SCHEDULE - I
Questionnaire for Officer of the Federation

1. Name of the Federation:

2. Date of Registration:

3. The main objectives of the Federation:
   a. 
   b. 
   c. 
   d. 
   e. 
   f. 

4. Membership position:

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5. Sources of fund: (Rs. In thousand)

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6. Share capital: (Rs. In lakhs)

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7. Working capital: (Rs. In lakhs)

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8. Profit and loss: (Rs. In lakhs)

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9. Total strength of the Federation:

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10. A brief note on managerial structure of the Federation:

11. Administrative pattern of the Federation:

12. What are the functions of the Administrator?
13. Recruitment procedure:

14. Whether the training and development programmes are conducted of the employees? Yes / No

15. If yes, what are the procedures:
   a. 
   b. 
   c. 
   d. 

16. What are the products deals by the Federation?
   a. 
   b. 
   c. 
   d. 

17. Procedures for procurement of the product:
   a. 
   b. 
   c. 
   d. 

18. Channels of distribution of product to the public:
   a. 
   b. 
   c. 

19. Storage system of the product:

20. Present physical position of the Federation:

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21. Name of the Branches and there Locations:

22. Position of the Fixed Asset and Liabilities:

23. Statutory obligation of the Federation:

24. Procedure of getting loan from -
   a. Government:
   b. Bank : 
   c. NCDC : 
   d. ICDP :

25. Pattern of receiving the subsidy from -
   a. Government:
   b. Bank : 
   c. NCDC : 
   d. ICDP :

26. Pattern of repayment of loan to -
   a. Government:
   b. Bank : 
   c. NCDC : 
   d. ICDP :

27. If the Federation suffers loss, what are the main reasons for the same?

28. What are the system of accounts and audits of the Federation?

29. Plan and policy followed by the Federation in its operation:

30. Problem faced by the Federation in its operation:
    a. 
    b. 
    c. 
    d. 

31. Future plan and programme of the Federation:
   a. 
   b. 
   c. 
   d. 

32. A few words on overall performance of the Federation for last ten years.
APPENDIX-II

SCHEDULE - II

Questionnaire for Employees of FPSs

1. Name of the employee:

2. Designation:

3. Sex:
   a. Male
   b. Female

4. Caste:
   a. General
   b. ST
   c. SC

5. Name of the FPS:

6. Year of establishment of FPS:

7. Location:

8. Area covered by FPS:

9. No. of household covered:

10. How many workers in your FPS and what is the status of the employees?
    a. Manager:
    b. Sales Man:
    c. Scale Man:
    e. Total:

11. How many times in a month inspection is done by the Federation?
    a. 1-3 times
    b. 3-5 times
    c. More than 5 times

12. On what basis the consumer goods are collected from the Federation Office?
    a. No. of population covered.
    b. No. of card issued.
    c. Any others
13. How many years you have been working in the Federation?
   a. 1-5 years  b. 6-10 years  c. 11-15 years  d. 16-20 years  e. 21-25 years  f. 25 and above

14. What is the quantity of essential goods issued to the customer in a month by your FPS?

15. Whether training and development programme is attended?
   Yes / No

16. If yes; how many time
   a. 2-3 times  b. 4-6 times  c. More than 7 times

17. If not; what are the reasons ----
   a. Personal problem
   b. Lack of support from the employer
   c. Lack of information
   d. Other reason

18. What is the opinion about the training programme?
   a. Excellent  b. Very good  c. Good  d. Average

19. What is the time interval for receiving of commodity?
   a. 1-2 week  b. 3-5 week  c. 5 and above

20. What are the products supplied by your FPS to the consumer?

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<th>Sugar</th>
<th>K.oil</th>
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21. What is the present amount of the consumer goods supplied by the Federation?

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22. Whether your FPS can satisfy all the customers covered by yours FPS?

Yes / No.

23. If not, what are the basic reason---

a. Shortage of supply.

b. High price

c. Low quality

d. Any others

24. Do you think that the quantity of the supplied goods should be increased to meet the requirement of the consumer?

Yes / No.

25. How many ration card holders are running under your FPS in various schemes provided by the Govt.?

a. APL-

b. BPL-

c. Annapurna-

26. What is the amount of goods given against the card issued under various schemes?

a. APL-

b. BPL-

c. Annapurna-
27. Do you maintain any register regarding your card holder consumer?  
Yes / No.

