ANNEXURE - 5

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

RATION CARD-HOLDERS OF FAIR PRICE SHOPS

A) GENERAL:

1. Name:
   Surname Name Father's or Husband's name

2. Ration Card No.
   A
   B

3. Number of members included in the card
   Male
   Female

4. Age of members included in the card
   Below - 10 Yrs.
   11 - 20 "
   21 - 30 "
   31 - 40 "
   41 & above

5. Occupation of the card-holder (Please tick)
   Agriculture ( )
   Own Industry ( )
   Service ( )
   Business ( )
   Professional ( )
   Coolie ( )
   Street sellers ( )
   Others ( )
6. Family income

- Less than Rs.500/- p.m. ( )
- Rs. 501 - Rs.1,000/- p.m. ( )
- Rs.1,001 - Rs.1,500/- p.m. ( )
- Rs.1,501 - Rs.2,000/- p.m. ( )
- Rs.2,001 - Rs.2,500/- p.m. ( )
- Rs.2,501 - Rs.3,000/- p.m. ( )
- Rs.3,001 - Rs.3,500/- p.m. ( )
- Rs.3,501 & above ( )

7. Education:
- Primary
- High School
- Pre-Univ. Course
- Degree
- Post-Graduation
- Un-educated

8. Do you have LPG Connection? Yes ( ) No ( )

B) FOOD:

9. Total number of members (in age)
- Below 10 Yrs
- 21 - 20
- 31 - 30
- 31 - 40
- 41 & above

10. How many are working? /------------------/
11. How many are not working? /------------------/

12. How many times do you take food per day?
- Once
- Twice
- Thrice

13. Generally food items contain (please tick)
- Jowar
- Wheat
- Rice
- Ragi
- Sugar
- Edible oil
14. What is the monthly requirement of family?

<table>
<thead>
<tr>
<th>Items</th>
<th>Demand</th>
<th>Supplied by Ration shop</th>
<th>Shortage/Excess</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jowar</td>
<td>Kgs</td>
<td>Kgs</td>
<td>Kgs</td>
</tr>
<tr>
<td>Wheat</td>
<td>Kgs</td>
<td>Kgs</td>
<td>Kgs</td>
</tr>
<tr>
<td>Rice</td>
<td>Kgs</td>
<td>Kgs</td>
<td>Kgs</td>
</tr>
<tr>
<td>Ragi</td>
<td>Kgs</td>
<td>Kgs</td>
<td>Kgs</td>
</tr>
<tr>
<td>Edible Oil</td>
<td>Kgs</td>
<td>Kgs</td>
<td>Kgs</td>
</tr>
<tr>
<td>Sugar</td>
<td>Kgs</td>
<td>Kgs</td>
<td>Kgs</td>
</tr>
<tr>
<td>Kerosene</td>
<td>Kgs</td>
<td>Kgs</td>
<td>Kgs</td>
</tr>
</tbody>
</table>

15. Do you know normal calorie of food needed daily?
   Yes ( )
   No ( )

16. Are you taking nutritious food?
   Yes ( )
   No ( )

C) AVAILABILITY OF FOOD ARTICLES
   (KNOWLEDGE OF DISTRIBUTION SYSTEM)

17. Which methods(s) of distribution you are aware of?
   (Please tick)
   Open market ( )
   Consumers' Society ( )
   Ration shops ( )
   Govt. approved fair-price shops ( )
   All the above ( )

18. Of the above, which do you prefer? (Give Ranks)
   Open Market ( )
   Consumers' Society ( )
   Ration shops ( )
   Govt. Approved fair price shops ( )
   All the above ( )

19. Why? (tick the reasons)
   It is cheap ( )
   Convenient location ( )
It is Govt's facility (   )
Control over price (   )
Good quality (   )
Available at suitable time (   )
Family condition (   )

20. Do you know the number of
ration shops working in
your area ?

Yes (   )
No (   )

21. If Yes, mention the number (   )

22. Do you think that they are sufficient
for efficient distribution of food
articles ?

Yes (   )
No (   )

23. If not, what according to you should
be number of shops

One Ration shops for every 250 card-holders
One Ration shops for every 300 card-holders
One Ration shops for every 400 card-holders
One Ration shops for every 500 card-holders

LOCATION :

24. Whether your Ration shop is located
in your Ward area ?

Yes (   )
No (   )

25. If no, Why ?

Distributors are located in other Wards (   )
Our Ward people are not ready to open a shop (   )
Authorities are hesitant to give permission
to people of our ward (   )
Non-availability of facilities to open shop (   )

26. Distance between your residence and your
Ration shop is :

Less than 1/2 km. (   )
1/2 km. - 1 km. (   )
1 km. - 1.5 km. (   )
1.5 km. - 2 km. (   )
2 km. and more (   )
27. Does your ration shop ensure the following?

