



Concurrent Evaluation of Implementation of National Food Security Act, 2013 in the State of Madhya Pradesh



Monitoring Institute:

**Atal Bihari Vajpayee Institute of Good Governance and Policy
Analysis, Sushasan Bhawan, Bhopal**

Submitted to:

**Department of Food and Public Distribution,
Ministry of Consumer Affairs, Food, and Public Distribution,
Government of India,
Krishi Bhawan, New Delhi -110111**

**Concurrent Evaluation of Implementation of National Food Security Act,
2013 in State of Madhya Pradesh**

Phase-II (2020-23) – Round I

Period of Study: 31st March 2021- 31st Dec 2021

Districts covered: Gwalior, Bhopal, Sagar & Jabalpur

Submitted to:

Department of Food and Public Distribution,

Ministry of Consumer Affairs, Food, and Public Distribution,

Government of India,

Krishi Bhawan, New Delhi -110111

Monitoring Institute:

Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis

Sushasan Bhawan, Bhopal

PROJECT TEAM

UNDER THE GUIDANCE OF:

Dr. Indrani Barpujari

Principal Advisor, AIGGPA

Project Coordinator's (Center for Social Sector Development, AIGGPA)

Aamir Manan Deva, Advisor

Gaurav Agarwal, Advisor

Beena Shrivastava, Advisor

Research Associate

Arpita Khare

Field Investigators

Abhishek Jain - Bhopal

Ms. Jahanara - Gwalior

Divya Agarwal - Jabalpur

Mohit Prasad - Sagar

Special Mention

Mrs. G.V Rashmi

CEO, AIGGPA

Ms. Teena Yadav

Director, AIGGPA

Acknowledgment

The Government of India made a historic decision to provide food and nutrition security to people by ensuring that they have access to an appropriate amount of high-quality food grains at cheap rates, allowing them to live a dignified life. The 'National Food Security Act (NFSA)' was passed in 2013 to provide people with food and nutrition security by giving access to enough quantities of high-quality food grains at competitive rates, allowing them to live a dignified life. The Act changed the Targeted Public Distribution System (TPDS) from a welfare-based system to one based on human rights. Since the NFSA's introduction, the Ministry of Food, Consumer Affairs, and Public Distribution have been closely monitoring the implementation of the NFSA/PDS, mostly through official sources such as periodic progress reports, frequent meetings, and field visits. However, for enough empirical data for the qualitative evaluation of the program, more in-depth, incisive, and thorough monitoring of the implementation process regularly is required.

The study of the project “*CONCURRENT EVALUATION OF NATIONAL FOOD SECURITY ACT-2013*” HAS BEEN CARRIED OUT AT THE ATAL BIHARI VAJPAYEE INSTITUTE OF GOOD GOVERNANCE AND POLICY ANALYSIS (MONITORING INSTITUTION), SPONSORED BY, THE DEPARTMENT OF FOOD AND PUBLIC DISTRIBUTION, KRISHI BHAWAN NEW DELHI, GOVERNMENT OF INDIA IN THE YEAR 2020-21.

I would like to thank various officials from government departments for providing consistent support while carrying out this study. At the outset, I would like to thank Prof. Sachin Chaturvedi (Vice-Chairman-AIGGPA), Mrs. G.V. Rashmi (Chief. Executive Officer-AIGGPA), Ms. Teena Yadav, Director-AIGGPA, and Dr. Indrani Barpujari, Principal Advisor for their constant encouragement and kind support for undertaking this study. I am thankful to Ms. Arpita Khare (Research Associate) for her continuous hard work in finalizing the report. I thank our colleagues in (AIGGPA) for their support and encouragement while carrying out the study.

I would also like to extend my gratitude to the Department of Food and Consumer Affairs officials, Govt. of Madhya Pradesh, for consistent coordination for facilitating a hassle-free visit to various Districts for field investigation and data collection. The study would not have reached this stage without the active cooperation of the department, which provided the required data for the study. I thank each one of them for their invaluable support.

Aamir Manan Deva

Advisor

Social Sector Development



Executive summary

The study evaluated the impact of NFSA, 2013 during the period from 1st March 2021 to 30th December 2021. The objective of the implementation of the National Food Security Act 2013 is to drive the size of two-thirds 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 an evaluation process facilitates observing the key impact indicators as well as the outcome of the program. The key objective of such evaluation is to evaluate the performance of the National Food Security Act, 2013 to improve the quality of implementation or delivery services for the beneficiaries in Madhya Pradesh. The technique of cluster sampling has been applied to form the sample. The research team considered 75 households from the four sampled districts of Madhya Pradesh as a sample unit for both NFSA & NON-NFSA. Again, the NFSA unit constitutes 60 PHH and 15 AAY in each sampled district. The research investigated 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 based on observation of the quality of food grains, price of food grains, etc. Again, the process of inclusion and exclusion criteria of beneficiaries has been analyzed in the research. The research team observed that most of the beneficiaries were unaware of the NFSA eligibility criteria/application process for ration cards. The research observed majority of sample beneficiaries were aware of the intra-state or inter-state portability facilities. However, no beneficiary used such portability facilities to receive their food grains entitlement. Such beneficiaries who were 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. The research team found that the distribution of the food grains entitlement under the PMGKAY scheme is accessible to every beneficiary. Again, the researchers observed that eligible migrant beneficiaries never faced any difficulties in receiving food grains during the considered periods under the Atma Nirbhar Bharat Scheme scheme. In the sample area, most of the sample FPS is owned majorly by cooperatives, private license holders. The research observed that though all the FPS operate efficiently some of the limitations were attached with some of the FPS dealers.

Table of Contents

Chapter-1 Introduction.....	11
1.1 Objectives and Scope of Study	11
1.2 Sample Selection and Research Methodology.....	11
1.3 Data Collection and Analysis.....	14
1.4 Limitations of the Study.....	15
Chapter-2 Beneficiary Selection and Ration Card Management.....	16
2.1 Description of Study area/ Sample.....	16
2.2 NFSA Coverage Details.....	16
2.3 Number of Fair Price Shops.....	17
2.4 Household Information	17
2.4.1 Gender of Household Heads	17
2.4.2 Age Composition of Households	18
2.4.3 Adult Members in the Family	19
2.4.4 Disabled Members in the Family	19
2.4.5 Type of House which Beneficiaries own	20
2.4.7 Occupation of the Head of the Household	21
2.4.8 Average monthly income of the households.....	22
2.4.9 Type of Ration Card.....	22
2.4.10 Eldest women (Above 18) recognized as the Head of the Family	23
2.4.11 Respondents Awareness.....	23
2.4.12 Awareness Regarding the Facility	24
2.4.13 Distance Travelled for Availing the Service (Modification/ Addition/ Deletion of Members)	25
2.4.14 Average Fee and Time Taken for Processing the Application.....	25
2.5 Quality of Data- Aadhaar, Mobile and Bank Account Seeding.....	26
2.5.1 Aadhaar Linkages in the Family	26
2.5.2 Reason for not registering.....	26
2.6 E-PoS Based Service Delivery.....	27
2.6.1 Alternatives adopted by FPS to distribute food grains.....	27
2.6.2 Feedback Regarding Functioning of e-PoS Machine and Aadhaar Authentication.....	29
2.6.3 Alternatives Practiced in case of e-Pos Failure.....	30
Chapter- 3 Ease of access, leakages and diversion.....	32
3.1 Timely availability of Food grains and percentage offtake by households in the sample Fair Price Shops.....	32
3.2 Average distance of Fair Price Shop from Beneficiary's Home	32

3.3 Awareness levels of beneficiaries regarding NFSA entitlement/ FPS opening and closing time	33
3.4 Food grain quantity purchased and price entitlements.....	34
3.5 Perception of Beneficiaries about quality of Food grains	36
3.6 Consumption of food grain by households and share of PDS foodgrains	37
3.7 Status of Silent ration cards	37
3.8 Special Dispensation for old, infirm, physically challenged.....	38
Chapter-4	39
Targeting (Inclusion and Exclusion Errors).....	39
4.1 Brief overview of PHH Inclusion / Exclusion criteria Adopted by Madhya Pradesh.....	39
4.2 Errors in Inclusion Criteria	40
4.2.1 Percentage of PHH Households not meeting eligibility criteria set by State/ UT	40
4.2.2 Number of Households wrongly included as AAY	42
4.3 Percentage of Exclusion Errors (NON-NFSA Household Evaluation)	43
4.3.1 Percentage of Non-NFSA Households Eligible under PHH Criteria set by the State	43
4.3.2 Percentage of the Households eligible to be AAY but included as PHH.....	43
4.3.3 Reasons For not availing NFSA Benefits	44
Chapter-5 One Nation One Ration Card and Intra-State Portability	45
5.1 Awareness Regarding Intra- State and National Portability	45
5.2 Usage of ONORC/ Portability	45
5.3 Reasons for Beneficiaries Availing Portability / ONORC.....	46
5.4 Experience of Beneficiaries availing intra-state and national portability	46
5.5 Difficulties faced by beneficiaries in portability transactions.....	46
5.6 Perception of Beneficiaries regarding Inter-State and National Portability.....	47
5.7 Impact of FPS Portability on Beneficiary Satisfaction	47
Chapter- 6 Pradhan Mantri Garib Kalyan Yojana (PMGKAY)	48
6.1 Evaluation of PMGKAY Benefit Delivery	48
6.2 Number of Household members getting ration under PMGKAY	49
6.3 Distribution of Commodities under PMGKAY	49
6.4 Mode of receiving food grains under PMGKAY.....	50
6.5 Feedback Regarding the Scheme	50
6.6 Atma-Nirbhar Bharat Scheme (Atma Nirbhar Bharat Scheme):.....	51
6.7 Percentage of Migrant Households During the Scheme Period:.....	51
Chapter -7 Fair Price Shop Management.....	53
7.1 Ownership pattern of FPS dealer	53
7.2 Details of Ration Card attached with the FPS.....	54

7.3 Adherence to Food Distribution Calender	54
7.3.1 Opening and Closing Time of Fair Price Shops.....	55
7.3.2 Doorstep delivery of Food Grains-Experience and Issues	55
7.4 Quality of Service Delivery	56
7.5 Display of IEC Material at Fair Price Shops.....	57
7.6 Issues with e-PoS	58
7.7 Success rate of biometric authentication in FPS	59
7.8 Percentage of Biometric Failure.....	59
7.8.1 Reasons for Biometric Failure	60
7.9 Exception Management Provisions for beneficiaries.....	60
7.10 One Nation One Ration Card/ Intra-state portability	61
7.10.1 Awareness on intra-state and national portability	62
7.10.2 Impact of Portability on number of Beneficiaries	62
7.10.3 Process of Extra Allocation of Food grains regarding Portability Transactions	63
Chapter-8 Key Findings and Recommendations	65
Chapter-9 References	70

