Appendix – I

QUESTIONNAIRE

PUBLIC DISTRIBUTION SYSTEM

(Questionnaire Administered to Consumers)

PART - A

Name :

Place :

1. Age :

2. Male / Female :

3. Are you educated : Yes / No

4. If yes, to what extent?
   a) Primary;  b) High School;
   c) College/Higher  d) Professional

5. Occupation :

6. Designation (in case of employee):

7. Land (in acres) (for those who live in hamlets)

8. Caste :
   a) Open;  b) Other Backward Caste;
   c) scheduled Caste;  d) Scheduled Tribe.

9. Residence : street / Village

10. No. of Family Members:
     a) Adults;  b) Children

11. Is yours a joint family: Yes / No

12. If it is; how many families live together?

13. How many of the members are employed in your family


15. Monthly income of all the family members Rs.

193
Mode of earning income: 
- a) Daily
- b) Weekly
- c) Monthly
- d) Yearly

**PART - B**

1. a) Do you know about the Public Distribution System (PDS)?  
   : Yes/No
   b) If yes, What are the objectives of it?

2. a) Under this scheme, do you know how many varieties of goods are supplied to the public by the central Government?  
   : Yes/No
   b) If yes. What are they?

3. According to P.D.S. how many varieties of goods are distributed by the State?
   a. b. c. d. e.

4. What are the objectives of the Government in starting Fair Price Shops (FPS)?

5. Do you know the subsidized Rice scheme (Subsidized Rice Scheme)?  
   Yes/No

6. If yes, what are the objectives of the Government to start this scheme?

7. Was this policy introduced by Central Government/State Government?

8. What are the benefits of this scheme?

9. Is there any political strategy behind the introduction of This scheme?

10. If yes, what is it?

11. On which basis is the rationing being implemented at present?

12. a) Are you satisfied with the basis of the present system for rationing?  
    Satisfactory / Not satisfactory.
   b) Why do you think so?

13. Which criteria should be followed for rationing?
    i) No. of family members
    ii) Income of the family
    iii) No. of family members and their income
    iv) Others
PART – C

1. Do you possess a ration card?  : Yes / No
2. If yes, what is its nature  : Yellow / Saffron / White
3. If no, what are the reasons for not acquiring?
4. Are you in need of a ration card?  : Yes / No
5. Do you know the means of acquiring a ration card? : Yes / No
6. If yes, is it convenient to you ?  : Yes / No
7. If it is not convenient, what are the methods do you suggest to make it easy?
8. How do the officials behave at the time of issuing a ration card?
   a) Very patiently;  b) Patiently;  c) Indifferent;  d) Rude;  e) Very rude.
9. Did the officials who are authorised to issue the ration card ask you for anything? Yes / No
10. What is your experience at the time of getting a ration card?

PART – D

1. Where is your ration shop located? Street / Village / Outside the street / Village
2. Is the location convenient to you?  : Yes / No
3. Do you like its location ?  : Yes / No
4. If not, Why ?
5. What are your suggestions for the right location of the ration shop?
6. Do you know the timings of the ration shop? : Yes / No.
7. If yes. Is the time convenient to you?  : Yes / No
8. If not. Do you suggest any change in the timings?
9. Do you know the holiday for the ration shop?  : Yes / No
   a) If yes. Is the holiday convenient to you?  
   b) If not. Suggest changes for it.
PART - E

1. Do you go for the ration? : Yes / No
2. If not, how does it for you?
3. Is ration available at appropriate time? : Available / Not available
4. If not, What do you think are the causes for it?
5. How much time does it take for you to buy ration from your ration shop?
6. Why have you to stand in the queue (Line) to get your ration for so much time?
7. What do you suggest to facilitate the supply of ration without a Queue?
8. Usually what are the goods you purchase from your ration shop?
9. Do you purchase any goods other than rationed items from your ration shop? Yes / No
10. If yes, what do you purchase?
11. Is the ration allotted to you sufficient?

<table>
<thead>
<tr>
<th>Commodity</th>
<th>Sufficient</th>
<th>Not Sufficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Rice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Wheat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Sugar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Edible Oils</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12. If not, give reasons?
13. What are the goods you purchase from open Market?
14. Furnish the following particulars:

<table>
<thead>
<tr>
<th>Particulars of the goods</th>
<th>The ration needs (in Kg)</th>
<th>Given at the ration shop</th>
<th>Bought in the open market</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Qty.</td>
<td>Price</td>
</tr>
</tbody>
</table>

**Rationed Items**

a) Rice
b) Wheat
c) Sugar
d) Edible Oils

<table>
<thead>
<tr>
<th>Other than Rationed goods (If any)</th>
<th></th>
</tr>
</thead>
</table>

15. Have you the sufficient money to buy your ration once in a month?

16. If no, how many times do you purchase various commodities?
   A) Rationed Items:
      a) Rice
      b) Wheat
      C) Sugar
d) Edible Oils
e) Others
   B. Other than Rationed Items (if any):

