APPENDICES

AND

BIBLIOGRAPHY
APPENDIX - A

QUESTIONNAIRE - 1

QUESTIONNAIRE FOR EMPLOYERS
"Human Response Development in Small Industry: 
A Case Study of Select Small Scale Units in
North Eastern Region"

NAME OF THE UNIT : -
ADDRESS OF THE UNIT : -
REGISTRATION NO. : -
DATE OF REGISTRATION : -

SECTION - 1 - GENERAL

1.1 Name :

1.2 Position :

1.3 Age :
i) 20 and below  ii) 21-30
iii) 31-40  iv) 41-50
v) 51-60  vi) above 60 (  )

1.4 Sex :
(a) Male (  ) (b) Female (  )

1.5 Caste :
(a) Scheduled Caste  (b) Scheduled Tribe
(c) Backward Class  (d) Forward Class

1.6 Religion :
(a) Hinduism  (b) Islam
(c) Christianity
(d) Others (Please Specify) :

1.7 Educational Qualifications:
i) Illiterate  ii) Below H.S.L.C.
iii) H.S.L.C.  iv) Intermediate/XII
v) Graduate vi) Post Graduate
vii) Diploma (Specify the name of the diploma course)
viii) Others (Please specify): ( )

1.8 Past Experiences:
Are you having experiences in any field of the following:
i) Trade ( )
ii) Industry ( )
iii) Service ( )
iv) Any other (please specify): 

1.9 Present Work:
i) What is your job (work status) in your industry? (please specify):
ii) How long do you serve in the unit?

1.10 Investment:
i) What is the total investment of the unit?
ii) How must money is invested for the development of employees?:
   a) For training and development programmes:
   b) For payment of salaries and wages:
   c) Others (please specify):

SECTION-II-INFORMATION REGARDING DEVELOPMENT OF HUMAN RESOURCE:

2.1 Recruitment and selection of employees:
i) How did you informed or advertised about the availability of the job in your industry?
   a) Through employment exchange.
   b) Through existing employees.
   c) Through personal contacts.
   d) Through advertisements.
   e) Others (please specify): ( )
ii) Did you conduct any one or more of the following before selecting the employees.
   a) Oral interview.
   b) Written test and interview.
   c) written test only
   d) None of the above. 

iii) How did you select the employees?
   a) On Merit
   b) On personal likes.
   c) Other circumstances.

2.2 Training and development programmes.

(1) Did you conduct or send the employees for related programmes for the development employees (Please tick):—

Human Resources Development Programmes (HRD related programmes):

i) Awareness creation programme, like motivational orientation cum entrepreneurship awareness campaign.

ii) Course on Leadership and Motivation.

iii) Course on Human Resource Management.

iv) Course on Organisational Behaviour.

v) Course on Attitudinal Transformation for better performance.

vi) Course on behavioural Dimensions of Human Resource management on organisation leadership.

vii) Course on Development through participation.

viii) Other (please specify):

(2) Did you participate any course of EDPs, HRD related programmes mentioned above or any other programmes. Please specify:
(3) If you have conducted/sent the employees for training programmes for the development of employees. Mention the impact of the programmes:
   a) Improvement to the respective employees.
   b) Improvement of the unit.
   c) Any other reasons, if deterioration occurs (if any).

(4) Welfare facilities given to the employees:
   i) Have you availed the following benefits to the employees:
      a) Accommodation facility    Yes/No.
      b) Vehicle advances          Yes/No.
      c) Medical facility          Yes/No.
      d) Education:  
         i) for employees         Yes/No.
         ii) for their children   Yes/No.
      e) Festival advances        Yes/No.
      f) Marriage advances        Yes/No.
      g) House construction loan  Yes/No.
      h) Others (please specify):

   ii) If not provided, what are the reasons? (Please rank)
      a) Lack of knowledge about benefits.
      b) Lack of necessity.
      c) Unsympathetic attitude of management in extending benefits.
      d) Inadequacy of benefits.
      e) Non-availability of right time.
      f) Others (please specify):

   iii) What are other facilities (other than given above) provided in your industry. (Please tick from the following):
      a) Toilets                (    )
      b) Canteen               (    )
      c) Playground            (    )
      d) Employee co-operative society (    )
      e) Drinking Water        (    )
      f) Rest Rooms            (    )
      g) Recreational facilities (    )
      h) Co-operative Housing society (    )
iv) Please specify the facilities you are going to provide in your industry for the development of employees:-

a) 

b) 

c) 

d) 

e) 

v) Health and Safety Measures:-

a) Do you and your employees have any health hazard in your work?

b) Please specify the regularity of facilities provided for your employees to protect them from health hazards. (Please tick in the appropriate box) :-

<table>
<thead>
<tr>
<th>Regularly</th>
<th>Now &amp; then</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Soaps</td>
<td></td>
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<td>ii) Towels</td>
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<tr>
<td>iii) Chapples</td>
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</table>

iv) Others (please specify) :-

c) What are the suggestions in overcoming the health hazards (Please rank) :
   i) The existing facilities to be provided on an increasing scale.
   ii) Additional facilities to be provided.
   iii) Educate the employees about safety and health.
   iv) Other suggestion (please specify):- (    )

2.3. Reward Administration:

1) Wage payment :-
   In which basis (Method of wages payment) do you given wages to your employees:

a) Piece Rate :-
   i) Straight piece Rate (i.e. units produced x (multiply) rate per unit).
ii) Piece Rate with Guaranteed day rate.
iii) Differential piece rates.

b) If, differential piece rates, what types of method/system is followed:
   i) Taylor's differential piece rate system.
   ii) Emerson's Efficiency system.
   iii) Merrick differential piece rate.
   iv) Gant Task and Bonus system.

c) On monthly or Regular salary.

d) On commission.

e) Other incentive payments:
   i) Halsy plan (Halsy incentive scheme).
   ii) Rowan incentive scheme.
   iii) Halsy Werri Premium system.
   iv) Bedoux point Premium system.

