

A close-up photograph of a person's hand, wearing a white shirt with a small black floral pattern, pressing a black button on a grey machine. The background is blurred, showing what appears to be a queue of people in a public setting.

**Impact Assessment Study**

# **End-To-End Computerization of TPDS Operations in the state of Tripura**

Directorate of Food,  
Civil Supplies & Consumer Affairs,  
Government of Tripura

12<sup>th</sup> September 2018

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## ABBREVIATIONS

Sr. No.	Abbreviation	Definition
1.	AAY	Antyodaya Anna Yojana
2.	APL	Above Poverty Line
3.	BPL	Below Poverty Line
4.	eRCMS	Existing Ration Card Management System
5.	DoF&PD	Department of Food & Public Distribution
6.	F&CS	Food and Civil Supplies
7.	FEAST	Food & Essential-commodities Assurance & Security Target
8.	FPS	Fair Price Shops
9.	MMP	Mission Mode Project
10.	MoU	Memorandum of Understanding
11.	NDC	National Data Centre
12.	NeGP	National eGovernance Plan
13.	NFSA	National Food Security Act
14.	TPDS	Targeted Public Distribution System (TPDS)

## EXECUTIVE SUMMARY

The Government of Tripura began the work of implementing Targeted Public Distribution System (TPDS) in 2012. Since then it has come long way. The TPDS has been implemented in all 8 districts of the state, namely, Dhalai, Gomati, Khowai, North Tripura, Sepahijala, South Tripura, Unakoti & West Tripura. The impact assessment study of the End to End Computerization of TPDS Operations in the State of Tripura, aims to analyse and understand the performance of TPDS objectives with respect to the milestones defined during the conceptualisation of the scheme. The assessment is also targeted to provide learnings, insights and recommendations to the stakeholders, and other implementing agencies, to bring in further improvements to the initiative.

Tripura has a total of 36.4 Lakh beneficiaries covered by NFSA and State scheme. In addition to NFSA food security cover to 65% of the Tripura population, the government of Tripura has ensured additional food security cover for Above poverty line (APL) over and above NFSA and thus bringing everyone in the state under food security scheme. The APL allocation by Tripura government is given to 12.10 Lakh beneficiaries through 3.17 Lakh state ration cards.

The NFSA scheme covers AAY and PG categories and the allocation scheme for AAY is @ 35 Kg of grains per ration card per month and for PG is @ 5Kg per beneficiary per month at subsidised prices of Rs. 3/2/1 per kg for rice/wheat/coarse grains. The Tripura Government scheme is for APL at the rate of Rs. 13 per kg of grains with 5 kg per beneficiary and to maximum of 20 kg per household to 12.10 lakh beneficiaries.

The 'End to End Computerization of TPDS Operations' aims to ensure efficient delivery of subsidized food grains to the eligible beneficiaries without any leakages or diversion. The impact assessment study will assess the performance of the scheme on key components of the scheme and their respective expected outcomes. The key components are -Impact on Beneficiaries, Overall satisfaction of various stakeholders in TPDS, Timely availability of quality foodgrains to TPDS beneficiaries, Effectiveness of Grievance Redressal mechanism, Impact on Government Department and Effectiveness of awareness generation activities of the state.

The impact assessment is focusing the current status of these six key components vis-à-vis targeted milestones defined under the Scheme. For all components of TPDS, respective progress indicators were identified and milestones were set. The major progress indicators for the above components are - Digitization of beneficiary & other PDS databases, Aadhar Seeding, Online Allocation, Supply Chain Automation, and Set up of Grievance Redressal Mechanism and Set up of Transparency Portal.

To meet the objectives of this evaluation, a mix of quantitative and qualitative approach was adopted. A discussion guide was also prepared for qualitative discussions with the government stakeholders. The three stakeholders identified are beneficiary, FPS owners and department officials. Separate data were collected from all stakeholders.

The state of Tripura currently has 8.93 Lakhs ration card holders, total rationing population in the state as on May, 2018 is 36.42 Lakhs. In the last 2 years there has been stronger focus on digitisation of beneficiary database. Although the complete database of the beneficiary details has been digitized, however the de-duplication still remains great area of



improvement. One of the major challenge in purification of the beneficiary records is seeding of ration cards with the Aadhar card details of the beneficiary.

From the survey it was found that all the beneficiaries have linked their Aadhar number with ration card number. In 95% cases the fair price shop owner had helped in linking of the card and rest 5 % beneficiaries were aware of the process.

After computerization of the supply chain, the state governments along with FPS owners are supposed to inform the beneficiary via SMS. While majority of beneficiaries denied receiving SMS informing about availability of food-grains in the FPS, the team realized that there has been a change in service provider, such services are stuck at present .

While 83 % of the beneficiaries agreed that they were receiving correct amount of grains from FPS as per their entitlement in their ration cards. In the survey almost 98% beneficiaries said that they are receiving foodgrains timely from the FPS while the rest 2% of beneficiaries indicated delay of an average 10 minutes in the delivery time at FPS. Allmost 70% beneficiaries believed that situation has improved after implementation of TPDS.

The state has set up Online Grievance Redressal on State Portal and on Toll Free call centres as per the guidelines of TPDS.

The scheme has been implemented very effectively in the state. Digitization of all stakeholders has been complete and Aadhaar numbers have mostly been seeded into the database. Close to 100% beneficiaries are getting correct and timely entitlements from the Department. The FPS Owners are also getting correct allotment of quality foodgrains from the Department for distributing to the beneficiaries timely.

From the manpower perspective, the SPMU resources are proving very good support to the Department for implementation of end to end computerization. In order to continue the success story at Tripura, the Department may continue taking the services of the SPMU Consultants and augment the team further.

In light of few challenges, it is proposed that the department may like to create more public awareness on TPDS implementation and its success stories. The Department may create mass media campaigns in local language i.e. Bangla and make the beneficiaries more aware.

Department may put up large Hoardings displaying the Toll free helpline numbers in local language (Bangla). These Hoardings may be put up in various sub-divisions of every district in the state. Also, the toll free numbers may be displayed/flushed continuously on the state transparency portal. The Department may also like take immediate steps to make the contents of the transparency portal available in local language (Bangla) too.

A lot of effort has been put for implementing the TPDS scheme at Tripura. Since the scheme is in process of getting stabilized, the Department may retain/ augment the SPMU team so that the Department gets continuous support for the monitoring of the TPDS scheme implemented in the state. They need to take initiatives to seed the Aadhaar numbers and mobile numbers of the beneficiaries completely so that the beneficiaries get the SMS alerts/notifications timely regarding information on availability of foodgrains at their respective FPS. State may plan to use opens source data analytics tools for dashboard and ease of timely decision.



# 1 INTRODUCTION

## 1.1 Introduction and Brief Background

Despite a high economic performance, India is home to the largest number of hungry and food insecure people in the world. The Food and Agriculture Organization (FAO) has estimated that the number of undernourished people on the planet is 815 million in 2016<sup>1</sup> and the vast majority of them live in developing countries like sub-Saharan Africa, South Eastern and Western Asia.

The Global Hunger Index (GHI) developed by International Food Policy Research Institute (IFPRI) measures the progress and failures in the global fight against hunger. This Index ranks India at 100<sup>th</sup> position (out of 119 countries) in the year 2017 with a GHI of 31.4<sup>2</sup>. This has also been characterized as an alarming situation. To address the food and nutrition scenario and to create an enabling environment in the country, a number of interventions have been initiated in India.

The Ministry of Consumer Affairs, Food and Public Distribution, Government of India, along with the State Governments, implements World's biggest food based Scheme under the umbrella of Targeted Public Distribution System (TPDS). PDS is operated under the joint responsibility of the Central and the State Governments. The Public Distribution System (PDS) has evolved as a system of management of scarcity of food to distribution of food grains at affordable prices. Over the years, PDS has also become an important part of Government's policy for management of the food economy in India.

## 1.2 Targeted Public Distribution System (TPDS)

The Public Distribution System (PDS) evolved as a system of management of scarcity and for distribution of food grains at affordable prices. But this system could not achieve its desired objectives because of multiple issues. So to remove the loopholes of this system, Government of India re-launched the Targeted Public Distribution System (TPDS) in June, 1997 with focus on the poor. Under the TPDS, States were required to formulate and implement fool proof arrangements for the identification of the poor for delivery of food grains. This programme is run by the ministry of consumer affairs, Govt. of India.

With a view to reduce the burden of food subsidy and targeting it better to the really needy people, the Government of India adopted the Targeted Public Distribution System (TPDS) from June 1, 1997. TPDS aims at providing food grains to people below the poverty line at highly subsidised prices from the PDS and food grains to people above the poverty line at much higher prices than the poverty line. Thus, the TPDS adopted by the Government of India maintains the universal character of the PDS but adds a special focus on the people below the poverty line (known as BPL).

The key features of TPDS as adopted by the Government of India are as follows:

- ▶ **Targeting:** The most distinctive feature of the TPDS in relation to the previous policy is the introduction of targeting by dividing the entire population into Below Poverty

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<sup>1</sup> FAO Report, 2017

<sup>2</sup> Global Hunger Index of 2017

Line (BPL) and Above Poverty Line (APL) categories, based on the poverty line defined by the Planning Commission. The maximum income level for the population to be covered under BPL was kept at Rs. 15,000 per annum. The TDPS provides wheat at Rs. 2/kg., rice Rs. 3/kg and millets at the Rs. 1/kg to the BPL families.

- ▶ **Dual (multiple) prices:** The second distinguishing feature is that the PDS now has dual central issue prices: (i) Prices for BPL consumers and (ii) Prices for APL consumers. A third price, introduced in 2001, is for beneficiaries of the Antyodaya Anna Yojana (AAY).
- ▶ **Centre-State Control:** A third important feature of the TPDS is that it has changed Centre-State responsibilities with respect to entitlements and allocations to the PDS. PDS was and is designed and managed by State governments, and State governments differ with respect to entitlements, the commodities offered, the retail price (State issue price) and so on. In the past, the State governments demanded a certain allocation from the Central pool and based on certain factors, most importantly, past utilisation and the requirements of statutory rationing, the Central government allocated grain and other commodities to States for their public distribution systems.

### 1.2.1 End-to-end Computerization of TPDS

End-to-end Computerization of TPDS Operations in all States/UTs under the 12<sup>th</sup> Five Year Plan (2012-17) is being implemented on cost-sharing basis (90:10 for North Eastern States and 50:50 for remaining States/UTs). Computerization of TPDS is a Mission Mode Project (MMP) under the National eGovernance Plan (NeGP).

The key components under End-to-end Computerisation of TPDS Operations (Component I) and their respective expected outcomes are as follows -

#### 1. Digitization of beneficiary and other databases of CAS like ERCMS, SIMS etc.

- a. Correct identification of beneficiaries
- b. Reduction in inclusion/exclusion errors
- c. Elimination of bogus/ineligible cards

#### 2. Computerisation of Supply Chain Management

- a. Minimize leakages/diversion of foodgrains
- b. Encourage transparency
- c. Improve availability of foodgrains at FPS

#### 3. Setting up of Transparency portal and Grievance Redressal mechanisms

- a. Minimize inclusion/exclusion errors
- b. Elimination of bogus/ineligible cards
- c. Facilitation of social audit and ensure that beneficiaries receive their entitlement

## 1.3 National Food Security Act (NFSA), 2013

As passed by the Parliament, Government has notified the National Food Security Act, 2013 on 10th September, 2013 with the objective to provide for food and nutritional security in

human life cycle approach, by ensuring access to adequate quantity of quality food at affordable prices to people to live a life with dignity. The Act provides for coverage of upto 75% of the rural population and upto 50% of the urban population for receiving subsidized foodgrains under Targeted Public Distribution System (TPDS), thus covering about two-thirds of the population. The eligible persons are entitled to receive 5 Kgs of foodgrains per person per month at subsidised prices of Rs. 3/2/1 per Kg for rice/wheat/coarse grains. The existing Antyodaya Anna Yojana (AAY) households, which constitute the poorest of the poor, will continue to receive 35 Kgs of foodgrains per household per month.

The Central Government is responsible for procurement, allocation and transportation of food grains up to the designated depots of the Food Corporation of India (FCI). Whereas the state/UT government is responsible for the operations like lifting and distributing the allocated food grains within the States/UTs, identification of eligible families, issuance of ration cards to them and supervision over distribution of allocated food grains to eligible card holders through the Fair Price Shops (FPSs).

The NFSA, 2013 also requires that the Central and State Governments shall undertake necessary reforms in the TPDS in alignment with the role envisioned for them in this Ordinance. The reforms include:

- ▶ Full transparency of records;
- ▶ Application of information and communication technology tools including end-to-end Computerisation in order to ensure transparent recording of transactions at all levels, and to prevent diversions;
- ▶ Using Aadhaar for unique identification, with biometric information of entitled beneficiaries.

#### **1.4 Challenges in implementation of NFSA (TPDS)**

Due to complexity and scale of operations, TPDS is facing some major challenges. Earlier majorly due to manual system many loopholes appeared in the food distribution system:

Diversion & leakages (losses) of food grains in the distribution from FPS and in process of allocation to FPS

- ▶ Lack of transparency regarding allocation to FPS, off-take by FPS, availability of food grains at FPS, etc.
- ▶ Inclusion/exclusion errors of the targeted beneficiary
- ▶ Fake and bogus ration cards, duplicate ration cards, no current update on the beneficiary information
- ▶ Weak grievance redressal and social audit mechanisms.

Hence it is required to improve the system continuously.

#### **1.5 Context to Tripura**

Tripura is a state in Northeast India. The third-smallest state in the country, it covers 10,491 km<sup>2</sup> (4,051 sq mi) and is bordered by Bangladesh to the north, south, and west, and the Indian states of Assam and Mizoram to the east. In 2011 the state had 3,671,032 residents, constituting 0.3% of the country's population. According to 2011 census, the State is one

of the most literate states in India with a literacy rate of 87.75%. Since 2012, the state has 8 districts, 23 subdivisions and 58 development blocks. Agartala, the capital of Tripura, is the most populous city.

### 1.5.2 Economy

Tripura is an agrarian state with more than half of the population dependent on agriculture and allied activities. However, due to hilly terrain and forest cover, only 27 per cent of the land is available for cultivation. Rice, the major crop of the state, is cultivated in 91 per cent of the cropped area.

However, the Industry Sector has remained undeveloped so far, despite the vast potential. The secondary sector contributes only about 5% of total employment and about 7% of the total income (SDP) of the state at present. In the industrial sector, rubber and tea-based industries form the prime share with cement, steel etc. industries following suit. Tourism has been declared as an Industry in the state since 1987. Handicraft is emerging as a potential industry in Tripura. The Handloom Industry also plays an important role in rural Industry of Tripura.

## 1.6 Food Security in Tripura State

Directorate of Food, Civil Supplies & Consumer Affairs, Govt. of Tripura is entrusted with the task of distribution of foodgrains & other Ration Commodities at lower and affordable price/subsidized price to the entire population of the State covered under universal PDS/TPDS/Other Welfare Schemes (OWS). It provides food security to the people of the State. Since the state of Tripura is a deficit state in production of food grains, almost of all essential commodities of daily necessities are imported in to the state from the other parts of the country. Thus, in the above perspective, the Food, Civil Supplies & Consumer Affairs Department plays the key role in ensuring supplies under PDS and keeping open market price of essential commodities under control.

### Food Security in the State of Tripura at a glance:

- ▶ **36,44,719 lakhs of beneficiaries** benefitted under TPDS scheme <sup>3</sup>
- ▶ **8,94,595 lakhs** of Ration Cards in the state
- ▶ **1,807 number of FPS** covered under NFSA scheme
- ▶ **2,356.220 MT of Wheat** allocated every month
- ▶ **3,819.99 MT of AAY Rice** allocated every month
- ▶ **1768.82 MT of Salt** allocated every month

## 1.7 Objective of this document

Modernization of 'Targeted Public Distribution System' to ensure food security of the people, especially the poor and vulnerable sections, is a priority area for Department of Food & Public Distribution (DoF&PD) of Central Government in coordination with relevant state partnership. The Plan Scheme on 'End to End Computerization of TPDS Operations' aims to ensure efficient delivery of subsidized food grains to the eligible beneficiaries

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<sup>3</sup> As per data on PDS Portal of Govt. of Tripura

without any leakages or diversion. The scheme was included in India's 12<sup>th</sup> Five Year plan as a Mission Mode Project (MMP).

In this regard, DoF&PD conveyed an 'Administrative Approval' for the scheme to all States and UTs on 10<sup>th</sup> December, 2012 to carry out a third-party assessment of the scheme after three years of its implementation. In line with the clause no. 7 of the Administrative Approval, the release of the third and final instalment is dependent on the submission of outcomes report of the Impact Assessment by the States/ UT. Hence, the Govt. of Tripura engaged EY for carrying out the impact assessment/evaluation work.

The six components of impact assessment as laid out in the guidelines of Govt. of India have been studied by EY from multiple qualitative and quantitative questionnaires as given in Annexure 1 to 6. Data was collected through surveys, face to face interviews and group discussions with the key stakeholders. After data collection the results were compiled to understand the current status and the improvement areas. Suggestions are framed on the basis of the data collected and presented in section 5.

## 1.8 Objective of Impact Assessment

This study was intended for carrying out an Impact Assessment for End-to-End Computerization of TPDS Operation in the state of Tripura. The Impact Assessment in the state of Tripura was designed to analyse and understand to what extent the objectives of the project have been met vis-à-vis the expected outcomes.

1. Confirm Department of Food & Public Distribution, Government of India that the objectives of the Component I of the End-to-End Computerization Scheme have been achieved by the State
2. Enable the State Government of Tripura to fulfil one of the conditionality to be met by the States/UT's with regards to availing Central Financial Assistance from the Government of India.