Proper queuing facility
Systematic placement of commodity and Storage
Proper arrangement for weighing
Proper arrangement for packing & receiving bills
Good behaviour of personnel
Adequate supply of food-grains
Regular supply of food-grains

28. Are you satisfied with the location of your ration shop?

Yes ( )
No ( )

29. What are your suggestions for appropriate location of ration shop?

i) It should be within 1 km. ( )
ii) It should not be in narrow street ( )
iii) Away from the main roads ( )

OTHER FACILITIES:

30. Is there adequate space for parking your vehicles in front of fair price shop?

Yes ( )
No ( )

31. Is there protection from Sun and rain in front of your fair price shop?

Yes ( )
No ( )

32. If not, do you need it?

Yes ( )
No ( )

NUMBER OF VISITS:

33. Whether all the rationed articles are supplied at a point of time in your FPS?

Yes ( )
No ( )

34. How many visits do you make to draw your quota?

Once ( )
Twice ( )
Thrice ( )
35. Mention the time needed to get your articles at FPS:

<table>
<thead>
<tr>
<th>Availability</th>
<th>Time Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVAILABILITY</td>
<td>15 minutes</td>
</tr>
<tr>
<td></td>
<td>30 &quot;</td>
</tr>
<tr>
<td></td>
<td>45 &quot;</td>
</tr>
<tr>
<td></td>
<td>1 Hour &amp; more</td>
</tr>
</tbody>
</table>

36. Whether all the food articles are normally available?
Yes ( )
No ( )

37. If not, what reasons do the shopmen give?
   i) Short supply from the Govt. ( )
   ii) Irregularity in supply from Govt. ( )
   iii) Non-availability of transport ( )
   iv) Price is almost equal to market price ( )
   v) Other reasons ( )

38. Complete the following table:

<table>
<thead>
<tr>
<th>Commodity</th>
<th>Quota per month (in kg.)</th>
<th>Bought in the last month (in kg.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sugar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jowar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kerosene</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soap</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note book</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edible Oil etc.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

39. Do you purchase your quota every month?
Yes ( )
No ( )

40. If no, Why?
   i) Quality is not upto our satisfaction ( )
   ii) Open market prices are:
       a) Equal to ration prices ( )
       b) Slightly higher than ration shop ( )
   iii) Much time is needed at ration shops. ( )
   iv) One has to go to ration shop several times ( )
v) Shop is situated at a long distance
vi) Credit facilities are not available
vii) Only limited number of commodities are available
viii) Did not have cash at the time articles are sold
ix) Own cultivation of grains
x) Feel shy to bring articles from F.P.S.
xi) Below our dignity to stand in queue
xii) Do not like the behaviour of shop owner
xiii) More articles at one time
xiv) Forced sale of poor quality articles with the good quality articles

QUOTA:

41. Whether the monthly quota is sufficient? Yes No

42. If not, what quota is needed?

<table>
<thead>
<tr>
<th>Commodity</th>
<th>Quota per month</th>
<th>Quantity needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jowar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sugar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kerosene</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edible Oil</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note books</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soaps etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

43. What additional commodities would you like to be distributed through FPS?

a. f. k.
b. g. l.
c. h. m.
d. i. n.
e. j. o.
44. What is your opinion on the quality of the following commodities supplied at your FPS?

Satisfactory / Good / Bad

a) Rice
b) Wheat
c) Sugar
d) Fowar
e) Kerosene
f) Flour
g) Dhal
h) Others

PACKING:

45. Do you want rationed articles be supplied in proper package? Yes ( )
No ( )

46. If Yes, how would you like to have the articles packed?

Polythine bags ( )
Paper packing ( )

47. Why?

Easy handling ( )
Quick supply ( )
Desire of new generation ( )
Quick Choice ( )
Quick confirmation of weight ( )

48. If no, Why?

Quality can not be tested ( )
Doubt about the weight ( )
Adulteration chances ( )
Additional cost ( )
Damaged packing ( )

TIMING:

49. Whether the present timing of your fair price shop is convenient to you? Yes ( )
50. If not, what according to you should be the timing?