List of Tables

Table 1 Sample Districts and number of beneficiaries	12
Table 2 Bifurcation of NFSA Beneficiaries.....	13
Table 3 Percentage of Population covered under NFSA.....	16
Table 4 NFSA Coverage Details.....	16
Table 5 Number of Fair Price Shops	17
Table 6 Gender of Household Head	18
Table 7 Number of Household Members	18
Table 8 Adult members in the family	19
Table 9 Disabled members in the family.....	20
Table 10 Type of house beneficiary own.....	20
Table 11 Occupation of Household Head.....	21
Table 12 Average monthly income of the Households	22
Table 13 Type of Ration Card.....	22
Table 14 Number of Household with Women Head.....	23
Table 15 Awareness among beneficiaries regarding NFSA	24
Table 16 Awareness regarding Facility.....	25
Table 17 Distance Travelled by Beneficiaries for availing the service	25
Table 18 Average Fee and Time taken to process the application	25
Table 19 Aadhaar Linkages in the Family.....	26

Table 20 Reasons for incomplete Aadhaar Linkages.....	27
Table 21 Implementation of e-PoS in FPS.....	27
Table 22 Digitisation in FPS	28
Table 23 Feedback Regarding e-PoS machine and authentication.....	30
Table 24 Alternative Practices at times of e-PoS Failure.....	31
Table 25 Availability of Foodgrain in sample districts	32
Table 26 Average Distance of FPS in all Sample districts	33
Table 27 Awareness level of Beneficiaries regarding Operational Hours of FPS	33
Table 28 Average Price of Commodities in all sample districts	35
Table 29 Average Quantity of Commodities in all sample districts.....	36
Table 30 Perception of Beneficiaries regarding quality of Foodgrains	36
Table 31 Consumption of Foodgrains by Households.....	37
Table 32 Exclusion Criteria of Priority Household (PHH)	41
Table 33 Inclusion Criteria Of Antyodaya Anna Yojana(AAY)	42
Table 34 Percentage of Non-Nfsa eligible under PHH	43
Table 35 Distribution of Commodities under PMGKAY.....	49
Table 36 Mode of Receiving Foodgrains under PMGKAY.....	50
Table 37 Feedback Regarding the Scheme	50
Table 38 Ownership pattern of FPS Dealer	53
Table 39 Details of Ration Card	54
Table 40 Accessibility of Fair Price Shops.....	55
Table 41 Opening and Closing Time of Fair Price Shops	55
Table 42 PDS Functioning (Stock Distribution).....	56
Table 43 Quality of Service Delivery.....	57
Table 44 Success rate of Biometric Authentication	59
Table 45 Percentage of Biometric Failure	60
Table 46 Reason for Biometric Failure	60
Table 47 Alternative Methods used incase of Failure	61
Table 48 Awareness Regarding ONORC.....	62
Table 49 Impact of Portability on Beneficiaries	63
Table 50 Process of Extra Allocation of Foodgrains.....	64

List of Maps

Map 1 Sample Districts.....	14
-----------------------------	----

List of Graphs

Graph 1 Sample Beneficiaries	12
Graph 2 Bifurcation Of Nfsa Beneficiaries	13
Graph 3 Priority Household Beneficiaries	13
Graph 4 Antyodaya Anna Yojana Beneficiaries	13
Graph 5 Gender of the Household Head	18
Graph 6 Age Composition of Households.....	19
Graph 7 Percentage of Disabled Members.....	20
Graph 8 Type of House	21
Graph 9 Occupation of the Household Head.....	21
Graph 10 e-PoS Feedback	29
Graph 11 Average Distance to FPS Shop.....	33
Graph 12 Average Operational Hours of FPS	34
Graph 13 Perception of Beneficiaries regarding Quality.....	36

Graph 14 Awareness Regarding ONORC	45
Graph 15 Usage of ONORC	45
Graph 16 Reasons for Using Portability	46
Graph 17 Perception of beneficiaries regarding ONORC	47
Graph 18 Percentage of Household member getting ration under PMGKAY.....	49
Graph 19 Feedback Regarding PMGKAY.....	51
Graph 20 Success rate of Biometric Authentication.....	59

List of Figures

Figure 1 Data Wrapper	15
Figure 2 Microsoft Excel	15
Figure 3 Kobo toolbox.....	15
Figure 4 Interaction with FPS Dealer at FPS Shop (Jabalpur).....	71
Figure 5 Stock in FPS Shop (Bhopal).....	71
Figure 6 Beneficiaries at FPS Shops (Sagar).....	71
Figure 7 Beneficiary at FPS Shop (Gwalior)	71
Figure 8 Details of FPS Vigilance Committee	72
Figure 9 Display of Posters at FPS Shops (Sagar)	72
Figure 10 e-POS machine at FPS Shop.....	72
Figure 11 Board displayed at FPS Shop (Sagar)	72
Figure 12 Stock Details Displayed (Sagar).....	72

List of Abbreviations

NFSA: National Food Security Act

PHH: Priority Household

AAY: Antyodaya Anna Yojana

TPDS: Targeted Public Distribution System

PDS: Public Distribution System

MI: Monitoring Institution

FPS: Fair Price Shop

DSO: District Supplies Office

DBT: Direct Benefits Transfer

VC: Vigilance Committee

Ae-PDS: Aadhaar Enabled Public Distribution System

GOI: Government of India

RC: Ration Card

Epos: Electronic Point of Sale

GoMP: Government of Madhya Pradesh

ANBS: Atma Nirbhar Bharat Scheme

IEC: Information, Education & communication

ONORC: One Nation One Ration Card

CONCURRENT EVALUATION OF IMPLEMENTATION OF NATIONAL FOOD SECURITY (NFSA) ACT, 2013

Chapter-1 Introduction

The Food department of Madhya Pradesh has asked for a concurrent evaluation study of the sanctioned project named “Concurrent evaluation and monitoring of National Food Security Act 2013”. The above project has been sanctioned by the Government of India for a period of 3 years w.e.f 2020-2023. In 2013, the National Food Security Act (NFSA) was passed with the overall objective of providing food and nutrition security to people by providing access to foodgrains at affordable prices. This Act translated the Targeted Public Distribution System (TPDS) from a welfare approach to a rights-based approach to social protection. Under the Act, Priority Households (PHH) are entitled to receive 5 kg of food grains per person per month, and Antodaya Anna Yojana (AAY) households are entitled to 35 kg of food grains per month at a highly subsidized price. To strengthen the ongoing monitoring of National food Security Act or Public Distribution System implementation and to provide more in-depth, incisive, and comprehensive empirical evidence on regular basis, the Department of Food, Consumer Affairs, and Public Distribution implemented a scheme of Concurrent Evaluation of Implementation of NFSA during 2020-23.

1.1 Objectives and Scope of Study

To assess the overall progress of implementation of NFSA (2013) across the State (Madhya Pradesh), measure and monitor the change in the following:

- 1. At systemic level:** Assessing and analyzing the progress of implementation of various aspects of the NFSA 2013.
- 2. At beneficiary level:** Evaluation of the benefits of NFSA on the target groups to achieve the objectives of the NFSA.

This study was conducted through quantitative as well as qualitative data. The emphasis was major to evaluate the objectives aligned with the Scheme NFSA 2013 was implemented in the state. All the Thematic Focus areas/Indicators approved under the project for concurrent evaluation were assessed. The primary data was completely based on surveys (from those who availed the benefits), semi-structured interviews with departmental staff associated with this work, a case study, and a checklist.

1.2 Sample Selection and Research Methodology

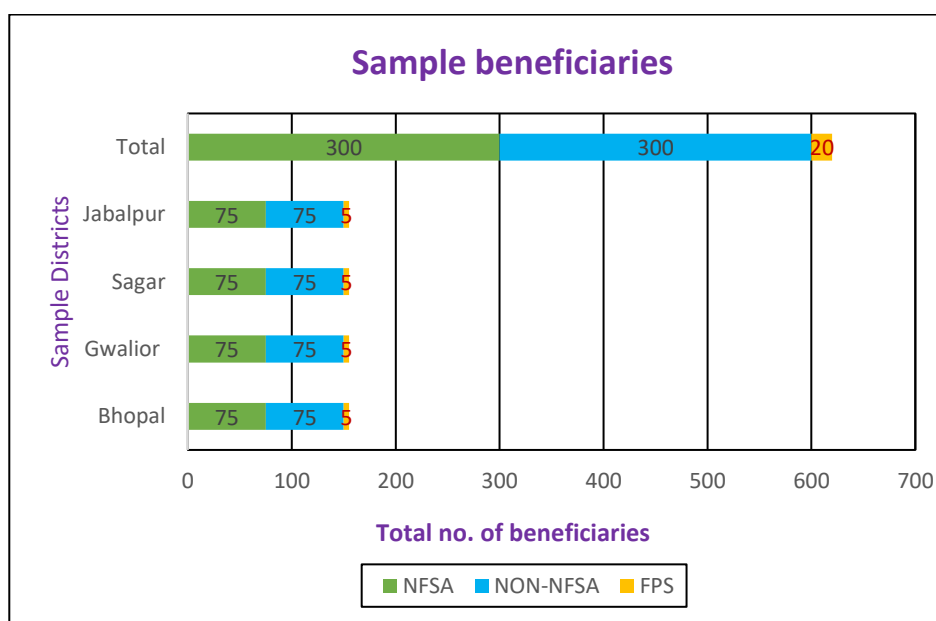
The allocation of the total sample in states was based on their population. The detailed analysis of Population Census 2011 published by Govt. of India for Madhya Pradesh state reveals that

the population of Madhya Pradesh has increased by 20.35% in this decade compared (2001-2011) to the past decade (1991-2001). Madhya Pradesh is the state of India with population of Approximate 7.27 Crores (72,626,809). Based on the agro-climatic characteristics, the State of Madhya Pradesh is classified into the following six National Sample Survey (NSS) regions: Vindhya, Central, Malwa, South, Southwestern, and Northern.

It is interesting to note that the districts are more or less homogenous in terms of cropping patterns, rainfall availability, climate and physical features within the NSS regions. Table 1 represents the actual sample size and districts were Gwalior, Bhopal, Sagar and Jabalpur. According to the Terms of Reference shared, the sample size of the study was as follows: -

Districts	NFSA	NON-NFSA	FPS	Total no. of Beneficiary
Bhopal	75	75	5	155
Gwalior	75	75	5	155
Sagar	75	75	5	155
Jabalpur	75	75	5	155
Total	300	300	20	620

Table 1 Sample Districts and number of beneficiaries

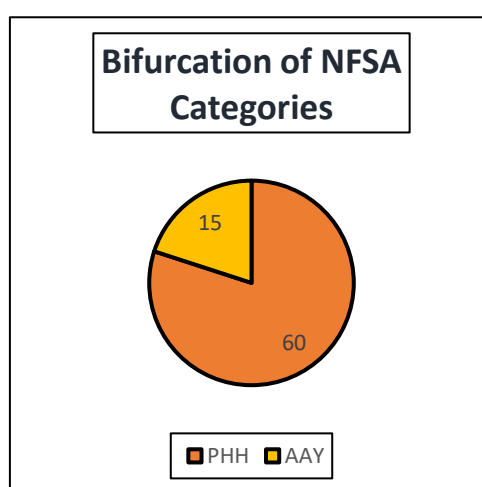


Graph 1 Sample Beneficiaries

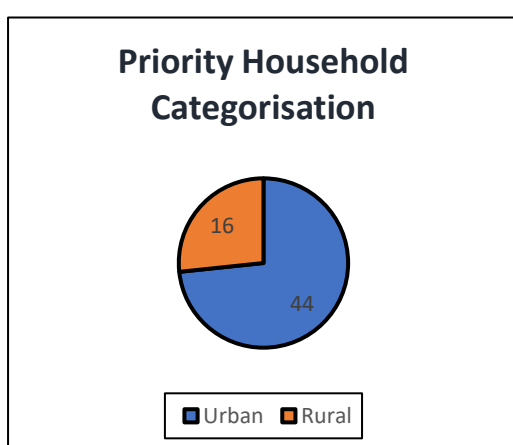
There was a total of 620 beneficiaries in the study as per the sampling plan which further has been categorized into Subcategories viz; NFSA cardholders, non-NFSA beneficiaries and FPS owners as indicated in table 2.

