

Concurrent Evaluation of Implementation of National Food Security Act, 2013 in State/UT of Tripura

Phase-II (2020-23) – Round 1 & 2

Period of study: *1st Oct, 2020-31st March, 2021*

Districts covered: *West Tripura*

Submitted to:

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LIST OF ABBREVIATIONS

AAY – Antyodaya Anna Yojana.

APL – Above Poverty Line.

BPL- Below Poverty Line.

DFS – Department of Food and Supplies.

e-POS – Electronic Point of Sale Machine.

FPS – Fair Price Shop.

ILM – Indian Legal Meteorology.

NFSA – National Food Security Act.

PDS – Public Distribution System.

PHH – Priority Household.

SCM – Supply Chain Management.

VC – Vigilance Committee.

CHAPTER I

INTRODUCTION

1.1.Objectives and Scope of the Study:

The National Food Security Act 2013, which serve the objective of food security for the benefits of people is one of the fundamental programs in the nation. It covers plenty of functions to serve the food security program. The act also known as ‘Right to Food Act’ which facilitated rights to the beneficiaries to access the food. The objective of the implementation of such an act is to drive the size of two-third of the population of India out of food deprivation and hunger. The authorized entitlement of food is accompanied by the prevailing Public Distribution System (PDS). Again, PDS administered by some other types of legislation such as PDS (control) order, Essential Commodities Act. However, the distribution task of entitlement among the beneficiaries has been performed by the state government.

The department of ‘Ministry of Consumer Affairs, Food & Public Distribution’ of India played a key role in the efficient implementation of the NFSA Act, 2013. The government of India with the help of the department monitor the state governments regarding the implementation of the act. The department monitoring as well as evaluating the performance of the NFSA or PDS across the states of India. However, the monitoring as well as evaluation process requires to be improved in-depth manner for the efficient and qualitative assessment of the program. The research on such evaluation process facilitate to observe the key impact indicators as well as outcome of the program. However, the research facilitated the results at the expense of time. On the other hand, the concurrent evaluation facilitated to observe the reliable results regarding the outputs as well as challenging indicators of outcome quarterly. The key objective of such evaluation is to improve the quality of implementation or delivery services for the beneficiaries and hence suggested required actions to access the said objective.

The key objective of the present concurrent evaluation is to evaluate the performance of the implementation of National Food Security Act, 2013 in the state of Tripura. Therefore, the report assesses the benefits of NFSA on the targeted groups to realize the resolutions of the NFSA.

1.2. Sample Selection and Timelines:

The technique of cluster sampling categorized the population units into districts/cities/towns at the first stage of sample formation. Then the units distributed into villages/urban wards at the second stage of sample formation and households at the third state of sample formation. One district randomly selected at the first stage of sample formation. Again, village/urban wards which includes under FPSs were randomly selected at the second stage of sample formation. At the final stage of sample formation, fair price shops were randomly selected out of which NFSA as well as non-NFSA households were selected for conducting the survey. The technique of

systematic random sampling followed during the formation of sample. The research team considered a sample of 75 units from the district of West Tripura in the state. The sample constitutes 10 NFSA and 5 Non-NFSA beneficiaries. Again, the NFSA unit constitute 8 BPL/PHH and 2 AAY households. Similarly, Non-NFSA unit constitute 5 APL households. The sample included all categories of beneficiaries such as SC/ST, vulnerable section etc. The technique of questionnaires was adopted to collect the data from the beneficiaries. The collected data by the field surveyor were assimilated and investigated the issue on the basis of different types of statistical instruments. Finally, an evaluation report was proposed on the basis of such investigation.

This section carries out the sampling design. A district out of eight districts is selected to collect the household level data. A multi-stage sampling technique is applied to select the households for the whole state. The study uses a stratified random sampling procedure for the selection of the households. The following systematic process has been adopted for the purpose.

Stage I – Selection of District: The state Tripura is sub-divided into eight districts as below (Figure 1). One of the eight districts is purposively selected on the basis of the socio-economic and administrative structure of local government in the state. Among all of the districts, the West Tripura district is a special district as per socio-economic structure viz., rural – urban division and administrative structure of the local government viz., Municipal Corporation, Panchayati Raj Institution, Tripura Tribal Area Autonomous District Council (TTAADC) etc. Accordingly, the West Tripura district is selected for the concrete evaluation of the scheme.

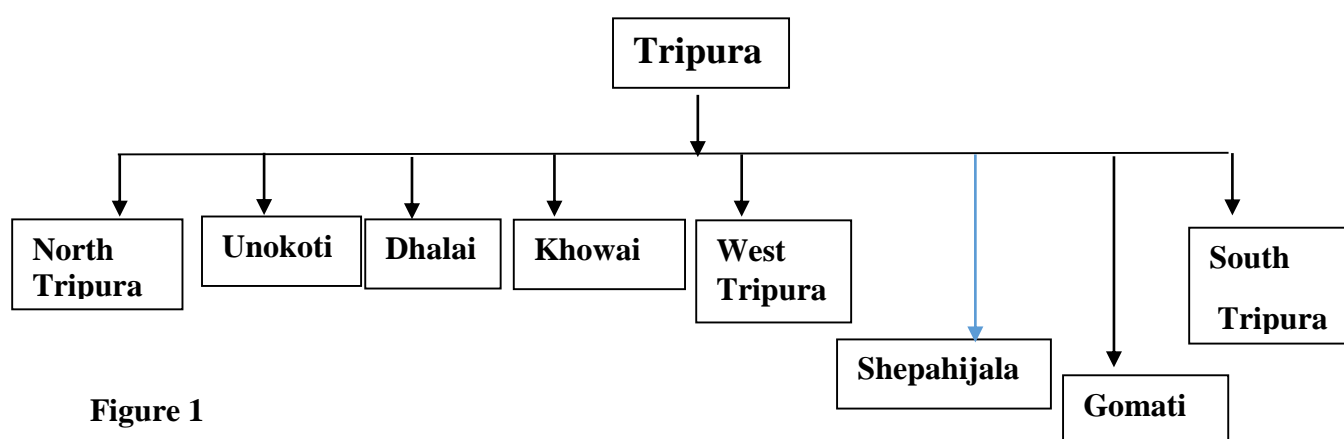


Figure 1

Stage II – Selection of FPS dealers: At this stage, the district is stratified into two regions – rural and urban. Urban area, again, sub-divided into Municipal Corporation and Municipal Council. Rural region, again, sub-divided into TTAADC and non-TTAADC. The rural area covers large area in the district. The study selected one FPS in Municipal Corporation, one FPS in municipal council and three FPS in rural area. Among three FPS in rural area, one FPS is selected from TTAADC and two FPS from non-TTAADC. So, the study conducts sample survey

across the four areas viz., Municipal Corporation, municipal council, TTAADC and non-TTAADC. Eighty samples to be used for the complete report. The sample size decomposed into NFSA households (50), non-NFSA households (25) and Fair Price Shop (FPS) dealers (5). A proportionate stratification is used to select five FPS. The district holds 470 FPS dealers. The all FPS again categorized into urban, TTAADC and non-TTAADC. As per the number of FPS dealers, 2 FPS dealers are selected from urban region, 1 from TTAADC and 2 from non-TTAADC. Using the random sampling method, the households are selected from each selected FPS dealers.

Stage III – Selection of Households: This is the final stage of household selection. 75 NFSA and non-NFSA households to be surveyed from each selected FPS dealers.

A summary of the sample coverage is presented in the following table:

Table 01: Sample Coverage:

Number of District	1
Number of NFSA Beneficiaries	50
Number of Non-NFSA Beneficiaries	25
Number of FPSs	5
Number of Department of Food and Supplies	1
Number of State Directorate of Food & Civil Supplies	1
Number of District Level VC	1
Number of Storage Facilities	1
Number of FPS level Vigilance Committee Members	5

Source: Own Classification based on Sample Survey.

1.3. Data Collection and Analysis:

The primary data collection from each household beneficiaries through interviews using questionnaires as well as group discussion. The surveyor team follows the sample units and collected all the required information during the time of interactions with the beneficiaries.

CHAPTER 2

DESCRIPTION OF STUDY AREA/ SAMPLE

2.1. Description of Study Area/Sample:

As per agreed terms of Reference, Tripura University surveyed the field study in the state of Tripura. The invigilator of the survey team considered West Tripura as a sample district on the basis of demographic, physical and geoclimatic aspects. The research team considered **two urban wards along with three villages** from the sample district during the formation of sample unit in the second stage. Such a technique applied to cover the representativeness of the demographic features in the district. The technique of simple random sampling has been applied to form the sample unit. The sample unit comprised 54 percentage of PHH household beneficiaries, 13 percentage of AAY household beneficiaries and 33 percentage of APL household beneficiaries. Similarly, five fair price shops were investigated during the study periods to investigate the present issue. The research team also discussed with some other village people to identify the challenges and coverage of PDS in a broad way.

Table 02: Sample Description:

DISTRICT	VILLAGE/URBAN WARD	NUMBER OF BEEFIACIARIES INTERVIEWED	TOTAL
WEST TRIPURA	MANDAI	15	75
	KAMALGHAT	15	
	CHARIPARA	15	
	TARANAGAR	15	
	AGARTALA	15	

Source: Household Survey, March 2021.

2.2. Public Distribution System in The Sample State: An Overview:

Food, Civil and Consumers Affairs Department in the state efficiently supplied food grains and other essential commodities viz., Atta, Massor dal, Sugar, Kerosene oil etc. to the all ration card members through the Public Distribution System (PDS). The Department also supplies food grains to different government institution at a subsidized price under other Welfare Scheme. The Department is also entrusted with the responsibility of monitoring and analysing retail and wholesale prices of essential commodities on daily basis for taking preventive measures to keep the prices under control as keeps monitoring to normalize the supply petrol, diesel, LPG cylinders etc. The Department plays a major role in ensuring food security to the people in the state through PDS/TPDS/OWS as well as provides some relief to consumers by controlling the prices of the necessary commodities and ensuring the availability of the fuels.

