QUESTIONNAIRE-1
(FOR PDS AGENCIES)
Management of PDS in India with Special Reference to Haryana

* Tick (√) the appropriate item/s.

* Write N.A. in the relevant box if not applicable.

1. Name of agency

2. No. of employees

3. In your view, what are the main causes for the origin of this PDS policy in the country?
   (Give ranks)
   i) Drought, famine and war conditions
   ii) Inflation
   iii) Market imperfections
   iv) Poverty
   v) Lack of distributive justice
   vi) To generate a downward pressure on the open market price.
   vii) Any other (please specify)

4. What do you think are the objectives of Govt. in establishing fair price shops? (Give ranks)
   i) Supply of essential commodities at the FPS at the reasonable prices.
   ii) To serve the poor and vulnerable sections.
   iii) Social service.
iv) Prevention of black marketing.

v) Proper and equitable distribution.

vi) Price stability.

vii) Any other (please specify):

5. Estimated release of monthly quota supplied to the different FPS's.

<table>
<thead>
<tr>
<th>Items</th>
<th>Quantity (Qtls)</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Wheat/wheat flour</td>
<td></td>
</tr>
<tr>
<td>ii) Rice</td>
<td></td>
</tr>
<tr>
<td>iii) Sugar</td>
<td></td>
</tr>
</tbody>
</table>

6. Do you think that the services rendered by the FPS's are adequate?

i) Yes

ii) No

If no, what are the reasons? (Give ranks)

i) Irregular and inadequate supply of stocks.

ii) Excessive paper work.

iii) Lack of proper card allotment.

iv) Inadequate commission.

v) Poor quality of goods.

vi) Lack of supervision.

vii) Any other (Please specify):

7. a) Do you follow the same norms and procedures in distributing the ration items both in rural and urban areas?
i) Yes

ii) No.

b) If no, what are the differences? (Give ranks)

**DIFFERENCES**

i) Less transport problems

ii) More promotional devices to keep people abreast of the introduction of new policies.

iii) Less corruption and malpractices.

iv) People are aware about the consumer protection Laws.

v) Complaints are easily redressed.

vi) Any other (Please specify):

8. a) Are you aware of the policies of the "Targeted Public Distribution System"?

i) Yes

ii) No

b) If yes, which provisions have you made to implement the targeted scheme to reach for whom it is actually made? (Give ranks)

i) Reducing the central issue prices of foodgrains to give relief to the poor, residing in revamped PDS areas.

ii) Issuing of new ration cards and opening of more FPS's in remote villages.

iii) Forming people's vigilance committee at the block level.
iv) Identifying the blocks covered under the revamped PDS scheme.

v) Getting rid of targeted PDS of the pronounced urban-bias.

vi) Any other (please specify):
   i) 

9. a) Is the organisation and management structure at the District Level weak or strong to handle the operations of the PDS?
   i) Weak
   ii) Strong

b) If weak, what improvements do you suggest?
   (Give ranks)
   i) Adequate and efficient staff for the effective working of the PDS.
   ii) Sufficient arrangements for the transportation and warehousing to ensure adequate and timely availability of ration items.
   iii) Increase in the Commission on sales of the ration dealers.
   iv) More funds to cover more areas under PDS.
   v) Fair Price Shop licences to the unemployed educated youths.
   vi) Some proposals to earmark few PDS outlets exclusively to women in the process of PDS.
   vii) Actions and legal measures to prevent corruption and malpractices prevailing in the PDS.
ix) Any other (please specify): 

10. a) Do you take any steps to meet the consumer preference in terms of taste, variety, quality and quantity of the commodities supplied under the PDS?
   i) Yes
   ii) No

b) If yes, what are the measures?
   (Give ranks)
   i) Arrangement of conferences and seminars to discuss various problems faced by the customers.
   ii) Revamping the vigilance committee and consumer councils to check malpractices and unfair trade.
   iii) Recommendations for allotment of more funds for the purpose.
   iv) Supervision by the officials or surprise visits to the Fair Price Shops.
   v) Checking the weights and measures operations at the Fair Price Shops.
   vi) Any other (Please specify):

11. What are the main bottlenecks in the conduct of procurement operations? (Give ranks)
   i) Inadequate staff.
ii) Lack of adequate transport facilities.

iii) No co-operation from village elite and officials in arranging for temporary storage of procured items.

iv) Lack of co-ordination among civil supplies authorities, vigilance cell and FCI and other agencies, too.

v) Corruption among the FCI staff & Food and Supplies Staff.

vi) Unfair practices.

vii) Any other (please specify):

12. What are the main reasons for storage losses?
   (Give ranks)
   i) Infestation due to long time storage for about 4 to 5 years.
   ii) Damage from rats, birds etc. particularly in case or open-air storages.
   iii) No improvement in the storage facilities.
   iv) Pilferage and improper handling of the grain in transportation.
   v) Any other (please specify):