Districts	PHH (Urban)	PHH (Rural)	AAY (Urban)	AAY (Rural)	TOTAL PHH	TOTAL AAY	TOTAL
Bhopal	44	16	11	4	60	15	75
Gwalior	44	16	11	4	60	15	75
Sagar	44	16	11	4	60	15	75
Jabalpur	44	16	11	4	60	15	75

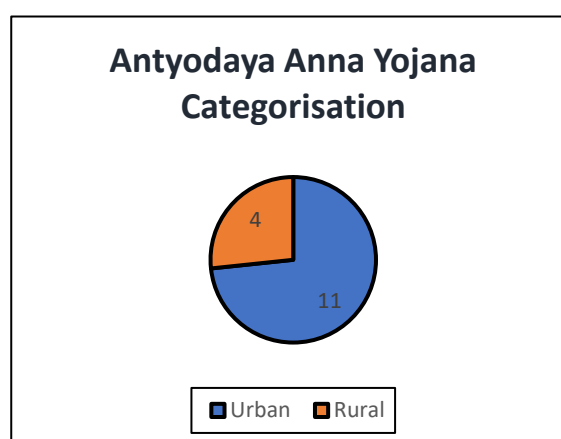
Table 2 Bifurcation of NFSA Beneficiaries



Graph 2 Bifurcation Of NFSA Beneficiaries



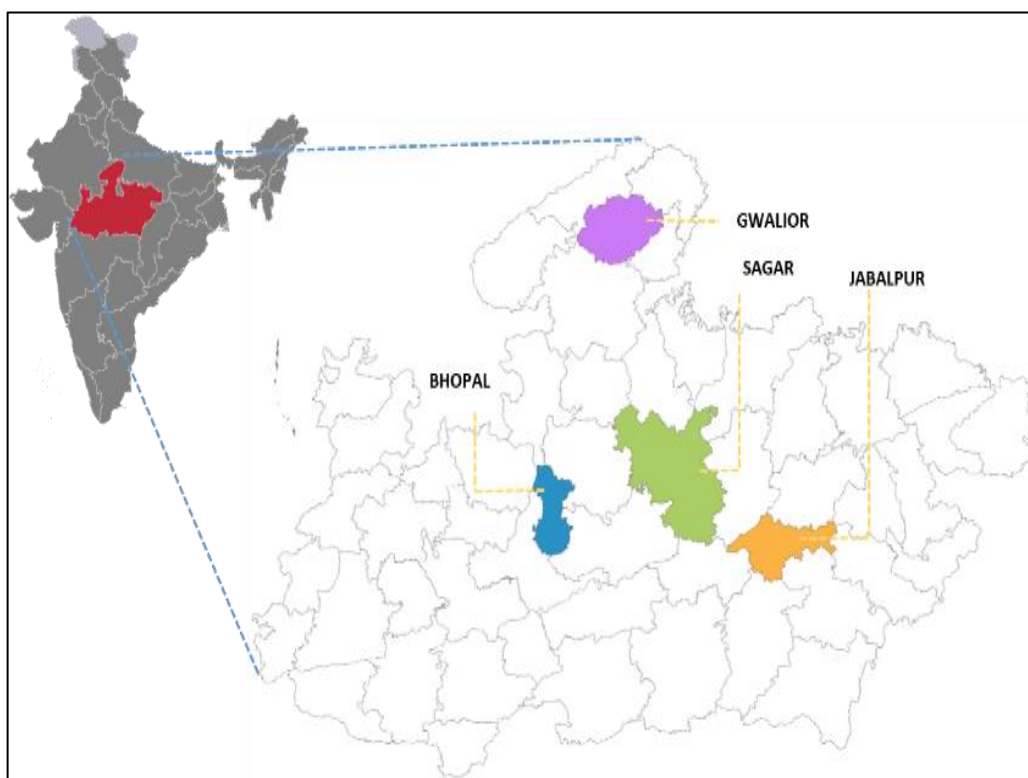
Graph 3 Priority Household Beneficiaries



Graph 4 Antyodaya Anna Yojana Beneficiaries

The above Table & Graphs describes about the further bifurcation of the NFSA beneficiaries comprising two categories Priority Household (PHH) and Antyodaya Anna Yojana (AAY). Out of the total PHH beneficiaries 44 were from Urban and the remaining 16 belong to the

rural areas from the respective sample districts. Similarly, from Antyodaya Anna Yojana 11 beneficiaries belong to Urban and the rest 4 belong to rural areas from the sample districts.



Map 1 Sample Districts

The map above highlights the sample districts selected in the study Gwalior, Bhopal, Sagar and Jabalpur. The study was carried out in 4 sampled districts through Kobo Toolbox which is an open-source tool for data collection. It helped in collecting the data from the field using mobile devices such as mobile phones, which is easily available to all the Field Investigators. The method of collecting data using GPS Geo-tagging helped in ensuring that data collection has been done by interviewing real time beneficiaries from different locations across all the sampled districts. To get exact locations of Households with their GPS Coordinates, the questionnaire developed was framed in such a way that no manipulation of data can be carried.

1.3 Data Collection and Analysis

There are following stake holders in the study: NFSA Beneficiaries which include both PHH & AAY Households, Non-NFSA Beneficiaries and Fair Price Shops of the sample districts. Structured questionnaire was designed for all three stakeholders. The analysis of the data covers major aspects of the study: beneficiary selection and ration card management system, the management of Fair Price Shops, supply chain management, FPS automation. The data collected from the NFSA, Non-NFSA beneficiaries & Fair Price Shops was completed using

Unique IT- Tool software named KOBO Toolbox. Data Wrapper was used for Visualization and Microsoft Excel for the Data Analysis.

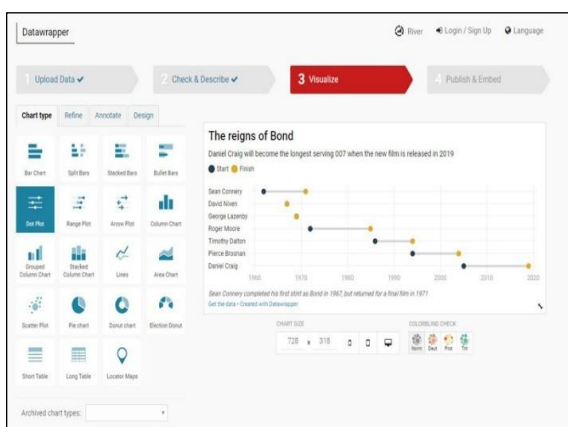


Figure 2 Data Wrapper



Figure 1 Microsoft Excel

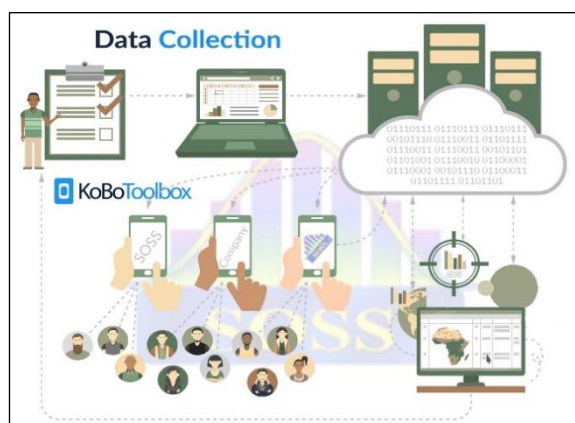


Figure 3 Kobo tool box

1.4 Limitations of the Study

Given the size of the district in terms of area and population it was felt that sample is too small to attribute the results / findings to the population. Since the Sampling plan has been shared by Government of India as per the shared Terms of Reference, so the size of the sample needs to be increased so as to make it a true representation of the population.

- a) Resources, mainly time and money have been a constraint.
- b) Timeline for data collection was not sufficient as the quantum of data to be collected per day as per the methodology to be adopted was large. It was difficult for the investigators to complete the whole data collection during the COVID-19 Pandemic within the stipulated time.

Chapter-2 Beneficiary Selection and Ration Card Management

There are following stakeholders in this study:

- NFSA beneficiaries comprising of PHH and AAY households.
- Non NFSA Beneficiaries.
- Fair Price Shops (FPS) owners,
- Key stakeholders at the village level.

The beneficiaries were interviewed using a structured questionnaire for the stakeholders, The analysis of the data covers six major aspects of the study: Beneficiary selection and ration card management system, the management of Fair Price Shops, FPS automation, redressal grievance system.

2.1 Description of Study area/ Sample

The survey of NFSA was done in four districts enlisted in table 3. As per the sampling plan given by the Government of India.

S.no	Districts	Population	Population Covered under NFSA	Percentage % Of population covered under NFSA
1	Gwalior	20,32,036	1071964	53%
2	Bhopal	23,68,145	1573477	66%
3	Sagar	23,78,458	1844550	77%
4	Jabalpur	24,63,289	1740694	71%

Table 3 Percentage of Population covered under NFSA

Source: <https://mp.gov.in/>, <http://epos.mp.gov.in/>

2.2 NFSA Coverage Details

S.no	Districts	AAY Cards	PHH Cards	PHH Members
1	Gwalior	26076	196647	967854
2	Bhopal	33568	282163	1424546
3	Sagar	45786	365375	1662866
4	Jabalpur	51273	351114	1543582

Table 4 NFSA Coverage Details

Source: <http://nfsa.samagra.gov.in/>

The detailed information regarding the various categories of NFSA beneficiaries across the sampled districts is collected from the respective District Supplies Office. The figures enlisted in the table has been taken from the portal and contains the unique identification of family

(called Samagra id), the name of the household head, and members in the family, house address, and category of NFSA beneficiaries. Table 3 presents the overall coverage details of beneficiaries covered under NFSA in the state and Table 4, presents the percentage of population covered under NFSA in the sampled districts; different categories of beneficiaries identified under the NFSA and the total number of households, it is clearly evident from the data that shows that slightly over 92,41,928 lakh households are covered under the network of the public distribution system, covering significantly 77% in Sagar followed by 71% in Jabalpur, 66% in Bhopal and 53% in Gwalior respectively. It is worth noting that maximum of the population in the sampled districts comes under the provision of food security.