The Department has been taken the following initiatives:

A. End to End Computerization Programme:

1. As per the provisions of the National Food Security Act, 2013, to bring about much needed reforms in the PDS, all sorts of ration cards / beneficiaries related information have been digitized with Aadhaar seeding under end-to-end computerization of TPDS operations & the Department has already achieved the target of 100% Aadhaar seeding at the ration card level.
2. The entire supply chain management system of PDS food grains comprising procurement from FCI, lifting & transportation to State Godowns, as well as allocation and dispatch to FP Shops has been automated.
3. To ensure rightful delivery of subsidized food grains to the eligible beneficiaries through PDS without any leakage or diversion, sales transaction is made by means of electronic Point of Sale (e-POS) devices through finger-print based Aadhaar authentication of beneficiaries in all Fair Price Shops. Presently, 1783 out of total 1809 number of Fair Price Shops are run by e-POS devices functioning in online mode & remaining 26 shops are run by offline based devices. The Department has also decided to introduce the IRIS based biometric / Aadhaar authentication mechanism as an alternate method of ensuring Aadhaar authentication of beneficiaries in all FP Shops.
4. There is also provision of SMS facility to the registered phone number of consumers for receiving information about arrival & lifting of their entitled ration.
5. All sorts of information regarding PDS including list of beneficiaries under NFSA are available in the Departmental web portal for public access.

B. Paddy Procurement Programme: As a part of its new initiatives for farmers' comprehensive welfare, the State Government decided to procure paddy from the farmers of the State at a Minimum Support Price of Rs. 1750 per quintal. In accordance with this decision, the Food, CS & CA Department in association with the FCI, procured paddy from the local farmers during Kharif Marketing Season: 2018-19. After successful completion of this programme, the Department has decided to procure the same during Rabi Marketing Season 2019-20 as well. Hopefully, such steps are going to boost the farmers to produce paddy in large scales resulting in increase in farmers' income contributing towards the enrichment of the State economy.

C. Pradhan Mantri Ujjwala Yojana: With an aim to replace the unclean cooking fuels mostly used in the rural India with the clean and more efficient LPG, the Govt. of India decided to distribute security deposit free 4.26 lakhs connections to women members of BPL families of the State. Under this programme, cumulatively total 2,32,092 families have been provided

with new LPG connections since inception (August, 2017) to 31st March, 2019, with a total of 1,87,278 new LPG connections provided during year: 2018-19.

D. Construction of Food Godowns: In order to increase the strong capacity of food grains, 6 (six) new godowns with total storage capacity of 4,160 MT have been constructed at Mandai (500 MT), Madhabbari (1660 MT), Boxanagar (500 MT), R.C. Ghat (500 MT), Padmabil (500 MT), Amarapur (500 MT) during the year 2018-19 and 3 (three) more godowns are under construction, which has strengthened the buffer stock maintaining capacity of Department.

The Operation of Public Distribution System in the State:

Under the NFS Act, 2013, the monthly-entitled scale of rice for priority household families is 5 kg per head & that for AAY cardholder families is 35 kg per card at Rs. 2.00 per kg. Priority household and AAY beneficiaries are selected by PRIs / ULBs as per the criteria fixed by the State Govt.

- a) Apart from NFSA beneficiaries (PHH & AAY) remaining population are covered under Tide Over & each member of this category is entitled to get 5 kg of rice with a ceiling of 20 kg per card per month at Rs. 13 per kg.
- b) The Department has started distributing Masoor dal through the PDS among all families irrespective of their categories at the monthly scale of 1 kg per card at Rs. 40 per kg w.e.f. January 2019.
- c) As per the policy of Govt. of India, sugar has been issued to only AAY cardholder families at the monthly scale of 1 kg per card at Rs. 26 per kg during 2018-19. However, in accordance with the decision of the State Government, the Department has decided to supply sugar to all families irrespective of their categories at the monthly scale of 1 kg per card at Rs. 23 per kg w.e.f. April 2019.
- d) Presently, the Department is issuing to all families salt at the monthly scale of 500 grams per head at Rs. 7 / kg as well as Atta 1 Kg / per head at Rs. 13 / kg.
- e) Subsidized kerosene Oil is also distributed through PDS among all ration cardholders as per their monthly-entitled scale. In AMC areas, the monthly scales are 500 ml per head for APL cardholders & 650 ml per head for others and apart from AMC area, the scale is 650 ml per head irrespective of any category.

Table 03: PDS in Sample State:

STATE	RATION CARD CATEGORY	COMMODITIES	ENTITLEMENT	ISSUE PRICE RS/KG
TRIPURA	PHH	RICE	Per Person 5 KGs	2

Source: Household Survey, March 2021.

	AAY	ATTA	Per Person 1 KG	13
		RICE	35 KGs Total	2
		ATTA	Per Person 1 KG	13
	APL	RICE	Per Person 5 KGs, Max. Total of 20 KGs	13
		ATTA	Per Person 1 KG	13

2.3.A Statistical Summary of PDS in State and Sample District:

The following table highlights the demographic features of PDS in the state of Tripura and sample district. The data has been collected from the department of food and public distribution of Tripura as well as Census of India.

Table 04: PDS Coverage in the State in May 2021:

State	Tripura
Population of the State	3673917
Population Covered in PHH	1296952
Population Covered in AAY	311557
Population Covered in APL	712913
Total	2321422

Source: Household Survey, March 2021.

Table 05: PDS Coverage in the Sample District in May 2021:

District	West Tripura
Population of the State	1725739
Population Covered in PHH	499903
Population Covered in AAY	68378
Population Covered in APL	321527
Total	889808

Source: Household Survey, March 2021.

CHAPTER 3

EASE OF ACCESS, LEAKAGES AND DIVERSION

3.1. Timely Availability of Food Grains and % Off-Take by Households in the Sample FPSs:

The research team observed that availability of food grains is different in the different fair price shops. Some of the beneficiaries failed to get the food grains in a single visit. Its significantly depends on the time of visiting of the beneficiaries in their respective fair price shop. For example, the fair price shops are functioning on their working times and working days. If the beneficiaries failed to arrive the destination within the time limits, they failed to get the food grains at the single visits. The following table 6 highlights the numbers of beneficiaries that succeeded to collect their food grains in a single visit. The research team observed that some of the sample beneficiaries of the Mandai, Kamalghat and Charipara FPS failed to get their entitlements in a single visit. However, all the sample beneficiaries of Taranagar and Agartala FPS succeeded to get their entitlements in a single visit.

Table 06: Numbers of PHH & AAY Beneficiaries Receive Entitled Quantity in a Single Visit:

Name of FPS	Yes	No
Mandai	8	2
Kamalghat	6	4
Charipara	9	1
Taranagar	10	0
Agartala	10	0

Source: Household Survey, March 2021.

3.2. Average Distance of FPS from NFSA Beneficiary Homes:

The distance between the FPS and beneficiaries' house is one of the key factors of receiving the entitled food grains in a single visit by the beneficiaries. The longer distance between the FPS and house of beneficiaries creates some difficulties for the beneficiaries. It creates difficulties for the beneficiaries to reach the FPS within time limits. Such a long distance also creates difficulties to carry the entitled food grains by the beneficiaries. The research team observed that the sample beneficiaries of Mandai FPS had on an average approximately 7.6 kms to FPS from their home. Such a long distance significantly determines the receiving of entitled food grains in a single visit. Similarly, the sample beneficiaries of Kamalghat FPS faced on an average approximately 2.6 kms to their registered FPS from their home. However, the sample beneficiaries of Charipara, Taranagar and Agartala FPS faced on an average less than 1 km of distance between FPS and their home.

Table 07: Average Distance of FPS from PHH & AAY Beneficiary House:

Name of FPS	Average Distance (in KM)
Mandai	7.6
Kamalghat	2.6
Charipara	0.59
Taranagar	0.6
Agartala	0.74
Total	2.43

Source: Household Survey, March 2021.

3.3.Awareness Levels of Beneficiaries Regarding NFSA Entitlement/FPS Opening & Closing Time Etc.:

The research team interviewed the beneficiaries regarding the delivery services of their respective fair price shop. For example, opening hours in a day of a FPS, number of days a FPS is opened in a month, the level of satisfaction of the working time of FPS etc. The research team observed that different beneficiaries found different times of opening hours in the different FPS. The time of FPS opens is one of the prime factors for the beneficiaries to avail their food entitlement. The survey team observed that most of the beneficiaries found FPS opens between the times 5 to 10 hours in a day. However, each and every FPS remains open at least 7/8 hours per day. But, one of the beneficiaries of Taranagar FPS claims that FPS is open almost half day per day. The opening and closing time of all FPS dealers were classified into morning shift and evening shift. All the FPS dealers open their FPS during morning shift from approximately 7/8 am to 11 am. Again, FPS dealers open their FPS during evening shift from approximately 2 pm or 3 pm or 4 pm to 7 pm or 8 pm. Such a procedures of functioning time of FPS into two shifts is appropriate for the daily wage earners who failed to visit the FPS during day time due to their work schedule. The beneficiaries of each FPS claims that they found FPS opens more than 20 days in a month. Since at least 4 days in a month is the official holiday for FPS dealers, beneficiaries found FPS opens more than 20 days but less than all days.

Table 08: Hours of Time PHH & AAY Beneficiaries Finds FPS Open:

Name of FPS	0-5 Hours	5-10 Hours	Half Day	Full Day	Never
Mandai	0	10	0	0	0
Kamlaghat	0	10	0	0	0
Charipara	0	10	0	0	0
Taranagar	0	9	1	0	0

Agartala	0	10	0	0	0
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Source: Household Survey, March 2021.

Table 09: Number of Days FPS Open in a Month:

Name of FPS	Less Than 10	10 to 15	15 to 20	More Than 20	All Days
Mandai	0	0	0	10	0
Kamlaghat	0	0	0	10	0
Charipara	0	0	0	10	0
Taranagar	0	0	0	10	0
Agartala	0	0	0	10	0

Source: Household Survey, March 2021.

The research team investigated the satisfaction level of the sample beneficiaries on the function of working time of the FPS. The function of working time significantly impacts on the working schedule of some of the beneficiaries. The level of satisfaction has been classified into five categories named as very satisfied, satisfied, neutral, dissatisfied and very dissatisfied. The survey observed that 8 percent of beneficiaries were neutral regarding the satisfaction level on FPS working time. Again, 12 percent of beneficiaries were very satisfied on FPS working time. However, 80 percent beneficiaries expressed their opinion in favour of satisfied category. The satisfaction level on the working days of FPS is also most important for the smooth working of the FPS. The availability of FPS for the beneficiaries to access their entitlement is significantly depends on the number of working days. The research team observed that most of the beneficiaries satisfied on the working days of FPS. Only, one sample beneficiary from each Mandai and Kamalghat FPS is neutral on the satisfaction of functioning days. The following table 10 clearly highlights the satisfaction level of the beneficiaries on the functioning days of FPS in different FPS-

Table 10: Number of Satisfied PHH & AAY Beneficiaries on FPS Functioning Timings:

Name of FPS	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Mandai	0	10	0	0	0
Kamlaghat	0	8	2	0	0
Charipara	4	4	2	0	0
Taranagar	1	9	0	0	0
Agartala	1	9	0	0	0

Source: Household Survey, March 2021.