### 1.8.1 Key components of the Impact Assessment

The Impact Assessment of the End-to-End Computerization of TPDS Operations is to evaluate the benefits of TPDS and the improvement made by the State on the basis of following six components:



### 1.8.2 Key Stakeholders

The Key Stakeholders are divided into following 3 groups:

1. Beneficiary
  - ▶ Ration Card holder's
  - ▶ Family members of primary ration card holder
2. Intermediary
  - ▶ Fair Price Shop owners
  - ▶ Godowns
3. Organizational
  - ▶ Food, Civil Supplies & Consumer Affairs Department
  - ▶ National Informatics Centre (NIC)

### 1.8.3 Team Composition

The following team of EY was involved in the Impact Assessment study carried out for the Department of Food, Civil Supplies & Consumer Affairs at Tripura.

Name	Designation
Hena Chakrabarty	Sr. Manager, EY
Arun Rawat	Sr. Manager, EY
Bandita Misra	Sr. Consultant, EY
Ravi Bagadia	Project Consultant, EY
Akash Saraswat	Consultant, EY

Besides field visit by the team, Focus Group Discussions (FGDs) was also conducted with Fair Price Shop (FPS) owners. Main purpose of the FGD was to understand the beneficiary centricity, operational features, technical aspects and any other issues.

In addition to the above, secondary data available from Tripura State Transparency Portal, e-PDS portal, various state reports were reviewed to further understand the situation with reference to management of the state PDS system and its effectiveness.



# Research Methodology & Research Plan



## 2 RESEARCH METHODOLOGY AND APPROACH

### 2.1 Research Methodology

EY has chosen survey methodology for the sampling of individual units from a population and associated techniques of survey data collection, such as questionnaire construction. Survey method has been chosen for conducting Impact Assessment study because:

- ▶ Surveys can be conducted faster compared to other methods of primary data collection such as observation and experiments
- ▶ Primary data gathered through surveys are relatively authenticated and easy to analyse.

EY has used the following survey methods at Tripura for carrying out the study:

*Table 1: Survey method for the Impact Assessment Study*

Survey Methods	Purpose	Advantages
Questionnaires	Conducted in order to gather large size of information in a short period of time	<ul style="list-style-type: none"><li>• Members of the sample group can remain anonymous</li><li>• Considerably cheaper than most of the other primary data collection methods</li><li>• Possibility of generating large amount of data</li></ul>
Interviews (In-depth interviews)	Conducted in order to reflect emotions and experiences, and explore issues with a greater focus	<ul style="list-style-type: none"><li>• The possibility to direct the process of data collection</li><li>• The possibility to collect the specific type of information required</li></ul>
Documentation review	Conducted in order to study issues that have developed over a specific period of time	<ul style="list-style-type: none"><li>• Possibility to retrieve comprehensive information</li></ul>

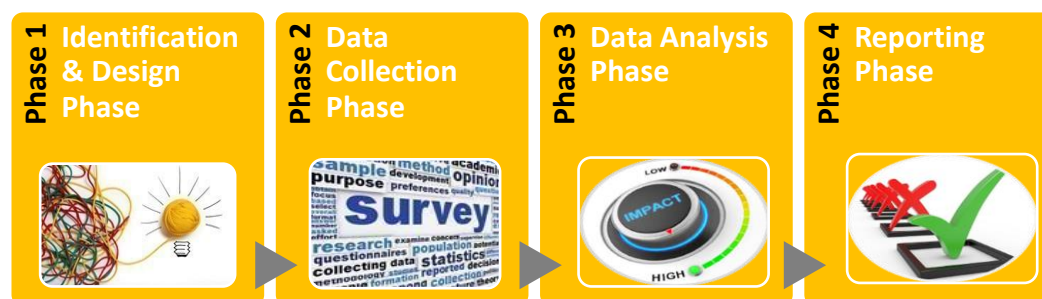
## 2.2 Types of Data Used for the Study

**Secondary Data:** The data on scheme implementation and utilization for the state were obtained from the Food, Civil Supplies & Consumer Affairs Department of the Govt. of Tripura.

**Primary Data:** The primary data was collected from the beneficiaries and other stakeholders. The information from three different stakeholders - the Food, Civil Supplies & Consumer Affairs Department, National Informatics Centre (NIC) and Godowns was collected through personal interviews. The variables on demographic details, types of beneficiary types, FPS registration numbers, mobile numbers etc. were also captured through primary data collection process

## 2.3 Approach adopted

The approach adopted for the Impact Assessment study is as follows:



The team completed the study in four phases as follows:

### 2.3.1 Phase 1 Identification & Design Phase

This phase involved the following set of activities:

- i. Identification and finalization of data source: Identified the source of data points for assessment/ evaluation study based on information provided by the Department of F&CS of Tripura.
- ii. Design of questionnaires for Interviewing Key Stakeholders: Structured assessment tools were designed for each type of key stakeholders:
  - ▶ Policy Level - Secretary /Commissioner
  - ▶ Operations level - Director, NIC team
  - ▶ Implementation level - SDM, Depot/ Godown- Incharge, FPS Owner
  - ▶ Beneficiary level - End Beneficiary
- iii. Identification of geographical locations for conducting study: Sample districts were identified (Agartala, Bishalgargh, Sadar, West District) for the impact assessment/evaluation study based upon the population under each Circle and attached FPSs.

#### 2.3.1.1 Role of EY team:

In addition to above for Finalization of evaluation / assessment requirements of the F&CS department:

- ▶ EY team studied the existing state of the Scheme Implementation at the Directorate of Food, Civil Supplies & Consumer Affairs, Govt. of Tripura as per the guidelines issued by the Government of India
- ▶ In consultation with Directorate of Food, Civil Supplies & Consumer Affairs, Govt. of Tripura, EY team identified the data/information sources and survey locations
- ▶ In consultation with Directorate of Food, Civil Supplies & Consumer Affairs, Govt. of Tripura, EY team finalized the data gathering methodology (questionnaire tools, representative samples and target audience in each stakeholder set i.e. Beneficiaries, Department Officials, Wholesalers /FPS-dealers), location visit plan, etc.
- ▶ In consultation with Directorate of Food, Civil Supplies & Consumer Affairs, Govt. of Tripura, EY team finalized the Assessment/Evaluation report format (i.e. chapter and tabulation plan)

### 2.3.2 Phase 2 Data Collection Phase

- ▶ **Data Collection:** In this phase, Consultants coordinated with the nodal officer from the Department of F&CS nominated for the same purpose.
- ▶ For each set of Key Stakeholders, responses were collected across all the selected districts.
- ▶ **Study of Key Applications:** Studied the CAS Application/ Software Application, GRS Application and the Transparency Portal developed for the State.
- ▶ **Discussion with NIC State Unit:** Discussions were carried out with the key stakeholders like the - NIC State Unit/NIC HQ for challenges faced (if any) and suggestions for improvement thereof.

#### 2.3.2.1 Responsibilities of EY team

- ▶ EY team visited the identified offices, godowns, FPS's (in select locations) and administered data gathering tools and techniques (i.e. questionnaires, stakeholder interviews, etc.) to select number of beneficiaries, department officials and FPS dealers.
- ▶ EY team deployed data analysis tools and techniques on the gathered data/information to evaluate the impacts of the Computerization scheme on various stakeholders.
- ▶ EY team submitted the gathered data/information to Directorate of Food, Civil Supplies & Consumer Affairs, Govt. of Tripura for validation and sign-off.



- ▶ EY team measured the following key performance indicators of TPDS Computerization scheme, as per the assessment framework suggested by the Government of India -
  - ▶ Overall satisfaction of various stakeholder in TPDS
  - ▶ Timely availability of quality foodgrains to TPDS beneficiaries
  - ▶ Effectiveness of grievance redressal mechanisms
  - ▶ Effectiveness of awareness generation activities of the State Govt. (as may be implemented)

### 2.3.3 Phase 3 Data Analysis Phase

- ▶ All data collected were analysed to achieve the intended objectives of scheme milestones of the End-to-End Computerization of TPDS project.
- ▶ Data analysis tools were used for data analysis

#### 2.3.3.1 Responsibilities of EY team

- ▶ The team digitized the data collected from the field surveys and prepared a database of responses
- ▶ The data was calibrated and analysed
- ▶ Both hard copies and soft copy of data will be handed over to the department

### 2.3.4 Phase 4 Reporting Phase

This is the closure phase, which involved the preparation and submission of the:

- ▶ Draft Report comprising the final outcomes and observations of the impact assessment/evaluation exercise. The draft findings of our work were discussed with the Department
- ▶ Final Report was written on the basis of feedback received from the Department

#### 2.3.4.1 Responsibilities of EY team

- ▶ EY team prepared and submitted the draft Impact Evaluation/Assessment report.
- ▶ EY team incorporated the corrections/modification in the draft report as was required by the F&CS department
- ▶ EY team prepared and submitted the Final Impact Evaluation/Assessment report
- ▶ EY team also submitted all the gathered information in originals (questionnaires, etc.) and data analysis in soft format to F&CS Department.
- ▶ EY team submitted the 2 hard copies of final report and soft copy in a CD to F&CS Department and obtain final sign-off from the department.

## 2.4 Data Collection Approach

Following are the major key areas and activity during the Data collection:

### 2.4.1 Making Logistics Arrangements

In order to make logistics arrangements, we had contacted the Department of Food, Civil Supplies & Consumer Affairs under whose supervision the survey will be carried out. We had planned the size and composition of the field team, transportation and security of the field team.

### **2.4.2 Contacting the Department of Food, Civil Supplies & Consumer Affairs**

In some areas, the arrival of a field team may be regarded with suspicion. We tried to avoid such problems by contacting the Department of Food, Civil Supplies & Consumer Affairs before beginning the study, to ask for their permission and to advise them of the team members' arrival dates.

### **2.4.3 Deciding on Size and Composition of Field Teams**

The number of interviewers required depends on the sample size, on the number of days to be spent interviewing and the on the number of respondents one interviewer can interview in a day. We estimate this number from the length of a working day divided by the amount of time it takes to complete one interview, allowing some travel time because travel time will be substantially longer in rural areas.

## **2.5 Readiness of Questionnaires and Tools**

### **2.5.1 Preparing the Questionnaire**

The questionnaires we used for conducting the survey are provided to Department of Food, Civil Supplies & Consumer Affairs for review and approval.

### **2.5.2 Pretesting the Questionnaire**

We pre-tested the questionnaire in the field so that we can identify potential problem areas, such as unanticipated interpretations and cultural objections to the questions. We applied the pretesting to respondents similar to those who will be interviewed during the survey. The survey coordinator did the pretesting with the help of one or two future supervisors or interviewers. Specifically, our pretesting of questionnaires should answer the following questions:

- ▶ Are respondents willing to answer questions in the way we have asked them?
- ▶ Are any of the questions particularly difficult to answer or do they address sensitive issues?
- ▶ Are the questions well understood by the respondents?
- ▶ Can the interviewers follow the instructions easily, or do they misinterpret them?
- ▶ Is the questionnaire designed with adequate space and is the coding of answers clear?
- ▶ How long does an interview take?

During the pretesting, we found that some respondents refused to answer the questions in the form in which they are given in the questionnaire, then we made changes to the questionnaire.

## **2.6 Selecting the Field Workers**

We ensure quality of the information obtained from a survey as well as quality of the work that has to be done in the field. During the data collection a team of interviewers did the field work.

**The interviewer's job was to:**

- ▶ Identify the specific beneficiaries/stakeholders to be surveyed
- ▶ Gain the consent of respondents to be interviewed
- ▶ Conduct interviews using the standard questionnaire
- ▶ Maintain standard procedures in conducting the interviews and recording the answers.



To ensure that interviewers follow instructions, the interviewers are selected on following major points:

- ▶ Willing to follow instructions precisely and accurately
- ▶ Polite and able to establish a good relationship with the respondents
- ▶ Fluent in the language of the respondents

## **2.7 Impact Assessment of schemes: suggestions by government and approach for Tripura**

End-to-end computerization of TPDS operations is a complex and resource-intensive e-Governance/ICT project. The TPDS components and expected outcomes of Impact Assessment study as per the Guidelines set forth by the Central Govt. is as follows:

Table 2: TPDS Components and its Expected Outcomes

TPDS Components	Expected Outcomes of Impact Assessment Study
1. Digitization of beneficiary and other databases	<ul style="list-style-type: none"> <li>a) Correct identification of beneficiaries</li> <li>b) Reduction in inclusion/exclusion errors</li> <li>c) Elimination of bogus/ineligible cards</li> </ul>
2. Aadhaar Seeding	<ul style="list-style-type: none"> <li>a) All the Ration Cards completely seeded with Aadhaar number of beneficiaries</li> <li>b) Rations Cards completely seeded with Aadhaar numbers of included family members</li> </ul>
3. Supply Chain Automation	<ul style="list-style-type: none"> <li>a) Minimize leakages/diversion of foodgrains</li> <li>b) Encourage transparency</li> <li>c) Improve availability of food grains at FPS</li> </ul>
4. Online Allocation	<ul style="list-style-type: none"> <li>a) Allocation of foodgrains done online based on total no of RC's and beneficiaries present in the database</li> <li>b) Online allocation quantities/types visible in the State Transparency Portal every month</li> </ul>
5. Grievance Redressal Mechanism	<ul style="list-style-type: none"> <li>a) Transparent grievance redressal mechanism is set up in the state</li> <li>b) Beneficiaries are aware of the grievance redressal mechanism</li> <li>c) Grievance Redressal is carried out online through Grievance Redressal software and through Toll Free Helpline numbers</li> </ul>
6. Transparency Portal	<ul style="list-style-type: none"> <li>a) Transparency portal is set up according to Central Govt guidelines</li> <li>b) Transparency portal should contain information about the Department, Ration Cards details, Beneficiary details, monthly, allocation details, Toll Free helpline numbers, link, online grievance redressal</li> <li>c) Availability of portal content in the Local, Hindi and English languages</li> </ul>

In order to assess whether the above mentioned outcomes have been achieved in the state of Tripura, a two-pronged approach have been carried out to study the impact assessment of the plan scheme at Tripura:



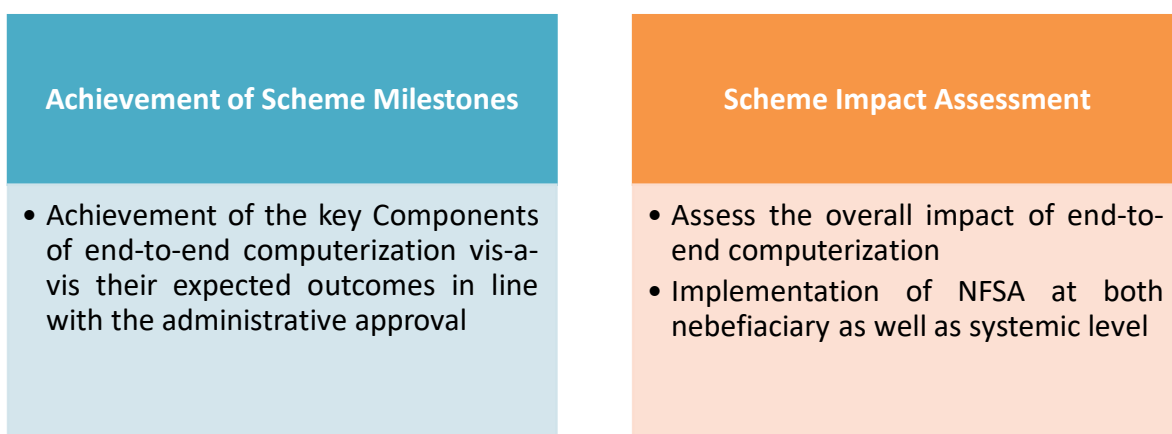


Figure: Impact Assessment of schemes

### 2.7.1 Achievement of Scheme milestone: Components and Progress Indicators

As a first step, the current status of key components vis-à-vis targeted milestones for all components of the Plan Scheme has been assessed. Progress indicators of key components were identified to measure the quantum of impact of the scheme implementation of the State of Tripura.

#### Progress indicators of key components of TPDS

Table 3: Six components of End to End computerization and its progress indicators

Components	Progress Indicators
1. Digitization of beneficiary & other PDS databases	<ol style="list-style-type: none"> <li>1. Digitization of NFSA ration cards and beneficiaries</li> <li>2. Availability of NFSA ration cards and beneficiary details provided on State Portal in a drill down manner- State, District, Block, Village, FPS, Ration Cards, Beneficiaries as per the prescribed standards</li> <li>3. Availability of a digitized central repository of all PDS stakeholders (F&amp;CS Offices, FPSs, Godowns / Depots, Card Types, Wholesalers, Lead Societies, FPS dealers)</li> <li>4. Digitized workflow based approach for the issuance/modification/cancellation of ration cards</li> <li>5. Awareness programs for beneficiaries</li> </ol>
2. Aadhar Seeding	<ol style="list-style-type: none"> <li>1. Aadhar seeding of NFSA ration cards</li> <li>2. Aadhar seeding of NFSA Beneficiaries</li> <li>3. De-duplication and elimination of bogus/ineligible cards</li> <li>4. Availability of Drill down summary for addition, deletion, modification of Ration Cards on State Portal</li> <li>5. Availability of RC/Member wise status of Aadhar Seeding on State Portal</li> </ol>
3. Online Allocation	<ol style="list-style-type: none"> <li>1. Implementation of online allocation and generation of online allocation orders till FPS level</li> <li>2. Availability of monthly allocation reports on State Portal in a drill down format- State, District, Block, Village, FPS as per the prescribed standards</li> </ol>

	3. Availability of entitled and allocated quantity, commodity type, closing balance, ration card count in online allocation reports
<b>4. Supply Chain Automation</b>	1. Availability of relevant reports like - Food Grain receipt and issuance, Stock position of Godowns, Delivery order, Truck Challan, Gate Pass, Acknowledge Receipt from FPS, SMS reports etc. on State Portal 2. Status of SMS Alerts sent to beneficiaries 3. Online SMS subscription facility and availability of SMS summary reports on State Portal
<b>5. Grievance Redressal Mechanism</b>	1. Availability of Online Grievance Redressal on State Portal 2. Availability of Online Tracking Facility 3. Status of functioning of Toll Free Numbers (1800 series and 1967) and their visibility on State Portal 4. Availability of details of DGRO, State Food Commission, Vigilance committees on State Portal 5. Availability of reports related to grievances redressed/disposed/pending and average time taken to resolve grievances be made available on State Portal
<b>6. Transparency Portal</b>	1. Implementation of one-stop Transparency Portal for all TPDS related data and information as per the prescribed standards in public domain without access restriction 2. Status of STQC/Cert-In audit of all modules of application software 3. Availability of content in the Local, Hindi and English languages

These progress indicators/ targeted milestones were measured by a series of qualitative and quantitative questions as provided in the list of questionnaires from the beneficiaries, FPS owners and the various government stakeholders (refer annexure 1-6).