2) Is there any individual or group incentive compensation plans for good performance :-

3) Are you giving wages or salary in time? Yes/No
   If not, what are the reasons?
   i) Lack of adequate fund.
   ii) Delay in procedural formalities.
   iii) Others (Please specify):-

4) What should be done to improve the prompt payment of wages?
   i) Provincialisation of Service.
   ii) Priority should be given to the payment of wages.
   iii) Increasing financial resources.
   iv) Avoid official delays.
   v) Other Suggestions (Please Specify): (    )
2.4. **Work environment:**

1) **The job feeling Scale:**

This questionnaire has a list of four different aspects of job. For each aspect there are a number of scales to indicate your feeling about your job. Indicate your response by circling the number that best represents your feelings on the dimension given.

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<th>3</th>
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<td>4</td>
<td>3</td>
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<td>1</td>
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<td>4</td>
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<td>2</td>
<td>1</td>
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<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>Tiresome</td>
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<tr>
<td>9</td>
<td>Gives sense of accomplishment</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>Endless</td>
</tr>
</tbody>
</table>
### WORKERS

1. Stimulating 5 4 3 2 1 Boring
2. Loyal 5 4 3 2 1 Treacherous
3. Fast 5 4 3 2 1 Slow
4. Responsible 5 4 3 2 1 Irresponsible
5. Smart 5 4 3 2 1 Stupid
6. Respect my privacy 5 4 3 2 1 Gives no privacy
7. Pleasant 5 4 3 2 1 Unpleasant
8. Active 5 4 3 2 1 Lazy
9. Friendly 5 4 3 2 1 Hard to meet
10. Broad interest 5 4 3 2 1 Narrow interest

2) Complete the following questionnaire by circling the answer that best describes your feeling about each statement. For each item, circle your response according to the following :-

(A) 1 = Not important; 2 = Slightly important;
3 = Moderately important; 4 = Very important;
5 = Extremely important.

1. Co-operative relations with my co-workers 1 2 3 4 5
2. Developing new skills and knowledge at work  
3. Good pay for the work  
4. Being accepted by others  
5. Opportunity for independent thought and action  
6. Frequent raises in pay  
7. Opportunity to develop close friendships at work  
8. A sense of self-esteem  
9. A complete fringe benefit programme  
10. Openness and honesty with my co-workers  
11. Opportunity for personal growth and development  
12. A sense of security from bodily harm  

(B) SA = Strongly agree, A = agree, D = disagree, SD = Strongly disagree.

1. Employees inherently dislike work and whenever possible will attempt to avoid it.  
2. Employees will shirk responsibilities and seek formal direction whenever possible.  
3. Since employees dislike work, they must be controlled or threatened with punishment to achieve goals.
4. Most workers place security above all other factors associated with work and will display little ambition.
5. Employees can view work as being as natural as rest or play.
6. People will exercised direction and self control if they are committed to the objectives.
7. The average person can learn to accept even seek responsibility.
8. The ability to make innovative decision is widely dispersed throughout the population and is not necessarily the sole province of those in management position.
9. In the democratic and participative management practices it is possible to motivate workers in a highly fruitful manner.
10. Decision by consensus and team spirit are considered high motivators.
11. The Loyalty of workers is won by giving them a share in decision making.

2.5. ORGANISATIONAL HEALTH:

1. Absenteeism :-
a) How to you feel if there is high absenteeism in your industry ?
   Please tick :
   i) It will reduce the productivity of the unit.
   ii) Absenteeism should be minimize to increase productivity.
   iii) It can result in a drastic reduction in quality of output.
iv) Absenteeism has sometimes positive effect when employees are fatigue, excess stress.

v) Others (Please specify) :-

b) Do you receive any report for failure of work form the employees? If yes, give reasons. Yes/No.
i)
ii)
iii)

2. Turnover:

a) Is there any employee who leaves your industry in previous years? If yes, what are their problems/causes for resignation or leave. Yes/No.
i)
ii)
iii)

b) How many numbers of employees were leaving your industry in previous years?:

Last 1st year :-
Last 2nd year :-
Last 3rd year :-

c) How many employees were entering or recruiting in your industry in previous three years?:

1.
2.
3.

d) What are the problems face when employees leaves your industry?

1.
2.
3.
3. **Conflicts and co-operation:**

   a) **How are the employee and employer relations in your industry?**
      Please tick to your response.
      i) Cordial (hearty, sincere, warm)
      ii) Satisfactory
      iii) Unsound

   b) **What do you think are the important achievement of your unit during your employment?**
      i) Increase in wages
      ii) Increase in pay scale
      iii) Increase in allowance
      iv) Increase in commission
      v) More promotional opportunities
      vi) More welfare benefits
      vii) Security of service
      viii) Prompt payment of wages
      ix) None
      x) Any other achievement (Please specify) :-

   c) **Co-worker relations :-**
      My relations with co-workers on and off duty are :-
      i) Friendly
      ii) Unfriendly
      iii) Either friendly or unfriendly

   d) **Supervisory relations :-**
      i) Do you have adequate guidance to your employees ?
      ii) Do you help your employees on their job ?
      iii) Does your employees are friendly in work distribution ?