13. What is your opinion on the overall working of PDS or what are the defects?
   (Give ranks)
   i) PDS cannot be a success in the present socio-economic system.
   ii) Scope for black-marketing of the rationed items due to defective policy.
iii) Policy is not practicable.
iv) Lack of political will among the politicians to implement the policies and lack of commitments on the part of bureaucrats.
v) Corruption at various levels in the Deptt. of Food & Supplies.
vi) Irregular supply of rationed commodities.
vii) No proper intimation about the arrival of stocks.
viii) Any other (please specify):

14. What are your suggestions to improve the working of PDS?
(Give ranks)
   i) No. of FPS's should be increased for effective services.
   ii) Ration quota to each member of the family has to be increased.
   iii) Location of the FPS should be ideal.
   iv) Allotment of quotas should be made on a scientific line.
   v) To avoid rush at the FPS, ration should be issued on specific days on specific number of cards.
   vi) Increase in the emoluments (Salaries and Commission)
   vii) Providing police protection against the threats of the lumpen elements.
   viii) Any other (please specify):

* * * * * *
QUESTIONNAIRE-2
(FOR FPS DEALERS)
Management of PDS in India with Special Reference to Haryana

* Tick (√) the appropriate item/s.
* Write N.A. in the relevant box if not applicable.

1. Name of dealer:

2. No. of establishment:

3. Locality
   i) Urban
   ii) Rural

4. Nature of Ownership:
   i) Sole proprietorship
   ii) Partnership
   iii) Serviceman
   iv) Consumer Cooperative
   v) Any other (Please specify):
      ____________________________

5. Population covered (approximate No.)

6. Major commodities sold: (Specify the names)
   i) Rationed items   ii) Non-rationed items
   a)  ___________  a)  ___________
   b)  ___________  b)  ___________
   c)  ___________  c)  ___________
7. Main objective of the Fair Price Shops:
   (Give ranks)
   i) Profit
   ii) Previous business
   iii) Occupation of shop owner
   iv) Customer satisfaction
   v) Any other (please specify)

8. Monthly expenses incurred:
   i) Employees salary
   ii) Rent of shop
   iii) Other expenses:
       a) Electricity
       b) Stationery
       c) Any other (please specify)

9. Who are your chief consumers?
   (Give ranks)
   i) Families having income less than Rs. 3,000 p.m.
   ii) Families having income from Rs. 3001 to 5000 p.m.
   iii) Families having income from Rs. 5001 to 8000 p.m.
   iv) Families having income above Rs. 8,000 p.m.

10. In your view, why people purchase the ration items from the Fair Price Shop? (Give ranks)
    i) Lower price of the ration items in the FPS.
ii) Easy availability of the ration items.
iii) Good quality of the ration items.
iv) Any other (please specify) :

11. Are you providing adequate customer services to your card holders?
   i) Yes
   ii) No
   iii) To some extent

12. What prevents you from offering a better service to your customers?
    (Give ranks)
    - i) Inadequate commission.
    ii) Non-availability of stocks in time from the Govt.
    iii) Excessive paper work.
    iv) Any other ________________________________

13. Are you satisfied with your present monthly salary/commission?
    a) i) Yes      ii) No
    b) If no. why should you stay on? (Give ranks)
       i) Traditional line of business.
       ii) In anticipation of better prospects.
       iii) Absence of alternative source of livelihood.
       iv) Any other (please specify):

14. Do you think if you sell packed products, the sales are likely to go up?
    i) Yes
ii) No

iii) To some extent

15. Are you wholly satisfied with the

a) present system of distribution?
   i) Yes
   ii) No

b) If no, what are the main problems? (Give ranks)
   i) Supply of low quality of items from the Govt. itself
   ii) Location of the FPS is not good.
   iii) Commission on sales is less.
   iv) Sometimes, behaviour of customers is irritative.
   v) Any other (please specify): 

16. What are your expenses while dealing with the customers?
   (Give ranks)
   i) Irritant customers abuse the dealers
   ii) Lumpen elements threaten the dealers.
   iii) Pressure from the influential persons.
   iv) Any other (please specify): 

17. a) Do you receive customer complaints?
   i) Yes
   ii) No

   b) If yes, what are the various complaints?
   (Give ranks)
18. In case you bring any other matter to the notice of the Govt. regarding the smooth functioning of the FPS, is that problem immediately redressed by the Govt.?
   i) Yes
   ii) No