<table>
<thead>
<tr>
<th>Time</th>
<th>Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.00 p.m. to 8.00 p.m.</td>
<td>(  )</td>
</tr>
<tr>
<td>10.00 a.m. to 5.00 p.m.</td>
<td>(  )</td>
</tr>
<tr>
<td>8.00 a.m. to 2.00 p.m.</td>
<td>(  )</td>
</tr>
<tr>
<td>Any other</td>
<td>(  )</td>
</tr>
</tbody>
</table>

51. Why do you want the other time, disregarding above three timings?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our working time coincides</td>
<td>(  )</td>
</tr>
<tr>
<td>No protection from Sun</td>
<td>(  )</td>
</tr>
<tr>
<td>Domestic works</td>
<td>(  )</td>
</tr>
<tr>
<td>Present timing is inconvenient</td>
<td>(  )</td>
</tr>
</tbody>
</table>

52. Whether the FPS be kept working on all the days of the week?

| Choice | |
|--------|--
| Yes    | (  )  |
| No     | (  )  |

53. If no, on what day should it be kept closed?

<table>
<thead>
<tr>
<th>Day</th>
<th>Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>(  )</td>
</tr>
<tr>
<td>Monday</td>
<td>(  )</td>
</tr>
<tr>
<td>Tuesday</td>
<td>(  )</td>
</tr>
<tr>
<td>Wednesday</td>
<td>(  )</td>
</tr>
<tr>
<td>Thursday</td>
<td>(  )</td>
</tr>
<tr>
<td>Friday</td>
<td>(  )</td>
</tr>
<tr>
<td>Saturday</td>
<td>(  )</td>
</tr>
<tr>
<td>Any, day, other than market day</td>
<td>(  )</td>
</tr>
</tbody>
</table>

54. Why?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Let them enjoy holiday</td>
<td>(  )</td>
</tr>
<tr>
<td>Both open market &amp; FPS purchase can be made</td>
<td>(  )</td>
</tr>
</tbody>
</table>

55. Are you satisfied with the weighment at your FPS?

| Choice | |
|--------|--
| Yes    | (  )  |
| No     | (  )  |
56. If no, Why?

- a) Do not wait till grains pan comes down
- b) Deliberately pouring out of bags
- c) Leakage of Kerosene measurement instruments
- d) Pulling down the pan
- e) Tying the iron pieces or magnetic things/rubbing tamarind etc.

**INSPECTION:**

57. Have you seen any officer or staff of Weights and Measurements paying surprise visits or inspection? Yes ( ) No ( )

58. Whether any loop-holes were found Yes ( ) No ( )

59. If Yes, did they take any action? Yes ( ) No ( )

**BLACK MARKETING:**

60. Do you know that FPS workers and management direct the supplies to black market Yes ( ) No ( )

61. If Yes, how do they do it?

- Recording Sales of undrawn card numbers and selling the supplies
- Offering slight higher (but less than market) price than ration price to card-holders and acquiring their quantity
- Keeping shops open during odd times deliberately and making the grains undrawn by card-holders
- Misguiding the poor and illiterate card-holders about quality of grains
62. Do you think that the prizes and punishment be introduced to improve the working of FPS? Yes ( ) No ( )

63. If Yes, what are your suggestions?

<table>
<thead>
<tr>
<th>Reward for effective working</th>
<th>Punishment</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Honouring in the public function</td>
<td>a) Cancellation of licence</td>
</tr>
<tr>
<td>b) Circulating the names among FPS</td>
<td>b) Heavy penalty</td>
</tr>
<tr>
<td>c) Awards by the State</td>
<td>c) Imprisonment for adulteration</td>
</tr>
</tbody>
</table>

64. Whether the official checking is effective so as to prevent malpractices at FPS? Yes ( ) No ( )

65. If not, what suggestions do you mention?

- Improvement in the inspection - Frequency - Officials ( )
- Inspection by officers over inspectors ( )
- Inspection by consumers' protection council ( )

CONSUMERS' COUNCIL:

66. Do you have a consumers Council (C.C)? Yes ( ) No ( )

67. Do you know the objectives of C.C? Yes ( ) No ( )

68. Do you favour the existence of C.C? Yes ( ) No ( )

69. Do you think that effective working of C.C. would improve the working of PDS? Yes ( ) No ( )
70. Do you take the initiative for establishment of C.C. in your area? Yes ( ) No ( )

71. If Yes, how? As an active organiser ( ) As an active member ( ) As an ordinary member ( )

72. If no, what are the difficulties?
   a) Unnecessarily inviting the animity ( )
   b) Lack of experience / qualification ( )
   c) FPS owners are our own relatives ( )
   d) All the above ( )

WARD COMMITTEE:

73. Do you think that Ward Committees are necessary for each locality to improve the functioning of PDS? Yes ( ) No ( )

74. If Yes, Why?
   a) Effective working of shop can be ensured ( )
   b) Inspecting the regularity in supply ( )
   c) Inspecting the quality of foodgrains ( )
   d) Ensuring that bills are prepared correctly ( )
   e) Ensuring that prices fixed by Govt. are charged ( )

75. Do you think that C.C/Ward Committee can function effectively in the present socio-economic and political environment? Yes ( ) No ( )

76. If not, why?
   a) An invitation to politics ( )
   b) Addition to the share in corruption ( )
   c) No real support from Govt. ( )
   d) Opposition by officers ( )