**SIGNATURE OF RESPONDENT**

   Full Name :
   Designation :
APPENDIX - B

QUESTIONNAIRE - 2

QUESTIONNAIRE FOR EMPLOYEES
"Human Response Development in Small Industry: A Case Study of Select Small Scale Units in North Eastern Region"

NAME OF THE UNIT :-
ADDRESS OF THE UNIT :-
REGISTRATION NO. :-
DATE OF REGISTRATION :-

SECTION - 1 - GENERAL

1.1 Name :
1.2 Position :
1.3 Age :
   (i) 20 and below   (ii) 21-30
   (iii) 31-40        (iv) 41-50
   (v) 51-60          (vi) above 60
1.4 Sex :
   (a) Male ( )      (b) Female ( )
1.5 Caste :
   (a) Scheduled Caste  (b) Scheduled Tribe
   (c) Backward Class  (d) Forward Class
1.6 Religion :
   (a) Hinduism       (b) Islam
   (c) Christianity   (d) Others (Please Specify)
1.7 Educational Qualifications:
   (i) Illiterate     (ii) Below H.S.L.C.
   (iii) H.S.L.C.     (iv) Intermediate
   (v) Graduate       (vi) Post Graduate
   (vii) Diploma      (viii) Others (Please specify)
1.8 Past Experiences:
   Are you having experiences in any field of the following:
   (i) Trade          (ii) Industry
   (iii) Service      (iv) Any other
1.9 i) How long do you serve in the Unit?
   ii) Problems face during your work?
       a) 
       b) 
       c) 
       d) 
   iii) Improvement
       a) 
       b) 
       c) 
       d) 

SECTION - II - INFORMATION REGARDING DEVELOPMENT OF HUMAN RESOURCES:

2.1 Recruitment and selection of Employees:
   i) How did you come to know the availability of the job in your industry?
      a) Through Employment Exchange.
      b) Through Existing Employees.
      c) Through Personal Enquiries.
      d) Through Advertisement.
      e) Others (Please specify)
   ii) Did you face any one of more of the following before joining the job in the industry?
      a) Oral interview.
      b) Written test and interview.
      c) Written test only.
      d) None of the above.
   iii) What is the basis of your selection?
      a) Merit
      b) Influence
      c) Personal contact
      d) Other circumstances
2.2 Training and development programmes:

1. Did you participate or complete any course of the following HRD related programmes? (please tick):

Human Resources Development Programmes (HRD related programmes):

i) Course on leadership and Motivation.
ii) Course on Human Resource Management.
iii) Course on Organisational Behaviour.
iv) Course on Attitudinal Transformation for better performance.
vi) Course on Development through participation.
vii) Others (please specify):

2. If training programmes are attended, mention the impact of the programmes:

a) Improvement to yourself :-
b) Improvement of the unit :-
c) Any other reasons, if improvement occurs (if any) :-

3. Welfare facilities given to the employees:

i) Have you availed yourself the following benefits provided by your industry?

a) Accommodation facility Yes/No
b) Vehicle advance Yes/No
c) Medical facility Yes/No
d) Education:
   i) for self Yes/No
   ii) for the children Yes/No
e) Festival advance Yes/No
f) Marriage advances Yes/No
h) Others (please specify) :-
ii) If not, what are the reason? (Please Rank)

a) Lack of knowledge about benefits.
b) Lack of necessity.
c) Unsympathetic attitude of management in extending benefits.
d) Inadequacy of benefits.
e) Non-availability of right time.
f) Others (please specify):

iii) What are the facilities (other than given above in No.3(i)
provided in your industry? (please tick from the following)

a) Toilets    b) Canteen
   c) Playground d) Employees co-operative Society
   e) Drinking water f) Rest rooms
   g) Recreational facilities h) Co-operative Housing Society

iv) What is your opinion about these facilities,

a) Benefit for the employees b) Compulsory required
   c) These are good d) Unnecessary

v) Please specify the facilities you require in your industry:

a)
b)c)d)

vi) Health and Safety Measures:-

a) Do you have any health hazards in your work?  Yes/No

b) Please specify the regularity of facilities provided by your unit to protect you from health hazards.

<table>
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<th></th>
<th>Regularly</th>
<th>Now and then</th>
<th>Never</th>
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<tr>
<td>ii) Towels</td>
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<tr>
<td>iii) Chappies</td>
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<tr>
<td>iv) Hair Oil</td>
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<tr>
<td>v) Others (please specify)</td>
<td>( )</td>
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</tbody>
</table>
c) What are the suggestions in overcoming the health hazards? (Please rank)
   i) The existing facilities to be provided on an increase scale
   ii) Additional facilities to be provided.
   iii) Educate about safety and health.
   iv) Others (Please specify) :-

2.3. Reward Administration:

2.3.1. Wage Payment :-
   
   In which basic do you gettin your wages ?
   i) On piece rate basis.
   ii) Regular salary.
   iii) On commission.
   iv) Others (Please specify) :-

2.3.2. What are your total emoluments for a month ?
   i) Below Rs. 500/-
   ii) Rs. 501/- to Rs. 1000/-
   iii) Rs. 1001/- to Rs. 1500/-
   iv) Rs. 1501/- to Rs. 2000/-
   v) Rs. 2001/- to Rs. 2500/-
   vi) Rs. 2501/- to Rs. above.

2.3.3. Are you satisfied with your salary/wage ? Yes/No.

2.3.4. Are you getting your salary in time ? Yes/No.
   If not, what are the reasons ?
   i) Lack of adequate fund.
   ii) Delay in procedural formalities.
   iii) Others (please specify) :-

2.3.5. What would be done to improve the prompt payment of wages/ salaries ?
   i) Provincialisation of services.
   ii) Priority should be given to the payment of wages/salaries.
   iii) Increasing financial resources.
   iv) Avoid official delays.
   v) Others (please specify) :-
2.4 Work Environment:

2.4.1. How do you feel about your present job?
There are eighteen statements about jobs. Tick the response in the respective boxes next to each statement which best describes how you feel about your present job. There are no right or wrong answers.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. My job is like a hobby to me.</td>
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<tr>
<td>2. My job is usually interesting enough to keep me from getting bored.</td>
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<tr>
<td>3. It seems that my friends are more interested in their jobs.</td>
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<td>4. I consider my job rather unpleasant.</td>
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<td>5. I enjoy my work more than my leisure time.</td>
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<tr>
<td>6. I am often bored with my job.</td>
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<tr>
<td>7. I feel fairly well satisfied with my present job.</td>
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<tr>
<td>8. Most of the time I have to force myself to go to work.</td>
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<tr>
<td>9. I am satisfied with my job for the time being.</td>
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<tr>
<td>10. I feel that my job is no more interesting than others I could get.</td>
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<tr>
<td>11. I definitely dislike my work.</td>
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<td>12. I feel that I am happier in my work than most other people.</td>
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</tbody>
</table>
13. Most days I am enthusiastic about my work. □ □ □ □ □ □

14. Each day of work seems like it will never end. □ □ □ □ □ □

15. I like my job better than the average worker does. □ □ □ □ □ □

16. My job is pretty uninteresting. □ □ □ □ □ □

17. I find real enjoyment in my work. □ □ □ □ □ □

18. I am disappointed that I ever took this job. □ □ □ □ □ □

2.4.2. The job feeling scale:

This questionnaire has a list of five different aspects of your job. For each aspect there are a number of scales to you to indicate your feelings about your job. Indicate your response by circling the number that best represents your feelings on the dimension given.

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<td>2. Creative</td>
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<td>3. Fascinating</td>
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<tr>
<td>8. Healthful</td>
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<td>Tiresome</td>
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<tr>
<td>9. Pleasant</td>
<td></td>
<td>Unpleasent</td>
</tr>
<tr>
<td>10. Give sense of accomplishment</td>
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### SUPERVISOR

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<td>3</td>
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</tr>
<tr>
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<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>5.</td>
<td>Praises good work</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
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<td>6.</td>
<td>Even tempered</td>
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<td>7.</td>
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<td>4</td>
<td>3</td>
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<td>1</td>
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<td>8.</td>
<td>Good</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>9.</td>
<td>Leaves me on my own</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
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<tr>
<td>10.</td>
<td>Tells me where I stand</td>
<td>5</td>
<td>4</td>
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### CO-WORKER

<p>| | | | | | | |</p>
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<td>1.</td>
<td>Stimulating</td>
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<tr>
<td>2.</td>
<td>Loyal</td>
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<td>3</td>
<td>2</td>
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<td>3.</td>
<td>Fast</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
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<tr>
<td>4.</td>
<td>Responsible</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>5.</td>
<td>Smart</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>6.</td>
<td>Respect my privacy</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>7.</td>
<td>Pleasant</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
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<tr>
<td>8.</td>
<td>Active</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>9.</td>
<td>Friendly</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>10.</td>
<td>Board interest</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>
PROMOTION

1. Fair 5 4 3 2 1 Unfair
2. Regular 5 4 3 2 1 Irregular
3. Secure 5 4 3 2 1 Unsecure
4. Frequent 5 4 3 2 1 Infrequent
5. Promotion on ability 5 4 3 2 1 Arbitrary
6. Good opportunity for advancement 5 4 3 2 1 Limited opportunity for advancement

PAY

1. Good 5 4 3 2 1 Bad
2. Secure 5 4 3 2 1 Insecure
3. Highly paid 5 4 3 2 1 Under paid
4. Adequate for 5 4 3 2 1 Barely live on income
5. What I deserve 5 4 3 2 1 Less than I deserve
6. Income provide luxuries 5 4 3 2 1 Income provides necessities only

2.5. Organisation Health :

2.5.1. Absenteeism :

a) How do you feel if there is high absenteeism in your industry? (Please tick).
   i) It will reduce the productivity of the unit.
   ii) Absenteeism should be minimize to increase productivity.
   iii) It can result in the drastic reduction in quality of output.
   iv) Absenteeism has sometimes positive effect when employees are fatigue, excess stress.
   v) Others (please specify) :
b) Do you have any failure to report to work in your previous works? Yes/No.
   If yes, what are the reasons:
   i) 
   ii) 
   iii) 

2.5.2. Turnover:

   a) Have you any resignations from your previous works? If yes, Yes/No.
      what are the reasons.
      i) 
      ii) 
      iii) 

   b) If there is a better job for you than present job. Will you join Yes/No.
      that job and leave the present job. And why?

2.5.3. Conflicts and co-operation:

   a) How are the employee and employer relations? Please tick to your response.
      i) Cordial (hearty, sincere, warm)
      ii) Satisfactory
      iii) Unsound.

   b) What is your opinion about organisation of strikes?
      i) Strikes should be used frequently whenever the management is not willing to concede the demands.
      ii) Management and workers should be willing to solve their problems through negotiations and the weapon of the strike should be used sparingly.
      iii) The weapon of strike should be replaced by constructive consultative machinery. (    )
      iv) Other (please specify):
c) What are the important achievements of your unit during your employment? Please tick marks the followings:
   i) Increase in pay scale.
   ii) Increase in wage.
   iii) Increase in allowance.
   iv) Increase in commission.
   v) More welfare benefits.

d) Co-worker relations:
My relations with co-workers on and off duty are -
   i) Friendly
   ii) Unfriendly
   iii) Neither friendly nor unfriendly.

e) Supervisory relations:
   i) Do you get adequate guidance from your supervisor? Yes/No.
   ii) Does your supervisor helpful while on the job? Yes/No.
   iii) Does your supervisor impartial in the work distribution? Yes/No.
   iv) Is your supervisor receptive when your offer some suggestions? Yes/No.
   v) Does your supervisor complement you when you do a good job? Yes/No.
   vi) Does your supervisor support you when you have problems with management? Yes/No.
   vii) Is your supervisor prompt in taking care of your complaints? Yes/No.