2.3 Number of Fair Price Shops

S.no	Districts	PoS (Online)	PoS (Offline)
1	Gwalior	18949	0
2	Bhopal	37449	0
3	Sagar	14152	3600
4	Jabalpur	27747	5122

Table 5 Number of Fair Price Shops

Source; <http://epos.mp.gov.in/>

2.4 Household Information

The detailed information regarding the household like gender of Household head, number of Household members, Adult and old age members, occupation status etc are shown in the following tables.

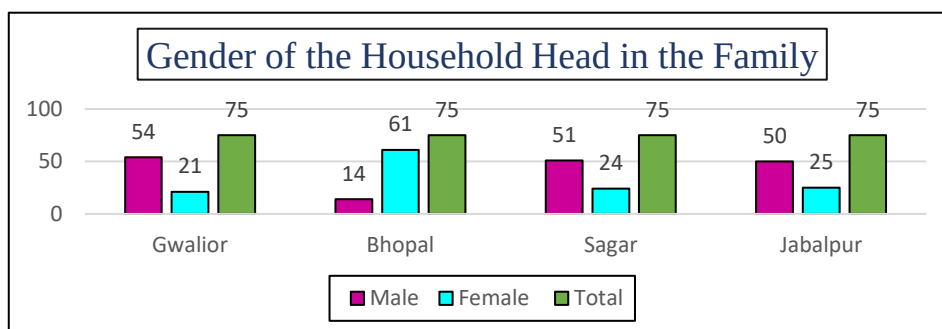
2.4.1 Gender of Household Heads

The table 6 shows the distribution of males and females across the sampled districts. It is clearly visible that; Bhopal has the maximum number of female household heads among the other districts. Gwalior, Sagar and Jabalpur have maximum number of male household heads.

S.no	Gender	Sample Districts							
		Gwalior		Bhopal		Sagar		Jabalpur	
		HH Head	Resp.	HH Head	Resp.	HH Head	Resp.	HH Head	Resp.
1	Male	54	75	14	75	51	75	50	75

2	Female	21	75	61	75	24	75	25	75
---	--------	----	----	----	----	----	----	----	----

Table 6 Gender of Household Head



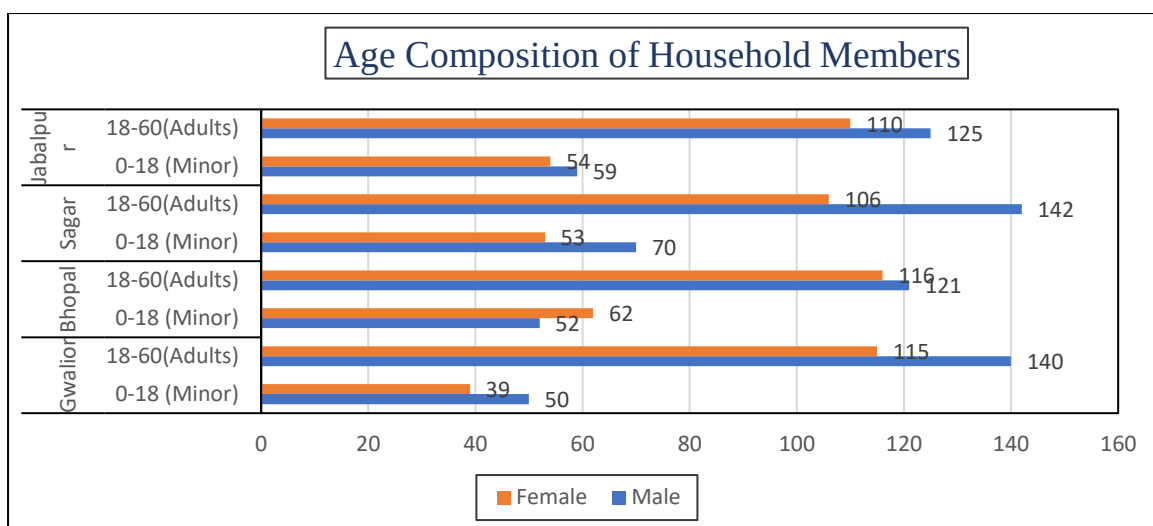
Graph 5 Gender of the Household Head

2.4.2 Age Composition of Households

The Table 7 shows the composition of household members in all the sampled districts. it is clearly evident; the number of household members (males and females) viz minors of the age below 18 years and above 18 years but not more than 60 years. The data further depicts that majority of the household members in all the sampled districts fall in the age group of 18-60 year as depicted in

S.no	Gender	Gwalior			Bhopal			Sagar			Jabalpur		
		Minor Below 18	Adults Above 18 below 60	Total	Minor Below 18	Adults Above 18 below 60	Total	Minor Below 18	Adults Above 18 below 60	Total	Minor Below 18	Adults Above 18 below 60	Total
1	Male	50	140	190	52	121	173	70	142	212	59	125	184
2	Female	39	115	154	62	116	178	53	106	159	54	110	164

Table 7 Number of Household Members



Graph 6 Age Composition of Households

2.4.3 Adult Members in the Family

Table 8 shows the adult members in the households across the sampled districts. Jabalpur has the maximum number of Male members having the age above 60 years followed by 10 in Gwalior, Bhopal and Sagar has comparatively lower number of household adult members above this age group. In case of Female members, Jabalpur has highest number (29) of household members in the age group of above 60 years, followed by 23 in Gwalior, 12 in Sagar and 11 in Bhopal. The following beneficiaries fall under special dispensation criteria under NFSA.

S.no	Adult Member (Above 65yrs.)	Gwalior	Bhopal	Sagar	Jabalpur
1	Male	10	4	3	20
2	Female	23	11	12	29

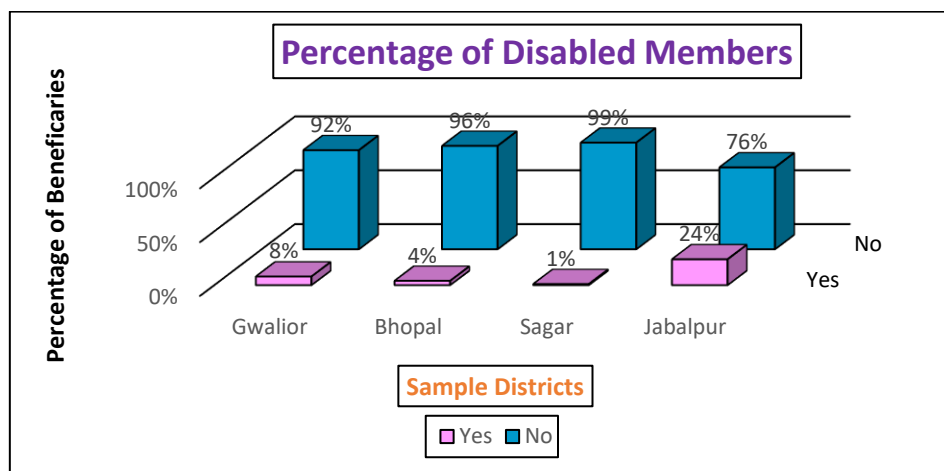
Table 8 Adult members in the family

2.4.4 Disabled Members in the Family

It is clearly visible from the table 9 that 24% members in Jabalpur followed by 8% in Gwalior has the maximum number of household members falling in the category of Disabled individual beneficiaries. The percentage is significantly lower in districts viz, 4% in Bhopal and 1% in Sagar. The following beneficiaries fall under Special dispensation criteria under NFSA and thus are eligible for the home delivery of the entitled quota of Foodgrain or Delivery through authorized nominees of respective beneficiaries.

S.no	Disabled Members in the Family	Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	8%	4%	1%	24%
2	No	92%	96%	99%	76%

Table 9 Disabled members in the family



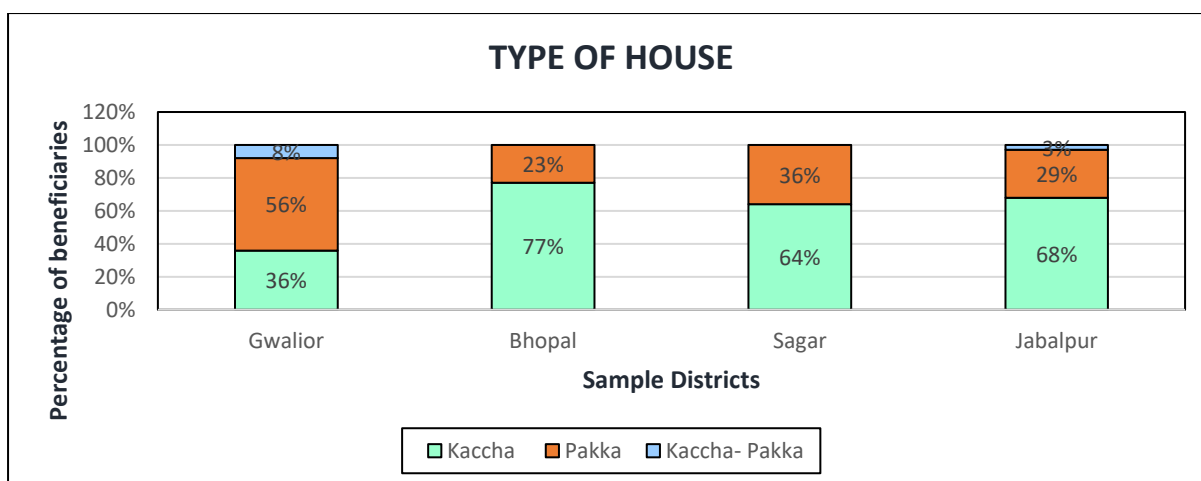
Graph 7 Percentage of Disabled Members

2.4.5 Type of House which Beneficiaries own

The table 10 depicts the complete scenario of the type of house of the ration card holders in the sampled districts. Among the interviewed ration card holders in Bhopal, Jabalpur and Sagar, Kaccha Houses were found in abundance. 77% in Bhopal, 68% in Jabalpur and 64% in Sagar. Whereas the percentage was recorded lesser in Gwalior 36%. It must be noted that pakka type houses were maximum in Gwalior with the 56% and Kaccha-pakka type of houses were present in Gwalior and Jabalpur Districts with 8% and 3% respectively.