### 2.7.2 Scheme Impact Assessment

Improvement in efficiency and transparency of TPDS operations and thereby resulting in increased beneficiary satisfaction levels are the key objectives of the 'End-to-End Computerization' Scheme.

EY also followed the framework for the Impact Assessment of ICT projects/MMPs under Digital India (including PDS) shared by the Ministry of Electronics & Information Technology (MeitY), Government of India to design a detailed questionnaire for the impact assessment of TPDS Computerization.

## 3 RESEARCH PLAN

### 3.1 Research Tools

There are multiple stakeholders in TPDS in the State of Tripura. Multiple research tools have been engaged to secure data for assessment study.

Table 4: Research Tools

Type of Respondent	Location of Respondent	Type of Tools	Respondent	Type of Data Collected
Policy/Administrative	State HQ	In-depth Interview	1. Director Food & Public Distribution 2. Head of NIC at State 3. State Programme Manager	Qualitative
Operation Level	SDM	In-depth Interview	SDMs	Qualitative
	Godown	In-depth Interview	Godwon Incharge	Qualitative
	FPS	In-depth Interview	FPS Owners	Mixed
Implementation Level	Beneficiary	In-depth Interview	Beneficiaries	Mixed

The following guidelines have been adopted for the Impact Assessment/Evaluation of planned schemes on End-to-End computerisation of TPDS of Govt. of Tripura:

- ▶ A multi-stage sample design has been adopted for the impact evaluation survey of TPDS beneficiaries.
- ▶ The sample has an adequate representation from all the geographic regions i.e. North, South, East, Central regions of the State.

The list of tools (questionnaires) used are provided in Annexure 1 to 6.

### 3.2 Sample Size

As proposed purposive sampling method used and 121 Beneficiaries and 28 FPS shops were visited to understand the required perspectives.



# FINDINGS OF STUDY

## 4 FINDINGS OF STUDY

### 4.1 Background

The state of Tripura currently has 8.93 Lakh ration card holders, out of which 36.43 Lakhs are NFSA beneficiaries. Among NFSA beneficiaries, 12.10 Lakhs are APL beneficiaries, 19.48 Lakhs are PHH beneficiaries while, 4.85 Lakhs beneficiaries belong to AAY category.

In Tripura as on date, the below table depicts the total rationing population and NFSA beneficiaries:

*Table 5: Total Number & types of Ration beneficiaries, NFSA Beneficiary = AAY+PG (PHH)*

S No	District	Total Ration Card				Total RC Population			
		APL	AAY	PG	Total	APL	AAY	PG	Total
1	Dhalai	27,774	16,128	51,550	95,452	1,04,727	71,891	2,12,149	3,88,767
2	Gomati	34,982	17,308	55,241	1,07,531	1,33,043	76,561	2,24,160	4,33,764
3	Khowai	31,214	11,321	40,367	82,902	1,14,894	48,276	1,63,005	3,26,175
4	North Tripura	30,513	11,652	49,094	91,259	1,23,399	54,994	2,23,092	5,24,884
5	Sepahijala	39,015	13,256	63,095	1,15,366	1,55,282	62,285	2,71,859	4,89,426
6	South Tripura	38,325	15,646	53,113	1,07,084	1,40,329	67,501	2,09,399	4,17,229
7	Unakoti	23,236	7,245	35,961	66,442	91,131	33,451	1,56,832	2,81,414
8	West Tripura	92,248	15,330	1,21,750	2,29,328	3,47,352	69,867	4,92,192	9,09,411
<b>Grand Total</b>		<b>3,17,307</b>	<b>1,07,886</b>	<b>4,70,171</b>	<b>8,95,364</b>	<b>12,10,157</b>	<b>4,84,826</b>	<b>19,52,688</b>	<b>37,71,070</b>

*Table 6: Monthly entitlement and price of commodities for category of beneficiaries*

S No.	Category	Rice	
		Quantity (Kg)	Price ( Rupees )
1	Priority House Hold (PHH)	05 Kg per Member, no maximum limit	2
2	Antyodya Anna Yojana (AAY)	35 Kg per Ration Card	2
3	Above Poverty Line (APL)	05 Kg per member, maximum 20 Kg per family	13

As discussed and decided with the state below was the sample size for which data was collected:

*Table 7: Number Fair Price Shop Covered in each District*

District	Fair Price Shops
West Tripura	8
Sipahijala	4
Gomati	16
<b>Total</b>	<b>28</b>

Total 28 FPS were covered in three districts viz. West Tripura, Shipahijala and Gomati.

*Table 8: Number & types of beneficiaries covered in survey*

District	Sub-Division/block	Beneficiaries	Priority Group (PG)	AAY	Others
West Tripura	Dukli	52	31	5	12
	Sadar	36	32	1	3
Sipahijala	Bishalgargh	33	21	2	10
<b>Total</b>		<b>121</b>	<b>84</b>	<b>8</b>	<b>29</b>

As mentioned in table 9, 121 Beneficiary data collected from 2 districts viz. West Tripura and Sipahijala.

## 4.2 Findings: Achievement of Scheme milestones (components of TPDS)

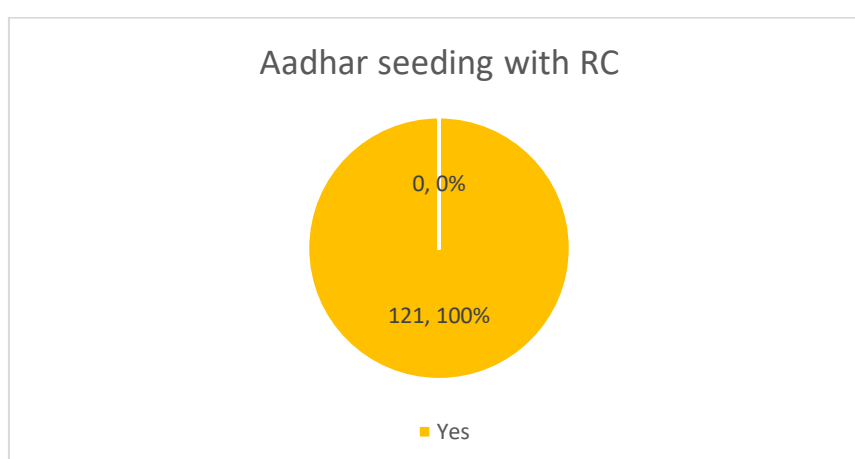
In the last 2 years, there has been stronger focus on digitisation of beneficiary database. Although the complete beneficiary database has been digitized, the de-duplication of beneficiary database still remains a great area of improvement. One of the major challenge in cleansing of the beneficiary records is seeding of ration cards with the Aadhar card details of the beneficiary.

### A) Beneficiary perspective

#### 4.2.1 Digitisation of Beneficiary database

##### i. Seeding of Aadhar number to beneficiary ration cards

In the survey beneficiaries were asked if their Aadhar number has been linked with their ration cards. It was found that all the beneficiaries have linked their Aadhar number with ration card number.



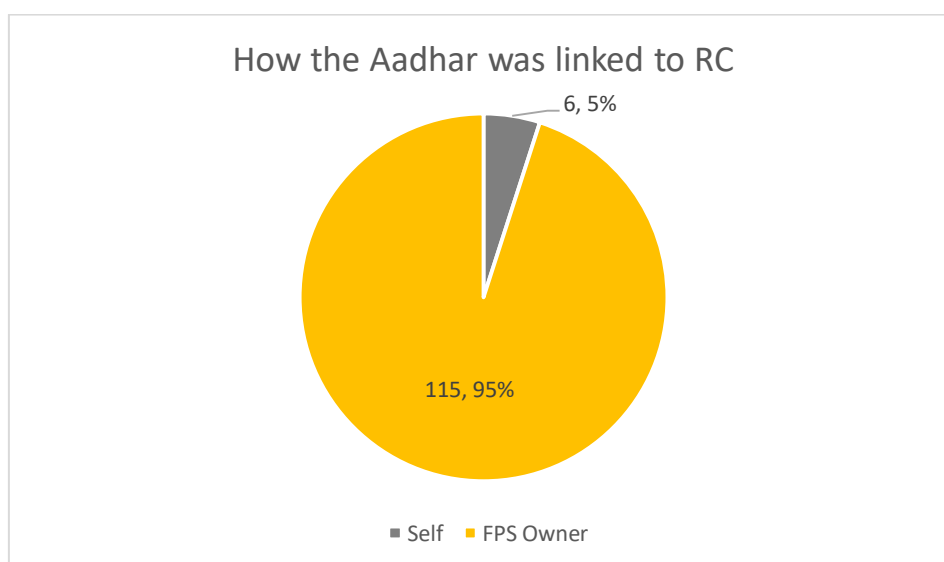
Close to 14% beneficiaries denied when asked whether or not their ration card details show the Aadhar seeding of all the members of their ration card in the PoS device.

Table 9: Aadhaar seeded RC's

District/Sub Division/Block/town/village	Aadhaar Seeded RC	All RC Members Seeded with Aadhar	Total Beneficiary
Agartala	26	23	26
Bishalgargh	33	27	33
Sadar	36	33	36
West District	26	21	26
<b>Grand Total</b>	<b>121</b>	<b>104</b>	<b>121</b>
<b>Percent</b>	<b>100</b>	<b>85.95</b>	<b>100</b>

ii. Who helped you to get your Aadhaar linked to your Ration Card?

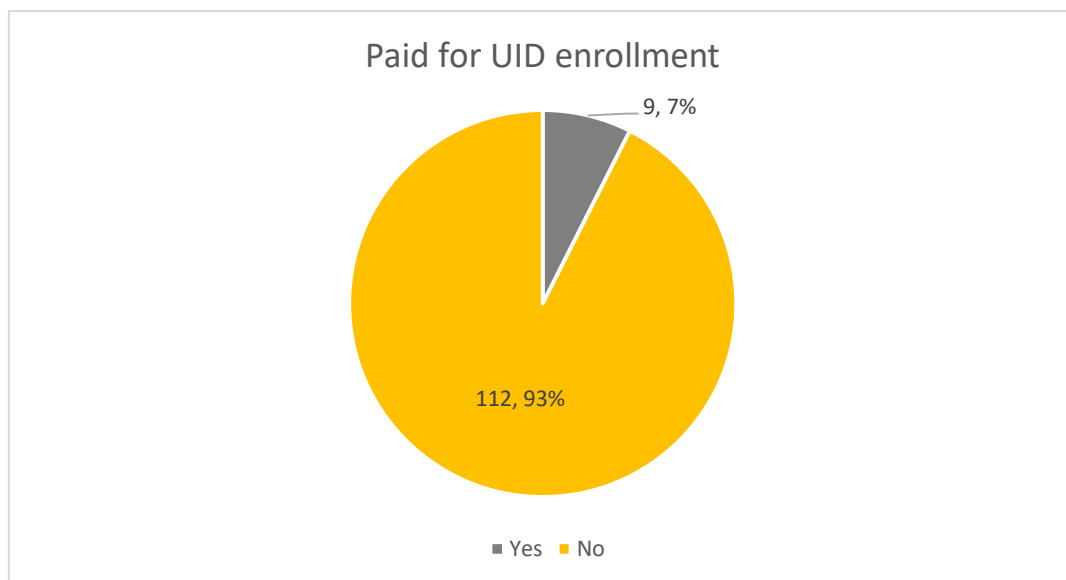
To understand the ease of linking Aadhar number with their Ration Cards the beneficiaries were asked who helped them with the process. It was found out that in 95% cases, the fair price shop owner had helped in linking of the card and rest 5 % beneficiaries were aware of the process and could do it themselves.





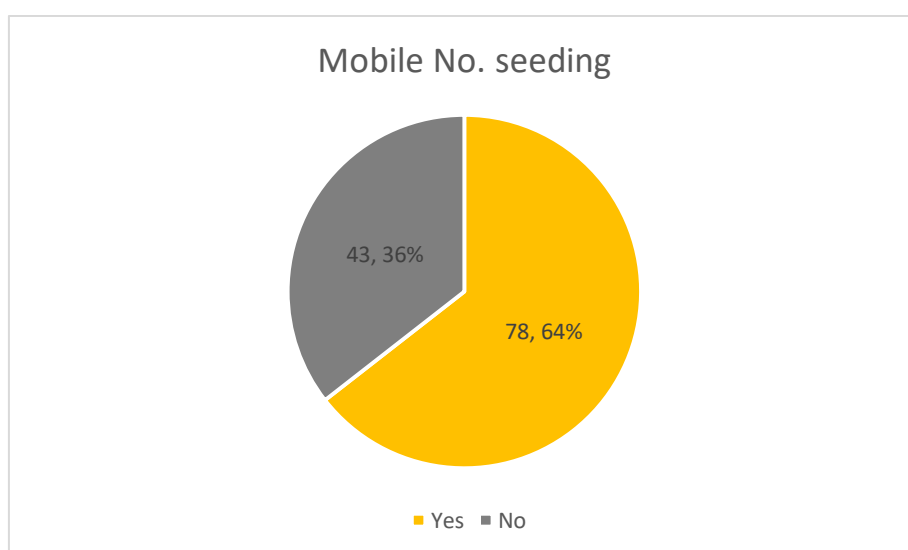
### iii. Making payment for getting Aadhar linked to Ration Card

All beneficiaries responded that they have not paid any money for linking Aadhar card with RC



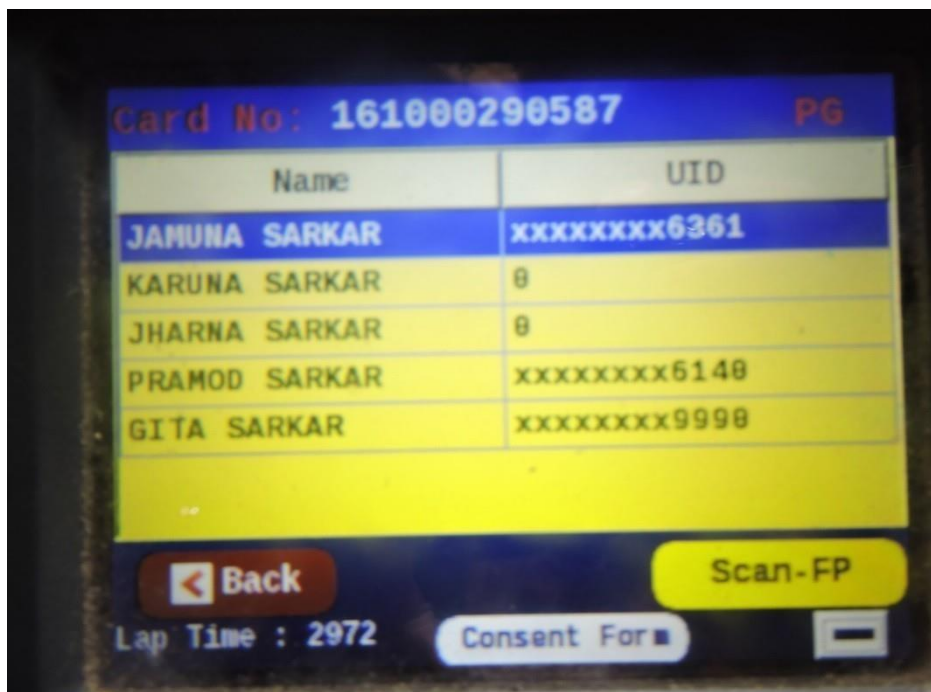
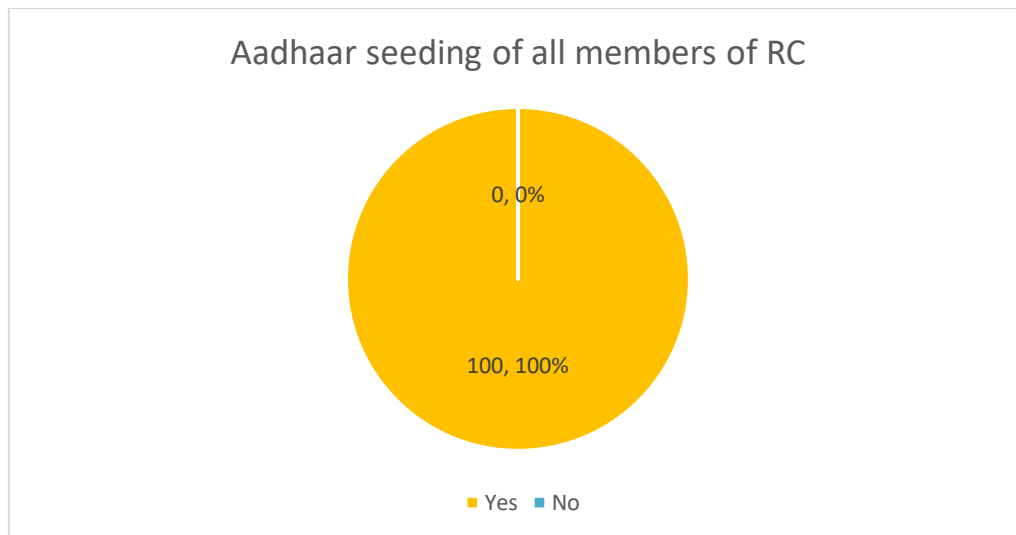
### iv. Mobile number seeding

It was reconfirmed from the beneficiaries whether they had submitted their mobile numbers to the FPS dealer/DFSO/F&CS Dept. It is learnt that only 64% beneficiaries have submitted their mobile numbers to the FPS dealer/DFSO/F&CS Dept. The rest 36% beneficiary population must be informed and asked to submit their mobile numbers to the FPS dealer/DFSO/F&CS Dept.