17. Does the owner of the ration shop allow you to buy a number of times?
   Yes / No

18. Can you claim your ration at any time in the month? Yes / No

19. Mention the following particulars:

<table>
<thead>
<tr>
<th>Particulars of the goods</th>
<th>Fair price shop</th>
<th>Open Market</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Price</td>
<td>Weight</td>
</tr>
<tr>
<td></td>
<td>Satisfied</td>
<td>Not satisfied</td>
</tr>
</tbody>
</table>

**Rationed Items**

a) Rice
b) Wheat
c) Sugar
d) Edible Oils

<table>
<thead>
<tr>
<th>Other than Rationed goods (If any)</th>
<th></th>
</tr>
</thead>
</table>
20. If not Satisfied, give reasons:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Ration Shop</th>
<th>Open Market</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weight</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

21. Give the Particulars regarding the quantity of the Goods:

<table>
<thead>
<tr>
<th>Particulars of the goods</th>
<th>Ration Shop</th>
<th>Open Market</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Very good</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Good</td>
<td></td>
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<tr>
<td></td>
<td>Not Bad</td>
<td></td>
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<td></td>
<td>Bad</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Very Bad</td>
<td></td>
</tr>
</tbody>
</table>

Rationed Items

- a) Rice
- b) Wheat
- c) Sugar
- d) Edible Oils

Other than Rationed goods (If any)

22. How does the owner of the shop behave with you, when you go to purchase goods in his shop?
   a) Very patient  b) Patient  c) Does not speak  d) Rude  e) Very rude.

23. Does the owner of the ration shop enter the goods you have taken correctly? Or does he enter in your card more than the goods supplied?

24. Have you observed the ration shop owner to enter less quantity in the ration card and more quantity in the sales register after drawing your ration?
   Yes / No.

25. Is the conduct of the owner of the Private shop satisfactory when he delivers the goods to you?
   Yes / No

26. Where do you like to purchase your goods?
   a) Fair Price Shop  b) Private shop  c) Super Bazar.
27. Why do you like so?

28. What is your experience at the time of purchasing ration from a Private Shop?

29. Have you anything more to say in this regard?

PART - F

1. What do you know about Consumer councils?

2. Can they better the PDS? Yes / No

3. Do you think it is necessary to have Consumer councils in your town for the effective functioning of P.D.S.? Yes / No

4. Do you take initiative to start a Consumers Council? Yes / No

5. If yes, how do you start?

6. If not, what are the causes for it?

7. How much they can you devote to the programmes of Consumers Council?

8. Is it necessary to start ‘Civic Bodies’ in every street of your town?

9. Why do you think so?

10. Do the members of the Council frequently discuss the problems? Yes/No

11. Does the Consumers council enjoy the support of all the sections of people of your town? Yes / No

12. If not, Why?

13. Do you think the organisers of the ration shop are distributing the ration properly after the formulation of councils? Yes / No

14. What are the special benefits you enjoyed with the establishment of these councils?
15. Will the Councils function properly in your town in the present situation?
   Yes / No

16. Why do you think so?

17. Do you want to say anything more about consumers councils / Civic bodies?

**PART – G**

1. What is your opinion about the P.D.S. in your State?
   a) Functioning Effectively
   b) Not functioning Effectively.

2. Why do you think so?

3. Will P.D.S. be successful in the present social, political and economical situations?
   Yes/No

4. If not what are the difficulties?

5. What are your suggestions for the betterment of P.D.S.?

6. Do you want to say anything more about P.D.S.?
PUBLIC DISTRIBUTION SYSTEM

(Questionnaire administered to FPS dealers/personnel)

PART - A

1. Name of the shop owner
   (if desired).

2. Educational Qualifications: Primary/ Secondary / Higher /Professional.

3. Social Status : SC / ST / OBC /Open

4. Value of assets owned

5. About the shop:
   a) Shop No.
   b) Year of Establishment
   c) Locality
   d) Total No. of Cards allotted (Category-wise):
      a.  b.
   e) Name(s) of the localities serviced
   f) No. of households covered
   g) No. of employees in the shop
   i) Amount deposited with the Civil Supplies authorities

6. Nature of the Management of the shop:
   a) Sole Trader / Private retail outlet
   b) Partnership
   c) Co-operative / Super Bazar (Main)

7. Previous Business /Occupation of the Shop owner:

8. Previous monthly income (Approx.).:

9. Do you run your fair price shop (FPS) in your own premises ? Yes / No

10. What is the rent charged per month ?
    a) Own premises;    b) Premises taken on lease

PART - B

1. What are the essential commodities dealt by your F.F.S.?
   a.  b.  c.  d.  e.  f.

2. Do you deal in frees ale goods also? Yes/No
   b) If yes, specify them :
      1.  2.  3.  4.
3. Value of physical stock maintained in the FP Shop on an average per month?
   a) Rationed goods
   b) Free sale goods

4. Approximate amount of investment in –
   a) Rationed items
   b) Free Sale Goods

5. Sources of Investment
   1) Own funds;  2) Borrowed funds.
   b) If borrowed funds, specify the name of the source and rate of interest.