Table 11: Number of Satisfied PHH & AAY Beneficiaries on FPS Working Days:

Name of FPS	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
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Mandai	1	8	1	0	0
Kamlaghat	0	9	1	0	0
Charipara	4	6	0	0	0
Taranagar	0	10	0	0	0
Agartala	1	9	0	0	0

Source: Household Survey, March 2021.

3.4. Food Grain Quantity Purchase and Price Vis-À-Vis Entitlements:

The quantities of commodities received by the sample beneficiaries under different FPS highlights the variation in the supply of food grains from the FPS to beneficiaries. On the basis of observations of 10 sample NFSA households (PHH & AAY) survey from each FPS, the research team observed that amount of food entitlement supplied to the sample beneficiaries is different in different FPS. It clearly highlights the demographic variation among the households under different FPS. The size of the family is the prime factor in such aspect. The greater the size of the household beneficiaries, the larger the quantities to food entitlement supplied from the FPS to beneficiaries. Hence, on the basis of such demographic variation, the supply of amount of food grains also varied. The research team observed that supply of food grains varied according to size of the PHH family members. Because the amount of food grains supplied under AAY is fixed irrespective of family size.

Table 12: Quantities of Commodities Received by PHH & AAY Beneficiaries in the Last Month:

Name of FPS	Rice (Kg.)	Wheat	Atta (Kg.)	Coarse Grains
Mandai	190	0	20	0
Kamlaghat	220	0	15	0
Charipara	230	0	14	0
Taranagar	235	0	20	0
Agartala	310	0	19	0

Source: Household Survey, March 2021.

The existence of problem of under-weightment clearly indicates the leakage in the distribution of food grains entitlement. It implies the mismeasurement of weights of entitled quantities distributed by the fair price shops. It leads to the receiving of lower amount of food grains than the entitled quantities by the beneficiaries. In other words, it implies the exploitation by the FPS holder on the beneficiaries. Hence, government of India strictly directed the FPS holder to use electronic machines for the measurement of weight. It is essential for the FPS dealers to access such machines from the department of Indian legal Metrology (ILM) which annually certified such electronics weighing machines. The research team never found any beneficiaries that faced

the problems of under-weightment. However, some of the beneficiaries doesn't aware about the weight of entitlements. A total of 18 percent beneficiaries reported that they were not aware whether they receive lesser amount of entitlement or not. They never tried any other approaches to measure their food entitlement at any other sources to confirm the weight of their entitlement. It may be because entitled rice is consumed without any additional manufacturing processing. The lack of such awareness of the beneficiaries about their entitlement has been attached with each FPS except in Taranagar FPS.

Table 13: Number of PHH & AAY Beneficiaries Faced the Problem of Under-Weightment:

Name of FPS	Yes	No	Not Aware
Mandai	0	7	3
Kamlaghat	0	8	2
Charipara	0	7	3
Taranagar	0	10	0
Agartala	0	9	1

Source: Household Survey, March 2021.

The research team also investigated the issue on the overcharged of food grains by the FPS dealers during last month. A total of 14 percent or 7 beneficiaries were unaware regarding the overcharged for their food grains entitlement. Such an unawareness is highest in the Mandai FPS while it was zero in Charipara and Taranagar FPS. However, the survey team observed that none of any beneficiaries raise their voice regarding the overcharged for their entitlement. They never tried or approached any other sources to concern about the price of their food grains. They simply accepted the price imposed by the FPS dealers.

Table 14: Number of PHH & AAY Beneficiaries Overcharged for the Entitlement:

Name of FPS	Yes	No	Not Aware
Mandai	0	7	3
Kamlaghat	0	8	2
Charipara	0	10	0
Taranagar	0	10	0
Agartala	0	8	2

Source: Household Survey, March 2021.

Table 15: Number of PHH & AAY Beneficiaries Raise Concern for Overcharged:

Name of FPS	Yes	No
Mandai	0	10
Kamlaghat	0	10

Charipara	0	10
Taranagar	0	10
Agartala	0	10

Source: Household Survey, March 2021.

3.5.Perception of Beneficiaries about Quality of Food Grains:

The provision of good quality food grains is one of the important purposes of food security. The study on the quality of food grains supplied by the fair price shops significantly determines the success of implementing food security program. If FPS supplied deteriorate quality of food grains to the beneficiaries, then it forced the beneficiaries to move to the open market to buy their necessary food grains. It leads to the failure of successful operation of PDS in the economy. The research team investigated the issue on the beneficiaries and classified the opinions into five categories. Most of the beneficiaries were either satisfied or very satisfied on the quality of food grains. However, 8 percent beneficiaries show their neutral opinions regarding the satisfaction level on the quality of their entitled food grains. The research team also observed that none of any beneficiaries were raise their voice regarding the satisfaction on the quality of their food grains. Though 8 percent beneficiaries were unaware about the quality of food grains, but they never approach any other sources to concern the issue.

Table 16: Number of PHH & AAY Beneficiaries Satisfied on the Quality of Food Grains:

Name of FPS	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Mandai	3	6	1	0	0
Kamlaghat	0	7	3	0	0
Charipara	2	8	0	0	0
Taranagar	0	10	0	0	0
Agartala	0	10	0	0	0

Source: Household Survey, March 2021.

Table 17: Number of PHH & AAY Beneficiaries Raise Concern about Quality of Food Grains:

Name of FPS	Yes	No
Mandai	0	10
Kamlaghat	0	10
Charipara	0	10
Taranagar	0	10
Agartala	0	10

Source: Household Survey, March 2021.

CHAPTER 4

TARGETING (INCLUSION AND EXCLUSION ERRORS) (NOTE: ONLY FOR ROUND 1 FOR STATES WITH HALF-YEARLY EVALUATION)

4.1. Brief Overview of PHH Inclusion / Exclusion Criteria Adopted by the State/UT:

The Department of Food, Civil Supplies and Consumer Affairs in the state of Tripura exercised the powers conferred by section 40 of the National Food Security Act 2013 (No. 20 of 2013).

The State Government hereby makes the following criteria for inclusion and exclusion:

Identification of Priority Household shall be based upon inclusion & exclusion criteria to be determined by the State Government from time to time subject to the following restrictions:

(i) The following category of families which does not possess any of the exclusion criteria indicated at sub-rule (ii) will be automatically included in the priority Group:

- a. Family from Reang community which has been notified as Primitive Group in case of Tripura.
- b. Family headed by disabled person (more than 40% disability certified by the Competent Authority)
- c. Family headed by widow, deserted women, unmarried women or single woman family
- d. Occupationally vulnerable households where the main source of income is from one or more of these occupations:
 - Part-time/fulltime domestic workers
 - Rickshaw Pullers
 - Porters
 - Street Vendor/ Cobbler/Hawker /Plumber/ Mason/Painter/ Welder /Security Guard
 - Artisan/Handicraft Worker/Tailor
 - Bidi Shramik/Agarbati Stick Maker
- e. All household of agricultural/unskilled daily wage earners from unorganized sector whose main occupation is daily wage labour.
- f. All household of small & marginal farmers (owing land up to 0.5 acre of agricultural land)

(ii) The following families would be automatically excluded:

- a. Family having a government employee (except contractual employees/daily wagers/ Anganwadi/ ASHA employees/Home-guard/Community Health Volunteer);
- b. Any family having an Income Tax/Service Tax payer;
- c. Total income of the family from all sources is more than Rs. 1.2 lakh per year;
- d. Any family having more than one of the following movable assets:
 - LED/LCD Colour Television Set;
 - Refrigerator;

- Air Condition machine;
- Motorised Vehicle (Two wheeler & above);

e. Any family having more than two acres of agricultural land;

f. Any family having Rubber plantation/Orchard/Tea plantation measuring more than two acres of land;

(iii) While selecting the beneficiaries, utmost care has to be taken by the concerned officers to ensure that no genuine & deserving family is left-out.

(2) Procedure for finalization of list of Priority Households (PHIPG) would be as follows: (i)

Preparation of draft list of Priority Households including AAY, BPL, Ad-hoc BPL, listed BPL, as the case may be.

(ii) Approval of the list of Priority Households by PRIs/ULBs (Gram SabhalNagar Sabha/Village Committee in TTAADC area etc.);

(iii) Settlement of claim & objections by the Block Development Officer/Executive Officer of ULBs/CEO/Commissioner of Nagar Panchayet/Municipal Council/Municipal Corporation, as the case may be or as may be decided by the Govr;

(iv) Display of Final List in conspicuous places/offices/portals etc;

(3) Any household which is not satisfied with his/her status or that of others, believing wrong inclusion in the list or wrong exclusion from the list, as the case may be, can approach respective Gram PanchayatJ ADC village, Nagar panchayat / Municipal Ward offices and make claims with appropriate documentary evidence. For this purpose, the State Government shall designate officer who will be competent to take a decision on the claims and objections from the public and revise the list.

(4) Households not satisfied with their status in the revised list will have the right to appeal at the Sub Division level before the respective sub-Divisional magistrate to take decision within: a reasonable period.

(5) Once the list of Priority Households is finalized and published there shall be a lock-in period of three years or further extension period as notified by the State Government. Provided that by this time, if any Priority Household got socially/economically upgraded or the said household lost the validity to enjoy such status, and, if in this regard any complaint is lodged by anybody, or such information is received by the appointed officer at the Sub Division level, he shall, either acting on the complaint or suo-moto, take cognizance of the matter and got the matter enquired into by an office not below the rank of DCM/DC and dispose of the matter in a manner prescribed in quasi-judicial procedure by a reasoned order. If aggrieved, any person may appeal to the District Magistrate & Collector against such order of the appointed officer at the Sub Division level within 15 days of the receipt of such order. The appointed officer at the Sub Division level

or the OM & Collector, in each case, shall dispose of any complaint/appeal within 60 (sixty) days. Provided further that no such proceeding shall be completed unless the person, against whom the enquiry has been undertaken, is given a scope to state his case governing Principle of Natural Justice.

(6) The State Government shall carry out census/survey and collect information on various indicators after every 10 years or as may be determined by the state Government. The methodology and criteria for identification of Priority Households, as may be decided, shall be revisited at any point of time by the State Government, if deemed required.