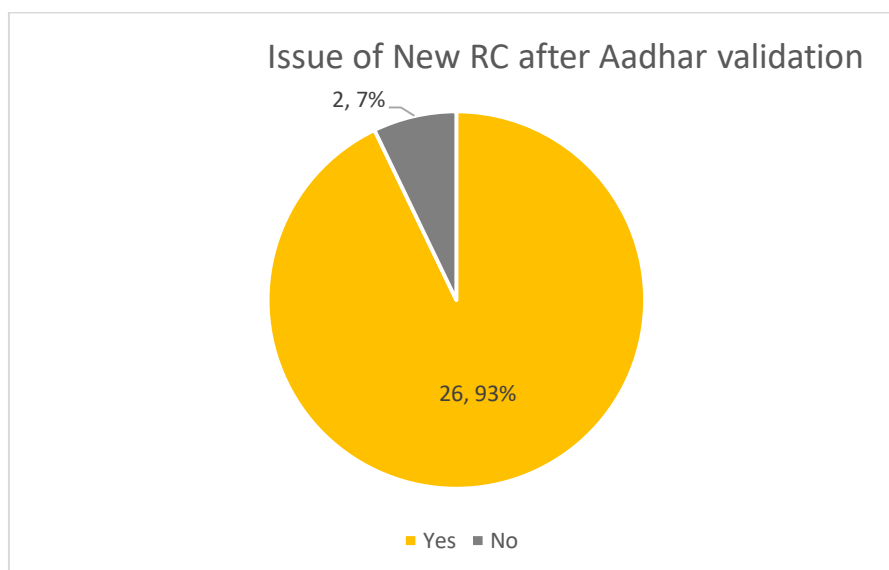
v. Aadhaar seeding of all the members of the ration card

It is observed that 100% of the beneficiary Ration Cards has been seeded with the Aadhaar numbers of all the family members included in the RC.



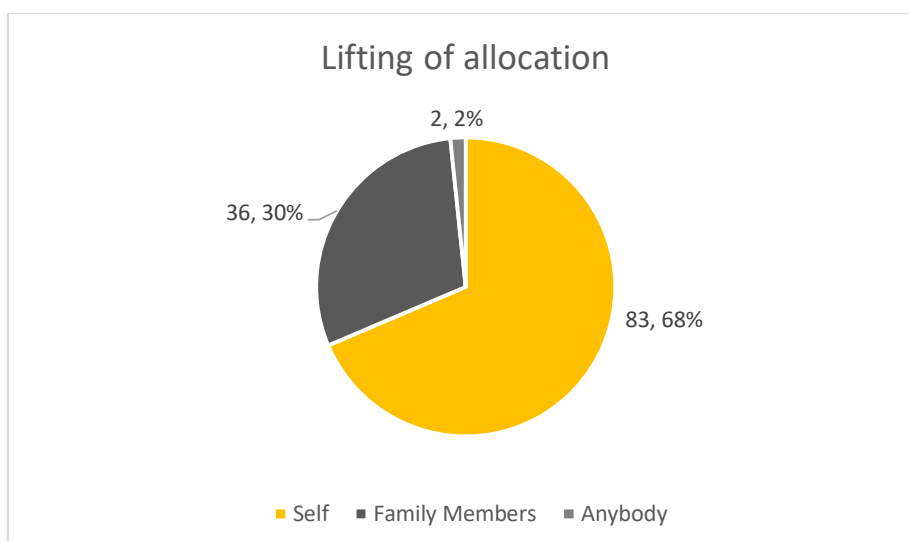
vi. Issue of new RC after Aadhaar validation

Majority of FPS owners (93%) confirmed that new RC's are issued only after validation of Aadhaar numbers.



#### vii. Lifting of allocation

Out of total, 68% beneficiaries prefer to go on their own to purchase the ration. Close to 30% beneficiaries accepted that they authorise members in the family to get ration from fair price shops while 2% beneficiaries informed that they authorize anybody to lift the allocation on their behalf.



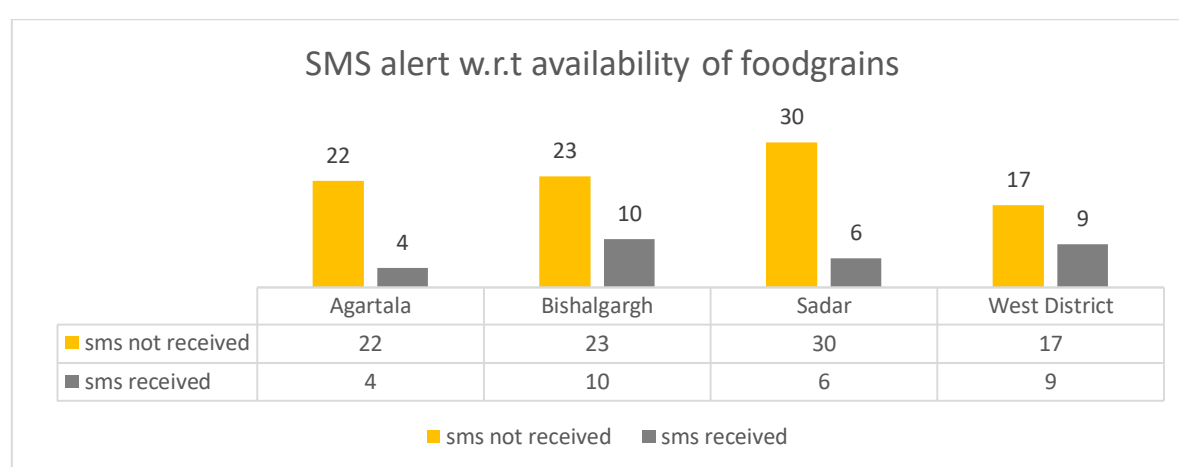
### 4.2.2 Computerization of Supply Chain Management (including Online Allocation)

#### i. About receiving SMS alerts regarding availability of food-grains at Fair Price Shops

The beneficiaries were asked if they are getting any SMS alerts/ notification from the Government or from the dealer w.r.t. availability of food-grains in their FPS every month. 76% beneficiaries denied receiving SMS alerts informing about availability of food-grains in the FPS.

Table 10: Data showing status of SMS received and SMS not received

District/Sub Division/Block/town/village	SMS Not Received	SMS Received	Percent Not Received
Agartala	22	4	85
Bishalgargh	23	10	70
Sadar	30	6	84
West District	17	9	65
Grand Total	92	29	76

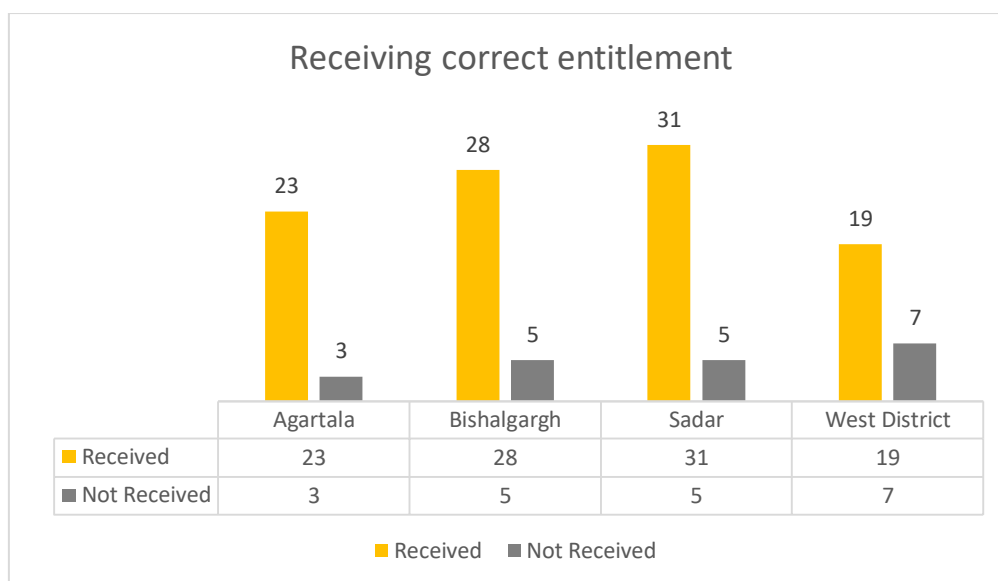


## ii. About receiving correct entitlement (Amount of grains)

In the survey population, 83 % of the beneficiaries agreed that they were receiving correct amount of grains from FPS as per their entitlement in their ration cards. While 17% beneficiaries disagreed for the same.

Table 11: Data showing status of receipt of correct entitlement at FPS

District/Sub Division/Block/town/village	Received	Not Received	Percent Not Received
Agartala	23	3	11%
Bishalgargh	28	5	15%
Sadar	31	5	14%
West District	19	7	27%
Grand Total	101	20	17%



It was observed that FP Shop owners have put up boards in front of their shops displaying various entitlement categories for the beneficiaries, rates of the commodities, stock received during the month and opening stock (as on that date).

**STATUTORY INFORMATION DISPLAY BOARD**  
Name of the F P Shop : Jarul Bachai Date 13/7/18

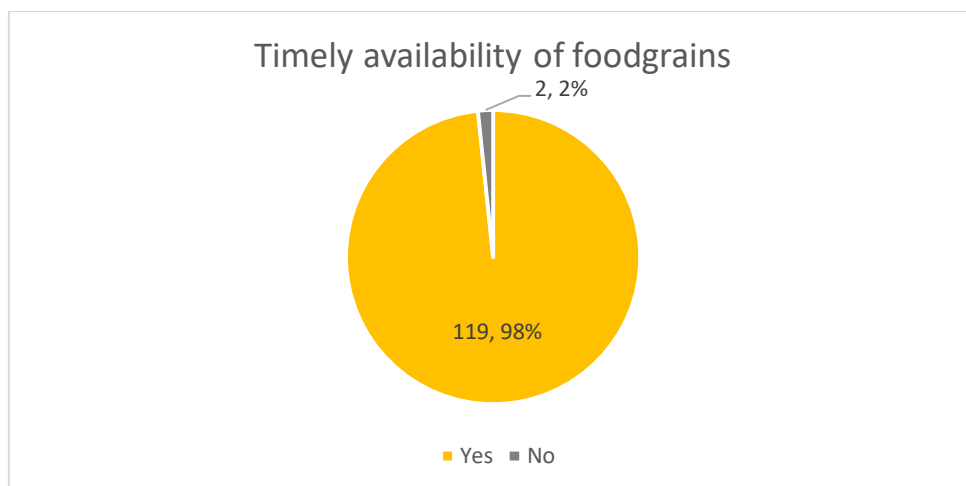
Commodity	Category	Entitlement	Scale of Issue	Retail Issue Price (Per Kg/Lt)	Stock received during the Month	Opening Stock (as on Date)
Rice	Antodaya	35 Kg/Card	As col. 3	Rs. 2.00	1025.00	630.00
	Priority HH	5 Kg/Member	As col. 3	Rs. 2.00	11505.00	5345.00
	APL	5 Kg/Member, Max 25 Kg/Card	As col. 3	Rs. 13.00	1450.00	1045.00
	Annapurna	10Kg/Beneficiary	As col. 3	FREE		
Sugar	AAV	1 Kg/AAVCard	As col. 3	Rs. 26.00		
Salt	ALL	500 gms/head	As col. 3	Rs. 7.00		727.00
Atta	ALL	300g/H	As col. 3	Rs. 13.00		9500.00
K.Oil	ALL	650g/H	As col. 3	Rs. 27.00	1000.00	1000.00
MDM Rice				FREE		900.00
FloUr						
Suji						
Dal						
M.Oil						
Other						

### iii. About receiving foodgrains timely from the ration shops

In the survey population 98% beneficiaries said that they are receiving foodgrains timely from the FPS while the rest 2% of beneficiaries indicated delay of an average of 10 minutes in the delivery time from FPS.

*Table 12: Data showing satisfaction of beneficiaries for the timely receipt of foodgrains at FPS*

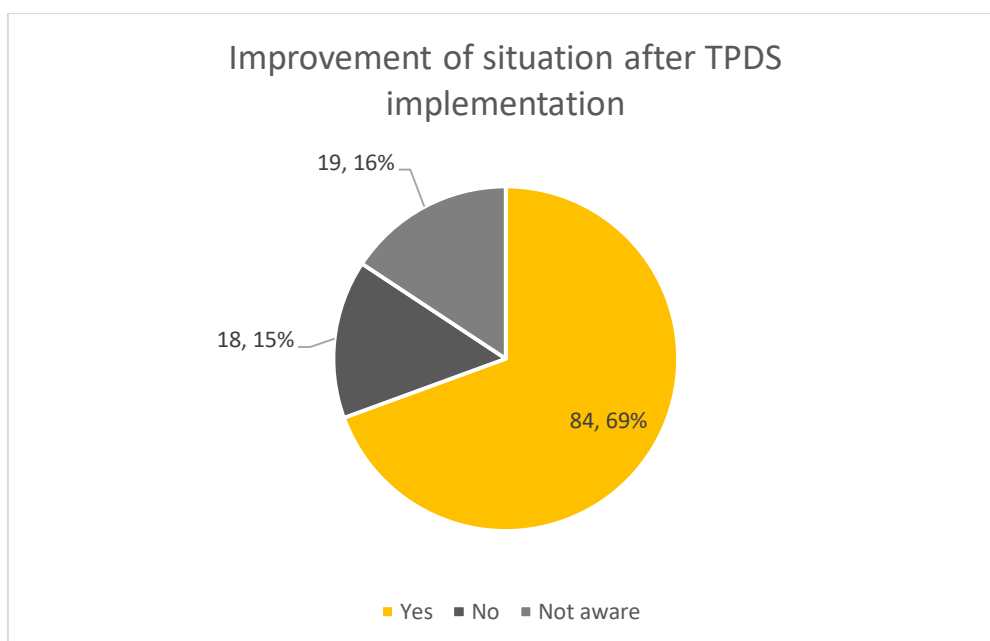
District/Sub Division/Block/town/village	Satisfied	Not Satisfied
Agartala	25	1
Bishalgargh	33	0
Sadar	35	1
West District	26	0
Grand Total	119	2
Percent	98%	2%



The beneficiaries also stated that the quality of foodgrains has improved after the implementation of TPDS in Tripura. The quality of foodgrains had also been tested while interacting with the beneficiaries at the Fair Price Shops.

#### iv. Improvement of situation after TPDS implementation

A total of 69% beneficiaries believed that the situation has improved after implementation of TPDS. While 15% still believed that there has been no noticeable improvement in the situation although TPDS operations have been computerized and 16% beneficiaries were not aware whether there has been any improvement in the current situation.



#### 4.2.3 Setting up of transparency portal and grievance redressal mechanisms

The Department has set up Online Grievance Redressal process through the State Portal and also set up Toll Free call centres as per the guidelines of TPDS for the benefit of the general citizens. The beneficiary were asked various questions in order to understand their awareness level and utilisation of the portal.

##### i. Awareness of the Grievance redressal on state TPDS portal & on Toll free number

In the survey population only 10% beneficiaries were aware that Government has setup Online Grievance Redressal on State Portal & Toll Free call centres, while majority percent beneficiaries (90%) were not aware.

*Table 13: Data showing awareness of beneficiaries for the state grievance redressal*

District/Sub Division/Block/town/village	Aware	Not Aware
Agartala	5	21
Bishalgargh	1	32
Sadar	0	30
West District	6	20
Grand Total	12	109
Percent	10%	90%





**ii. Awareness about the website address and the toll-free helpline numbers**

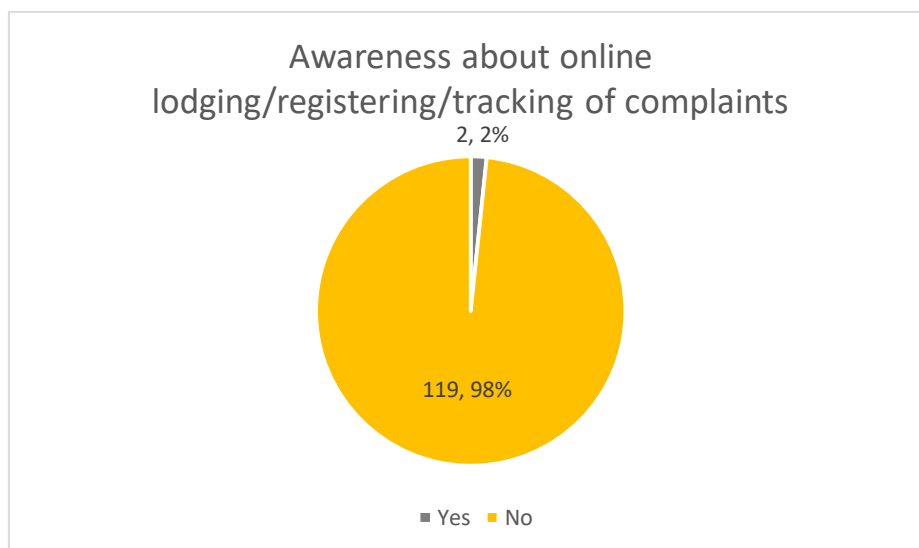
Only 3% of the beneficiary surveyed were aware about the state TPDS website. 97% of the beneficiary surveyed are not aware of the toll free numbers and they are also not aware that they can get it from the TPDS website.