Signature of the Respondent

Full Name :
Designation :
### Appendix-C
Statewise, Industry group-wise distribution of SSI units in the North-Eastern Region with a total figure of India. (as on 31st March 1988)

<table>
<thead>
<tr>
<th>Two digit Code</th>
<th>Industry Group</th>
<th>Assam</th>
<th>Manipur</th>
<th>Meghalaya</th>
<th>Mizoram</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of Units</td>
<td>%of Units</td>
<td>No. of Units</td>
<td>%of Units</td>
<td>No. of Units</td>
</tr>
<tr>
<td>20-21</td>
<td>Food Products</td>
<td>1,376</td>
<td>31.06</td>
<td>391</td>
<td>18.82</td>
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<tr>
<td>22</td>
<td>Beverage, Tobacco and Tobacco Products</td>
<td>3</td>
<td>0.07</td>
<td>1</td>
<td>0.05</td>
</tr>
<tr>
<td>23</td>
<td>Cotton Textiles</td>
<td>4</td>
<td>0.09</td>
<td>1</td>
<td>0.05</td>
</tr>
<tr>
<td>24</td>
<td>Wool, Silk and Synth. Fibre Textiles</td>
<td>0</td>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>25</td>
<td>Jute, Hemp and Mesta Textiles</td>
<td>0</td>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
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<tr>
<td>26</td>
<td>Hoisery &amp; Garments</td>
<td>200</td>
<td>4.51</td>
<td>398</td>
<td>19.15</td>
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<tr>
<td>27</td>
<td>Wood Products</td>
<td>569</td>
<td>12.84</td>
<td>702</td>
<td>33.78</td>
</tr>
<tr>
<td>28</td>
<td>Paper Products and Printing</td>
<td>88</td>
<td>1.99</td>
<td>37</td>
<td>1.78</td>
</tr>
<tr>
<td>29</td>
<td>Leather Products</td>
<td>16</td>
<td>0.36</td>
<td>11</td>
<td>0.53</td>
</tr>
<tr>
<td>30</td>
<td>Rubber &amp; Plastic Products</td>
<td>291</td>
<td>6.57</td>
<td>98</td>
<td>4.72</td>
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<tr>
<td>31</td>
<td>Chemical &amp; Chemical Products</td>
<td>175</td>
<td>3.95</td>
<td>13</td>
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<tr>
<td>32</td>
<td>Non-Metallic Mineral Products</td>
<td>290</td>
<td>6.55</td>
<td>57</td>
<td>2.74</td>
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<tr>
<td>33</td>
<td>Basic Metal Industries</td>
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<td>1.15</td>
<td>4</td>
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<tr>
<td>34</td>
<td>Metal Products</td>
<td>642</td>
<td>14.49</td>
<td>138</td>
<td>6.64</td>
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<tr>
<td>35</td>
<td>Machinery and Parts except Electricity</td>
<td>52</td>
<td>1.17</td>
<td>4</td>
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<tr>
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<td>Electrical, Machinery and Parts</td>
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<td>13</td>
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<tr>
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<td>Transport Equipment and Parts</td>
<td>31</td>
<td>0.70</td>
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<tr>
<td>38</td>
<td>Miscellaneous Manufacturing Industries</td>
<td>17</td>
<td>0.38</td>
<td>6</td>
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<tr>
<td>97</td>
<td>Repair Services</td>
<td>519</td>
<td>11.72</td>
<td>132</td>
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<tr>
<td>99</td>
<td>Services not Elsewhere Classified</td>
<td>32</td>
<td>0.72</td>
<td>41</td>
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<td>Other services and Groups (others)</td>
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<td>0.02</td>
<td>2</td>
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<tr>
<td></td>
<td>Overall</td>
<td>4,430</td>
<td>100.00</td>
<td>2,078</td>
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To continue......
Appendix C continue............

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<th>Arunachal Pradesh</th>
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<th>INDIA TOTAL</th>
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<tr>
<td>Code</td>
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<td>%of Units</td>
<td>No.of Units</td>
<td>%of Units</td>
<td>No.of Units</td>
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<tr>
<td>20-21</td>
<td>69</td>
<td>37.70</td>
<td>247</td>
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<td>7.66</td>
<td>13</td>
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<tr>
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<td>809</td>
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Appendix - D

Some important Institutions for Small Scale Industries in N.E. Region

There are 28 SISIs and 30 branch SISIs in India. Out of them, there are 11 SISIs (including branch SISIs) in North Eastern Region. The addresses of the SISIs in North Eastern Region are given below:

I  ASSAM:

1. Small Industries Service Institution (SISI),
   Industrial Estate,
   Bamunimaidan,
   Guwahati - 21, Assam.

2. Branch SISI,
   Link Road
   Lane No. 14
   Silchar - 6, Assam.

3. Branch SISI,
   Amlapatti,
   Diphu (Post)
   Karbi Anglong (District), Assam.

4. Branch SISI,
   Pologround Road,
   Tezpur (Post),
   Sanitpur (District), Assam.

II  ARUNACHAL PRADESH:

5. Branch SISI,
   Near R.K. Mission Hospital,
   Itanagar - 791113, A.P.
III MANIPUR:

6. SISI,
   Shed No, C-17 & 18, Bit No. 23,
   Industrial Estate, Takyelpat,
   Imphal - 795001, Manipur.

IV MEGHALAYA:

7. Branch SISI,
   Industrial Estate,
   Near Meter Factory,
   Short Round Road, Shillong - 793001,
   Meghalaya.

8. Branch SISI,
   Hawa - Khana Road,
   Tura - 794001, Meghalaya.

V MIZORAM:

9. Branch SISI,
   Kelish House,
   Republic Veng,
   Aizwal - 1, Mizoram.

VI NAGALAND:

10. Branch SISI,
    Industrial Estate,
    Dimapur - 797112, Nagaland

VII TRIPURA:

11. Branch SISI,
    21 Harish Thakur Road,
    Agartala - 799001, Tripura.
Two NSIC offices are in the North Eastern Region, one in Assam and another in Manipur. The Head office is at New Delhi.