(7) The entire process of identification and selection of priority households shall be governed by the Principle of Natural Justice ensuring people to give them opportunity to receive unbiased selection and fair settlement of disputes.

4.2.Percentage of Inclusion Errors (From NFSA Household Evaluation):

4.2.1. Percentage of PHH Households Not Meeting Eligibility Criteria Set by State/UT: Not Available.

4.2.2. Percentage of Households Wrongly Included as AAY: Not Available

4.3.Percentage of Exclusion Errors (From Non-NFSA Household Evaluation): Not Available.

4.3.1. Percentage of Non-NFSA HH Eligible Under PHH Criteria Set by State/UT: Not Available.

4.3.2. Percentage of Households Eligible to Be AAY But Included as PHH: Not Available.

4.3.3. Reasons for Not Availing NFSA Benefits (Can Highlight Specific Instances as Examples):

4.3.4. Awareness of NFSA Eligibility Criteria/ Application Process for Ration Card:

Table 18: Aware of Eligibility Criteria for Availing Benefits of NFSA:

Name of FPS	Yes	No
Mandai	1	9
Kamlaghat	1	9
Charipara	3	7
Taranagar	0	10
Agartala	0	10

Source: Household Survey, March 2021.

Table 19: Aware of Process of Applying New Ration Card:

Name of FPS	Yes	No
Mandai	3	7

Kamlaghat	1	9
Charipara	4	6
Taranagar	1	9
Agartala	3	7

Source: Household Survey, March 2021.

Table 20: Aware of Process of Addition & Deletion of Members:

Name of FPS	Yes	No
Mandai	4	6
Kamlaghat	1	9
Charipara	7	3
Taranagar	0	10
Agartala	2	8

Source: Household Survey, March 2021.

Table 21: Sources of Aware of Facilities to Avail Services Mentioned in Table:

Name of FPS	Online Facility	CSC/Village Level Entrepreneurs	Block Level Centres	Any Other	Not Aware
Mandai	0	0	1	0	9
Kamlaghat	0	0	1	0	9
Charipara	0	0	5	0	5
Taranagar	0	1	0	0	9
Agartala	0	0	3	1	6

Source: Household Survey, March 2021.

4.4.Effectiveness of Mechanism to Identify Eligible/ Ineligible Beneficiaries:

4.4.1. Critical Review of PHH Inclusion/ Exclusion Criteria of the State/UT:

The state allocated PHH ration card strictly following the rules under NFSA, 2013.

4.5.Ease in Applying for New Ration Card/ Modification Etc.:

Table 22: Applied for New Ration Card/Duplicate Card/Addition/Deletion of Members in Last Year:

Name of FPS	Yes	No
Mandai	1	9
Kamlaghat	1	9
Charipara	1	9
Taranagar	0	10
Agartala	0	10

Source: Household Survey, March 2021.

Table 23: Distance Travelled by Beneficiaries for Availing the Services Mentioned in Table:

Name of FPS	At Home	< 5 km	5--10	10--20	> 20
Mandai	0	0	8	2	0
Kamlaghat	0	0	10	0	0
Charipara	0	0	10	0	0
Taranagar	0	0	10	0	0
Agartala	0	0	10	0	0

Source: Household Survey, March 2021.

4.6.Process of Modification/Deletion:

Table 24: Average Fee for Beneficiaries to Avail Above Services:

Name of FPS	Average Fees (in Rs.)
Mandai	20
Kamlaghat	30
Charipara	20
Taranagar	20
Agartala	20

Source: Household Survey, March 2021.

Table 25: Average Time for Processing Application for Avail Above Services:

Name of FPS	Average Time (in Days)
Mandai	20
Kamlaghat	30
Charipara	20
Taranagar	20
Agartala	20

Source: Household Survey, March 2021.

CHAPTER 5

ONE NATION ONE RATION CARD (ONORC) AND INTRA-STATE PORTABILITY

The “one nation one ration card” or intra-state portability facilities has been introduced in the state of Tripura in August, 2020. The scheme pursues of operation of portability of the ration card under the category of NFSA across the nation. The primary purpose of the plan is to permit especially the migrant beneficiaries under the category of NFSA to claim their entitlement. It facilitated the migrant beneficiaries to be self-reliant due to accessibility facilities of their entitlement anyplace in the country. The department of food and civil supplies of Tripura had undertaken widespread publicity as well as awareness engendering campaigning for the benefits of migrant beneficiaries prevailed under the NFSA category. The Tripura government directed the Sub-Divisional Magistrates to instruct the officials associated with the Sub-Divisional level such as AD or SDC or CI or inspector of the department of food and civil supplies. These officials tried to reach all the eligible beneficiaries under the scheme and directed all the FPS dealers to include per month highest numbers of inter-state portability transactions. Such an initiative had been taken for the improvement of transactions under the scheme. In other words, to access the benefits of the scheme by the targeted beneficiaries. However, the government of Tripura observed very less inter-state portability transactions of NFSA entitlement under the scheme of “one nation one ration card” even after such awareness campaigning.

5.1.Awareness Regarding Intra-State and National Portability:

The research team observed that very less numbers of sample beneficiaries were aware of about the intra-state or inter-state portability facilities. In the Mandai FPS only three out of ten sample beneficiaries were aware of regarding the intra-state or inter-state portability facilities. One of these three beneficiaries aware that the beneficiary has the scope of lifting ration from any FPS in the village or Panchayat or Block or Vicinity. However, remaining two beneficiaries aware that beneficiaries have the scope of lifting ration from any FPS in the district. Similarly, out of these three beneficiaries, two beneficiaries reported that they aware about such facilities through FPS dealer while remaining one reported that he aware about such facilities through Panchayat officials. Again, only one beneficiary out of ten sample beneficiaries aware about the intra-state or inter-state portability facilities in Agartala FPS. The beneficiary aware that the beneficiary has the scope of lifting ration from any FPS in the village or Panchayat or Block or Vicinity. The beneficiary also reported that he aware of such intra-state or inter-state portability facilities through FPS dealer. Unfortunately, none of any sample beneficiaries of Kamalghat, Charipara and Taranagar FPS aware about such type of intra-state or inter-state portability facilities.

5.2.Demand for ONORC/Portability:

The research team observed that only few beneficiaries aware of such intra-state or inter-state portability facilities. However, none of any beneficiaries used such portability facilities for receiving their food grains entitlement. Such beneficiaries who aware of such portability facilities informed different reasons for not using such portability facilities. One beneficiary of Mandai FPS informed that the beneficiary never used such portability facilities due to the attainment of satisfaction on registered FPS. Similarly, remaining two beneficiaries of Mandai FPS informed that such beneficiaries never used portability facilities because none of any family members migrated to other destination. Hence, these beneficiaries never think that it is necessary to use the portability facilities and claimed their entitlement from their own registered FPS. Again, only beneficiary of Agartala FPS who aware of such portability facilities informed to the research team that the beneficiary never used such portability facilities because the beneficiary satisfied with registered FPS and collect his food grains entitlement thereof.

CHAPTER 6

PRADHAN MANTRI GARIB KALYAN ANNA YOJANA (PMGKAY) & ATMA NIRBHAR BHARAT SCHEME (ANBS)

6.1. Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY):

The “Pradhan Mantri Garib Kalyan Package (PMGKP)” is an inclusive relief package of ₹ 1.70 lakh crore introduced by the Government of India for the benefits of poor beneficiaries. Such an initiative was introduced in March 2020 to help the poor people to fight against the Corona Virus situation. The objective of the scheme is to help the poor people through serving food and money in hands to mitigate the problem of buying the essential commodities for the beneficiaries. The scheme included numbers of initiative for the benefits of beneficiaries under different categories such as health, food etc. The “Pradhan Mantri Garib Kalyan Anna Yojana” (PMGKAY) is one of the schemes under the package. The Govt. of India decided to distribute the per capita per month 5 kg of wheat or rice and per family per month 1 kg of preferred pulses at free of cost under the scheme. The scheme initially introduced for the next three month which extended to November, 2020. The government of Tripura also implemented PMGKAY scheme for the benefits of poor people.

6.1.1. Evaluation of PMGKAY Benefit Delivery:

A separate report on the performance PMGKAY is submitted. However, the study found the proper distribution of food grains among the beneficiaries. The all beneficiaries received their food grains through the Aadhaar links. The other method of food grain distribution has not been found. The FPS dealers also efficiently played their role in the distribution of the food grains.

6.1.2. Distribution of Pulses Under PMGKAY:

The research team investigated the beneficiaries and found that the distribution of the food entitlement under the PMGKAY scheme is not accessible to each and every beneficiary. The sample NFSA beneficiaries of Mandai, Charipara and Agartala FPS reported that all of them received their food entitlement under the scheme. However, all the beneficiaries of Kamalghat and Taranagar FPS failed to receive such facilities. The number of sample beneficiaries that failed to receive the entitlement under the scheme is highest in the Kamalghat FPS. The research team observed that 6 NFSA beneficiaries received their food entitlement while 4 NFSA beneficiaries failed to receive the food entitlement under the scheme. Again, one of the beneficiaries of Taranagar FPS reported that he never receives his food entitlement under the scheme. The amount of distribution of food grains under the scheme is different in different FPS. The distribution of total quantity of rice was highest in Agartala FPS while lowest in Kamalghat FPS. The following table clearly highlights the variation in the total amount of distribution of food grains by different FPS under the PMGKAY scheme. One of the beneficiaries of Kamalghat

FPS reveals that FPS dealers denied to distribute his (beneficiary) entitlement under the PMGKAY scheme. Similarly, one of the beneficiaries informed that the beneficiary failed to receive the entitlement due to unawareness about the scheme. Unfortunately, rest of the beneficiaries reported that they unaware about the causes of failure of receiving food entitlement under the scheme. The research team observed that eligible beneficiaries received their food entitlement under the scheme during the periods from April to November in 2020.

Table 26: Total Quantity of Ration Received by Beneficiaries under PMGKAY in a Month:

Name of FPS	Rice	Atta	Pulses
Mandai	190	20	10
Kamalghat	120	12	6
Charipara	230	20	10
Taranagar	195	18	9
Agartala	290	20	10

Source: Household Survey, March 2021.