It is observed that none of the information displayed outside Fair Price Shops is in local language, i.e. Bangla. Hence, most of the beneficiaries are not aware of such mechanisms set up for their betterment. Neither the Toll free number are announced/displayed widely in local language (Bangla).

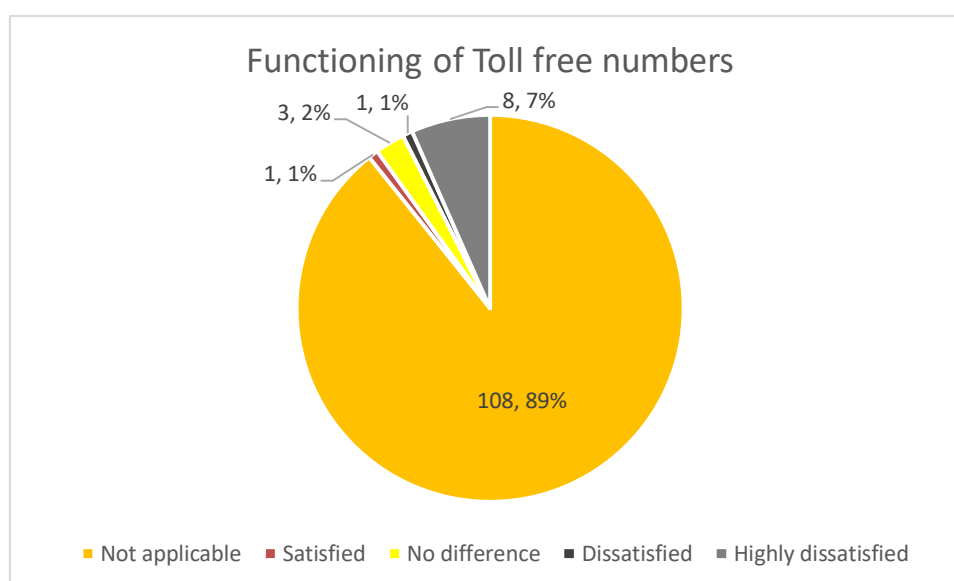
iii. **Awareness about lodging/registering and tracking the status of complaints/ grievances electronically through the website and/or toll-free call centre**

Very few beneficiaries (2%) surveyed were aware that the complaints can be lodged online on website. Also, that they can track the status of their grievances online or through the Toll free numbers provided in the State portal. 98% of the beneficiaries surveyed are not aware of the online lodging/tracking of grievances through state portal or through toll free numbers.



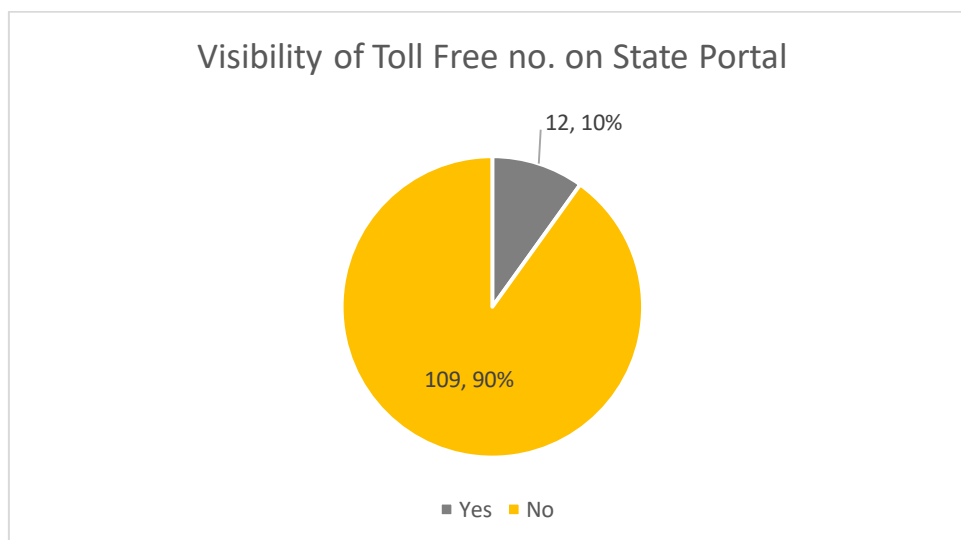
iv. **Functioning of toll free numbers**

When the beneficiaries were surveyed how they perceive about the functioning of Toll free numbers in the state, majority of them (89%) were not aware about the Toll free numbers or their functioning. They have never used these Toll free numbers for lodging/tracking their complaints online. While 7% beneficiaries are highly dissatisfied with the functioning of the Toll free numbers.



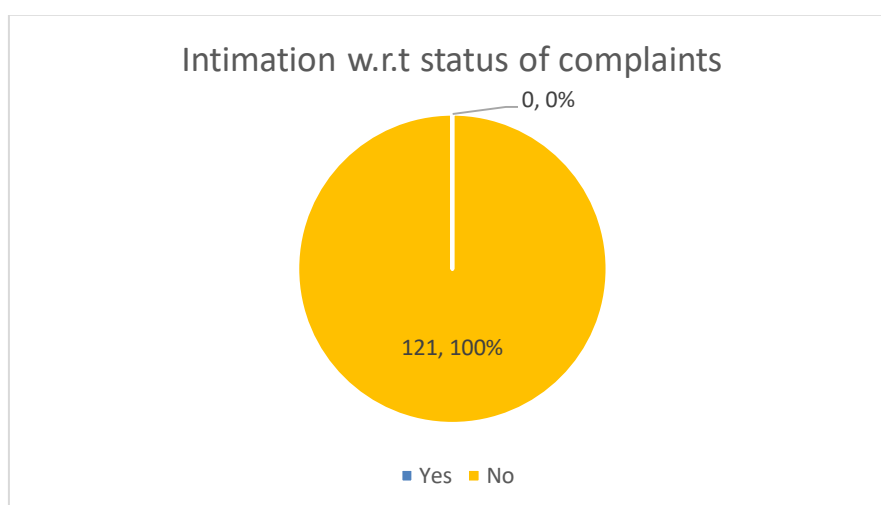
**v. Visibility of Toll free numbers in the State Portal**

Majority of the beneficiaries (90%) responded that Toll free numbers are not visible in the state portal.



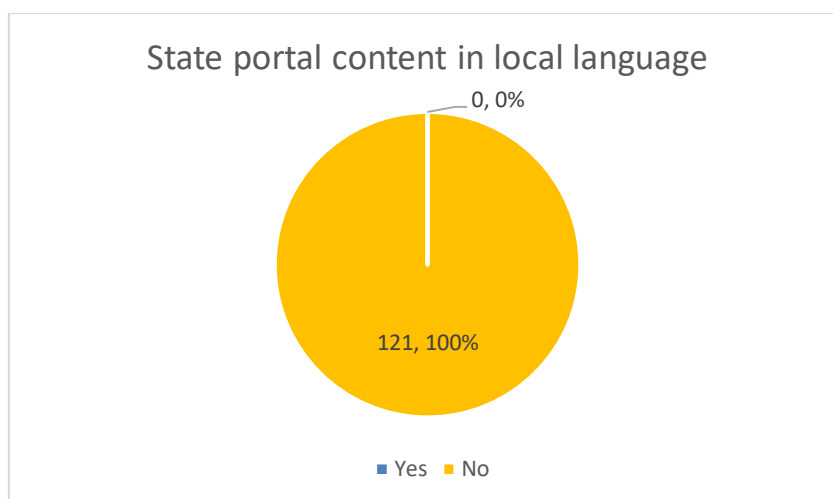
**vi. Intimation w.r.t. status / resolution of complaints / grievances**

Since none of the surveyed beneficiary is using the online grievance redressal mechanism or the toll free numbers, they have not received any intimation w.r.t. status / resolution of complaints / grievances.



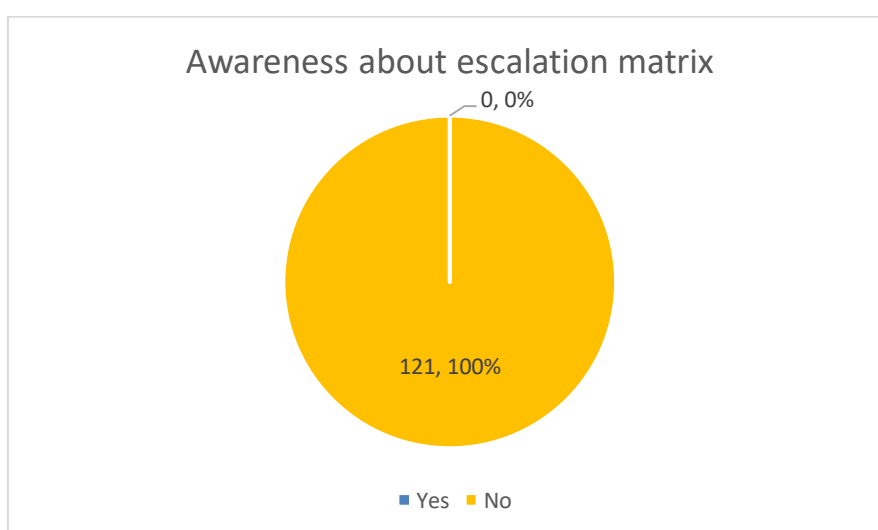
**vii. Availability of State portal content in Local, Hindi and English languages**

All the beneficiaries (100%) were highly concerned that the website content is not available in the local language. It is only available in English.



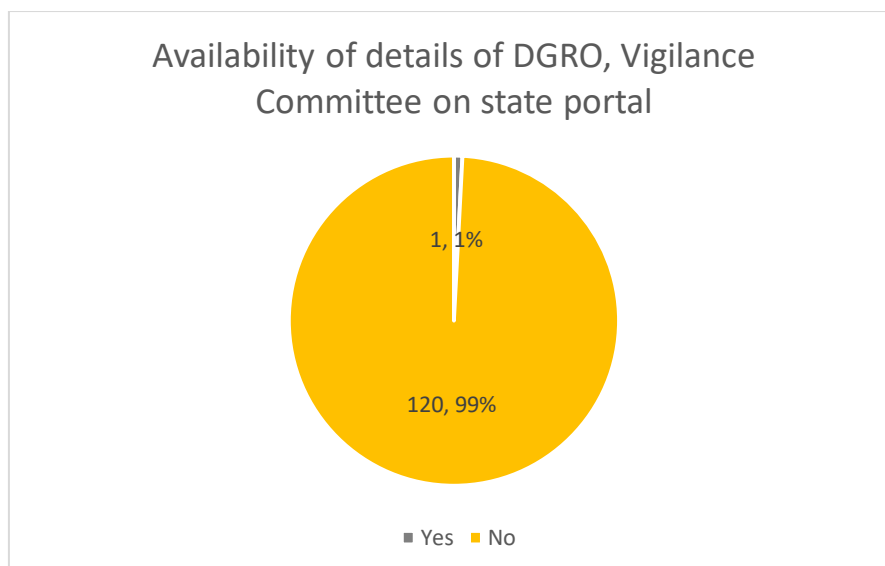
**viii. Awareness about an escalation matrix for grievance redressal**

It is observed that none of the surveyed beneficiaries are aware about the escalation matrix available for resolution of their grievances. They are not aware that if they are not satisfied with immediate response on phone/sms/ mails, they can escalate their grievances according to the escalation matrix provided in the state portal.



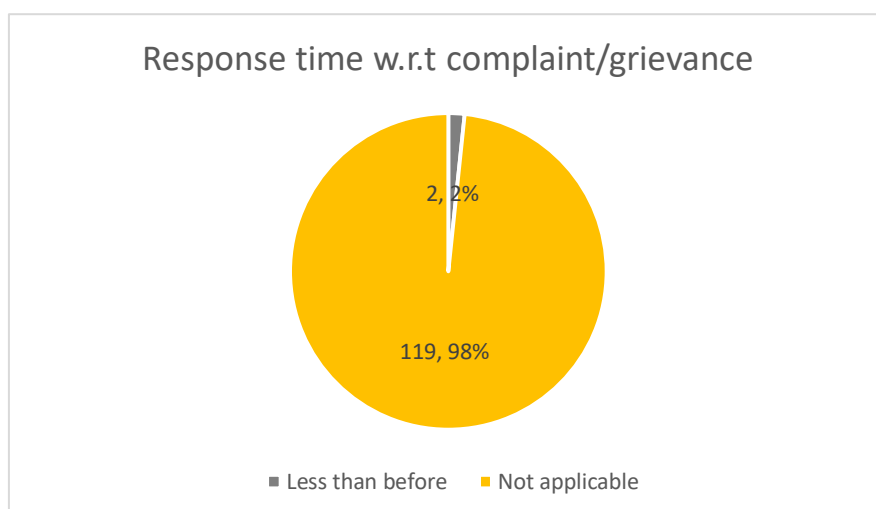
**ix. Availability of details of DGRO, State Food Commission, Vigilance committees etc. available on State Portal**

99% beneficiaries were not aware that the details of DGRO, State Food Commission, Vigilance committees etc. are available on the state portal.



**x. Response time from concerned authority w.r.t. complaint/grievance**

Very few beneficiary (2%) out of the surveyed beneficiaries confirmed that the response time from the concerned authorities' w.r.t their complaint/grievances had got reduced from before. While 98% beneficiaries had never raised any complaint/grievance through state portal/ toll free numbers so far and hence they were not able to answer if the time for getting response on a grievance has improved or not.



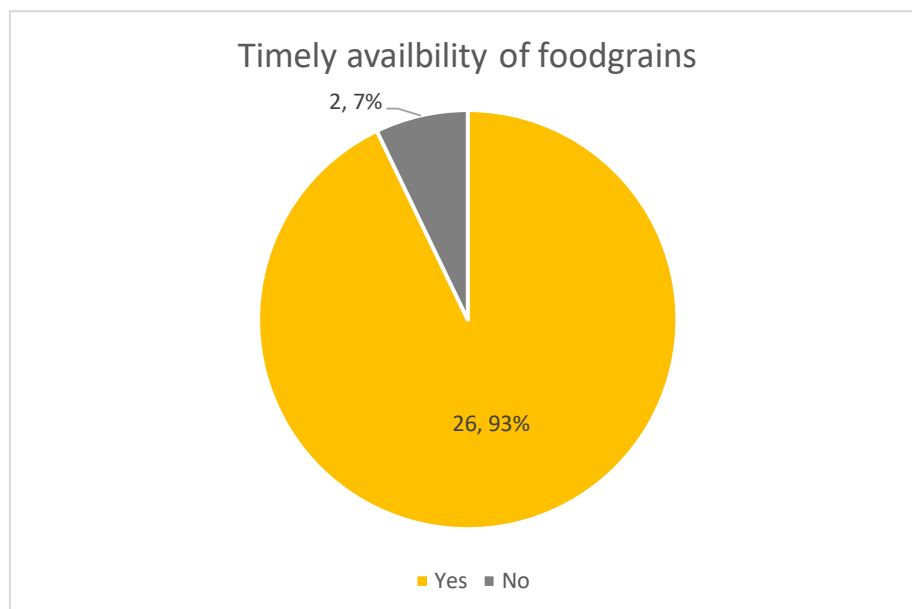
A snapshot of the above mentioned findings is presented as follows:

- ▶ Digitisation of Beneficiary database is completed
- ▶ Fair Price Shop Owner played a significant role in Aadhar seeding of beneficiary data
- ▶ The Quantity and Quality of Food grains provided by the State Government is satisfactory
- ▶ Online Allocation is successfully implemented and online allocation orders are generated till FPS level
- ▶ Monthly allocation reports are available on State Portal in a drill down format- State, District, Block, Village, FPS including availability of entitled and allocated quantity, commodity type etc.
- ▶ Beneficiaries are not aware about SMS alert, Web services and toll free number or vigilance committee
- ▶ Correct entitlement of foodgrains is being received timely
- ▶ Beneficiaries not aware about Grievance Redressal Mechanism and Toll Free helpline numbers set up for Grievance Redressal
- ▶ State portal content is not available in local language
- ▶ Beneficiaries are not aware of the details of DGRO, State Food Commission, Vigilance committees etc. available on State Portal

## B) Fair Price Shop Owners perspective

### i. Improvement of situation after TPDS implementation

The FPS owners confirmed that they receive the foodgrains timely from the Government for distributing it to the beneficiaries.



ii. Awareness of the Grievance redressal on state TPDS portal & on Toll free number

Majority of the FPS Owners (86%) are aware of the Online grievance Redressal process.



Most of the FPS Owners have displayed information in the form of banner about the Grievance Redressal Mechanism process and have displayed the Toll Free helpline numbers in front of their shops for public awareness.



A snapshot of the above mentioned findings is presented as follows:

- ▶ Digitisation of Beneficiary database is completed
- ▶ The Quantity and Quality of Food grains provided by the State Government is satisfactory
- ▶ Foodgrains are received timely for distribution to beneficiaries
- ▶ Situation has improved after TPDS implementation
- ▶ Well aware of the Grievance Redressal mechanisms and Toll free helpline numbers



## Achievement of Scheme milestone: Components and Progress Indicators

From the responses gathered from the beneficiaries, EY had assessed whether the progress indicators for each of the components of the TPDS project has been achieved at Tripura.