S.no	Type of House	Gwalior	Bhopal	Sagar	Jabalpur
1	Kaccha	36%	77%	64%	68%
2	Pakka	56%	23%	36%	29%
3	Kaccha- Pakka	8%	0	0	3%

Table 10 Type of house beneficiary own

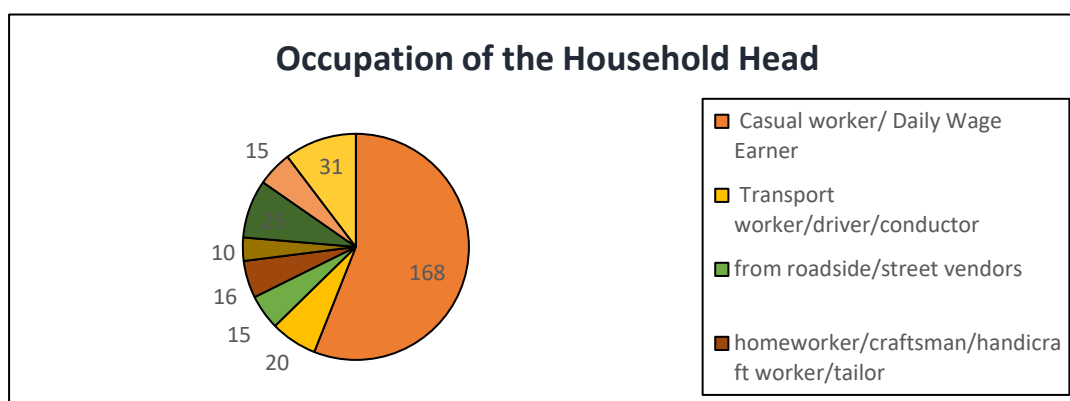


Graph 8 Type of House

2.4.7 Occupation of the Head of the Household

Source of Income / Districts	Sample Districts				
Categories	Bhopal	Gwalior	Jabalpur	Sagar	Grand Total
Casual worker/ Daily Wage Earner	49	26	42	51	168
Transport worker/driver/conductor	7	3	5	5	20
Roadside/street vendors	7	4	2	2	15
Homeworker/craftsman/handicraft worker/tailor		3	11	2	16
Farming	2	8			10
Shop worker / assistant / Peon / waiter in small establishment	10	5	4	6	25
Non-work (Pension / Rent / Interest) Other work	4	3	3	5	15
Other work	3	18	2	8	31
Total	82	70	69	79	300

Table 11 Occupation of Household Head



Graph 9 Occupation of the Household Head

Table 11 depicts the complete scenario of the occupation of the ration cardholders in the four sampled districts. Among the interviewed ration cardholders Daily based casual workers in Sagar, Bhopal and Jabalpur were found in abundance. 68% in Sagar and 65% in Bhopal and 56% in Jabalpur belong to this category. In Gwalior 65% respondents came from self-employed category of workers and other non-agricultural activities illustrated in the graph as well.

2.4.8 Average monthly income of the households

The table 12 indicates the average income of households in the sampled districts. It is quite evident from the table that respondents in all the sample districts lies within the range of 4000 INR to 8000 INR. The highest average income was observed in Bhopal, followed by Sagar and Gwalior. However average income in Jabalpur was slightly observed lesser than other districts.

S.no	Sample Districts	No of Households	Average income of Households (Monthly in Rupees)
1	Gwalior	75	4000-6000
2	Bhopal	75	6000-8000
3	Sagar	75	5000-6500
4	Jabalpur	75	4000-5000

Table 12 Average monthly income of the Households

2.4.9 Type of Ration Card

It is clear from the table 13, that among the two categories of ration cards, Maximum of the interviewed ration card holders were having Priority Household (PHH) cards. Since the sample size in each district was pre-defined as per the TOR shared by the Department.

S.no	Type of Ration Card	Gwalior	Bhopal	Sagar	Jabalpur
1	PHH	60	60	60	60
2	AAY	15	15	15	15
3	Total	75	75	75	75

Table 13 Type of Ration Card

The interviewed card holders in all the sampled districts were in possession of 15 AAY cards and 60 PHH cards each.

2.4.10 Eldest women (Above 18) recognized as the Head of the Family

S.no	Eldest women (Above 18) recognized as the Head of the Family	Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	21	61	24	25
2	No	54	14	51	50
3	Total	75	75	75	75

Table 14 Number of Household with Women Head

The Table 14 illustrates the number of women headed household bearing NFSA ration cards for getting entitlement under the Act. It is clearly shown in the table that majority of the respondents in the sampled districts have shown lesser number of women household head in their families. Whereas in Bhopal itself majority of respondents have observed women headed household viz 61.

2.4.11 Respondents Awareness

The table 15 shows the respondents awareness regarding the eligibility/identification criteria for availing the benefits of NFSA in the first part of the table. It is clear that 57 respondents in Bhopal followed by 30 respondents in Gwalior and 26 in Jabalpur districts were aware about the benefits of NFSA. But in Sagar, none of the respondents were not aware regarding its benefits.

Are you aware about the eligibility/ identification criteria for availing benefits of National Food Security Act?		Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	30	57	0	26
2	No	45	18	75	49
3	Total	75	75	75	75
Are you aware of the process of applying for new or duplicate ration card		Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	20	45	1	22
2	No	55	30	74	53
3	Total	75	75	75	75
Are you aware of the process of adding and deleting members?		Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	13	44	3	24

2	No	62	31	72	51
3	Total	75	75	75	75
No. of Beneficiaries applied in modification of Ration Card		Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	4	0	1	20
2	No	71	75	74	55
3	Total	75	75	75	75

Table 15 Awareness among beneficiaries regarding NFSA

It is important to note that majority of the beneficiaries in the sampled districts were not aware of the benefits as well.

Similarly, the respondents were asked about their awareness of the process of applying for new or duplicate ration card and the process towards the addition and deletion of members from the ration cards. It was found that most of the respondents (44) in Bhopal itself were aware about this process. 72 respondents in Sagar, 62 in Gwalior and 51 respondents in Jabalpur district were unaware towards these provisions. The respondents were asked about modifications in their ration cards, it was observed that the level of awareness among the majority of the respondents was not up to the mark. Due to which beneficiaries were not able to claim their entitlement/benefits under the Act.

2.4.12 Awareness Regarding the Facility

The respondents in sampled districts were asked about the facility for availing the new ration card and any kind of editing in the existing ration cards. The table 16 shows the availability of facilities for editing or duplicate ration cards. It was observed that Bhopal is the only district where 61 beneficiaries were aware about the online mode of process. Other facilities like CSC, Block Level centres were also recorded among the beneficiaries in Gwalior.

Whereas majority of the respondents in districts viz Jabalpur (75), Sagar (73) and Gwalior (68) were totally unaware about the facilities available for making any changes in the existing ration cards.

S.no	Are you aware of the following facility to avail for new or duplicate ration card/ member addition & deletion etc	Gwalior	Bhopal	Sagar	Jabalpur
1	CSC/ Village Level Entrepreneurs	2	-	-	-
2	Block level centres	2	1	-	-
3	Online facility	3	61	-	-

4	Any Other (Specify)	-	-	2	-
5	Not aware	68	13	73	75
6	Total	75	75	75	75

Table 16 Awareness regarding Facility

2.4.13 Distance Travelled for Availing the Service (Modification/ Addition/ Deletion of Members)

The respondents were asked about the distance travelled by them for applying to add and modify new names in the ration cards, out of all the respondents interviewed in Jabalpur, 20 out of 75 rationcard holders have either travelled 5-10kms for making any modification in the existing ration card. Whereas In Bhopal, no such case was reported among the interviewed beneficiaries. In Gwalior and Sagar, the number was significantly lesser as depicted in Table 17.

S.no	Distance Travelled	Gwalior	Bhopal	Sagar	Jabalpur
1	At home/ through mobile	2	-	-	-
2	Less than 5 kms	-		1	14
3	5-10 kms	2	-		6
4	10-20 kms	-	-	-	-
5	Above 20 kms	-	-	-	-

Table 17 Distance Travelled by Beneficiaries for availing the service

2.4.14 Average Fee and Time Taken for Processing the Application

The respondents were asked about the money incurred and the time taken to process the complete application. Regarding the average amount of money incurred to avail the facility at any online kiosk or other facility available. It was observed that in all the sampled districts, an average of Rs 220 was incurred by each rationcard holder.

The respondents were asked about the time taken to process and make any modification. It was observed that an average of 5 days is the time duration to complete the process in all the sampled districts.

S.no	Parameter	Amount (All Districts)
1	Average Fees Incurred by beneficiaries to avail the services	220 Rs
S.no	Parameter	Time Taken (All Districts)
2	Average Time Taken to process the application	5 Days

Table 18 Average Fee and Time taken to process the application

2.5 Quality of Data- Aadhaar, Mobile and Bank Account Seeding

2.5.1 Aadhaar Linkages in the Family

The number of members in your family who have linked Aadhaar number to ration card & Bank Account					
Number of Family Members	Bhopal	Gwalior	Jabalpur	Sagar	Grand Total
0		59		11	65
1	4	5	2	4	14
2	6	7	10	3	25
3	8	3	20	3	33
4	17		24	20	50
5	22	1	8	19	37
6	11		7	8	21
7	2		4	4	8
8	1				1
9	1			2	3
10				1	1
Grand Total	75	75	75	75	300

Table 19 Aadhaar Linkages in the Family

The assessment was made to know about members within a ration cardholders' family who have seeded their Aadhaar number with the issued rationcard. It is evident from the table 19 and has come forth that majority of the rationcard holders i.e 78.3 % have registered all members of the family in all the districts. 21.7% are those where no members of the family have linked their aadhaar number to ration card. There was a mixed response among all the sampled districts wherein families having number of members ranging 1-10 have linked their ration cards with both bank and mobile numbers.

2.5.2 Reason for not registering

There were some beneficiaries in all the districts, wherein respondents have cited different reasons for linking or registering with aadhaar. It was observed that 86% of the respondents have completed their aadhaad linkages, the remaining 14% cited incomplete or technical glitches being the reason for incomplete linkages as depicted in table 20.

Districts					
Reasons for not registering	Bhopal	Gwalior	Jabalpur	Sagar	Grand Total
Applied but Aadhaar not generated		2			2
Aadhaar links of all members	75	59	50	75	259
Detail submitted but not yet linked		11	24		35

Not applied for Aadhaar		3	1		4
Grand Total	75	75	75	75	300

2.6 E-PoS Based Service Delivery

S.no	Do you receive food grains through e-Pos Enabled FPS	Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	75	75	75	75
2	No	0	0	0	0
3	Total	75	75	75	75
Do you get printed receipt from e-Pos machine in case of failure		Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	50	75	61	0
2	Sometimes/ not always	0	0	3	4
3	Never	25	0	11	71
4	Total	75	75	75	75
If Yes, Number of beneficiaries got the printed receipt in Local Language		Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	45	75	56	0
2	Sometimes/ Not always	2	0	2	0
3	Never	28	0	17	75
4	Total	75	75	75	75

Table 21 Implementation of e-Pos in FPS

As far as the information collected from household is concerned, the Table 21 highlights that all respondents are getting food grains with e-Pos machine under PDS. However, majority of the respondents claim that the e- POS machine remains non-functional for most of the time. The Beneficiaries of District Jabalpur and few of the respondents from Gwalior and Sagar also highlighted the issue of non-local language used on e-POS receipts. Regarding the provision of receipts by the FPS dealer it was revealed by the majority of the respondents that the FPS dealer provides the receipt, while as only few respondents claimed that in case of failure of machine the dealer fails to provide with the physical receipt.