6.1.3. Mode of Receiving Food Grains Under PMGKAY:

The department of food and civil supplies arranged different sources of authentication for the distribution of food entitlements under the PMGKAY scheme. If somehow one source of authentication failed, beneficiaries have the option of receiving food grains through other source of authentication. For example, five beneficiaries of Mandai FPS received their entitlement through Aadhaar and finger scan authentication at dealer's location. On the other hand, four beneficiaries of Mandai FPS received their entitlement through Aadhaar and finger scan authentication at home delivery while rest one beneficiary received his entitlement without Aadhaar and finger scan authentication at home delivery. Again, five beneficiaries of Kamalghat FPS received their entitlement through Aadhaar and finger scan authentication at dealer's location while one beneficiary received his entitlement without Aadhaar and finger scan authentication at dealer's location. However, all the beneficiaries of Charipara FPS received their entitlement through Aadhaar and finger scan authentication at dealer's location. Similarly, five beneficiaries of Taranagar FPS received their entitlement through Aadhaar and finger scan authentication at dealer's location while four beneficiaries received their food entitlement without Aadhaar and finger scan authentication at dealer's location. Such a multi-sources of authentication process was also applicable in Agartala FPS. A total of eight beneficiaries of Agartala FPS received their entitlement through Aadhaar and finger scan authentication at dealer's location while two beneficiaries received without Aadhaar and finger scan authentication at dealer's location.

Table 27: Mode of Receiving Ration by Beneficiaries under PMGKAY:

Name of FPS	Mandai	Kamalghat	Charipara	Taranagar	Agartala
Through Aadhaar and Finger Scan Authentication at Dealer Location	5	5	10	5	8
Without Aadhaar and Finger Scan Authentication at Dealer Location	0	1	0	4	2
Home Delivery Through Aadhaar and Finger Scan	4	0	0	0	0
Home Delivery Without Aadhaar and Finger Scan	1	0	0	0	0

Source: Household Survey, March 2021.

6.2. Atma-Nirbhar Bharat Scheme (ANBS):

The “Atma-Nirbhar Bharat Scheme” (ANBS) is a package introduced by the Govt. of India which also facilitated benefits for the migrants. The scheme was introduced across the country in the middle of May, 2020 for the benefits of labour, poor and migrants to fight against the Corona Virus. The department of food and civil supplies facilitated necessary food requirements at a free of cost for the beneficiaries to deal with the food-security necessities. The scheme covered those persons who failed to access the benefits either under the category of NFSA or PMGKAY or any other schemes implemented by the government during the Covid-19 situations. The migrants which returned to their home destination and succeeded to access either NFSA or PMGKAY or any other such schemes were skipped from the list of beneficiaries under ANBS scheme. The government of Tripura also operated the scheme in the state for the benefits of beneficiaries.

6.2.1. Percentage of Migrant Households During the Scheme Period:

The research team investigated the APL beneficiaries and enquiries different issues related to the ANBS scheme. One of the beneficiaries of Taranagar FPS reported that some of the household members were resides at some other destination during the month from May to June in 2020. In other words, 20 percent of sample beneficiaries had the family members which resided outside the home during the periods. The beneficiary also informed that the migrant never faced any difficulties on getting of food grains during the periods from May to June in 2020. However, none of any other beneficiaries under any other FPS dealers reported that their family members migrated to other places.

Table 28: Percentage of Migrated Family Members to other Location during May-June, 2020:

Name of FPS	All Members	Some Members
Mandai	0	0

Kamalghat	0	0
Charipara	0	0
Taranagar	0	0.2
Agartala	0	0

Source: Household Survey, March 2021.

CHAPTER 7

FAIR PRICE SHOP MANAGEMENT

The efficient operation of fair price shop is one of the primary foundations of food security in the country India. Such FPS is also known as ration shop. FPS are ground level agency which incorporates the household beneficiaries under the system of public distribution. In other words, these FPS facilitated the government to fulfill the objective of food security and accessibility to beneficiaries to access their food entitlement. Such FPS holders distributed the food grains of NFSA directed by the section 3, essential commodities act. 1955. However, food grains were distributed among the identified beneficiaries. The proof of identification as a beneficiary under a given ration shop has been supplied to the beneficiaries in terms of a card known as ration card. The fair price shops were recognized under section 2 (4), national food security act. 2013. The government provided licenses to these FPS to distribute the commodities at a pre-specific fair price. These pre-specified prices were never be subject to the prevailing market price and always lower than the prevailing market prices. The government set the specific amount of food entitlement per month to each beneficiary. However, different state set different guidelines as well as different licensing norms for the efficient operation of public distribution system. The state government arranged different types of facilities or networking system for the FPS to distribute the food entitlements on a timely basis among the beneficiaries. These FPS were monitored and controlled by the respective state government via department of food and civil supplies. The state government arranged such licenses to the private individuals or gram panchayat or cooperatives or women SHGs etc. The research team visited 5 fair price shops in the district of West Tripura which comprises four rural FPS and one urban FPS. The research team interviewed on different types of issues with all FPS dealers related to distribution or different types of facilities associated with the FPS services. However, the research team also interviewed regarding the satisfaction on the quality of delivery services.

7.1.Ownership Pattern of FPS Dealer:

The possession of a fair price shops depends on the issue of license. Such licenses were issued by the state government. The research team observed that most of the sample FPS owned by the private license holder. However, Kamalghat FPS were operated under cooperative level. Unfortunately, none of any other FPS operated under any other types such as panchayat raj institution, women SHG etc. The reviews of literature support that the cost of operating community level FPS is lower than the private license holders. It is because, the shop was operated under a community common facility. The basic purpose of such community based fair price shop is to serve the community rather than profitability. Hence, government required to

provide incentives for such community based fair price shops to increase the numbers of community level fair price shops.

Table 29: Ownership Pattern of FPS Dealer:

Name of FPS	Private (License)	Panchayat Raj Institution	Cooperative	Women SHG	Others
Mandai	Yes				
Kamlaghat			Yes		
Charipara	Yes				
Taranagar	Yes				
Agartala	Yes				

Source: Household Survey, March 2021.

7.2. Adherence to Food Distribution Calendar:

The FPS dealers have been required to maintain a registrar to keep the data in a systematic manner. They are required to arrange the whole budget for the month. Hence, each FPS dealer was obliged to close the sale of commodities on the last time of month. The research team investigated the issue and found that each FPS was closed on dated 28th in the last month i.e., February, 2021. The research team also investigated the issue related to stock of food grains and found that each FPS had the excess stock in the end of the month. However, such excess food grains were adjusted for the distribution of food grains in the next month in all the FPS.

Table 30: Excess of Food Grains after Closing the Sale:

Name of FPS	Yes	No
Mandai	Yes	
Kamlaghat	Yes	
Charipara	Yes	
Taranagar	Yes	
Agartala	Yes	

Source: Household Survey, March 2021.

Table 31: Adjustment of Excess Food Grains in the Good Grains Allocated to Next Month:

Name of FPS	Yes	No
Mandai	Yes	
Kamlaghat	Yes	
Charipara	Yes	
Taranagar	Yes	
Agartala	Yes	

Source: Household Survey, March 2021.

7.3.Doorstep Delivery of Food Grains-Experience and Issues:

The government of India with the collaboration of state government advanced the infrastructure facilities related to food securities. The development of infrastructure facilities helped the public distribution system to serve in behalf of beneficiaries. Such facilities lead to the availability of food grains in a transparent and efficient manner within the time constraint. However, infrastructure facilities for the public distribution system faced some challenges due to demographic and geographical constraints. The implementation of e-POS system is the primary footstep for the efficient and transparent initiatives in the public distribution system. The allocation of commodities between the FPS has been generated via individual e-POS feedbacks installed at the FPS. The e-POS machines captured the sale results of past month. The allocation is subject to the sale of past month by such FPS dealers. The total sale of the earlier month of the FPS dealer determined the next month allocation amount to the FPS dealer. The entitled quantity of food grains is valid only for one month and none of any beneficiaries had the scope of claims of entitlement after the arrival of first date of next month. However, all the details of allocation entitlement have been uploaded to the state PDS portal after the closing date of PDS system.

Table 32: Doorstep Delivery of Food Grains from Godowns to FPS:

Name of FPS	Yes	No
Mandai	Yes	
Kamlaghat	Yes	
Charipara	Yes	
Taranagar	Yes	
Agartala	Yes	

Source: Household Survey, March 2021.

The supply of food grains from department of food and civil supplies to FPS dealers is quite systematic in Tripura. When the allocated quantity had been produced at the district level, the fair price shops are directed to submit the due amount within the stipulated time constraint. The department of food and civil supplies collected the entire quantity and supplied the quantity to the office of directorate. The amount had been transferred to FCI and after that office of directorate notified via a released order. The released order had been forwarded to the district offices. As the order received in the district office, transporters were allowed to transport the food grains. However, these quantity of food grains had been stored in the storage facilities of food and civil supplies department. It was supplied to the fair price shops on a later date. The following table highlights the amount of time required to dispatch the allotted quantity to the FPS dealers from the department of food and civil supplies. The research team observed that

Kamalghat and Charipara FPS received their allocated amount of food grains with 1 to 3 days of first week of month while Mandai and Taranagar FPS received within first week of the month. But Agartala FPS received their allocation amount of food grains in advanced.

Table 33: Times of Doorstep Delivery from Godowns to FPS in Last Month:

Name of FPS	Food Grain Received in Advanced	Within 1-3 Days	Within First Week	Within a Fortnight	More than a Fortnight
Mandai			Yes		
Kamlaghat		Yes			
Charipara		Yes			
Taranagar			Yes		
Agartala	Yes				

Source: Household Survey, March 2021.

The research team further investigated the issue on door-step delivery of food grains and interviewed some queries regarding the payment for such delivery. The Mandai, Kamalghat, Charipara and Taranagar FPS reported that they were charged for such delivery facilities. Mandai FPS reported that the FPS requires to pay ₹ 0.14 per kg while Kamalghat FPS reported the FPS requires to pay ₹ 0.35 per kg of food grains. It was highest in the case of Charipara FPS. Again, Taranagar FPS required to pay ₹ 0.50 per kg of food grains. However, Agartala FPS argued that the FPS doesn't requires to pay for such delivery mechanism.

Table 34: Charge of Transportation on FPS:

Name of FPS	Yes	No
Mandai	Yes	
Kamlaghat	Yes	
Charipara	Yes	
Taranagar	Yes	
Agartala		No

Source: Household Survey, March 2021.

Table 35: Average Charge Imposed (RS/KG) on FPS:

Name of FPS	Average Charge (in RS/KG)
Mandai	0.14
Kamlaghat	0.35
Charipara	0.5
Taranagar	0.41

Agartala	0
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Source: Household Survey, March 2021.