Addresses are :-

(N.E.R.) 1. NSIC,
Ambikagiri Nagar
Baruah Road,
Guwahati - 781024, Assam.

2. NSIC,
DIC premises, Lamphelpat,
Imphal - 795001, Manipur.

Head office :-
NSIC Ltd.
(A Government of India Enterprise)
NSIC Bhavan, Okhla Industrial Estate,
New Delhi - 110020.

Some institutions for specialised Training, Research and Development for SSIs are also in the North Eastern Region. Some of them are

1. Regional Branch NISIET at Guwahati, Assam;

2. Indian Institute of Entrepreneurship (IIE) at Lalmati, Guwahati, Assam;

3. North Eastern Industrial and Technical Consultancy Organisation Limited (NEITCO);

4. North Eastern Industrial Consultancy Ltd. (NECON) operates in Manipur, Nagaland, Mizoram and Tripura. Head Quarter at Imphal, Manipur;

5. North Eastern Handicrafts & Handlooms Development Corporation (NEHDC);

6. North Eastern Regional Agricultural Marketing Corporation Limited (NERAMAC) etc.
Appendix - E

List of Papers Published and Accepted and Papers presented in the Seminars/Conferences

Publications (Published/Accepted):

i) Dr. N. Tejmani Singh, N. Rokendro Singh:

ii) Dr. N. Tejmani Singh, N. Rokendro Singh:

iii) Dr. N. Tejmani Singh, N. Rokendro Singh:

Seminars/Conferences/Papers presented:

i) Dr. N. Tejmani Singh, N. Rokendro Singh:
"Information Technology and Business: An overview", Seminar on "Commerce Education in the New Millennium", at M.U., 15-16, 1999, Sponsored by H. S. Boards Liaison Committee of Institute of Chartered Accountants of India (ICAI) & Manipur Management Association (MMA). (Paper Accepted).

ii) Dr. N. Tejmani Singh, N. Rokendro Singh:
N. TEJMANI SINGH
&
N. ROKENDRO SINGH

Public Distribution System (PDS) in India: An overview

Introduction:

The first and foremost important for human civilisation and of all other living things is "food". Food is required for the existence of human beings and other living things. The problem of availability of food is the important in India. To meet the demand of the ever increasing population, the Government have taken up various measures for increasing the production of fooding articles as well as non-fooding items which are needed for survival of human beings. In the mid 60s and early 70s there had been sharp shortfall in production due to drought. The Government faces food problems and difficult to maintain the supply line. The inflationary upsurge in the 50s soon after the planned development was introduced as another problem in this complex situation. There are almost chronic gap between the demand for and supply of foodgrains years after year.

The Indian economy during the past 40 years the per capita income is still very low. The people living below the poverty line (with income upto Rs. 6000/- to 7000/- per household per year) could just not offered to buy food at the normal rate. The category consists of at least one-third of the total population of the country. For improvement of this serious problem, the Indian Government have launched two important measures of National Food Policy i.e., Public Distribution System (PDS) and Buffer Stock Operation.

Public Distribution System (PDS) is one of the conspicuous programmes of poverty eradication. It was clubbed with the Minimum Needs Programmes in Seven Five Year Plan. The aim of PDS is to ensure supplies of essential consumer goods of mass consumption to the people at reasonable prices, particularly to the weaker section of the community. Public Distribution System (PDS) in the whole or a part of the distribution System in principle owned and control by the public authorities in principle on behalf of the general public or a specific group thereof.
The concept of PDS in India has some specific connotations. It is not a system of distribution under public ownership as in the case of any socialist countries, nor is it an independent system of consumer co-operation of the type in Scandinavian countries. The PDS in India is a retailing system supervised and guided by the State or Union Territory.

Objectives of PDS:

The PDS not only play a pivotal role in ensuring the availability of essential items to enable the Government to combat inflation but also that it can serve as a powerful instrument implementing the anti-poverty programmes of the government. The objective of this scheme is to ensure proper supply of essential commodities to the common man at reasonable prices.

The main objectives for successful implementation of PDS are as under:

i) To provide essential items to the 'poor' and 'vulnerable' sections of the society at fair and reasonable or affordable prices.

ii) To ensure universal coverage of the poor households both in rural and urban areas with a view to meet their basic consumer needs.

iii) Eliminating incidence of transit loss of these consumable commodities.

iv) To ensure physical availability of PDS in remote hilly and inaccessible areas at reasonable prices and improve storage facilities of foodgrains in those area.

v) To keep in check the prices of PDS items and reduce fluctuations in them to protect consumers in general.

vi) To ensure timely movement of foodgrains and other selected essential commodities specially in the hill areas at a cheaper cost of transportation.

Essential Commodities Distributed by PDS:

A massive National Production-cum-Distribution System have launch by the Government of India from July 1979. The silent features of this scheme are, Production, Procurement, Transport and Distribution of essential Commodities to the public. The Essential Commodities distributed by PDS are:

1. Wheat and Wheat Products;
2. Sugar;
3. Rice;
4. Coarse Grains;
5. Processed Edible Oils;
6. Kerosene;
7. Controlled Cloth;
8. Common Varieties of Cheap Cloth;
9. Matches;
10. Toilet and Washing Soaps;
11. Exercise Books for Students;
12. Tea; and

Present Position of PDS in India:

PDS continues to be a major component of our strategy for growth with social justice. Centre, States and Union Territories have a joint responsibility in making this system a success. The working of PDS is periodically reviewed in consultation with State Government and corrective measures taken. At Centre, an advisory council function to review its working from time to time, in States/Union Territory, Consumer Advisory Committee at district and block level oversees the working of fair price shops. At present, Government of India procure and supplies seven essential commodity viz, rice, wheat, sugar, imported edible oils, kerosene, safe coke and controlled cloth.