19. What are your suggestions that you would like to reveal/make for efficient management of the PDS in Haryana Region?
   (Give ranks)
   i) The quality of all the ration items should be improved.
   ii) The food inspectors should supervise and control the whole marketing system of the PDS.
   iii) The Govt. should get its PDS programmes to promote on a large scale to reach the common masses.
   iv) The Govt. should go in for a mass campaign to establish a closer liaison with the consumers and the dealers to improve their public relations.
   v) There should be timely availability of ration items at all FPS on all days of the month.
vi) The dishonest dealers, who indulge in adulteration and violate PDS rules, should be brought to book and dealt with strictly under the provision of law.

vii) The commission of the ration dealers on their sales should be enhanced.

viii) Any other (please specify):

i) ""

ii) ""

* * * * * *
QUESTIONNAIRE-3
(FOR CONSUMERS)
Management of PDS in India with Special Reference to Haryana

* Tick (✓) the appropriate items.
* Write N.A. in the relevant box if not applicable

1. Name of the respondent:
2. Address:
3. Age group (years)
   i) 20-30
   ii) 30-40
   iii) 40-50
   iv) Above 50
4. Education:
   i) Illiterate
   ii) Below Matric
   iii) Matric
   iv) Graduate
   v) Post-graduate
   vi) Professional courses
5. Occupation:
   i) Student
   ii) Service
   iii) Business
   iv) Agriculture
   v) Profession
vi) Any other (please specify):

6(a). Area where settled
   i) Urban
   ii) Rural

6(b). Family Size

7. Family income group (Rs. per month)
   i) Less than 3,000
   ii) 3001-5,000
   iii) 5,001-8,000
   iv) Above 8,000

8. How frequently do you purchase the food items from the Fair Price Shop (FPS)?
   i) Regularly
   ii) Occasionally
   iii) Never

9. What do you think are the objectives of Govt. in establishing FPS? (Give ranks)

   OBJECTIVES
   i) Supply of essential commodities at fair prices.
   ii) To serve the poor and vulnerable sections.
   iii) Social service
   iv) Proper and equitable distribution
   v) Avoid middlemen
   vi) Price stability/check inflation
   vii) Controlling black marketing.
viii) Any other (Please specify):
   i) ____________________________
   ii) ____________________________

10. What is the distance between your residence and the FPS?
   i) Less than 1/2 km.
   ii) Less than 1 km.
   iii) Less than 2 kms
   iv) Above 2 kms

11. Are you satisfied with the location of FPS?
   Yes
   No
   If no, what are the reasons for dissatisfaction with the location?
   (Give ranks)
   i) Distant location
   ii) Location of the FPS in unhygienic dirty places.
   iii) Not suitable for ladies.
   iv) Any other (please specify):
       i) ____________________________
       ii) ____________________________

12. Which commodities do you mainly purchase from the FPS?
   (Give ranks)
   i) Wheat/Wheat flour
   ii) Rice
   iii) Sugar
13. Why do you prefer purchasing food items from the FPS than the open market?

Reasons

i) Lower price
ii) High quality
iii) Good taste
iv) Nutritive value
v) Easy digestibility
vi) Easy availability
vii) Any other (please specify)

14. a) Whether the ration commodities are available in time at the FPS?
   i) Yes
   ii) No

b) If no, what are the reasons for non-availability of commodities in time at the FPS?
   (Give ranks)

   i) Irregular supply from the Govt.
   ii) Transport problems
   iii) Storage problems.
   iv) Carelessness of the dealers/depot managers.
v) Black marketing by the dealers.
vi) Long queue and heavy rush.
vii) Lack of govt. supervision and control.
viii) Any other (please specify):
   i) 
   ii) 

15. Are you satisfied with weighing procedure in the FPS?
   i) Yes
   ii) No

If no, what are the reasons of dissatisfaction?

   RANKS
   i) International underweighing
   ii) Weights and measures not as per the govt. specification.
   iii) Weighing method varies from person to person
   iv) Any other (please specify):
      i) 
      ii) 

16. How much time is consumed to draw ration from the FPS?
   i) Less than 1/2 an hour
   ii) 1/2 - 1 hour
   iii) 1-2 hours
   iv) Above 2 hours

17. What are the reasons for standing in queue for such a long time?
   (Give ranks)

   RANK
   i) Irregular shop timings
ii) Larger number of card holders allotted to a shop
iii) Inadequate supply
iv) Heavy rush.
v) Congested shops
vi) Preference to known people
vii) Mismanagement for release of festival quotas
viii) No queuing system
ix) Not opening of the depots on all days of the month
x) Inefficiency of the salesmen/depot holder
xi) Any other (please specify)
  i) 
  ii) 

18. Are you made aware of when it shall be a holiday for the ration depot?
   i) Yes
   ii) No

19. Do you face any problems by coincidence of holiday of your office and that of FPS for drawing ration quota?
   i) Yes
   ii) No

20. Is the quantity issued by the FPS under the PDS sufficient for your family?

<table>
<thead>
<tr>
<th>Items</th>
<th>Sufficient</th>
<th>Insufficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Wheat/wheatflour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii) Other items</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
21. In your view, what should be the basis for issuing the ration quota?
   i) Size of the family
   ii) Income
   iii) Both