7.4. Quality of Service Delivery:

The research team further extended the enquiries and interviewed the FPS dealers regarding the delay of delivery services of food grains to FPS during the last 6 month. The Kamalghat FPS dealer reported that the FPS faced the problem of delay of allocated quantity of commodities later than first week of month during last month for only one time. However, Taranagar FPS faced the same problem for two times during last 6 months. But Mandai, Charipara and Agartala FPS never faced such type of problem during last 6 months. FPS dealers receive commission for the services as a distributor of PDS food grains. The research team also investigated the issue related to the payment of commission of FPS dealer. The amount of commission depends on the numbers of beneficiaries attached with the FPS. The larger the beneficiaries list, higher the amount of entitled quantity sold and the commission of FPS had been increased. Such commission received by the FPS dealers from the department of food and civil supplies. The Mandai and Charipara FPS reported that they never found the problem of delay on the receiving of payment of commission form the department. In contrast to this, Kamalghat, Taranagar and Agartala FPS reported that they faced the problem of delay on the receiving of commission from the department of food and civil supplies.

Table 36: Number of PDS items Received Later than First Week of Month during Last 6 Months:

Name of FPS	Times
Mandai	0
Kamlaghat	1
Charipara	0
Taranagar	2
Agartala	0

Source: Household Survey, March 2021.

Table 37: Delay of Payment on Dealer's Commission from Department:

Name of FPS	Yes	No
Mandai		No
Kamlaghat	Yes	
Charipara		No
Taranagar	Yes	
Agartala	Yes	

Source: Household Survey, March 2021.

7.5.Display of Required Information as Per PDS Control Order:

The transparent and efficient functioning of the public distribution system is one of the prime objectives of food security. The department of food and civil supplies tries to operate the FPS in an efficient way. Therefore, dealers of fair price shops were directed to hang the different types of necessary information related to food grains distribution in front of their shops. The research team investigated the issue and observed that all the FPS dealers hang a notice board in front of their fair price shops. However, some of the notified information were different in different FPS dealers. All the FPS dealers highlights the information such as samples of PDS food grains for distribution, opening and closing times of FPS etc. Again, monthly entitlement of PHH & AAY categories, total number of PHH & AAY households/beneficiaries, list of names of PHH and AAY beneficiaries, quantity of commodities received, distributed & in stock etc. information also notified. The research team observed that except Charipara FPS, all other FPS dealers notified such information in the notice board. In case of display of retail issue price per kg for PHH & AAY category, except Mandai FPS, all other FPS dealers notified the information on the notice board. The department of food and civil supplies facilitated toll-free numbers for the beneficiaries for the efficient and transparent operation of FPS dealers. Such toll-free numbers provided opportunities to the beneficiaries for asking any queries related to food grains distribution. Except Taranagar FPS, all other FPS dealers notified the toll-free helpline numbers such as 1967/1800/14445 series in their notice board. The state government requires to direct the formation of vigilance committee at the FPS, block and district level. It is the strict regulation prevails under section 29, NFSA 2013. Such rules also prevail under the state food security regulation. But in case of display of name and contact details of vigilance committee members, except Ranirbazar and Agartala FPS, all other FPS dealers notified the information. Again, in case of the display of contact details of authority for lodging complaints redressed of grievances, except Charipara and Agartala, all other FPS dealers notified the information in the notice board.

Table 38: Display of Required Information in front of Fair Price Shop:

Name of FPS	Yes	No
Mandai	Yes	
Kamlaghat	Yes	
Charipara	Yes	
Taranagar	Yes	
Agartala	Yes	

Source: Household Survey, March 2021.

7.6.Display of IEC Material at FPS:

The display of different types of IEC materials on the FPS dealers is one of the sources of increasing awareness among the beneficiaries. Such awareness helped the operation of public distribution system in an efficient way. Therefore, the research team investigated the issue and interviewed some queries regarding the display of such IEC materials. Unfortunately, only Kamalghat and Taranagar FPS dealers displayed such IEC materials on grievance redressal measures and ONORC in front of the respective FPS dealer. Mandail, Charipara and Agartala FPS dealers never displayed such IEC materials on such information. Similarly, in the display of IEC material on e-KYC as well as inclusion and exclusion criteria, Mandai and Agartala FPS dealers failed to display it. But, Kamalghat, Charipara and Agartala FPS dealers displayed such information to increases the awareness among the beneficiaries.

Table 39: Display of IEC Material on ONORC and Grievance Redressed Measures in Shop:

Name of FPS	Yes	No
Mandai		No
Kamlaghat	Yes	
Charipara		No
Taranagar	Yes	
Agartala		No

Source: Household Survey, March 2021.

Table 40: Display of IEC Material on e-KYC and Inclusion & Exclusion Criteria in Shop:

Name of FPS	Yes	No
Mandai		No
Kamlaghat	Yes	
Charipara	Yes	
Taranagar	Yes	
Agartala		No

Source: Household Survey, March 2021.

7.7.Issues with Use of e-POS:

The NFSA, 2013 initiated the automation of FPS which is a component of “end-to-end computerization of PDS operations”. Such initiative has been adopted by different states after the operation of NFSA in a phased manner. The automation of FPS requires the connection of electronic point-of-sale (e-POS) machines for the distribution of allocated commodities. The state of Tripura installed e-POS machines at different FPS and digitalized the ration card database. These e-POS machines were used to authenticate and electronically recorded the

transactions history related to distribution of food grains at the FPS. The basic purpose of installation of e-POS machines is to alleviate the identity error occurred at the FPS level. The mitigation of identity error facilitated the benefits to the actual beneficiaries. The use of biometric authentication such as fingerprints through Aadhaar authentication serves such objective. It significantly impacts on the reduction of leakages and efficient operation of public distribution system from the ground level.

The e-POS machines were linked with the data base of ration card for the formation of identity as well as authentication of the identity. It was also linked with management of supply chain portal of public distribution system for the distribution of commodities. After the establishment of identity of a beneficiary through biometric authentication, e-POS machines display the entitlement amount and respective fair price for such beneficiaries. The dealer of FPS has the right to catalogue the sale which also registered in the respective state portal of PDS. It is known as 'e-POS Aadhaar enabled PDS'. The research team observed that all the sample FPS dealer of West Tripura district installed e-POS machines. These e-POS machines electronically recorded the transaction history and authenticate the beneficiaries biometrically. All the beneficiaries required to seed their Aadhaar card with their respective ration card. These transactions details were also displayed in the PDS portal of Tripura. Unfortunately, the beneficiaries failed to claim their entitled quantity when authentication failed. However, the dealers of FPS had the scope of distribute the food grains in case of failure of biometric authentication. It is because, the allocation of entitlement of next month of FPS depends on the sale of entitlement of previous month. The research team further investigated the issue and enquires the quality of operation of e-POS machines during the visiting of beneficiaries for claiming their food grains entitlements. All the FPS dealers reported that their e-POS machines operated well during the visiting time of beneficiaries.

Table 41: Installation of e-POS Machine:

Name of FPS	Yes	No
Mandai	Yes	
Kamlaghat	Yes	
Charipara	Yes	
Taranagar	Yes	
Agartala	Yes	

Source: Household Survey, March 2021.

Table 42: Operational of e-POS Machine at the Time of Visit:

Name of FPS	Yes	No
-------------	-----	----

Mandai	Yes	
Kamlaghat	Yes	
Charipara	Yes	
Taranagar	Yes	
Agartala	Yes	

Source: Household Survey, March 2021.

The research team observed that all FPS dealers sold their allocation through e-POS Aadhaar authentication mode. The Charipara FPS sold highest amount of food grains (rice) through the Aadhaar authentication mode in the month of February 2021. In contrast to this, Agartala FPS achieved lowest position. However, none of the any FPS dealers sold quantity of food gains with e-POS non-Aadhaar authentication mode in February month. Similarly, none of the any FPS dealers sold quantity of food gains with e-POS non-authentication mode in February month. The research team also observed that none of the any FPS dealers sold the quantity of food grains in manual or offline mode in the said month. The FPS dealers reported that the use of such e-POS machines increases the convenience for the operation of food grains distribution. Unfortunately, some beneficiaries failed to claims their food entitlements due to authentication issues. Kamalghat and Taranagar FPS faced such type of problems during distribution of food entitlement in the February month. It was highest in case of Taranagar FPS.

Table 43: Quantity of Food Gains Sold in Last Month with e-POS Aadhaar Authentication:

Name of FPS	Rice (in Kg)
Mandai	2311
Kamlaghat	15605
Charipara	14927
Taranagar	9752
Agartala	1340

Source: Household Survey, March 2021.

Table 44: Total number of NFSA Rations Cards Failed to Lift Food Grains due to Authentication Issues in Last Month:

Name of FPS	PHH	AAY	Total
Mandai	0	0	0
Kamlaghat	524	41	565
Charipara	0	0	0
Taranagar	4480	1120	5600
Agartala	3	0	3

Source: Household Survey, March 2021.

The errors or breakdown of the e-POS machines negatively impacts on the efficient operations of public distribution system. It hampers the prevention of leakages in the public distribution system. Therefore, efficient operation of e-POS machines played an important role in the transparency of the food security program. The research team investigated the issue and found that FPS dealers either raised a complaint with e-POS machine vendors or informed to district officials for such malfunctioned e-POS machines. The Mandai FPS informed the district official for resolving the issue of such malfunctioned e-POS machines. On the other hand, Kamalghat, Taranagar and Agartala FPS raised complaint with e-POS machine vendors in the occurrence of such issue. However, such issue was resolved within one or days.

The implementation of e-KYC is necessary for availing the food grains entitlements by the beneficiaries. Aadhaar number is seeded with the ration card after the successful biometric authentication. After the linkage of Aadhaar card with ration card, beneficiaries have the potential to carry their entitled quantity of food grains. The introduction of such facilities was operated under all FPS dealers. All the FPS dealers reported that all types of ration cards were completed the e-KYC authentication procedures. The implementation of e-POS machines played the key role in such aspect. It is because operation of portability is one of the basic features of e-POS machine. However, registration at the fair price shops and state-level database is necessary for the ration card holders before the digitization process to claim their entitlement.

Table 45: Initiation of e-KYC Process to Authenticate Ration Cards at the FPS:

Name of FPS	Yes	No
Mandai	Yes	
Kamlaghat	Yes	
Charipara	Yes	
Taranagar	Yes	
Agartala	Yes	

Source: Household Survey, March 2021.