2.6.1 Alternatives adopted by FPS to distribute food grains

It is clear from table 22, the average number of attempts taken for successful authentication.

S.no	Parameter	Gwalior	Bhopal	Sagar	Jabalpur
1	Average Number of Authentication attempts taken for successful authentication	2	2	2	2
2	Average Time Taken to complete biometric authentication.	4 minutes	2 minutes	9minutes	4 minutes
In case of failure of finger print/iris authentication		Gwalior	Bhopal	Sagar	Jabalpur
1	Ration is Denied	65	75	70	21
2	Ration is received without authentication	5	0	2	0
3	Use exception management practice to receive ration	5	0	3	54
4	Total	75	75	75	75
Exception Management Followed		Gwalior	Bhopal	Sagar	Jabalpur
1	OTP on mobile	5	0	0	0
2	Given Ration after local official verifies	3	0	0	0
3	Samagrah e-card	67	75	75	75
4	Total	75	75	75	75

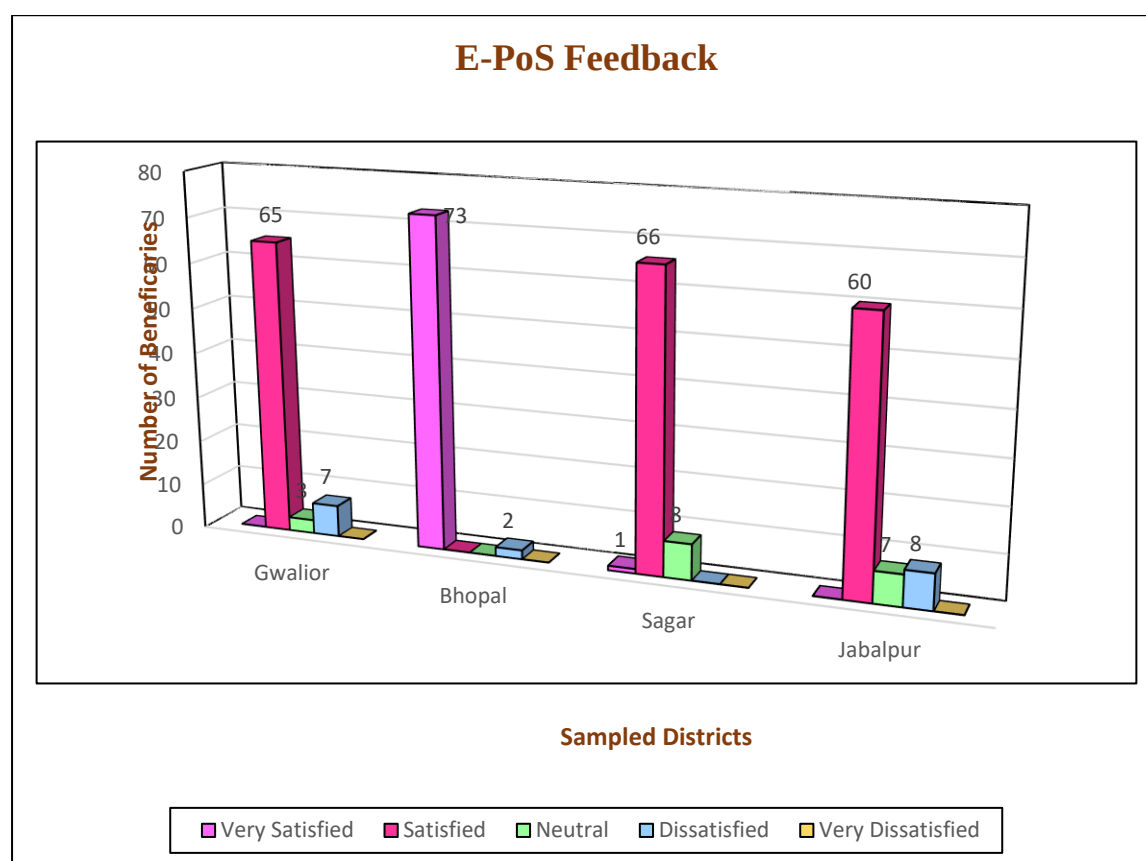
Table 22 Digitisation in FPS

It was observed in all the sampled districts that it usually takes 2 attempts on an average to complete the distribution process and an average time 5 minutes for one complete transaction. The respondents were asked about the cases in which e-PoS machine failed to authenticate the biometrics, it is clear from the table that the ration was completely given to only ration card holders among all the districts. There were negligible cases of ration received without authentication.

There were other cases of using exceptional methods for ration distribution in case of e-PoS failures, The respondents in sampled districts responded that Government of Madhya Pradesh distributed the ration through ‘Samagra’. This Samagra is e-ration card in the form of a electronic receipt issued by GoMP under NFSA 2013. This card contains information like – identification number of beneficiary and their family members, their names, eligibility

category, name of concerned FPS and its code number along with the entitlement of the total quantity of ration items of the card holder's family. The Samagra Portal after getting this information certified by the local government agency prints this Samagra e-card. This card remains with the beneficiary unless he/she wants to include/delete the name/s of the member/s of their family. The information of this Samagra e-card is available on the portal of the ministry (www.food.mp.gov.in) and can be accessed by the general public. This Samagra e-card is being widely used in the distribution of ration commodities where e-PoS machines are not working. The distribution through Samagra ID is normally done after 21st of every month.

2.6.2 Feedback Regarding Functioning of e-PoS Machine and Aadhaar Authentication



Graph 10 e-PoS Feedback

The research team investigated that FPS dealers sold their allocations through e-PoS Aadhaar authentication mode. The respondents in all the sampled districts were asked about the feedback of the functioning of e-PoS machines and responses were recorded. It was observed that rationcard holders in Bhopal district were highly satisfied and satisfied in Sagar, Gwalior and Sagar respectively as depicted in Figure above and Table 23. Few of the respondents in all the districts gave a neutral and showed dissatisfaction as some beneficiaries fail to claim their entitlements due to authentication issues, connectivity issues, longer response time, and sometimes denial of ration. As reported by the FPS dealers, using e-PoS machines in distributing ration has increased the convenience for the operation of ration distribution.

In case of Dissatisfaction, mention the reasons		Gwalior	Bhopal	Sagar	Jabalpur
1	PoS Machine does not work	1	-	-	-
2	Connectivity Issues	1	-	-	1
3	Biometric Authentication Issues	2	2	-	-
4	Long waiting time	1	-	-	7
5	Denial of ration	2	-	-	-
6	Others	-	-	-	-
7	Total	7	2	0	8

Table 23 Feedback Regarding e-PoS machine and authentication

2.6.3 Alternatives Practiced in case of e-Pos Failure

Table 24 highlights the alternatives adopted on site during beneficiary visit to FPS shop for getting their monthly entitlement in case e-PoS machine fails to authenticate Biometrics or IRIS based authentication.

S.no	In case of e-Pos machine failure what alternatives are used to distribute the foodgrains	Gwalior	Bhopal	Sagar	Jabalpur
1	Ration is denied	64	74	68	46
2	Ration is given with handwritten receipt	4	1	0	2

Concurrent Evaluation of Implementation of National Food Security Act, 2013

3	Ration is given without receipt	2	0	0	4
4	Others	5	0	7	23
5	Total	75	75	75	75

Table 24 Alternative Practices at times of e-PoS Failure

Chapter- 3 Ease of access, leakages and diversion

3.1 Timely availability of Food grains and percentage offtake by households in the sample Fair Price Shops

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 there 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 table 25 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 Bhopal, Gwalior and Sagar FPS succeeded to get their entitlements in a single visit. However, the sample beneficiaries of Jabalpur FPS did not succeed to get their entitlements in a single visit. The highest number of percentage offtake was seen in Sagar (93%) followed by Bhopal (88.7%) and Gwalior (83.8%) and the least in Jabalpur (57%).

S.no	Districts	Availability of food grains during single visit	Percentage offtake by Households
1	Gwalior	Yes	83.8%
2	Bhopal	Yes	88.7%
3	Sagar	Yes	93%
4	Jabalpur	No	57%

Table 25 Availability of Foodgrain in sample districts

3.2 Average distance of Fair Price Shop from Beneficiary's Home

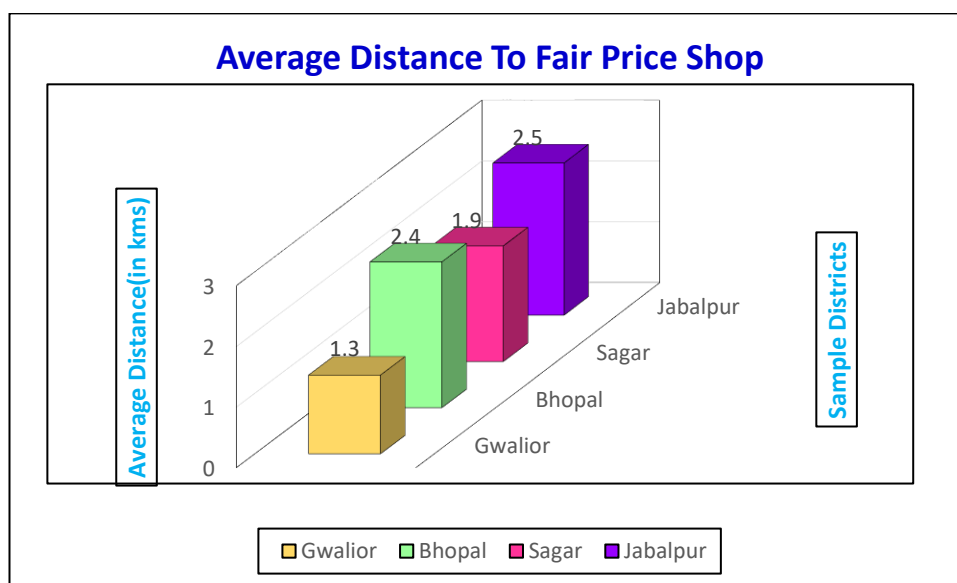
The distance between the FPS and beneficiaries' house is one of the key factors of receiving the entitled food grains in a single visit by the beneficiaries. The longer distance between the FPS and house of beneficiaries creates some difficulties for the beneficiaries to reach the FPS within the stipulated time limits. Such a long distance also creates difficulties to carry the entitled food grains by the beneficiaries.

As depicted in Table 26, the research team observed that the sample beneficiaries of Jabalpur and Bhopal FPS had on an average approximately 2.17 and 2.09 kms to FPS from their home, and such distance significantly determines the receiving of entitled food grains in a single visit. Similarly, the sample beneficiaries of Sagar FPS faced on an average approximately 1.89 kms to their registered FPS from their home. However, the sample beneficiaries of Gwalior FPS faced on an average 1.36 km of distance between FPS and their

home.