*Table 14: Achievement of Scheme milestones*

Components	Progress Indicators	Achievement
Digitization of beneficiary & other PDS databases	<ul style="list-style-type: none"> <li>Digitization of NFSA ration cards and beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>YES (100% data digitized)</li> </ul>
	<ul style="list-style-type: none"> <li>Availability of NFSA ration cards and beneficiary details provided on State Portal in a drill down manner- State, District, Block, Village, FPS, Ration Cards, Beneficiaries as per the prescribed standards</li> </ul>	<ul style="list-style-type: none"> <li>YES (its available in the state portal <a href="http://fcatripura.gov.in">http://fcatripura.gov.in</a>)</li> </ul>
	<ul style="list-style-type: none"> <li>Availability of a digitized central repository of all PDS stakeholders (F&amp;CS Offices, FPSs, Godowns / Depots, Card Types, Wholesalers, Lead Societies, FPS dealers)</li> </ul>	<ul style="list-style-type: none"> <li>YES</li> </ul>
	<ul style="list-style-type: none"> <li>Digitized workflow based approach for the issuance/modification/cancellation of ration cards</li> </ul>	<ul style="list-style-type: none"> <li>YES</li> </ul>
	<ul style="list-style-type: none"> <li>Awareness programs for beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>NO</li> </ul>
Aadhar seeding	<ul style="list-style-type: none"> <li>Aadhar seeding of NFSA ration cards</li> </ul>	<ul style="list-style-type: none"> <li>YES (100% RC's are Aadhaar seeded)</li> </ul>
	<ul style="list-style-type: none"> <li>Aadhar seeding of NFSA Beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>YES</li> </ul>
	<ul style="list-style-type: none"> <li>De-duplication and elimination of bogus/ineligible cards</li> </ul>	<ul style="list-style-type: none"> <li>YES</li> </ul>
	<ul style="list-style-type: none"> <li>Availability of Drill down summary for addition, deletion, modification of Ration Cards on State Portal</li> </ul>	<ul style="list-style-type: none"> <li>Not available in state portal</li> </ul>
	<ul style="list-style-type: none"> <li>Availability of RC/Member wise status of Aadhar Seeding on State Portal</li> </ul>	<ul style="list-style-type: none"> <li>Not available in state portal</li> </ul>
Online Allocation	<ul style="list-style-type: none"> <li>Implementation of online allocation and generation of online allocation orders till FPS level</li> </ul>	<ul style="list-style-type: none"> <li>YES</li> </ul>
	<ul style="list-style-type: none"> <li>Availability of monthly allocation reports on State Portal in a drill down format- State, District, Block, Village, FPS as per the prescribed standards</li> </ul>	<ul style="list-style-type: none"> <li>YES</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Availability of entitled and allocated quantity, commodity type, closing balance, ration card count in online allocation reports</li> </ul>	<ul style="list-style-type: none"> <li>▶ YES (Ration Card count not available)</li> </ul>
Supply Chain Automation	<ul style="list-style-type: none"> <li>▶ Availability of relevant reports like - Food Grain receipt and issuance, Stock position of Godowns, Delivery order, Truck Challan, Gate Pass, Acknowledge Receipt from FPS, SMS reports etc. on State Portal</li> </ul>	<ul style="list-style-type: none"> <li>▶ YES</li> </ul>
	<ul style="list-style-type: none"> <li>▶ Status of SMS Alerts sent to beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>▶ NO</li> </ul>
	<ul style="list-style-type: none"> <li>▶ Online SMS subscription facility and availability of SMS summary reports on State Portal</li> </ul>	<ul style="list-style-type: none"> <li>▶ NO</li> </ul>
Grievance Redressal Mechanism	<ul style="list-style-type: none"> <li>▶ Availability of Online Grievance Redressal on State Portal</li> </ul>	<ul style="list-style-type: none"> <li>▶ NO (only 10% beneficiaries are aware of online grievance redressal)</li> </ul>
	<ul style="list-style-type: none"> <li>▶ Availability of Online Tracking Facility</li> </ul>	<ul style="list-style-type: none"> <li>▶ NO (only 2% beneficiary aware)</li> </ul>
	<ul style="list-style-type: none"> <li>▶ Status of functioning of Toll Free Numbers (1800 series and 1967) and their visibility on State Portal</li> </ul>	<ul style="list-style-type: none"> <li>▶ NO (89% beneficiaries have not used/checked Toll Free numbers)</li> </ul>
	<ul style="list-style-type: none"> <li>▶ Availability of details of DGRO, State Food Commission, Vigilance committees on State Portal</li> </ul>	<ul style="list-style-type: none"> <li>▶ YES</li> </ul>
	<ul style="list-style-type: none"> <li>▶ Availability of reports related to grievances redressed/disposed/pending and average time taken to resolve grievances be made available on State Portal</li> </ul>	<ul style="list-style-type: none"> <li>▶ Not available in state portal</li> </ul>
Transparency Portal	<ul style="list-style-type: none"> <li>▶ Implementation of one-stop Transparency Portal for all TPDS related data and information as per the prescribed standards in public domain without access restriction</li> </ul>	<ul style="list-style-type: none"> <li>▶ YES (<a href="http://fcatripura.gov.in/">http://fcatripura.gov.in/</a>)</li> </ul>
	<ul style="list-style-type: none"> <li>▶ Status of STQC/Cert-In audit of all modules of application software</li> </ul>	<ul style="list-style-type: none"> <li>▶ To be verified from Tripura</li> </ul>
	<ul style="list-style-type: none"> <li>▶ Availability of content in the Local, Hindi and English languages</li> </ul>	<ul style="list-style-type: none"> <li>▶ NO (100% beneficiaries responded that the transparency portal is not available in local language)</li> </ul>

From the above observations, it is clear that the Food, Civil Supplies & Consumer Affairs Department has effectively implemented the TPDS scheme and has been able to achieve most of the components of the TPDS scheme except a few parameters where the beneficiaries have not achieved the intended goals. It has been observed that not much of awareness programs have been conducted by the Department for the beneficiaries. Also, 76% of the surveyed beneficiaries are not able to get sms alerts for availability of foodgrains

in their tagged FPS every month. This indicates that either the allocation software is not providing sms alert feature or the beneficiaries have not provided their mobile numbers to the FPS/ Department.

Although the State has implemented Online Grievance Redressal system for the benefit of the beneficiaries/ citizens, the fact is not widely known amongst the beneficiaries (only 10% beneficiaries are aware of online grievance redressal system). They are not aware of the Toll Free numbers provided in the State Portal and neither have they called the Toll free numbers to lodge their complaints / grievances. There is very less awareness about the complete grievance redressal process amongst the beneficiaries.

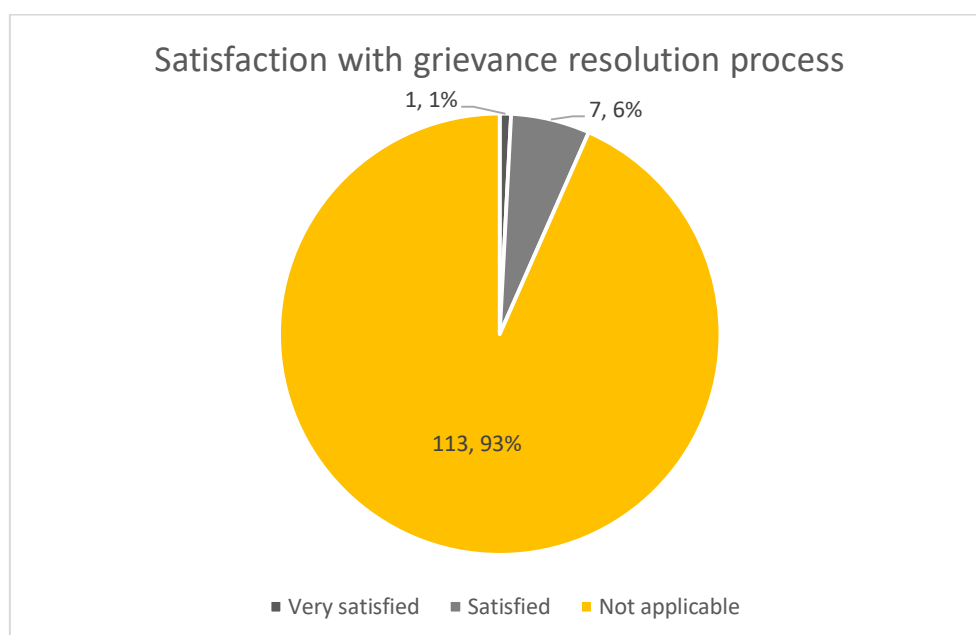
One of the reasons for less awareness might be that the contents of the Transparency portal is not available in their local language.

### 4.3 Findings: Scheme Impact Assessment

To assess the overall impact of the End to End Computerization and implementation of NFSA at both beneficiary as well as organization level, beneficiaries were surveyed to take their inputs on the overall performance of the scheme implemented in Tripura. Below are some of the findings of the impact of the scheme on the beneficiaries and other stakeholders such as the FPS owners.

#### i. Satisfaction with grievance resolution process

It is observed that very few beneficiaries have raised online complaints/grievances through the state portal or through Toll Free numbers. Majority of the beneficiaries are not aware of the online grievance resolution process and have never raised any online grievances. Only 6% beneficiaries are aware of the online grievance resolution process and are satisfied with the process. However, 1% of the beneficiaries have given their response as very satisfied with the online process. According to them, the online grievance resolution process is very easy and their grievances have been resolved to their satisfaction level by the authorities.

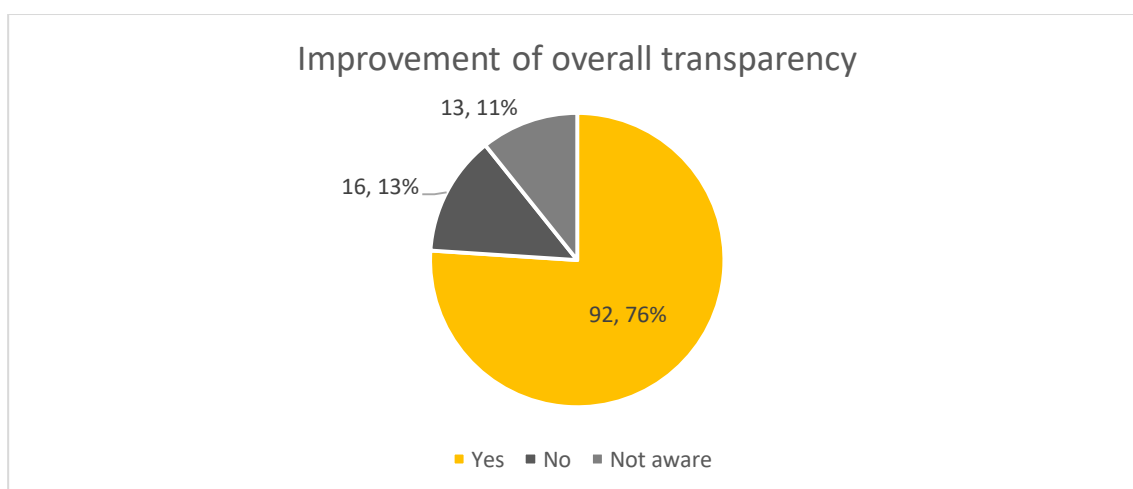


ii. Improvement of overall transparency of government operations with the computerization of the TPDS

A majority of 76% beneficiaries perceive that overall transparency of government operations improved with the computerization of PDS operations. Almost 13% of the beneficiary surveyed denied any improvement in transparency/government operations.

Table 15: Response of beneficiaries for improvement in transparency after computerization of the TPDS

District/Sub Division/Block/town/village	Improvement	No Improvement
Agartala	22	4
Bishalgargh	29	2
Sadar	22	7
West District	19	3
Grand Total	92	16
Percent	76%	13%



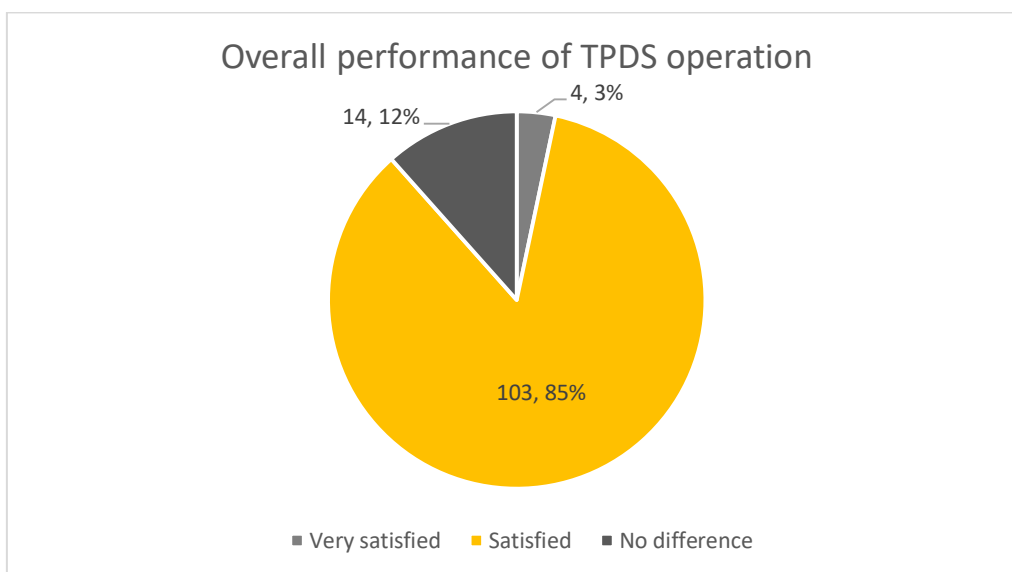
iii. Overall performance of TPDS

85 % of the beneficiary surveyed were satisfied with the overall performance of the TPDS. However, approx. 12% of the beneficiaries were of the opinion that there has been no difference in the overall performance of TPDS operation.

The response of beneficiaries for overall performance of TPDS is as follows:

Table 16: Response of beneficiaries for overall performance after computerization of the TPDS

District/Sub Division/Block/town/village	Satisfied	Not Satisfied/No difference
Agartala	20	6
Bishalgargh	26	7
Sadar	33	3
West District	24	2
Grand Total	103	18
Percent	85%	15%

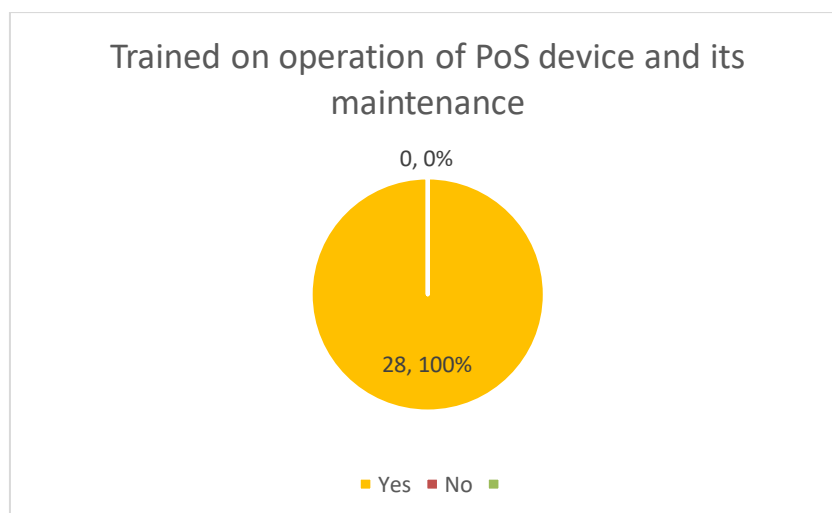


A snapshot of the above mentioned findings is presented as follows:

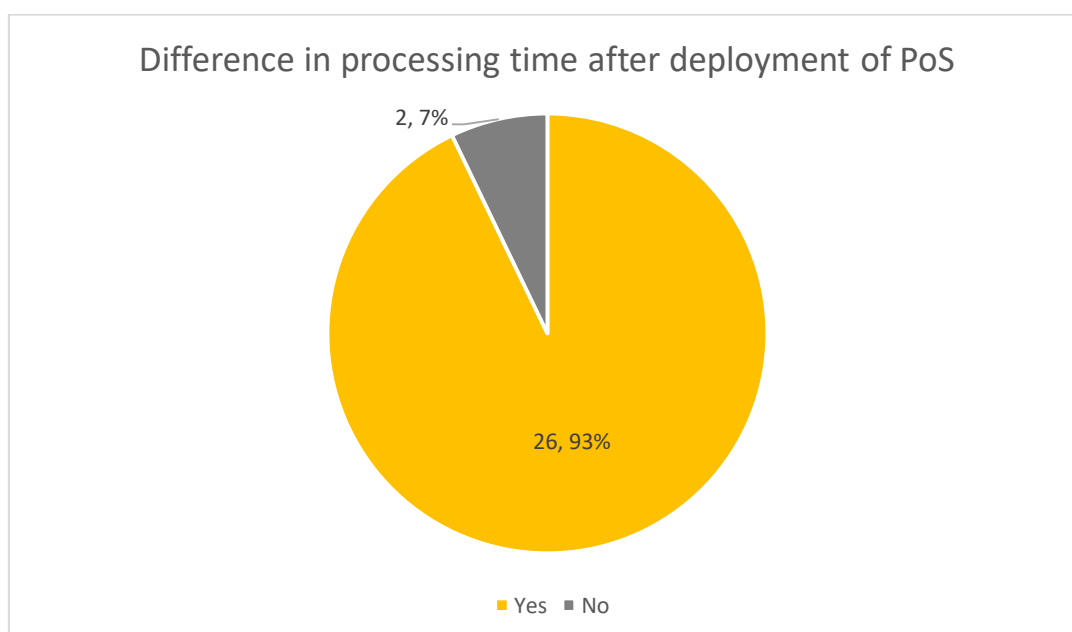
- ▶ Improvement in overall transparency of government operations with the computerization of the TPDS
- ▶ Overall performance of TPDS is satisfactory
- ▶ Satisfactory grievance resolution process from FP Shop Owners perspective

#### A) Fair Price Shop Owners perspective

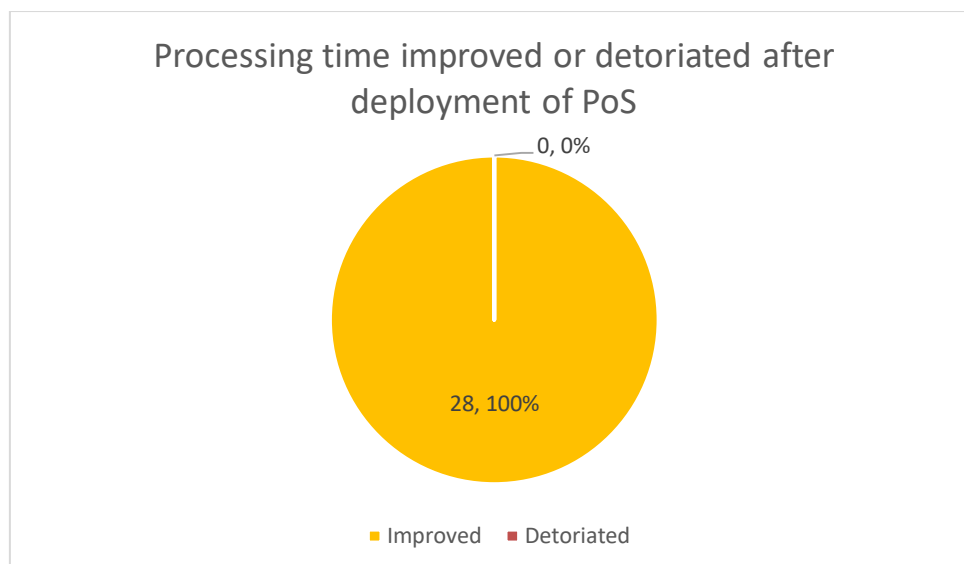
FPS Owners were satisfied that they have been imparted training on operation of the PoS devices installed at their Fair price Shops. They are also aware of the maintenance process of the PoS devices.