Table 46: Percentage of Ration Cards Completed e-KYC Authentication:

Name of FPS	Percentage
Mandai	100
Kamlaghat	100
Charipara	100
Taranagar	100
Agartala	100

Source: Household Survey, March 2021.

The efficient as well as transparent operations of public distribution system significantly depends on the opinion of the FPS dealers. The loyalty of FPS dealers leads to the successful operations of public distribution system. The use of electronic weight measurement tools facilitated such objective. It is because, the use of manual weight measurement tools failed to measure the exact quantity of food grains. There has the possibility of mismeasurement which leads to the losses of either FPS or beneficiaries. Since, the FPS dealers also attached with the profitability options, there has the possibility of exploitations on the beneficiaries by the FPS dealers. Such exploitations stand as a hindrance in the successful implementation of food security programme. Therefore, the use of electronic weighting machines has a significant role in the efficient operations of public distribution system. The research investigated the issue and observed that except Kamalghat FPS, all other FPS used either electronic weight measurement tools or electronic and integrated with POS weight measurement tools.

Table 47: Type of Weighing Scale Used in the FPS:

Name of FPS	Manual	Electronic	Electronic and Integrated with POS
Mandai			Yes
Kamlaghat	Yes		
Charipara		Yes	
Taranagar		Yes	
Agartala			Yes

Source: Household Survey, March 2021

7.7.1. Percent of Failure and Its Reason:

The success of introducing e-POS machines depends on the quality of services of e-POS. In other words, the quality of functioning of e-POS machines determines the successfulness of the introducing e-POS machines at the FPS level. Unfortunately, sometime such e-POS machines failed to operate efficiently. The research team enquiry the issue and found that only Mandai and Charipara FPS achieved 0 percent failure or 100 percent success in the functioning of biometric authentication. The failure rate of biometric authentication is 10 to 25 percent in Kamalghat FPS. Again, Taranagar and Agartala FPS failed less than 10 percent in the biometric authentication. Such an unsuccessfulness of biometric authentication leads to the annoying of using e-POS machines at the FPS level. The FPS dealers reported two primary causes for such failure of biometric authentication. Kamalghat and Agartala FPS reported that they faced the problem of failure of biometric authentication due to the connectivity issue. On the other hand, Taranagar

FPS informed that the FPS faced the problem of failure of biometric authentication due to the poor quality of fingerprints.

Table 48: Success Rate of Biometric Authentication in the FPS:

Name of FPS	0%	0-10%	10-25%	25-50%	50-75%	75-100%
Mandai	Yes					
Kamlaghat			Yes			
Charipara	Yes					
Taranagar		Yes				
Agartala		Yes				

Source: Household Survey, March 2021.

7.7.2. Time taken for Authentication:

The research team investigated on the issue regarding the amount of time required for the authentication of the beneficiaries to access their entitlement. The successful authentication time is different in different FPS dealers. The research team observed that most of the FPS dealers required either on an average approximately 1 minute or more than it. The time for authentication of beneficiaries requires approximately on an average 1.4 minutes per beneficiary in Mandai FPS. Again, the time for authentication of beneficiary requires approximately on an average 1.1 minutes per beneficiary in Charipara FPS. However, time for such authentication of beneficiary requires approximately on an average 1 minute per beneficiary in Kamalghat, Taranagar and Agartala FPS.

7.7.3. Exception Management Provisions for Beneficiaries:

The fair price shops have different sources of authentication for the distribution of food entitlements among the beneficiaries. The government facilitated different sources of authentication to the FPS dealers to mitigate the problem attached with the e-POS machines. Such type of multi sources facilitated the beneficiaries to access their entitlements if somehow e-POS machines failed to operate. The research team interviewed all FPS dealers regarding the issue and found that FPS dealer's used Aadhaar based OTP authentication to solve the problem. As discussed above, Kamalghat, Taranagar and Agartala FPS faced the problem of biometric authentication and hence applied such a way to help the beneficiaries. However, sometimes such Aadhar based OTP authentication failed to operate. In this case, these FPS dealers used the way of manual verification to solve the problem of authentication. Such a multi sources of authentication also helped the FPS dealers to distribute their allocated quantity. If FPS dealers failed to distribute the allocated quantity in the current month, then it will hamper in the allocation of commodity for the next month. Therefore, such a way of resolving the authentication issue is advantageous for both beneficiaries and FPS dealers.

Table 49: Use of Alternative Methods as e-POS Fingerprint Authentication Failed:

Name of FPS	Iris Authentication	Aadhaar Based OTP Authentication	Fusion Finger	Ration not Given	Others
Mandai					
Kamlaghat		Yes			
Charipara					
Taranagar		Yes			
Agartala		Yes			

Source: Household Survey, March 2021.

7.8. One Nation One Ration Card / Intra-State Portability:

7.8.1. Awareness On Intra-State and National Portability:

The state of Tripura facilitated the intra-state portability facilities for the migrated population. Such facilities facilitated by the government for the beneficiaries to receive their entitlement. The research team investigated the issue on the FPS dealers and found that all FPS dealers aware about the intra-state portability facilities. The government arranged such facilities to increase the awareness of portability facilities among the FPS dealers. The government also arranged training facilities on the ONOR or portability options for the FPS dealers. The research enquired the issue and found that Mandai, Kamalghat and Charipara FPS dealers received training on such facilities. However, Taranagar and Agartala FPS dealers failed to receive such training facilities.

7.8.2. Impact of Portability on Number of Beneficiaries Availing Ration, Profitability of FPS Dealer:

The impact of portability facilities on the FPS dealers depends on whether the beneficiaries increased or decreased or stayed same or results is not aware. The research team investigated the issue and observed that impacts are different in different FPS dealers. The number of beneficiaries increased in Mandai, Charipara, Taranagar and Agartala FPS dealers. But it remains same in case of Kamalghat FPS. But the Mandai FPS dealer reported that the profitability of the FPS was remaining same even after the increase of number of beneficiaries under the FPS dealers. In general, the increase of number of beneficiaries increases the profitability of the FPS dealers. The Charipara, Taranagar and Agartala FPS dealers reported that their profitability is increased after the increase of number of beneficiaries in their respective FPS dealers. The increase of number of beneficiaries reduces the availability of per capita availability of FPS functioning timing among the beneficiaries. It may hamper or not depends on the efficiency of the FPS dealer. All the FPS dealers reported that their functioning timing remains same even after the introduction of intra-state or inter-state portability facilities.

7.8.3. Process of Extra Allocation of Food Grains to Adjust for Portability Transactions:

The additional quantity of food grains is essential for the fulfillment of the demand of the portability facilities. The Mandai, Charipara and Agartala fair price shops reported to the research team that they received the additional quantity of ration to adjust for the portability transactions. On the other hand, other fair price shops reported that they never received additional quantity of ration to adjust for the portability transactions. The research team further extended the queries and observed that only Agartala FPS dealer has the source of asking for the excess allotment in between the months. However, the sufficiency of food grains is different to fulfill the requirements of beneficiaries in the different FPS dealers. The Mandai, Charipara and Agartala FPS dealers reported that excess ration is sufficient to meet the demand in the FPS dealers. On the other hand, Kamalghat and Taranagar FPS never receive excess ration for the distribution.

The research team also investigated the quality of delivery services of such additional ration. The delivery of ration at the appropriate time leads to the successfulness of efficient operation of public distribution system. The delivery of excess ration on the right is only applicable in case of Charipara FPS. Other FPS dealers never received the additional ration at the right time. Again, Mandai and Agartala FPS dealers reported they had the excess stock in the end of the month while rest of the FPS never faced such an excess stock. However, such excess stocks were adjusted against next month's entitlement in the respective FPS dealers. All the FPS dealers reported to the research team that they denied ration to any beneficiaries due to inter-state portability transactions. It implies that all the FPS dealers cooperate and helped all the beneficiaries even after the implementation of inter-state portability transactions.

7.8.4. Any Issues / Difficulties Faced in Implementing Portability Transactions:

The research team observed that some of the difficulties were faced by the FPS dealers after the implementation of the portability transactions. Different FPS dealers faced different types of problems. For example, Mandai FPS dealer faced the problem of excess stock. Similarly, Kamalghat FPS dealer reported that kerosine and sugar was available only for the first week of the month. Again, Taranagar FPS dealer informed the absence of commission on the commodity of kerosine, salt and sugar. However, the Agartala FPS dealer reported the issue related to the e-POS machines. Therefore, government of Tripura requires to focus on such issues to operate the public distribute system in a more efficient way for the benefits of beneficiaries.

EXECUTIVE SUMMARY OF KEY FINDINGS AND RECOMMENDATIONS OF CONCURRENT EVALUATION

The study evaluated the impact of NFSA, 2013 during the period from 1st October, 2020 to 30th September, 2021. The objective of the implementation of National Food Security Act 2013 is to drive the size of two-third of the population of India out of food deprivation and hunger. The authorized entitlement of food is accompanied by the prevailing Public Distribution System (PDS). The department of 'Ministry of Consumer Affairs, Food & Public Distribution' of India played a key role in the efficient implementation of the NFSA Act, 2013 across the states of India. The research on such evaluation process facilitate to observe the key impact indicators as well as outcome of the program. The key objective of such evaluation is to evaluate the performance of National Food Security Act, 2013 to improve the quality of implementation or delivery services for the beneficiaries in Tripura. The technique of cluster sampling has been applied to form the sample. The research team considered 75 households from the district of West Tripura as a sample unit. The sample constitutes 10 NFSA and 5 Non-NFSA beneficiaries. Again, the NFSA unit constitute 8 BPL/PHH and 2 AAY households. Similarly, Non-NFSA unit constitute 5 APL households. The research investigates the extent of accessibility of the food grains by the beneficiaries from their respective FPSs. The investigation extended to observe the leakage in the distribution mechanism of food grains. Such investigation has been carried out on the basis of observation of quality of food grains, price of food grains etc. Again, the process of inclusion and exclusion criteria of beneficiaries has been analysis in the research. The research observed that most of the beneficiaries were unaware regarding the NFSA eligibility criteria / application process for ration card. The research observed that very less numbers of sample beneficiaries were aware about the intra-state or inter-state portability facilities. The research team observed that very less numbers of sample beneficiaries were aware about the intra-state or inter-state portability facilities. However, none of any beneficiaries used such portability facilities for receiving their food grains entitlement. Such beneficiaries who aware of portability facilities informed different reasons for not using portability facilities. The department of food and civil supplies arranged different sources of authentication for the distribution of food entitlements among beneficiaries under the PMGKAY scheme. But the research team found that the distribution of the food grains entitlement under the PMGKAY scheme is not accessible to each and every beneficiary. Again, the research observed that eligible migrant beneficiaries never faced any difficulties on receiving of food grains during the considered periods under ANBS scheme. In the sample area, most of the sample FPS owned by the private license holder. The research observed that though all FPS operate efficiently but some of the limitations were attached with some of the FPS dealers.