28. How many times you receive consumer goods from the Federation in a month?  
a. One times  
b. More than one times

29. What are the reasons for delay in receiving the commodity?  
a. Lack of transportation  
b. Lack of interest of the Officers  
c. Lack of support from the Federation  
d. Time consuming in processing

30. What responsibilities are to be maintained by the staff to the Federation?  
a.  
b.  

31. What are the problems faced by your FPS in its operation?  
a. Lack of information  
b. Regular payment of salary  
c. Lack of co-operation of the Federation  
d. Lack of co-operation from the beneficiaries  
e. Irregular supply of the essential commodities  
f. Shortage of staff

32. Give some suggestion for the betterment of the FPS as well as the Federation.  
a.  
b.  
c.  
d. 
APPENDIX-III

SCHEDULE - III

Questionnaire for the Beneficiaries

1. Name of the beneficiary :

2. Name of the Village/Town :

3. Family Detail :

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<th>Sex</th>
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<th>No. of Family Member</th>
<th>Occupation</th>
<th>Qualification</th>
<th>Plot of Land</th>
<th>Source of Income Rs.</th>
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</table>

4. Name of the FPS :

5. Do you get essential commodities from the FPS?  
   Yes / No

6. What is your opinion about the quantity of the commodity supplied by the FPS?  
   a. Adequate  
   b. Not adequate

7. Are you satisfied with the quantity supplied by the FPS?  
   Yes / No.

8. If you are not satisfied what suggestion would you like to give  
   a.  
   b.

9. Are you satisfied with the variety of the product supplied by the FPS?  
   Yes / No.

10. If not, what will be the suggestion for the same –  
    a.  
    b.
11. What are the sources for collecting deficit quantities of essential commodities?
   a. Co-operative store  b. General market  c. Other

12. What is your opinion about the price of the product supplied by the FPS?
   a. Reasonable  b. High  c. On an average

13. Do you think that the price of the same product is cheaper rate in the open market?
   Yes / No.

14. What is your opinion about the quality of the product?
   a. Good  b. Very good  c. On an average

15. Whether FPS regularly supplies the essential commodities to you.
   Yes / No.

16. Whether FPS has issued the ration card to you?
   Yes / No.

17. If yes/no; how do you become card holder of the FPS?

18. Are you satisfied with the procedure of issuing card?
   Yes / No.

19. If not, what will be your suggestion.
   a. 
   b. 

20. Which date in a month you preferred for collecting the product from the FPS.
   a) 1-5,  b) 6-10,  c) 11-15,  d) 16 and above

21. Do you agree that Federation should open more FPS in the state?
   Yes / No

22. Do you think that more essential commodity should be provided by the FPS?
   Yes / No.
23. What is your opinion about the response of the staff of the FPS in selling of their product?
   a. Very good  b. good  c. Average  d. Below average

24. Are you satisfied with the opening and closing time of the shop?
   Yes / No.

25. If not, what suggestion would you like to give?
   a.
   b.

26. Do you think that FPS should be open 7 days in a week?
   Yes / No.

27. Distance of the FPS from your home.
   a. 1-2 km,  b) 3-5km,  c) More than 5 km.

28. Do you visit regularly to the FPS for collection of essential commodities?
   Yes/ No

29. If yes; number of times you have to visit for collecting your regular quota of essential commodities from the shop.
   a) 1-2 time  b) 3-4 times  c) 4-5 times  d) 6 and above

30. If not; what are the reasons ----
   a. Irregular supply of commodity
   b. More distance
   c. Lack of co-operation of employee
   d. Not open in time
   e. Price is not cheaper
23. What is your opinion about the response of the staff of the FPS in selling of their product?
   a. Very good  b. good  c. Average  d. Below average

24. Are you satisfied with the opening and closing time of the shop?
   Yes / No.

25. If not, what suggestion would you like to give?
   a. 
   b. 

26. Do you think that FPS should be open 7 days in a week?
   Yes / No.

27. Distance of the FPS from your home.
   a. 1-2 km,  b) 3-5km,  c) More than 5 km.

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   Yes/ No

29. If yes; number of times you have to visit for collecting your regular quota of essential commodities from the shop.
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30. If not; what are the reasons ----
   a. Irregular supply of commodity
   b. More distance
   c. Lack of co-operation of employee
   d. Not open in time
   e. Price is not cheaper
31. How do you get the information about the arriving of essential product to the FPS?
   a. Personal communication
   b. Village leader
   c. Neighbour
   d. Employee of FPS

32. What are the problems faced by you for collecting the essential commodities?
   a. Inadequate quantity
   b. Irregular supply of commodity
   c. More distance
   d. Low level of income
   e. Inferior quantity

33. Give some suggestions for removal of problems faced by you in the time of collecting essential commodities from FPS.
   a. 
   b. 
   c. 
   d. 