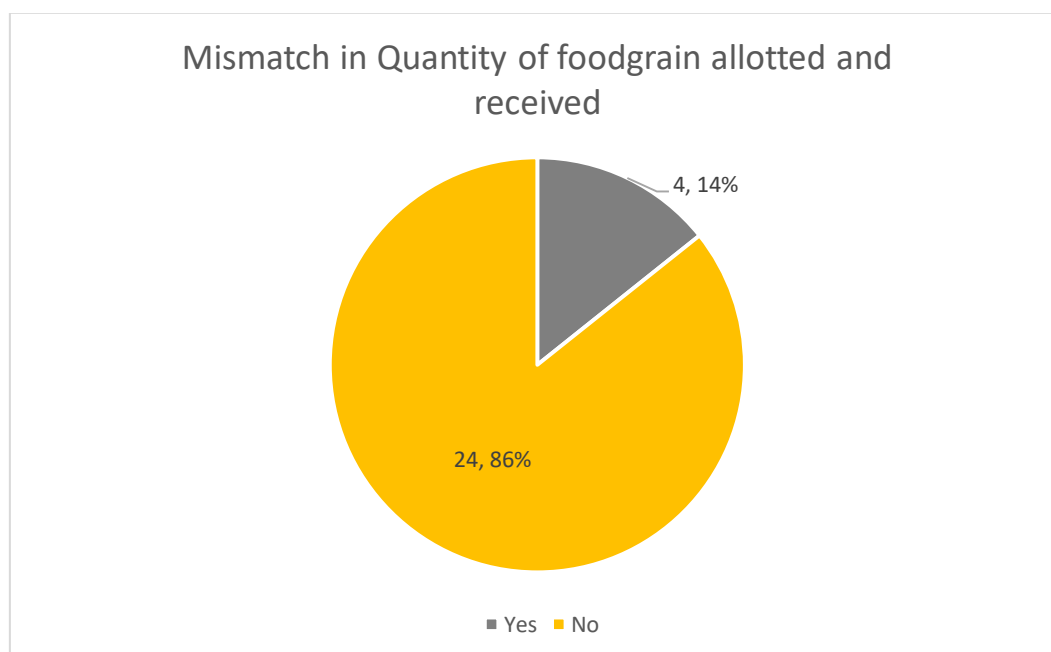
FPS owners are of the view that the processing time has reduced a lot after the installation of the PoS devices. Almost 93% FPS owners gave the same response that the processing time has reduced than before.



All the FPS owners responded that processing time has improved after deployment of PoS devices at their Fair Price Shops.



The FPS owners are satisfied now that there is less mismatch (14%) in the quantity of foodgrain allotted to the FPS and the actual foodgrains received by them. Earlier the mismatch in quantity was more. With the visibility of information online the PDS supply chain issues have improved a lot.



The FPS Owners had also stated that the quality of foodgrains has improved after the implementation of TPDS in Tripura. The quality of foodgrains had also been tested at the Fair Price Shops while collection data and interacting with the Fair Price Shop Owners.



A snapshot of the above mentioned findings is presented as follows:

- ▶ Training on operation of the PoS devices is imparted successfully
- ▶ Reduction in processing time after the installation of the PoS devices
- ▶ Improvement in processing time after deployment of PoS devices
- ▶ Very few mismatch in the quantity of foodgrain allotted to the FPS and the actual foodgrains received by the Fair Price Shops
- ▶ Quality of foodgrains has improved after the implementation of TPDS

### C) SDM perspective

A snapshot of the above mentioned findings is presented as follows:

SDM, Udaipur was interviewed and found major findings from the interview are as below:

- ▶ Data digitalization has been completed with almost 100% accuracy
- ▶ SDM has access to create/modify and update data electronically for all the beneficiaries under their respective zones.
- ▶ SDM is also able to generate online allocations
- ▶ Able to see drill down reports
- ▶ The SDM has conducted sub division level awareness programmes for the beneficiaries
- ▶ Currently SMS are not sent to beneficiaries due change in service provide i.e. Aircel
- ▶ The Districts are facing internet connectivity
- ▶ Sub division office had sufficient manpower to support the functions. They are also supported by TSP resources for IT operations.
- ▶ C2 LDC are there; 3 Inspectors are managing the field operations

#### D) Godown perspective

Udaipur godown was visited. A snapshot of the above mentioned findings is presented as follows:

- ▶ Data digitalization has been completed with almost 100% accuracy
- ▶ SDM has access to create/modify and update data electronically for all the beneficiaries under their respective zones.
- ▶ SDM is also able to generate online allocations
- ▶ Able to see drill down reports
- ▶ The SDM has conducted sub division level awareness programmes for the beneficiaries
- ▶ Currently SMS are not sent to beneficiaries due change in service provide i.e. Aircel
- ▶ The Districts are facing internet connectivity
- ▶ Sub division office had sufficient manpower to support the functions. They are also supported by TSP resources for IT operations.
- ▶ C2 LDC are there; 3 Inspectors are managing the field operations

#### 4.4 Problem Areas in the Milestones

Based on the assessment of the current status of the TPDS scheme implemented at the Department of Food, Civil Supplies & Consumer Affairs, Govt. of Tripura, following are observed:

- ▶ There has not been much awareness on the TPDS scheme implemented in the state
- ▶ Beneficiaries are not aware of the Grievance Redressal mechanisms set up by the State Govt.
- ▶ They are not aware of the Toll Free numbers which can be used for calling for registering grievances/ complaints
- ▶ They are not aware that the Department has set up a Transparency Portal which displays crucial information about the PDS and its entitlements. The transparency portal also displays the toll free grievance redressal numbers.
- ▶ Beneficiaries are not getting sms alerts/notifications regarding availability of foodgrains in their mobile numbers.
- ▶ The contents of the Transparency portal are not visible in local language which is creating a major hindrance in intimating the beneficiaries about the online facilities available for grievance redressal mechanisms.

## 5 RECOMMENDATIONS

The scheme has been implemented very effectively in the state. Digitization of all stakeholders has been complete and Aadhaar numbers have mostly been seeded into the database. Close to 100% beneficiaries are getting correct and timely entitlements from the Department. The FPS Owners are also getting correct allotment of quality foodgrains from the Department for distributing to the beneficiaries timely.

From the manpower perspective, the SPMU resources are proving very good support to the Department for implementation of end to end computerization. In order to continue the success story at Tripura, the Department may continue taking the services of the SPMU Consultants and augment the team further.

In light of few challenges, the Department may like to follow the below mentioned recommendations in order to make the TPDS implementation smooth and turn it into a role model implementation for the other states to follow:

- ▶ The Department may create more public awareness about the TPDS scheme implementation and its success stories. The Department may create mass media campaigns in local language i.e. Bangla and make the beneficiaries more aware.
- ▶ Department may put up large Hoardings displaying the Toll free helpline numbers in local language (Bangla). These Hoardings may be put up in various sub-divisions of every district in the state. Also, the toll free numbers may be displayed/flushed continuously on the state transparency portal.
- ▶ The Department may take immediate steps to make the contents of the transparency portal available in local language (Bangla) too.
- ▶ A lot of effort has been put for implementing the TPDS scheme at Tripura. Now since the scheme is stabilizing, the Department may retain/ augment the SPMU team so that the Department gets continuous support for the monitoring of the TPDS scheme implemented in the state.
- ▶ Department may further take initiatives to seed the Aadhaar numbers and mobile numbers of the beneficiaries completely so that the beneficiaries get the SMS alerts/notifications timely regarding information on availability of foodgrains at their respective FPS.
- ▶ After implementing the TPDS scheme successfully, the Department may now use Analytic Tools for better utilization of the beneficiary and PDS data.

# Annexure - 1: Questionnaire for Impact Assessment Study of Targeted Public Distribution System (TPDS), Survey of Beneficiaries

## Impact Assessment of End-to-End Computerization of TPDS Operations

### (For Beneficiaries)

Name:

Ration Card ID:

Type of Ration Card:

FPS attached to:

Location:

Sl. No.	Questions	Responses
[A]	<b>Digitization of databases</b>	
1.	Have you linked your Aadhar number to your Ration Card?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.	Who helped you to get your Aadhar linked to your Ration Card?	1. FPS Owner <input type="checkbox"/> 2. Agent <input type="checkbox"/> 3. Self <input type="checkbox"/>
3.	Have you paid any money for getting your Aadhar linked to your Ration Card?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.	Have you given your Aadhar and mobile number to the FPS dealer/DFSO/F&CS dept.?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.	Does your ration card details show the Aadhar seeding of all the members of your ration card in the PoS device?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	Who is authorized to lift the allocation on your behalf?	1. Self <input type="checkbox"/> 2. Family members <input type="checkbox"/> authorized by me 3. Anybody I authorize <input type="checkbox"/>
[B]	<b>Computerization of Supply Chain Management (including Online Allocation)</b>	
7.	Are you getting any SMS alerts/ notification from the Government w.r.t. availability of foodgrains in your FPS every month?	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.	Are you getting your correct entitlement every month? If no, what are the reasons/ challenges?	Yes <input type="checkbox"/> No <input type="checkbox"/> Reasons: 1. _____ 2. _____ 3. _____
9.	Are you able to get the foodgrains timely from your FPS every month?	Yes <input type="checkbox"/> No <input type="checkbox"/>
10.	If response to Ques. 10 is NO, What is the average waiting time and processing time at FPS after computerization of TPDS process?	Avg. Waiting time: _____ Avg. Processing time: _____
11.	Has the situation improved in the recent times, after TPDS computerization?	Yes <input type="checkbox"/> No <input type="checkbox"/>
[C]	<b>Setting up of transparency portal and grievance redressal mechanisms</b>	
12.	Are you aware that the Government has setup Online Grievance Redressal on State Portal/ Toll Free call centres?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Sl. No.	Questions	Responses
13.	If the answer to Q. 13 is Yes, Do you know what the website address is and/or what are the toll-free helpline numbers?	Yes <input type="checkbox"/> No <input type="checkbox"/>
14.	Are you aware that you can also lodge/register and track the status of your complaints/ grievances electronically through the website and/or toll-free call centre?	Yes <input type="checkbox"/> No <input type="checkbox"/>
15.	How are the Toll Free numbers functioning?	Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> No difference <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Highly dissatisfied <input type="checkbox"/>
16.	Are the Toll free numbers visible in the state portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
17.	Did you get any intimation w.r.t. status / resolution of your complaints / grievances? I.e. Call/SMS/Email/etc.?	Yes <input type="checkbox"/> No <input type="checkbox"/>
18.	Is the State portal contents available in Local, Hindi and English languages?	Yes <input type="checkbox"/> No <input type="checkbox"/>
19.	Are you aware that there is an escalation matrix available if you are not satisfied with immediate response on phone/sms/ mails?	Yes <input type="checkbox"/> No <input type="checkbox"/>
20.	Are the details of DGRO, State Food Commission, Vigilance committees etc. available on State Portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
21.	How many days/time it took for you to get response from concerned authority w.r.t. your complaint/grievance?	Less than before <input type="checkbox"/> More than before <input type="checkbox"/> Never <input type="checkbox"/> Not Applicable <input type="checkbox"/>
22.	How satisfied you are with the grievance resolution process?	Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> No difference <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Highly dissatisfied <input type="checkbox"/> Not applicable <input type="checkbox"/>
23.	Do you feel, has the overall transparency of government operations improved with the computerization of PDS operations?	Yes <input type="checkbox"/> No <input type="checkbox"/>
24.	How satisfied you are with the overall performance of the TPDS operation post digitization in the state?	Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> No difference <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Highly dissatisfied <input type="checkbox"/>
25.	Any other comments?	1. _____ 2. _____ 3. _____

## Annexure - 2: Questionnaire for Impact Assessment Study of Targeted Public Distribution System (TPDS), Survey of Fair Price Shop (FPS)

### Impact Assessment of End-to-End Computerization of TPDS Operations

(For FPS)

FPS Registration Number:

FPS Name:

Address:

Mobile:

Total No. of Ration Card count under your FPS:

APL -

AAY -

PHH -

Single Card Holder:

Total income from FPS operation:

Sl. No.	Questions	Responses
[A]	<b>Digitization of databases</b>	
1.	With regards to digitized data, are you able to electronically create new records/details?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.	Please mention how you do beneficiary authentication/ validation at the FPS?	1. _____ 2. _____ 3. _____
3.	Are the Ration Card holders under your FPS completely seeded with Aadhar numbers?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.	Are all the beneficiaries of the Ration Cards under your FPS completely seeded with Aadhar numbers?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.	Is new Ration Card issued only after validation of beneficiary's Aadhar number?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	Are there any improvements in the electronic service delivery of ration card related services to beneficiaries after digitization? If yes, how?	Yes <input type="checkbox"/> No <input type="checkbox"/> 1. _____ 2. _____ 3. _____
[B]	<b>Computerization of Supply Chain Management (FEAST)</b>	
7.	Are you aware that allocations orders till FPS level can be generated online?	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.	Is there any option to return the excess food grains to PDS Authority? If answer is Yes, go to Q. 9	Yes <input type="checkbox"/> No <input type="checkbox"/>
9.	How do you return the additional entitlements/grains?	1. _____ 2. _____ 3. _____
[C]	<b>Setting up of transparency portal and grievance redressal mechanisms</b>	
10.	Are you aware that the State/UT has implemented the Transparency Portal for all TPDS related data and information?	Yes <input type="checkbox"/> No <input type="checkbox"/>
11.	Are you aware that facilities are available for yourself to lodge/register your complaints, grievances on the state portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
12.	Are you aware that facilities are available for beneficiaries to lodge/register their complaints, grievances on the state portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Sl. No.	Questions	Responses
13.	How are the Toll Free numbers functioning?	Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> No difference <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Highly dissatisfied <input type="checkbox"/>
14.	Are the Toll free numbers visible in the state portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
15.	Do you think all the information related to PDS operations and beneficiaries available on the transparency portal in local language too?	Yes <input type="checkbox"/> No <input type="checkbox"/>
16.	Have you been provided training on operation of PoS devices and its maintenance?	Yes <input type="checkbox"/> No <input type="checkbox"/>
17.	What all are the reports available in PoS?	1. _____ 2. _____ 3. _____
[D]	General	
18.	What is the frequency of allotments of foodgrains in your FPS?	Once a month _____ Twice a month _____ More than twice a month _____ Others: _____
19.	Do you receive the foodgrains on time for distributing to beneficiaries?	Yes <input type="checkbox"/> No <input type="checkbox"/>
20.	If answer to Ques. 18 is NO, what are the reasons for it?	1. _____ 2. _____ 3. _____
21.	How is the quality of foodgrains received at your FPS for distribution to beneficiaries?	Quality as per standard _____ Quality not as per standard _____
22.	Is there any mismatch in quantity of foodgrain allotted to your FPS and actual quantity of foodgrain received at your FPS?	Yes <input type="checkbox"/> No <input type="checkbox"/>
23.	If answer to Ques. 21 is YES, how often does it happen?	Almost every month <input type="checkbox"/> Once in 6 months <input type="checkbox"/> More than once in 6 months <input type="checkbox"/> Very rarely <input type="checkbox"/>
24.	Have you noticed any difference in processing time for foodgrain allotment pre and post PoS deployment at your FPS?	Yes <input type="checkbox"/> No <input type="checkbox"/>
25.	If answer to Ques. 23 is YES, how much it has improved or deteriorated?	Improved <input type="checkbox"/> Deteriorated <input type="checkbox"/>
26.	What are the challenges faced for handling the PoS machines?	1. _____ 2. _____ 3. _____
27.	Any other challenges are in general	1. _____ 2. _____ 3. _____