Ranirbazar Sub-Division: Mandai Bazar TTAADC Area FPS:

District Factsheet- West Tripura						
A. Population			B. Number of households	C. % of population covered under NFSA		
922550			237654	60.18		
D. NFSA Coverage details			E. Number of FPSs			
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	
15479	121479	486083	471	0	0	
F. Details of posts at district level			G. NFSA food grains allocation and distribution (last three months) (in MTs)			
Name of the post		Sanctioned strength	Vacant positions	Month	Allocation	Distribution
				September	1427.70	1427.70
				October	1425.90	1425.90
				November	1492.08	1492.08

FPS level Factsheet						
A. Details and location			B. Profile of FPS dealer			
Rural/ Urban		Rural	Name		Rabindra Kumar Debbarma	
Name of Village/ ward		Mandai Bazar	Age		56	
Block/ District		Mandai	Gender		Male	
FPS id (as displayed in the portal)		Harbang Khengrai FPS	Ownership		Private (License)	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)				
AAY cards		204	Month	Allocation	Distribution	Closing Balance
AAY (members)		875	September	10765	10765	0
PHH (cards)		211	October	10765	10765	0
PHH (members)		725	November	10765	10765	0
E. Facilities at FPS		Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes		Samples of PDS foodgrains for distribution			Yes
Internet connectivity	Yes		Opening and closing times of FPS			Yes
Digital payment facility	No		Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	No		Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	Yes		Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes	
No. of AAY cards	0		Quantity received, distributed & in stock			Yes
No. of PHH cards	0		Toll free helpline number 1967/ 1800 series			No
No. of PHH members	0		Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			Yes	
		Availability of Stock register at FPS			Yes	
		Availability of Category of commodity-wise records			Yes	
No. of AAY cards	0		Availability of Register of beneficiaries			Yes
No. of PHH cards	0		Availability of Register of sales			Yes

Mohanpur Sub-Division: Kamalghat 2 Rural Area FPS:

District Factsheet- West Tripura						
B. Population			B. Number of households	C. % of population covered under NFSA		
922550			237654	60.18		
D. NFSA Coverage details			E. Number of FPSs			
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	
15479	121479	486083	471	0	0	
F. Details of posts at district level			G. NFSA food grains allocation and distribution (last three months) (in MTs)			
Name of the post		Sanctioned strength	Vacant positions	Month	Allocation	Distribution
				September	1427.70	
				October	1425.90	
				November	1492.08	

FPS level Factsheet						
C. Details and location			D. Profile of FPS dealer			
Rural/ Urban		Rural	Name		Manoj Kr Choudhury	
Name of Village/ ward		Kamalghat	Age		33	
Block/ District		Mohanpur	Gender		Male	
FPS id (as displayed in the portal)		Kamalghat FPS-2	Ownership		Cooperative	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)				
AAY cards		41	Month	Allocation	Distribution	Closing Balance
AAY (members)		161	September	11540	11540	0
PHH (cards)		524	October	11540	11540	0
PHH (members)		2021	November	11540	11540	0
E. Facilities at FPS		Yes/No		F. Display of information/ transparency		Yes/ No
PoS device/ tablet	Yes		Samples of PDS foodgrains for distribution			Yes
Internet connectivity	Yes		Opening and closing times of FPS			Yes
Digital payment facility	No		Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	No		Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	Yes		Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes	
No. of AAY cards	0		Quantity received, distributed & in stock			Yes
No. of PHH cards	0		Toll free helpline number 1967/ 1800 series			No
No. of PHH members	0		Name/ contact of vigilance committee members			Yes
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			Yes	
		Availability of Stock register at FPS			Yes	
		Availability of Category of commodity-wise records			Yes	
No. of AAY cards	0		Availability of Register of beneficiaries			Yes
No. of PHH cards	0		Availability of Register of sales			Yes

Mohanpur Sub-Division: Municipal Area Taranagar 5 FPS:

District Factsheet- West Tripura						
C. Population			B. Number of households	C. % of population covered under NFSA		
922550			237654	60.18		
D. NFSA Coverage details			E. Number of FPSs			
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	
15479	121479	486083	471	0	0	
F. Details of posts at district level			G. NFSA food grains allocation and distribution (last three months) (in MTs)			
Name of the post		Sanctioned strength	Vacant positions	Month	Allocation	Distribution
				September	1427.70	
				October	1425.90	
				November	1492.08	

FPS level Factsheet						
E. Details and location			F. Profile of FPS dealer			
Rural/ Urban		Rural	Name		Arun Kumar Deb Roy	
Name of Village/ ward		MC-10	Age		54	
Block/ District		Mohanpur	Gender		Male	
FPS id (as displayed in the portal)		Taranagar-5	Ownership		Private (License)	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)				
AAY cards		32	Month	Allocation	Distribution	Closing Balance
AAY (members)		111	September	5675	5675	0
PHH (cards)		251	October	5675	5675	0
PHH (members)		911	November	5675	5675	0
E. Facilities at FPS		Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet	Yes		Samples of PDS foodgrains for distribution			Yes
Internet connectivity	Yes		Opening and closing times of FPS			Yes
Digital payment facility	No		Monthly entitlement of PHH & AAY category			Yes
Banking correspondent	No		Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items	Yes		Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes	
No. of AAY cards	0		Quantity received, distributed & in stock			Yes
No. of PHH cards	0		Toll free helpline number 1967/ 1800 series			No
No. of PHH members	0		Name/ contact of vigilance committee members			Yes
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			Yes	
		Availability of Stock register at FPS			Yes	
		Availability of Category of commodity-wise records			Yes	
No. of AAY cards	0		Availability of Register of beneficiaries			Yes
No. of PHH cards	0		Availability of Register of sales			Yes

Sadar Sub-Division Agartala Municipal Corporation Urban Area FPS 121:

District Factsheet- West Tripura						
D. Population			B. Number of households	C. % of population covered under NFSA		
922550			237654	60.18		
D. NFSA Coverage details			E. Number of FPSs			
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	
15479	121479	486083	471	0	0	
F. Details of posts at district level			G. NFSA food grains allocation and distribution (last three months) (in MTs)			
Name of the post		Sanctioned strength	Vacant positions	Month	Allocation	Distribution
				September	1427.70	
				October	1425.90	
				November	1492.08	

FPS level Factsheet						
G. Details and location			H. Profile of FPS dealer			
Rural/ Urban		Urban	Name		Renu Mia	
Name of Village/ ward		AMC-35	Age		57	
Block/ District		Agartala	Gender		Male	
FPS id (as displayed in the portal)		FPS-120	Ownership		Private (License)	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)				
AAY cards		38	Month	Allocation	Distribution	Closing Balance
AAY (members)		223	September	13675	13675	0
PHH (cards)		518	October	13675	13675	0
PHH (members)		2469	November	13675	13675	0
E. Facilities at FPS		Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet		Yes	Samples of PDS foodgrains for distribution			Yes
Internet connectivity		Yes	Opening and closing times of FPS			Yes
Digital payment facility		No	Monthly entitlement of PHH & AAY category			Yes
Banking correspondent		No	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items		Yes	Total no. of PHH & AAY households/ beneficiaries			Yes
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			Yes	
No. of AAY cards		0	Quantity received, distributed & in stock			Yes
No. of PHH cards		0	Toll free helpline number 1967/ 1800 series			No
No. of PHH members		0	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No	
		Availability of Stock register at FPS			Yes	
		Availability of Category of commodity-wise records			Yes	
No. of AAY cards		0	Availability of Register of beneficiaries			Yes
No. of PHH cards		0	Availability of Register of sales			Yes

Sadar Sub-Division Rural Area Charipara 2 FPS:

District Factsheet- West Tripura						
E. Population			B. Number of households	C. % of population covered under NFSA		
922550			237654	60.18		
D. NFSA Coverage details			E. Number of FPSs			
AAY cards	PHH cards	PHH members	PoS (Online)	PoS (Offline)	Manual	
15479	121479	486083	471	0	0	
F. Details of posts at district level			G. NFSA food grains allocation and distribution (last three months) (in MTs)			
Name of the post		Sanctioned strength	Vacant positions	Month	Allocation	Distribution
				September	1427.70	
				October	1425.90	
				November	1492.08	

FPS level Factsheet						
I. Details and location			J. Profile of FPS dealer			
Rural/ Urban		Rural	Name		Tapan Nag	
Name of Village/ ward		Charipara	Age		65	
Block/ District		Dukli	Gender		Male	
FPS id (as displayed in the portal)		Charipara-2	Ownership		Private (License)	
C. NFSA cards/ members attached to FPS		D. NFSA food grains at FPS level (last three months)				
AAY cards		18	Month	Allocation	Distribution	Closing Balance
AAY (members)		85	September	10815	10815	0
PHH (cards)		466	October	10815	10815	0
PHH (members)		2037	November	10815	10815	0
E. Facilities at FPS		Yes/No	F. Display of information/ transparency			Yes/ No
PoS device/ tablet		Yes	Samples of PDS foodgrains for distribution			Yes
Internet connectivity		Yes	Opening and closing times of FPS			Yes
Digital payment facility		No	Monthly entitlement of PHH & AAY category			No
Banking correspondent		No	Retail issue price per kg for PHH & AAY category			Yes
Sale of Non-PDS items		Yes	Total no. of PHH & AAY households/ beneficiaries			No
G. Number of silent rations cards		List of names of PHH and AAY beneficiaries			No	
No. of AAY cards		0	Quantity received, distributed & in stock			No
No. of PHH cards		0	Toll free helpline number 1967/ 1800 series			No
No. of PHH members		0	Name/ contact of vigilance committee members			No
H. Number of ration cards that have availed the facility for nomination or door step delivery		Contact of Authority for redressal of grievances			No	
		Availability of Stock register at FPS			Yes	
		Availability of Category of commodity-wise records			Yes	
No. of AAY cards		0	Availability of Register of beneficiaries			Yes
No. of PHH cards		0	Availability of Register of sales			Yes