PDS has been made a part and parcel of the plan process in the successive Five Year Plan. An efficient PDS requires a nexus between production, procurement, transportation, storage and distribution of selected commodities brought under the system. The Central Government has assumed responsibility for procurement, storage and transportation of the key essential commodities and make them available to the State Governments/Union Territory Administrations for further distribution in their respective areas. Agencies like Food Corporation of India (FCI), State Trading Corporation, Petroleum Companies and Collieries are engaged in ensuring the procurement, storages and transportation of the foodgrains. Central Government makes the commodities available to the State Government and Union Territory Administration at central issue prices. However, the State Government and Union Territory Administrations add incidental costs such as transportation and handling, interest, margins to the fair price shops etc. to the central issue prices at which they are made available to them for issue to the consumers.
For the expansion of PDS, special emphasis has been assigned to increase the number of fair price shops in the hitherto under-served and unserved areas and on organising mobile shops in far-flung regions. As the network of fair price shop has been expanding over the years, the total number of Fair Price Shops has increased from 2.39 lakhs in March, 1979 to 3.02 lakhs in March 1984, to 3.54 lakhs in March 1989 and to 4.33 lakhs as on 31st March 1995 of which the number operating in rural areas rose from 3.05 lakhs in March 1992 to 3.30 lakhs as on 31st March 1995. In urban areas their number rose from 94 thousand to 1.02 lakhs between March 1992 and March 1995.

Targeted Public Distribution System (TPDS):

In June 1997, the Government of India launched the "Targeted Public Distribution System (TPDS)" to fulfill the aspirations and food requirements of the poorest of the poor. The TPDS replaced the erstwhile PDS. The beneficiaries of TPDS would be the poor and vulnerable section of the society living below the poverty line. Under this system foodgrains are distributed under two tier system of delivery to households, one Below Poverty Line (BPL) and another Above Poverty Line (APL). BPL families receives foodgrains at heavily subsidised prices. The Central Government Issued Prices for supplied rice and wheat to the States or UTs, for BPL and APL families during 1997-98 are shown in Table No. 1.

<table>
<thead>
<tr>
<th></th>
<th>Wheat</th>
<th>Rice</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Superfine</td>
<td>Fine</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>BPL</td>
<td>2.50</td>
<td>—</td>
</tr>
<tr>
<td>APL</td>
<td>4.50</td>
<td>7.50</td>
</tr>
</tbody>
</table>


Essential Features of TPDS:

The essential features of TPDS are given below:—

i) Each BPL family is entitled to 10 kgs. of foodgrains per month at especially subsidised prices. It is likely to benefit about 6 crores of poor families for whom 72 lakhs tonnes of foodgrains per annum are earmarked.

ii) About 103 lakhs tonnes of foodgrains per annum are earmarked for the allocations to APL population.
iii) Over and above these allocation under the TPDS, additional allocations are made to the states at APL prices.

iv) The bifurcation of BPL and APL quotas of foodgrains into rice and wheat has been left to the states.

Food Subsidy:

Subsidy on foodgrains are borne by the Central Government. Subsidy on foodgrains borne by the Central Government has been raising progressively over the years and this is shown in Table No. 2. This table shows that the food subsidy borne by the Central Government rose from Rs. 2850 crores in 1991-92 to Rs. 9000 crores in 1998-99. This higher subsidy arises because of the widening gap between economic cost of Food Corporation of India (FCI) for procurement, storage, distribution and wastages and FIC's average realisation based on the issue price for PDS.

Table No. 2
Subsidy on Foodgrains borne by the Central Government

<table>
<thead>
<tr>
<th>Year</th>
<th>Food Subsidy (Rs. in Crores)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1991-92</td>
<td>2850</td>
</tr>
<tr>
<td>1992-93</td>
<td>2800*</td>
</tr>
<tr>
<td>1993-94</td>
<td>5537</td>
</tr>
<tr>
<td>1994-95</td>
<td>5100*</td>
</tr>
<tr>
<td>1995-96</td>
<td>5377*</td>
</tr>
<tr>
<td>1996-97</td>
<td>6066*</td>
</tr>
<tr>
<td>1997-98</td>
<td>7500</td>
</tr>
<tr>
<td>1998-99</td>
<td>9000</td>
</tr>
</tbody>
</table>

* Including Sugar Subsidy.


Foodgrains Allocation and Off-Take under PDS/TPDS:

The allocation of rice and wheat for distribution, through PDS/TPDS has generally been the norm in the last few years. However, the actual off-take by the States in the successive years has been much lower, reflecting perhaps better free market access and narrowing down of price differential between PDS retail price and free market price. The position of allocation and off-take of rice and wheat since 1991-92 upto 1998-99 under the PDS is given in Table No. 3. The off-take is dropped more in case of wheat. The off-take of wheat during 1994-95
and 1995-96 has been only 5.11 million tonnes and 5.81 million tonnes against the total allocation of 10.91 million tonnes and 11.32 million tonnes respectively. The annual allocation of rice has continuously increased from 9.61 million tonnes in 1990-91 to 15.10 million tonnes in 1996-97 but subsequently dropped to 12.82 million tonnes in 1997-98 and to 10.76 million tonnes in 1998-99. As against these allocation the annual off-take of rice which was 10.17 million tonnes in 1991-92, dropped to 9.69 million tonnes in 1992-93 and further down to 9.10 million tonnes in 1993-94 and 8.01 million tonnes in 1994-95. However, the rice off-take in 1995-96, 1996-97 and 1997-98 were 9.75 million tonnes, 12.04 million tonnes and 9.90 million tonnes respectively. For 1998-99, the allocation of rice was 10.76 million tonnes till January 1999 and off-take of rice was 7.07 million tonnes upto November 1998.