6. a) Have you been granted any subsidy from the Government?
    Yes / No
   b) If yes, specify the amount

7. Estimated cost of furniture and fixtures in the shop

8. How do you get the items of merchandise?
   a) Door delivery  b) Own arrangement

9. What is the mode of transport in getting ration from the storage points?
   a) Bullock carts;  b) Trucks/Tractors
   c) Lorries;  d) Other (specify)

10. a) Do you have any problems in transporting the ration to your shop from the storage
    points?
       Yes / No
   b) If yes, what are they?

11. Amount of monthly indent for
    a) Rationed Items:
        a) Rice  2) Wheat  3) Sugar  4) Edible oil.

    b) Free sale goods
       1.
       2.

12. Furnish the following details?
    a) Average monthly expenses?
       1) Employees Salary  2) Rent  3) Storage/Warehouse
       4) Transport  5) Electricity  6) Insurance
       7) Stationary  8) Hamali charges
       9) Loss in Transit  10) Loss in Storage
b) Particulars of ration and margin.

<table>
<thead>
<tr>
<th>Particulars</th>
<th>COMMODITIES</th>
</tr>
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<tbody>
<tr>
<td>a) Total monthly ration required on an average</td>
<td>Rice</td>
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<tr>
<td>b) Total monthly ration allotted on an average</td>
<td></td>
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<tr>
<td>c) Total monthly ration distributed on an average</td>
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<tr>
<td>d) Cost per quintal paid to the Government</td>
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<tr>
<td>f) Margin/Commission per quintal</td>
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<tr>
<td>g) Income from the sale of Gunny bags.</td>
<td></td>
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</tbody>
</table>

c) Sales particulars from 2008 to 2012 (Value in Rs.)

<table>
<thead>
<tr>
<th>Commodities</th>
<th>Years</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rationed Items</td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>a) Rice</td>
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<td>Free sale goods</td>
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<td>a.</td>
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<tr>
<td>b.</td>
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</tbody>
</table>

13. Estimated monthly Income from free sale goods & (if any).

**PART - C**

1. How do you rate the behaviour of your customers?
   a) Pleasant
   b) Irritating
   c) Indifferent
   If irritating, how do you tackle them?
2. Narrate your experience with the customers when they come to purchase ration?
3. a) Do you have any quality control measures? Yes / No  
b) If yes, please explain those measures.

4. In your opinion, What is the quality of the ration supplied to you?

<table>
<thead>
<tr>
<th>Commodity</th>
<th>Very good</th>
<th>Good</th>
<th>Not Bad</th>
<th>Bad</th>
<th>Very Bad</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rice</td>
<td></td>
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<td>Edible Oils</td>
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5. a) Do you have any complaints from the customers about the quality? Yes/ No.  
b) If yes, what are they?

6. Do you have any experience of under weighting of ration from the Government operatives/Godowns/Storage points? Yes / No.

7. How do you come to know whether the ration quota is released?

8. a) Are you able to lift the ration quota whenever it is released? Yes / No  
b) If no, what are the constraints ?

9. Do you have any problems in obtaining permits? Yes /No  
b) If yes, What are they?

10. Do you have any problems with the officials of Civil Supplies and Vigilance? Yes/ No  
b) If yes, please narrate your experience

11. Do you have any pressures from the village politicians /Officials in the distribution of ration? Yes /No  
b) If yes, please explain.

12. Do you get your ration quota regularly every month? Yes/ No  
b) If no, what are the reasons for such irregularities in the supply of ration quota?
13. a) In your opinion are you providing adequate customer services to your customers / Card holders to some extent. Yes / No
   b) Why do you think so?

14. What do you think are the constraints in offering better services to your customers?

15. What is the present rate of commission allowed to you (F.P.S. dealers) on the rations/ What is the present salary you are drawing?
   a) Rice (per bag)  b) Wheat (per bag)
   c) Sugar (per bag)  d) Edible Oil (Per quintal).

16. a) Are you satisfied with the present rate of commission/salary? Yes / No
    b) If no why?

17. a) Do you have any side business along with this to improve your financial position? Yes / No
    b) If yes, What is the approximate monthly income from that business?

18. a) would you like to deal with a larger range of products than What you are having now? Yes / NO
    b) If so, why?

19. a) Do you like to continue in the same (FPS) business? Yes / No.
    b) Why do you think so?

**PART – D**

1. a) Do you think that the Public Distribution System (PDS) is merging as an alternative to the private trade? Yes / No
    b) Why do you think so?

2. What do you think are the major differences between Public Distribution System and Private Distribution System?
3. What will be the policy of the Government in regard to the distribution of essential commodities in the near future?
   a) Boosting up of PDS
   b) More encouragement to private trade.

4. a) Do you think that National Production-cum-Distribution scheme (NPCDS) is functioning effectively in your area?
   Yes / No.
   b) If no, what are the bottle necks in the working of NPCDS?

5. a) Do you think that PDS can be a success in the present socio, economic and political conditions?
   Yes / No
   b) Why do you think so?

6. Do you like to make any comments on the working of P.D.S. in your area?