S.no	Districts	Average Distance (in K.M)
1	Gwalior	1.36
2	Bhopal	2.09
3	Sagar	1.89
4	Jabalpur	2.17

Table 26 Average Distance of FPS in all Sample districts



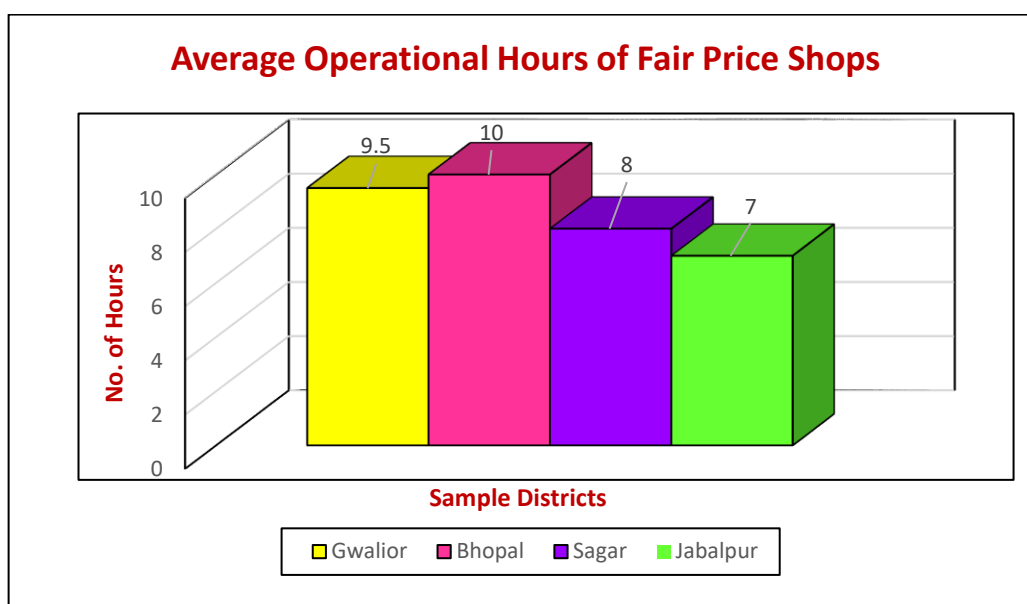
Graph 11 Average Distance to FPS Shop

3.3 Awareness levels of beneficiaries regarding NFSA entitlement/ FPS opening and closing time

The evaluation also included getting responses about the awareness levels of beneficiaries regarding entitlements under NFSA, for which, 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, the level of satisfaction of the working time of FPS etc.

S.no	Districts	Opening Time (Daily Average)	Closing Time (Daily Average)	Average Open hours
1	Gwalior	8:00 am	5:30 pm	9.5 Hrs
2	Bhopal	9:00 am	7:00 pm	10 Hrs
3	Sagar	10:00 am	5:00 pm	8 Hrs
4	Jabalpur	10:15 am	2:00 pm	4.5Hrs

Table 27 Awareness level of Beneficiaries regarding Operational Hours of FPS



Graph 12 Average Operational Hours of FPS

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 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 Jabalpur FPS claims that FPS is open almost half day per day. The opening and closing time of all FPS dealers were classified into opening and closing time. All the FPS dealers open their FPS during morning shift from approximately 8 am to 10:30 am and close their shops from approximately 5:30 pm to 7 pm. Such a procedures of functioning time of FPS is appropriate for the daily wage earners who failed to visit the FPS during daytime due to their work schedule. It was observed that in sampled districts viz Bhopal, Gwalior and Sagar, all the FPS shops remained open for 8-10 hours in a day.

3.4 Food grain quantity purchased and price 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 as illustrated in table 28. 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. The respondents were asked about different aspects based on the type of commodity availed, it was observed that beneficiaries in all the sampled districts have availed different commodities viz, Rice, Wheat, Atta and coarse grains. The average price per kilogram (Kg) was highest in Jabalpur (1.96 INR) and lowest in Gwalior (0.37 INR). Similarly, the highest Average price of wheat was recorded in Gwalior (3.9 INR) and lowest in Bhopal (0.8 INR). The prices of other commodities viz Atta and Coarse grains were significantly low in all the sampled districts, almost negligible for Atta and 0.26 INR respectively.

S.no	Commodities	Average Price (in rupees/per kg) per household			
		Gwalior	Bhopal	Sagar	Jabalpur
1	Rice	0.37	0.94	0.86	1.96
2	Wheat	3.9	0.8	1.78	1.90
3	Atta	0	0.01	0	0
4	Coarse Grains	0.26	0.06	0.01	0

Table 28 Average Price of Commodities in all sample districts

The table 29 illustrates the Average quantity in kilograms of Commodities distributed per household. It was observed that Rice has been distributed in all the sampled districts viz Gwalior (6.8 kg), Jabalpur (4.88 kg), Sagar (4.09 kg) and Bhopal (4 kg).

Similarly, Wheat is the only commodity distributed in bulk among the sampled respondents and on an average, 32.8 Kg in Gwalior, 24.9 Kg in Sagar, 21.7 Kg in Bhopal and 17.64 Kg in Jabalpur per household. Also, other commodities viz Atta and Coarse Grains, entitled to the beneficiaries were distributed as per the allocated weight in the range of 0-1Kg on an average in all the sampled districts.

S.no	Commodities	Average Quantity (kg) per household			
		Gwalior	Bhopal	Sagar	Jabalpur
1	Rice	6.8	4	4.09	4.88
2	Wheat	32.8	21.7	24.9	17.64

3	Atta	0	0.01	0	0
4	Coarse Grains	0.28	0.58	0.16	0

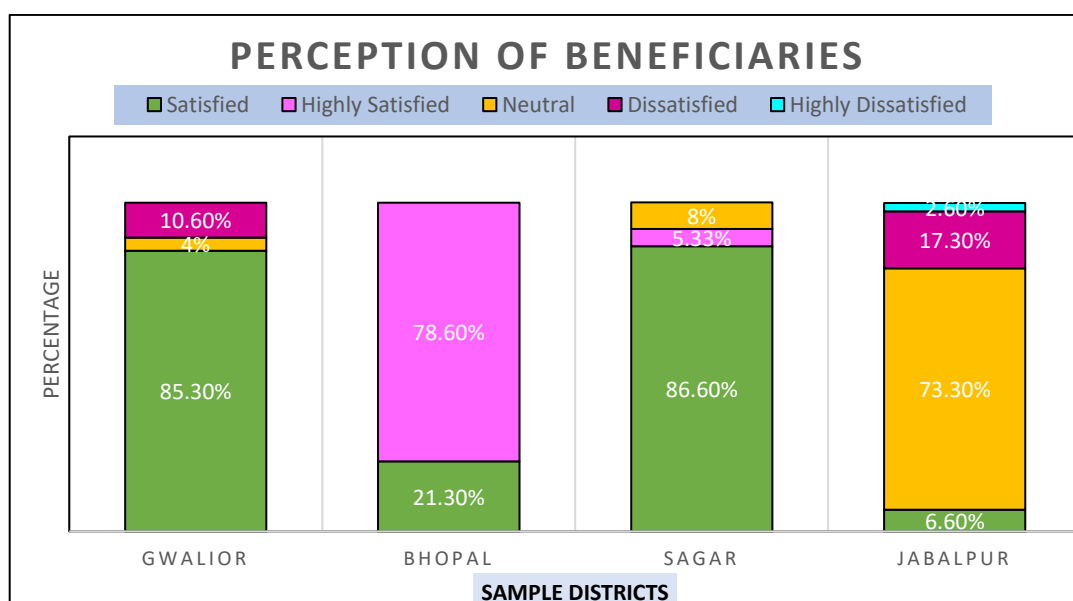
Table 29 Average Quantity of Commodities in all sample districts

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. Table 30 illustrates the perception of beneficiaries about the quality of food grains distributed under NFSA. If FPS supplied deteriorates 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.

S.no	Perception	Districts			
		Gwalior	Bhopal	Sagar	Jabalpur
1	Satisfied	85.3%	21.3%	86.6%	6.6%
2	Very Satisfied	-	78.6%	5.33%	-
3	Neutral	4%	-	8%	73.3%
4	Dissatisfied	10.6	-	-	17.3%
5	Very Dissatisfied	-	-	-	2.6%

Table 30 Perception of Beneficiaries regarding quality of Foodgrains



Graph 13 Perception of Beneficiaries regarding Quality

The research team investigated the issue on the beneficiaries and classified the opinions into five categories. Majority of the beneficiaries in all the sampled districts were either satisfied or very satisfied on the quality of food grains. However, 73.3% beneficiaries in Jabalpur, 8% in Sagar and 4% in Gwalior showed their neutral opinions regarding the satisfaction level on the quality of their entitled food grains. The research team also observed that 17.3% in Jabalpur, 10.6% in Gwalior beneficiaries showed dis-satisfaction on the quality of their food grains. Though 2.6% beneficiaries in Jabalpur showed total dissatisfaction and were unaware about the quality of food grains, but they never approach any other sources to raise the concern over the issue.

3.6 Consumption of food grain by households and share of PDS foodgrains

The consumption of food grains by beneficiaries has been considered in Table 31, It was revealed that all the respondents are receiving food grains from FPS per month, but the quantity of food grains provided varies from AAY families to BPL families. From the survey it has become clear that all the respondents are not fully dissatisfied with the quantity of food grains provide to them through PDS as mentioned in Table 28 earlier.

S.no	Commodities	Total Quantity in a month (in kgs)			
		Gwalior (75)	Bhopal (75)	Sagar (75)	Jabalpur (75)
1	Rice	514	300	307	366
2	Wheat	2467	1632	1871	1323
3	Atta	0	1	0	0
4	Coarse Grains	0	1	0	0

Table 31 Consumption of Foodgrains by Households

The respondents mentioned that this amount of food grains is not sufficient for them, as it cannot suffice their food needs for the month, because of the lesser quantity of food grains provided at PDS, they are forced to buy additional rice form the market at a very high price. The range of consumption in all the sampled districts was in the range of 75 to 85 kgs for a one-ration card per month, which is not met under the NFSA provisions.

3.7 Status of Silent ration cards

There is Electronic Ration card management system ERCMS system in place at the district level to assess the Silent Ration Cards, especially for RCs against which food grains are not lifted for three consecutive months. No Steps were taken in respect of silent ration cards due to blocking of the ERCMS.

3.8 Special Dispensation for old, infirm, physically challenged.

The sample villages did not reflect any of the old, infirm, physically challenged enrolled under respective FPS. Hence the inferences in this regard were not made.

Chapter-4

Targeting (Inclusion and Exclusion Errors)

4.1 Brief overview of PHH Inclusion / Exclusion criteria Adopted by Madhya Pradesh

The Department of Food, Civil Supplies and Consumer Affairs in the state of Madhya Pradesh exercised the powers conferred by section 40 of the National Food Security Act 2013 (No. 20 of 2013). Every person belonging to priority households, shall be entitled to receive five (5) kg of food-grains per person per month at subsidized prices from the ration shops not exceeding Rupees 3 (Three) per kg of rice, Rupees 2 (Two) per kg of wheat and Rupee 1 (One) per kg for coarse grains for a period fixed by the Central Government and thereafter, at such price as may be fixed by the Central Government from time to time.