22. How do you rate the quality of the commodities supplied by the FPS under the PDS?

<table>
<thead>
<tr>
<th>Items</th>
<th>High</th>
<th>Average</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Wheat/wheatflour</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii) Other items</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii) Sugar</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

23. How do you rate the behaviour of dealer of the FPS with the customers?
   i) Courteous
   ii) Indifferent
   iii) Rude

24. a) Are you satisfied with the pricing system of the FPS?
   i) Yes
   ii) No

   b) If no, why?
   (Give ranks)

   i) No credit facilities
   ii) The administered price of sugar is still on the higher side
iii) Any other (please specify)
   i) __________________
   ii) __________________

25. What are your experiences while purchasing food items from the FPS?
(give ranks)

<table>
<thead>
<tr>
<th>EXPERIENCES</th>
<th>RANK</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Heavy rush and long queue</td>
<td></td>
</tr>
<tr>
<td>ii) Pushing and quarreling</td>
<td></td>
</tr>
<tr>
<td>iii) Involves repeated visits</td>
<td></td>
</tr>
<tr>
<td>iv) Rude behaviour of dealers</td>
<td></td>
</tr>
<tr>
<td>v) Irregular supply</td>
<td></td>
</tr>
<tr>
<td>vi) Black marketing &amp; corrupt practices of the FPS dealers</td>
<td></td>
</tr>
<tr>
<td>vii) Dealers favouritism/preferential treatment of the officials and the influential customers.</td>
<td></td>
</tr>
<tr>
<td>viii) Lumpen elements take away sugar without ration cards</td>
<td></td>
</tr>
<tr>
<td>ix) Any other (please specify) :</td>
<td></td>
</tr>
</tbody>
</table>
   i) ________________                                                        |      |
   ii) ________________                                                       |      |

26. a) Do you have any complaints about the functioning of the FPS in your area?

   i) Yes                                                                       |      |
   ii) No                                                                       |      |
b) If no, which are the complaints?

(Give ranks)

RANK

i) FPS is not opened daily

ii) Inconvenient working hours

iii) Heavy rush and long queues

iv) Improper location of the FPS

v) Inadequate and irregular supply from the Govt. itself

vi) Lack of credit facilities

vii) Any other (please specify):

   i) __________________

   ii) __________________

27. How and whom do you lodge your complaints, if any?

i) Verbal

ii) Writing

   i) To the ration dealer

   ii) To the officials of Food and Supplies Deptt.

   iii) To the Consumer Protection Dispute Redressal Forums

iv) Any other (please specify):

   i) __________________

   ii) __________________

28. Are you aware of the objectives of the Consumer Councils?

i) Yes

ii) No
29. Do you think that the Consumer Councils can improve the functioning of the PDS?
   i) Yes
   ii) No

30. Do you contribute to consumer welfare activities in your area?
   i) Yes
   ii) No

31. Do you have any suggestions to improve the procedure of issuing ration cards by the authorities?
   i) Yes
   ii) No

   If yes, what are these suggestions?
   (Give ranks)
   i) FPS dealers should be authorised to issue ration cards
   ii) Enumeration and issue of ration cards should be simultaneous.
   iii) The time limit for the issue of the cards should be fixed.
   iv) Any other (please specify):
      i)  
      ii)  

32. What are your suggestions to avoid delay and quick disposal of customers at the FPS? (Give ranks)
i) The number of FPS should be increased

ii) The number of ration cards per shop should not exceed 1,000

iii) Supply from the central pool should be regular and proper

iv) Separate dates should be fixed for each block within a municipal ward.

v) Appointment of experienced staff and imparting training to the inexperienced ones.

vi) To avoid delay in disbursement, goods should be pre-weighed, pre-packed and kept ready for delivery.

vii) The shops should be kept opened on days and even on holiday

viii) Festival quotas should be released well in advance.

ix) Separate doors should be there in the FPS for entrance and exit.

x) Provision should be made for special counter for women.

xi) Any other (please specify):
   i) __________________
   ii) __________________

33. What are your suggestions for improving the overall functioning of the FPS? (Give ranks)
SUGGESTIONS

i) The quality of all the food items and the quantity of sugar should be enhanced.

ii) The govt. should exclude the high salaried urban professionals from the purview of the PDS and the inclusion of more categories of rural poor.

iii) The govt. should also fix income limits above which the persons should be denied the benefits of the PDS.

iv) Sufficient arrangements for the transportation and warehousing processes of the PDS be made by the state government to ensure adequate and timely availability of food items in each region.

v) Any other (please specify):

i) _____________________

ii) _____________________

iii) _____________________

iv) _____________________

v) _____________________

* * * * *