Thus, the performance of PDS in respect of allocation and off-take of foodgrains, specially for rice and wheat are disappointing.

Table No. 3

Foodgrains Allocation and Off-take under the PDS/TPDS
(1990-91 to 1998-99) (figures in Million Tonnes)

<table>
<thead>
<tr>
<th>Year</th>
<th>Wheat Allocation</th>
<th>Wheat Offtake</th>
<th>Rice Allocation</th>
<th>Rice Offtake</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990-91</td>
<td>9.50</td>
<td>7.08</td>
<td>9.61</td>
<td>7.87</td>
</tr>
<tr>
<td>1991-92</td>
<td>10.36</td>
<td>8.83</td>
<td>11.36</td>
<td>10.17</td>
</tr>
<tr>
<td>1993-94</td>
<td>9.56</td>
<td>6.09</td>
<td>12.41</td>
<td>9.10</td>
</tr>
<tr>
<td>1994-95</td>
<td>10.91</td>
<td>5.11</td>
<td>13.32</td>
<td>8.01</td>
</tr>
<tr>
<td>1995-96</td>
<td>11.32</td>
<td>5.81</td>
<td>14.61</td>
<td>9.75</td>
</tr>
<tr>
<td>1996-97</td>
<td>10.71</td>
<td>9.35</td>
<td>15.10</td>
<td>12.04</td>
</tr>
<tr>
<td>1997-98</td>
<td>10.11</td>
<td>7.08</td>
<td>12.83</td>
<td>9.90</td>
</tr>
<tr>
<td>1998-99*</td>
<td>8.36</td>
<td>5.14</td>
<td>10.76</td>
<td>7.07</td>
</tr>
</tbody>
</table>

* Provisional Allocation upto January 1999, Offtake November 1998


Foodgrains Procurement and Stocks:

Procurement of foodgrains is one of the essential aspect of the food security policy of the Government of India. It serves price security to the farmers and meets the government's objective of PDS as an instrument to protect the vulnerable sections against price fluctuations. The Central Government maintains food stocks commensurate with the requirements of the followings: —
i) the prescribed minimum buffer stock for food security.

ii) operational stock for monthly releases of foodgrains for supply through PDS, and

iii) market intervention stock for release in the open market to moderate the open market price.

The Central Government prescribed minimum buffer stock norms for procurement of foodgrains raised with effect from October 30, 1998, as given in Table No. 4.

**Table No. 4**

<table>
<thead>
<tr>
<th>Items</th>
<th>Jan.</th>
<th>April</th>
<th>July</th>
<th>Oct</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pre-revised Norms:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheat</td>
<td>7.7</td>
<td>3.7</td>
<td>13.1</td>
<td>10.6</td>
</tr>
<tr>
<td>Rice</td>
<td>7.7</td>
<td>10.8</td>
<td>9.2</td>
<td>6.0</td>
</tr>
<tr>
<td>Total</td>
<td>15.4</td>
<td>14.5</td>
<td>22.3</td>
<td>16.6</td>
</tr>
<tr>
<td><strong>Revised Norms:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheat</td>
<td>8.4</td>
<td>4.0</td>
<td>14.3</td>
<td>11.6</td>
</tr>
<tr>
<td>Rice</td>
<td>8.4</td>
<td>11.8</td>
<td>10.0</td>
<td>6.5</td>
</tr>
<tr>
<td>Total</td>
<td>16.8</td>
<td>15.8</td>
<td>24.3</td>
<td>18.1</td>
</tr>
</tbody>
</table>


The procurement of foodgrains during the period 1991-92 to 1998 are given in Table No. 5.

**Table No. 5**

<table>
<thead>
<tr>
<th>Year</th>
<th>Wheat (April-March)</th>
<th>Rice (Oct.-Sept.)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1992-93</td>
<td>6.38</td>
<td>11.79</td>
<td>18.17</td>
</tr>
<tr>
<td>1993-94</td>
<td>12.83</td>
<td>13.65</td>
<td>26.48</td>
</tr>
<tr>
<td>1994-95</td>
<td>11.87</td>
<td>13.40</td>
<td>25.27</td>
</tr>
<tr>
<td>1995-96</td>
<td>12.33</td>
<td>9.95</td>
<td>22.28</td>
</tr>
<tr>
<td>1996-97</td>
<td>8.16</td>
<td>12.22</td>
<td>20.38</td>
</tr>
<tr>
<td>1997-98</td>
<td>9.30</td>
<td>14.31</td>
<td>23.61</td>
</tr>
<tr>
<td>1998-99</td>
<td>12.65</td>
<td>8.17*</td>
<td>20.82</td>
</tr>
</tbody>
</table>

* Upto 9.2.99


The stock position of foodgrains in the Central Pool continued to be excellent during 1998-99. As on 1st Jan. 1999 the central pool had a total stock of 24.4 million tonnes of foodgrains comprising wheat and rice far in excess against the minimum norms of 16.8 million tonnes.

Conclusion:

Thus, the PDS has taken an important role for the development of the people. PDS is a programme for eradication of poverty. PDS aims to ensure supplies of essential consumer goods of mass consumption to the people at reasonable prices. PDS in India is a relating system supervised and guided by the State or Union Territory. Agencies like FCI, State Trading Corporation, Petroleum Companies, etc. are engaged to ensure procurement storage and transportation of foodgrains and to distribute to the respective areas where the consumer public are gathering and taking use of it. The launching of Targeted Public Distribution System (TPDS) helps to fulfil the aspirations and food requirements of the poor and vulnerable section of the society living below poverty line. The Central Government also giving subsidies on foodgrains. Below Poverty Line (BPL) families receives foodgrains at heavily subsidised prices.

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7. Govt. of India, Ministry of Civil Supplies, Consumer Affairs and Public Distribution: Focus on the Poor.