## Annexure - 3: Impact Assessment Study of Targeted Public Distribution System (TPDS)

### Impact Assessment of End-to-End Computerization of TPDS Operations

(For Godowns)

Depot/Godown Name -

Type of Depot -

Name of the Contact Person -

Designation -

Sl. No.	Questions	Responses
[A]	Computerization of Supply Chain Management (including Online Allocation)	
1.	Do you have any software for managing the supply chain operations at the godown/depot?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.	What is the name of software you are using for carrying out supply chain related operations?	FEAST by NIC <input type="checkbox"/> Any other <input type="checkbox"/>
3.	Are you aware about the various functionality of the Supply Chain software implemented at godown level?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.	Has the department provided you necessary training to operate on the software?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.	Do you have someone in the department for troubleshooting your requirement or any issues faced?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	Whom do you contact for support in case of issues or for trouble- shooting?	1. _____ 2. _____ 3. _____
7.	Can you see the stock position of your godown/depot online in your system?	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.	Are you able to generate Delivery order, Truck Challan, Gate Pass, acknowledge Receipt for FPS from the online system?	Yes <input type="checkbox"/> No <input type="checkbox"/>
9.	Can you show us the copy of Truck Challan, delivery order, gate pass generated by you today?	Yes <input type="checkbox"/> No <input type="checkbox"/>
10.	Can you see the allocation order generated for FPS dealer online in your system?	Yes <input type="checkbox"/> No <input type="checkbox"/>
11.	Can you split allocation order in your system and generate truck challan for part lifting?	Yes <input type="checkbox"/> No <input type="checkbox"/>
12.	Are you able to maintain records pertaining to various documents (like truck challan, gate pass, etc.) both in soft as well as physical copies?	Yes <input type="checkbox"/> No <input type="checkbox"/>
13.	Is the weighbridge or weighing balance integrated with your software?	Yes <input type="checkbox"/> No <input type="checkbox"/>
14.	Does your depot has electronic weighbridges or weighing balance?	Yes <input type="checkbox"/> No <input type="checkbox"/>
15.	Do you have manual weighing balance at your depot?	Yes <input type="checkbox"/> No <input type="checkbox"/>
16.	If not, do you capture truck weight (both empty and filled in the system)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
17.	Are you aware of the fact that upon generation of truck challan an SMS is sent to the FPS dealers?	Yes <input type="checkbox"/> No <input type="checkbox"/>
18.	Was the demonstration of the software provided by the resource deployed at the depot/godown?	Yes <input type="checkbox"/> No <input type="checkbox"/>
19.	Which all modules were demonstrated by the operator?	1. _____ 2. _____ 3. _____

## Annexure - 4: Impact Assessment of End-to-End Computerization of TPDS Operations (NIC)

### Impact Assessment of End-to-End Computerization of TPDS Operations

(For NIC)

Sl. No.	Questions	Responses	
[A]	<b>Digitization of databases</b>		
28.	Are all the masters relating to all stakeholders including F&CS Offices, Depots/Godowns, FPSs, Ration Cards/ Beneficiaries, etc. captured in the CAS/ application software?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
29.	With regards to new data, is the software application capable of electronically creating new records/details directly in the system?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
30.	Are you able to create and maintain a central repository of all PDS stakeholders (F&CS Offices, FPSs, Godowns / Depots, Card Types, Wholesalers, Lead Societies, FPS dealers etc.) in the database?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
31.	Do these masters conform to the MDDS standards as set by the NIC/Govt. of India for PDS?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
32.	Is the complete workflow digitized for issuance/modification/cancellation of ration cards?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
33.	Does the software application have the provision to remove duplicate/ bogus/ ineligible beneficiaries as a result of Aadhar seeding of numbers in the digitized database?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
34.	Does the system perform real-time de-duplication of Aadhar number while processing request of adding Aadhar number?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
[B]	<b>Computerization of Supply Chain Management (including Online Allocation)</b>		
35.	Are these allocation orders generated commodity wise based on digitized beneficiary data, closing balances at the FPSs, and are these sent to all concerned officers through the online system itself?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
36.	Does the computerized system capable of automatically capturing and aggregating the closing balances from FPSs to block/district and up to the State level?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
37.	With the help of the software application, is the department able to correctly monitor the stock positions of each depots/Godowns online centrally at the HQ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
38.	With the help of the software application, is the department able to manage the records of all Godowns online (centrally) at the HQ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
39.	Is the department able to generate documents from the application software such as release orders, delivery orders, gate passes, truck challans, etc.?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
40.	Is the department able to make and receive electronic/digital payments using computerized systems- from FPSs dealers, and to FCI / Farmers / Etc.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
41.	Is the design of Grievance Redressal System based on workflows as per Delegation of Power (DoP) of the State?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
42.	Is there any facility in the Grievance Redressal System to intimate the beneficiary's w.r.t. status / resolution of their complaints / grievances? I.e. Call/SMS/Email/etc. to the beneficiaries?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

[D]	<b>Qualitative Questions</b>	
Q. 1	What all were the preparedness required for state-wide end to computerization of TPDS operations :	

Q. 2	What were the major challenges faced during implementation? How did you manage the challenges :
Q. 3	What was the total approved budget for the end to computerization of TPDS in the State? Please provide details on the following components( please add separate pages for detailed budget)
	<ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• HR</li> <li>• Application</li> <li>• Network</li> <li>• Security</li> <li>• Testing</li> <li>• Others</li> </ul>
Q.2	As envisaged in the end to end computerization, please confirm if the State has established online grievance redressal Mechanism (GRM)? If yes, Please share the details of GRM. The protocol to address the grievances (including SLA, escalation matrix etc.)
	<ul style="list-style-type: none"> <li>• Grievances received - Online</li> <li>• Grievances Received - call Centre</li> </ul>
Q.3	Please share a grievance data in the drill-down mode as: below
	<ol style="list-style-type: none"> <li>1. No of Grievances Received</li> <li>2. No of Managed Grievances <ul style="list-style-type: none"> <li>• Work in Progress</li> <li>• Auto Closed</li> <li>• Pending</li> <li>• Cancelled</li> <li>• Resolved and Closed</li> </ul> </li> <li>3. No of Grievances Closed Successfully</li> </ol>
Q.4	What are the mechanism/tools used to popularise the Grievance

## Annexure - 5: Impact Assessment of End-to-End Computerization of TPDS Operations (SHQ)

### Impact Assessment of End-to-End Computerization of TPDS Operations

(For SHQ)

Name of the Official:

Designation:

Contact Number:

Official Address:

Sl. No.	Questions	Responses
[A]	<b>Digitization of databases</b>	
1.	Is the digitization work of all databases (beneficiary, ration card, godowns, FPS etc.) complete in your state/UT?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.	With regards to new data, are you able to electronically create new records/details directly in the system using the application software?	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.	Are the digitised RC/beneficiary details available in the State portal in a drill down manner- State, District, Block, Village, FPS, Ration Cards, Beneficiaries as per the prescribed standards?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.	Are you able to create and maintain a central repository of all PDS stakeholders (F&CS Offices, FPSs, Godowns / Depots, Card Types, Wholesalers, Lead Societies, FPS dealers etc.) in the database?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.	Do these masters conform to the MDDS standards as set by the NIC/Govt. of India for PDS?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	Is the complete workflow digitized for issuance/ modification/ cancellation of ration cards?	Yes <input type="checkbox"/> No <input type="checkbox"/>
7.	Has the requests pertaining to the modification / correction of RC's increased or decreased in the State after making the details available on the state portal?	Increased <input type="checkbox"/> ( ) Decreased <input type="checkbox"/> ( )
8.	Have you conducted any awareness program for the beneficiaries regarding digitization of beneficiary database?	Yes <input type="checkbox"/> No <input type="checkbox"/>
9.	As a result of computerization, has the department been able to reduce overall paper trails/ file movements/ etc. without compromising on the quality of work?	Yes <input type="checkbox"/> No <input type="checkbox"/>
10.	Is there any reduction in the efforts towards the management of ration cards/beneficiary data after digitization?	Yes <input type="checkbox"/> No <input type="checkbox"/>
11.	Are there any improvements in the electronic service delivery of ration card related services to beneficiaries after digitization? If Yes, what are they?	Yes <input type="checkbox"/> No <input type="checkbox"/> 1. _____ 2. _____ 3. _____
12.	Are the Ration Cards completely seeded with Aadhar number of Card holders in your state/UT?	Yes <input type="checkbox"/> No <input type="checkbox"/>
13.	Are the Ration Cards completely seeded with Aadhar numbers of all the members included in the Ration Cards?	Yes <input type="checkbox"/> No <input type="checkbox"/>
14.	Is new Ration Card issued only after validation of beneficiary's Aadhar number?	Yes <input type="checkbox"/> No <input type="checkbox"/>
15.	Are you able to remove duplicate/ bogus/ ineligible beneficiaries as a result of Aadhar seeding of numbers in the digitized database?	Yes <input type="checkbox"/> No <input type="checkbox"/>
16.	Does the system perform real-time de-duplication of Aadhar number while processing request of adding Aadhar number?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Sl. No.	Questions	Responses
17.	Is the Drill down summary for addition, deletion, modification of Ration Cards available on State Portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
18.	Are all the Ration Cards seeded with Aadhar numbers uploaded in the State Portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
[B]	<b>Computerization of Supply Chain Management (including Online Allocation)</b>	
19.	Is the online allocation of foodgrains implemented for all the Depots/Godowns in your district?	Yes <input type="checkbox"/> No <input type="checkbox"/>
20.	Is the department able to generate allocation orders for the district, blocks, villages, FPSs centrally from the computerized system?	Yes <input type="checkbox"/> No <input type="checkbox"/>
21.	Are the monthly allocation reports available in the State Portal in a drill down format- State, District, Block, Village, FPS as per the prescribed standards?	Yes <input type="checkbox"/> No <input type="checkbox"/>
22.	Are there any improvements in the efforts of the Department after implementing online allocation orders till FPS level? If yes, what are they?	Yes <input type="checkbox"/> No <input type="checkbox"/> 1. _____ 2. _____ 3. _____
23.	Does the online allocation reports contain information's like - entitled and allocated quantity, commodity type, closing balance, ration card count?	Yes <input type="checkbox"/> No <input type="checkbox"/>
24.	Are the reports such as - Food Grain receipt and issuance, Stock position of Godowns, Delivery order, Truck Challan, Gate Pass, Acknowledge Receipt from FPS, SMS reports etc. available on State Portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
25.	Is the department able to send SMS alerts / notifications to the FPSs dealers and beneficiaries?	Yes <input type="checkbox"/> No <input type="checkbox"/>
26.	Is the SMS Summary report made available on State Portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
[C]	<b>Setting up of transparency portal and grievance redressal mechanisms</b>	
27.	Is there any facility available for beneficiaries to lodge/register their complaints, grievances, through the State portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
28.	Is there any facility available on the state portal to track the status of complaint /grievance available (i.e. pending/in-process (with whom), age that level, and what is the expected time to completion)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
29.	How many toll free number you have in State for handling PDS related complaints ( 1967, 1800-series)	Yes <input type="checkbox"/> No <input type="checkbox"/>
30.	How are the Toll Free numbers functioning?	Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> No difference <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Highly dissatisfied <input type="checkbox"/>
31.	Are the Toll free numbers visible in the state portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
32.	Are the details of the DGRO, State Food Commission, and Vigilance committees made available on State Portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
33.	Is the department publishing a monthly MIS of grievances received, resolved, pending, mode, average time taken, etc. on the state portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
34.	Has the State/UT implemented the Transparency Portal for all TPDS related data and information as per the prescribed standards in public domain without access restriction?	Yes <input type="checkbox"/> No <input type="checkbox"/>
35.	Has the State/UT included local language ( in Audio/Print/Video media ) to promote ePDS operations	Yes <input type="checkbox"/> No <input type="checkbox"/>
[D]	<b>General</b>	
Q. 1	What are the major positive impact on beneficiaries due to end to end computerization of TPDS operations at Tripura?	
Q.2	What was the approved Budget for end to end computerization of TPDS operation? Financially was the project able to meet the limit set up by the Central Govt? Were you able to complete the project within the budget limits?	

Sl. No.	Questions	Responses
Q.3	Have you achieved the Social Return On Investment of the project?	
Q.4	What are your overall observations/comments on the end-to-end computerization of the TPDS project?	
Q.5	What are your future plans for TPDS operations in the State?	
Q.6	What are the challenges that you faced in the project?	

## Annexure - 6: Impact Assessment of End-to-End Computerization of TPDS Operations (SHQ)

### Impact Assessment of End-to-End Computerization of TPDS Operations

(For Subdivision (DFSO))

Sl. No.	Questions	Responses
[A]	<b>Digitization of databases</b>	
1.	Is the digitization work of all databases (beneficiary, ration card, godowns, FPS etc.) complete in your Sub Division?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.	With regards to new data, are you able to electronically create new records/details directly in the system using the application software?	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.	Are the digitised RC/beneficiary details available in the State portal in a drill down manner- State, District, Block, Village, FPS, Ration Cards, and Beneficiaries as per the prescribed standards?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.	Are you able to create and maintain a central repository of all PDS stakeholders (F&CS Offices, FPSs, Godowns / Depots, Card Types, Wholesalers, Lead Societies, FPS dealers etc.) in the database?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.	Is the complete workflow digitized for issuance/ modification/ cancellation of ration cards available?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	Has the requests pertaining to the modification / correction of RC's increased or decreased in the State after making the details available on the state portal?	Increased <input type="checkbox"/> (___%) Decreased <input type="checkbox"/> (___%)
7.	Have you conducted any awareness program for the beneficiaries regarding digitization of beneficiary database?	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.	As a result of computerization, has the department been able to reduce overall paper trails/ file movements/ etc. without compromising on the quality of work?	Yes <input type="checkbox"/> No <input type="checkbox"/>
9.	Is there any reduction in the efforts towards the management of ration cards/beneficiary data after digitization?	Yes <input type="checkbox"/> No <input type="checkbox"/>
10.	Are there any improvements in the electronic service delivery of ration card related services to beneficiaries after digitization? If Yes, what are they?	Yes <input type="checkbox"/> No <input type="checkbox"/> 1. _____ 2. _____ 3. _____
11.	Are the Ration Cards completely seeded with Aadhaar number of Card holders in your Circle?	Yes <input type="checkbox"/> No <input type="checkbox"/>



Sl. No.	Questions	Responses
12.	Are the Ration Cards completely seeded with Aadhaar numbers of all the members included in the Ration Cards?	Yes <input type="checkbox"/> No <input type="checkbox"/>
13.	Is new Ration Card issued only after validation of beneficiary's Aadhaar number?	Yes <input type="checkbox"/> No <input type="checkbox"/>
14.	Are you able to remove duplicate/ bogus/ ineligible beneficiaries as a result of Aadhaar seeding of numbers in the digitized database?	Yes <input type="checkbox"/> No <input type="checkbox"/>
15.	Does the system perform real-time de-duplication of Aadhaar number while processing request of adding Aadhaar number?	Yes <input type="checkbox"/> No <input type="checkbox"/>
16.	Is the Drill down summary for addition, deletion, modification of Ration Cards available on State Portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
17.	Are all the Ration Cards seeded with Aadhaar numbers uploaded in the State Portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>[B] Computerization of Supply Chain Management (including Online Allocation)</b>		
18.	Is the online allocation of foodgrains implemented for all the Depots/Godowns in your Circle?	Yes <input type="checkbox"/> No <input type="checkbox"/>
19.	Is the department able to generate allocation orders for the district, blocks, villages, FPSs centrally from the computerized system?	Yes <input type="checkbox"/> No <input type="checkbox"/>
20.	Are the monthly allocation reports available in the State Portal in a drill down format- State, District, Block, Village, FPS as per the prescribed standards?	Yes <input type="checkbox"/> No <input type="checkbox"/>
21.	Are there any improvements in the efforts of the Department after implementing online allocation orders till FPS level? If yes, what are they?	Yes <input type="checkbox"/> No <input type="checkbox"/> 1. _____ 2. _____ 3. _____
22.	Does the online allocation reports contain information like - entitled and allocated quantity, commodity type, closing balance, ration card count?	Yes <input type="checkbox"/> No <input type="checkbox"/>
23.	Is the department able to send SMS alerts / notifications to the FPSs dealers and beneficiaries?	Yes <input type="checkbox"/> No <input type="checkbox"/>
24.	Is the SMS Summary report made available on State Portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>[C] Setting up of transparency portal and grievance redressal mechanisms</b>		
25.	Is there any facility available for beneficiaries to lodge/register their complaints, grievances, through the State portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
26.	Is there any facility available on the state portal to track the status of complaint /grievance available (i.e. pending/in-process	Yes <input type="checkbox"/> No <input type="checkbox"/>

Sl. No.	Questions	Responses
	(with whom), age that level, and what is the expected time to completion)?	
27.	How many toll free number you have in State for handling PDS related complaints ( 1967, 1800- series)	Yes <input type="checkbox"/> No <input type="checkbox"/>
28.	How are the Toll Free numbers functioning?	Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> No difference <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Highly dissatisfied <input type="checkbox"/>
29.	Are the Toll free numbers visible in the state portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
30.	Are the details of the DGRO, State Food Commission, Vigilance committees made available on State Portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
31.	Is the department publishing a monthly MIS of grievances received, resolved, pending, mode, average time taken, etc. on the state portal?	Yes <input type="checkbox"/> No <input type="checkbox"/>
32.	Has the State/UT implemented the Transparency Portal for all TPDS related data and information as per the prescribed standards in public domain without access restriction?	Yes <input type="checkbox"/> No <input type="checkbox"/>
33.	Is all the information related to PDS operations and beneficiaries available on the transparency portal in local language too?	Yes <input type="checkbox"/> No <input type="checkbox"/>