes ( )
No ( )

27. If no, what do you expect?
Rate of Commission (%) be increased ( )
Fixed salary is to be given ( )

LIFTING PROCEDURE AND PROBLEMS:

28. From which agency, do you get the supplies?
- From State Government Corporation ( )
- From Central Govt. Corporation ( )
- From Districts Distributing Agencies ( )
- From Taluka Distributing Agencies ( )

29. When do you get the supplies?
- Weekly ( )
- Fortnightly ( )
- Monthly ( )
- Quarterly ( )
- Half yearly ( )
- Yearly ( )
- On receipt of permit ( )
- No fixed schedule ( )

REQUIREMENT PLAN:

30. Do you submit your requirement in advance to the concerned authority? Yes ( )
No ( )
31. Do you face any of the following difficulties while submitting the requirements?

Lengthy procedure ( )
Insisting for advance ( )
Non-cooperation of officials ( )
Inadequate staff ( )
No chance at all ( )

REGULARITY IN SUPPLY:

32. Whether the supply is regular? Yes ( )
No ( )

33. Is the supply adequate? Yes ( )
No ( )

34. If not, how do you manage to distribute when there is short supply?

In proportion to number of members in family ( )
First come first serve basis ( )
Carryover benefit ( )
As directed by Taluka office ( )

LIFTING THE SUPPLIES:

35. Do you lift the sanctioned quota regularly? Yes ( )
No ( )

36. If no, (please mark the reasons)

Lack of finance ( )
Lack of Transport ( )
Lack of Information ( )
Poor quality ( )
Discouraged by card-holders ( )
Low commission ( )
No gratitude (Thankless job) ( )
Uncontrollable crowd ( )
Easy availability in open market ( )
Quality does not justify the prices ( )
No demand ( )
Change in food habits ( )
Partial allotment ( )
No credit facility ( )

STORAGE :

37. Do you have sufficient space for stocking the supplies ?
   Yes ( )
   No ( )

38. If no, how do you manage ?
   Instalment purchases are made ( )
   Stored in rented godown ( )
   Own house is used as a store ( )
   Society's godown ( )
   Landlord's houses ( )

TRANSPORT :

39. Are there any transportation problem? 
   Yes ( )
   No ( )

40. If Yes, what are they?
   No timely availability of government transport contractor ( )
   Though private carriers are available higher hire charges ( )
   Negligence of government contractor, if permit is low ( )

41. What is your opinion about transport charges?
   Reasonable ( )
   Unreasonable ( )

42. If unreasonable, Why?
   Distance between F.P.S. and Government storage centre is far off ( )
   Monopoly behaviour of transport agency ( )
   Emergency and Ad hoc arrangements ( )
   Inevitability of hiring private carriers ( )
43. How can it be controlled?

Distribution should be done by the department itself ( )
Contractual arrangements with private carriers ( )
Transport subsidy ( )

**FOODGRAINS SUPPLIED:**

44. Which of the following commodities do you distribute?

- Rice ( )
- Pulses ( )
- March box ( )
- Wheat ( )
- Kerosene ( )
- Salt ( )
- Maida ( )
- Controlled cloth ( )
- Sooji ( )
- Note books ( )
- Sugar ( )
- Soaps ( )
- Palm oil ( )
- Soft cake ( )

45. What additional commodities you suggest to include in P.D.S. List?

- i. ( )
- iv. ( )
- ii. ( )
- v. ( )
- iii. ( )
- vi. ( )

46. What is the opinion of card-holders in respect of commodities supplied by you?

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<th>S.No.</th>
<th>Commodity</th>
<th>Good/Average/Bad</th>
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**PERSONNEL PROBLEMS:**

47. How do you manage your shop?

- Alone ( )
With the help of partners ( )
With the help of assistance ( )
With the help of paid staff ( )
With the help of family members ( )

48. If alone, do you need any staff? Yes ( )
No ( )

49. What difficulties do you face in appointing staff?
Can not offord salary of staff ( )
Commission paid by Govt. is inadequate ( )
Suitable persons are not available ( )
Staff turnover is too high ( )

50. Should the staff be appointed by the State or Central Govt.? Yes ( )
No ( )

51. If no, Why?
No proper co-ordination ( )
Lack of work mentality ( )
Inefficient handling ( )
Ready to be absorbed as Govt. servants ( )

BEHAVIOUR OF CARD-HOLDERS:

CAUSES FOR MISBEHAVIOUR

52. Are you satisfied with the behaviour of card holders of your ward/Area? Yes ( )
No ( )

53. If no, what is their behaviour?
Non-co-operation ( )
Adament ( )
Illiterate ( )
Lack of understanding ( )
Jeolousy ( )

54. Have you ever tried to locate the reasons for their mis-behaviour? Yes ( )
No ( )

55. If yes, What are the causes?
Poor quality of foodgrains ( )
Inadequate supply of foodgrains
Delay
Wrong weights
Rush of card-holders
No queuing

56. Whether the causes are genuine? Yes ( )
                        No ( )

COMPLAINTS:

57. Do you feel that the card-holders' behaviour can be changed? Yes ( )
                        No ( )

58. If yes, how?

By educating
By publishing Govt. Notification
By convincing
By taking them into confidence

59. Are there any complaints from card-holders against you? Yes ( )
                        No ( )

60. If Yes, on what grounds?

Improper distribution
Improper quality
Inadequate quota
Delay
Preparation of bills worthy

61. Complaints are made against:

Distributing agency
Fair Price Shops
Government
Card-holder

PRICE AGITATION:

62. Are there any complaints regarding prices? Yes ( )
                        No ( )

63. If Yes, how do they express?

Agitation against frequent price rise
Enquiries are made repeatedly ( )
Arguments ( )
Denying to pay ( )
Surrendering their purchases ( )

RESERVATION :

64. Do you feel that reserving a set of grains for selected group of society is feasible?
   Yes ( )
   No ( )

65. If Yes, how ?
   a) On the basis of economic condition ( )
   b) On the basis of no. of members in the family ( )

66. Is it necessary to make available Kerosene to those who have L.P.G. Connections?
   Yes ( )
   No ( )

67. If Yes, how?
   a) On par with other having no LPG connection ( )
   b) 50% of the quota made available to people having no L.P.G. Connection ( )

EXPECTATIONS :

68. What do the card-holders expect ?
   Ideal allocation of card-holders to each shop ( )
   Supply of quota-regularly ( )
   Quality equal to open market grains ( )
   Ensure timely supply ( )
   Notification of Govt. Circulars ( )
   Ensure proper weighing ( )
   Additional supplies during festival seasons ( )
   Change in working time ( )
   Change in working days ( )