77. What are your suggestions for improving the functioning of PDS?
   a) FPS Owners / management needs to be honest ( )
b) Shops should be run with an intention of welfare

c) They should maintain regularity

d) Should be ensured that benefits reach the real poor

e) Higher income group people be excluded

RATION CARD AND INCOME GROUP :

78. Do you think that issue of ration cards to all income group is justifiable ?
   Yes ( )
   No ( )

79. If not, whom should it be restricted ?

   Only to Daily Wage Earners (D.W.E.) ( )
   Only to DWE & Class IV workers ( )
   Only to DWE & Small farmers ( )
   Only to DWE & Small farmers & petty businessmen ( )
   To all those whose income per month is less than Rs.1,000/- ( )
   To all those whose income per month is less than Rs.2,000/- ( )
   To all those whose income per month is less than Rs.3,000/-

QUOTA FIXING :

80. Should there be any different quota for Urban, Semi-Urban & Rural people ?
   Yes ( )
   No ( )

81. If Yes, in what proportion ?

<table>
<thead>
<tr>
<th align="right">Urban :</th>
<th align="right">Semi-Urban :</th>
<th align="right">Rural :</th>
</tr>
</thead>
<tbody>
<tr>
<td align="right">1      :</td>
<td align="right">1.5           :</td>
<td align="right">2</td>
</tr>
<tr>
<td align="right">2      :</td>
<td align="right">1.5           :</td>
<td align="right">1</td>
</tr>
<tr>
<td align="right">1.5    :</td>
<td align="right">1             :</td>
<td align="right">1</td>
</tr>
<tr>
<td align="right">1      :</td>
<td align="right">2             :</td>
<td align="right">2</td>
</tr>
</tbody>
</table>

82. Why ?

   a) Variety of foodgrains are available in urban ( )
   b) Prices fluctuate quickly in cities ( )
c) Urban people react quickly ( )
d) All the variety is not available in rural ( )
e) Agriculturist grow many of foodgrains ( )
f) Much foodgrains come directly to market ( )

83. Is there necessity of reserving the items of distribution to Urban, Semi-Urban and Rural people? Yes ( )
No ( )

84. If Yes, mention the items and how?

<table>
<thead>
<tr>
<th>Items</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
<td></td>
</tr>
<tr>
<td>b)</td>
<td></td>
</tr>
<tr>
<td>c)</td>
<td></td>
</tr>
<tr>
<td>d)</td>
<td></td>
</tr>
</tbody>
</table>

BILLS

85. Whether your shop owner (Ration shop) prepares the bills every time? Yes ( )
No ( )

86. If Yes, whether the writing in bill could be easily read? Yes ( )
No ( )

87. If no, what difficulties do you face?

Quantity is not written properly ( )
Rates are not written properly ( )
Handwriting itself is illegible ( )
Includes others quantities ( )
Illiterate ( )

PRICES:

88. Whether the Govt. Circular regarding prices are notified at the FPS? Yes ( )
No ( )

89. If Yes, do you check your bill with that of the notified prices? Yes ( )
No ( )

90. Did you any time notice the difference between the Bill and Govt. Rate? Yes ( )
No ( )
91. If yes, what did you do?

- Asked the clarification of owner and satisfied
- On enquiry, got threatened
- Complained with the Authorities
- Kept silent

92. Did you receive any response for your complaints from the Authorities?
Yes
No

93. Did you write to any of the Consumer's Forum
Yes
No

94. Did you write to any of the news columns?
Yes
No

95. Does your shop owner prepare the bills correctly?
Yes
No

96. If Yes, does he collect the same amount?
Yes
No

97. If no, what does he do?

- Collects more amount than the bill
- Does not return the remaining changes
- Makes mistakes in multiplying, adding the figures - deliberately

97. If he collects more amount, what explanation does he give?

- Govt. Price Circular is not updated
- Dept. advised to collect additional towards:
  a) transport
  b) commission

- Quality of foolgrains is superior
- Differs from each group of people
99. What is your opinion about the working of FPS?
   a) c) 
   b) d) 

100. What are your suggestions for the improvement of working of FPS?
   a) c) 
   b) d) 

AVAILING (ISSUE) OF RATION CARDS:

101. Did you get the card without any difficulties? 
   Yes ( ) 
   No ( ) 

102. If no, what problems did you face? 
   Non-co-operation of officers ( ) 
   Deliberate postponement ( ) 
   Demanding something in return ( ) 
   Adament behaviour ( ) 

103. What problems did you face - while getting new card at new place on the transfer of job? 
   a) Non-co-operation of officers ( ) 
   b) Deliberate postponement ( ) 
   c) Demanding something in return ( ) 
   d) Adament behaviour ( )