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

PHH Inclusion Criteria is as follows: -

1. Household without shelter.
2. Household with destitute, who is living on alms.
3. All households of Primitive Tribal Groups.
4. Household having a widow pension holder, if not otherwise ineligible as per the nine exclusion criteria.
5. A person with disabilities of 40% or more.
6. Any transgender person.

PHH Exclusion Criteria is as follows: -

1. Household owning motorized a four-wheeler / a heavy vehicle / a trawler / motor boat (two or more).
2. Household owning mechanized agricultural equipment such as Tractors or Harvesters.
3. Household with any member who is a regular employee - gazetted or non-gazetted - of Central Government, State Government, Public Sector Undertakings, Government aided autonomous bodies and local bodies. This will exclude incentive and other honorarium-based workers.
4. Household with any member in the family earning more than Rs.10,000/- per month in the rural and Rs.15,000/- per month for urban areas.

5. Pensioners with monthly income of more than Rs.10,000/- per month in rural areas and Rs.15,000/- per month in urban areas.
6. Household with enterprises (other than micro-enterprises) registered with the Government for manufacturing and services.
7. Household paying Income Tax or Professional Tax.
8. Household having domestic electric connection with a load of 2 KW or more and consuming an average of 300 units of energy (KWH) per month.
9. Household with three or more rooms with pucca walls and pucca roof.

4.2 Errors in Inclusion Criteria

4.2.1 Percentage of PHH Households not meeting eligibility criteria set by State/ UT

As illustrated in the table 32, The respondents in the sampled districts were asked about their eligibility criteria laid by the state for getting entitlements under the NFSA Act. The questions related to possession of motor car, agricultural equipments like tractor, Members of family working with Government, monthly earnings, business, availability of Pacca houses were analysed.

S.no	Districts/ Exclusion Criteria	Gwalior		Bhopal		Sagar		Jabalpur	
		Yes	No	Yes	No	Yes	No	Yes	No
1	Do you have motorized four wheelers/heavy vehicles/trawlers/motor boats (two or more) in your home?	2	58	0	60	0	60	0	60
2	Do you have agricultural equipment like tractors or harvesters in your home?	0	60	0	60	0	60	0	60
3	Do you have any members in your house who are regular employees of the Central Government, the State Government, the PsUs, government aided autonomous bodies and local	2	58	0	60	0	60	0	60

Concurrent Evaluation of Implementation of National Food Security Act, 2013

	bodies? (Gazetted or Non-Gazetted)								
4	Does any member in your family earn more than Rs 10,000/- per month (in rural areas) or Rs.15,000/- per month (in urban areas)?	11	49	0	60	2	58	0	60
5	Are any members in your family pensioners having more than Rs10,000/- per month (in rural areas) or more than Rs. 15,000/- per month (in urban areas)?	5	55	0	60	0	60	0	60
6	Does any member of the household own enterprises (other than micro enterprises) register with the Government for business and services?	1	59	0	60	0	60	0	60
7	Does a household member pay income tax or professional tax'?	0	60	0	60	0	60	0	60
8	Do you have an electricity connection of 2 kW or more in your family and do you consume more than 300 units of energy (KWH) every month?	2	58	0	60	1	59	0	60
9	Do you have three or more rooms with a pucca wall and a pucca roof?	51	9	4	56	19	41	9	51
10	Total	60		60		60		60	

Table 32 Exclusion Criteria of Priority Household (PHH)

The above Table describes about the PHH Beneficiaries who did not meet the eligibility criteria. 38% of the PHH beneficiaries in Gwalior, 7% of the beneficiaries in Bhopal, 34% of the beneficiaries in Sagar and 18% of the beneficiaries in Jabalpur were not meeting the eligibility criteria.

4.2.2 Number of Households wrongly included as AAY

S.no	Inclusion Criteria of AAY	Gwalior		Bhopal		Sagar		Jabalpur	
		Yes	No	Yes	No	Yes	No	Yes	No
1	Are you or anybody in your family landless agricultural labourers, marginal farmers, rural artisans or artisans, such as weavers, blacks	10	2	4	1	7	1	10	2
2	Are you or anybody in your family in the informal sector, such as cobblers, rag pickers, sapers, porters, rickshaw pullers, hand cart pullers, fruit and flower sellers or destitute?	0	0	6	0	2	1	0	1
3	Is the head of your family a seriously ill person/disabled person or a person aged 60 years or above or widowed without any means of livelihood?	1	0	2	1	1	1	0	0
4	Are you or anybody in your family widow/dying sick (critically)/disabled/disabled? A male or single woman aged 60 years or above who has no family support or income?	1	0	0	0	1	1	0	2
5	Do you belong to a primitive tribal group?	1	0	1	0	0	0	0	0
6	Do you have a BPL family and have an HIV positive person in your home?	0	0	0	0	0	0	0	0
7	Total	15		15		15		15	

Table 33 Inclusion Criteria Of Antyodaya Anna Yojana (AAY)

The above table describes about the beneficiaries who were wrongly included as AAY, As reflected in the table 33, it has been observed 13% of the beneficiaries were wrongly included in AAY category in Gwalior and Bhopal However, 26% in Sagar and 33% in Jabalpur were wrongly included in the respective category.

4.3 Percentage of Exclusion Errors (NON-NFSA Household Evaluation)

4.3.1 Percentage of Non-NFSA Households Eligible under PHH Criteria set by the State

S.no	PHH Criteria	Inclusion	Sample Districts							
			Gwalior		Bhopal		Sagar		Jabalpur	
			Yes	No	Yes	No	Yes	No	Yes	No
1	Household without shelter		14	61	1	74	5	70	1	74
2	Household with destitute, who is living on alms		0	75	0	0	1	74	0	0
3	All households of Primitive Tribal Groups		5	70	0	0	1	74	0	0
4	Household having a widow pension holder, if not otherwise ineligible as per the nine exclusion criteria		8	67	1	74	0	0	11	64
5	A person with disabilities of 40% or more		3	72	0	0	0	0	7	68
6	Any transgender person		0	0	0	0	0	0	0	0

Table 34 Number of Non-Nfsa eligible under PHH

The above Table informs about the non-Nfsa beneficiaries who are eligible under Priority Household Criteria. According to the Table 40% of the non-nfsa beneficiaries in Gwalior, 2.6% in Bhopal, 9% in Sagar and 25% in Jabalpur are eligible under PHH Criteria.

4.3.2 Percentage of the Households eligible to be AAY but included as PHH

There was not even a single case in the sample districts where Antyodaya Anna Yojana (AAY) beneficiaries were included as Priority Household (PHH).

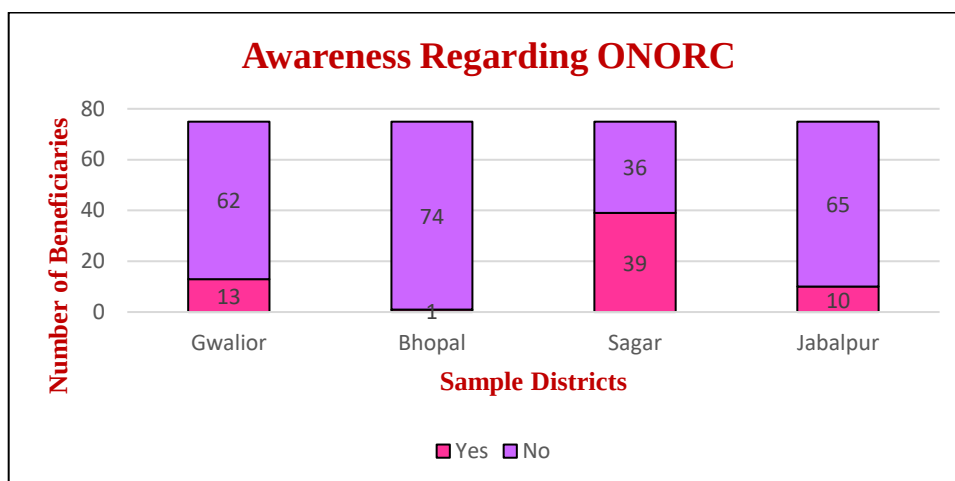
4.3.3 Reasons For not availing NFSA Benefits

The following were the reasons listed by non-nfsa beneficiaries of not availing the NFSA benefits.

- Issue in addition and deletion of names.
- Time consuming process of Application for new ration card.
- Due to Pandemic, people preferred to stay indoor.
- Lack of Awareness regarding the scheme, process among non-nfsa beneficiaries.
- Non-availability of eligibility slip.
- Old and handicapped persons at home who can't afford to go for the application process again and again.

Chapter-5 One Nation One Ration Card and Intra-State Portability

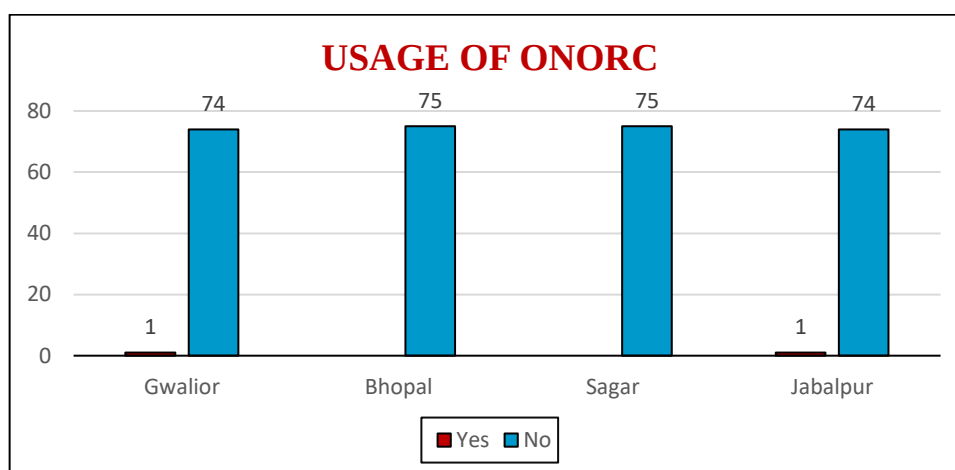
5.1 Awareness Regarding Intra- State and National Portability



Graph 14 Awareness Regarding ONORC

The graph above reflects the awareness level among the beneficiaries regarding Intra- State and National Portability, it was observed that the level of awareness is lowest in Bhopal where only one beneficiary is aware about the portability while it was highest in Sagar where 39 beneficiaries stated that they were aware about the portability transactions. The remaining two districts Gwalior and Jabalpur also had poor awareness level. Also, majority of the beneficiaries who are aware about the portability transactions mentioned that the Ration can be uplifted from any Ration Shop across the Country, Aadhaar Seeding is necessary for the portability and Ration can be uplifted from any FPS in the village / Panchayat / Block.

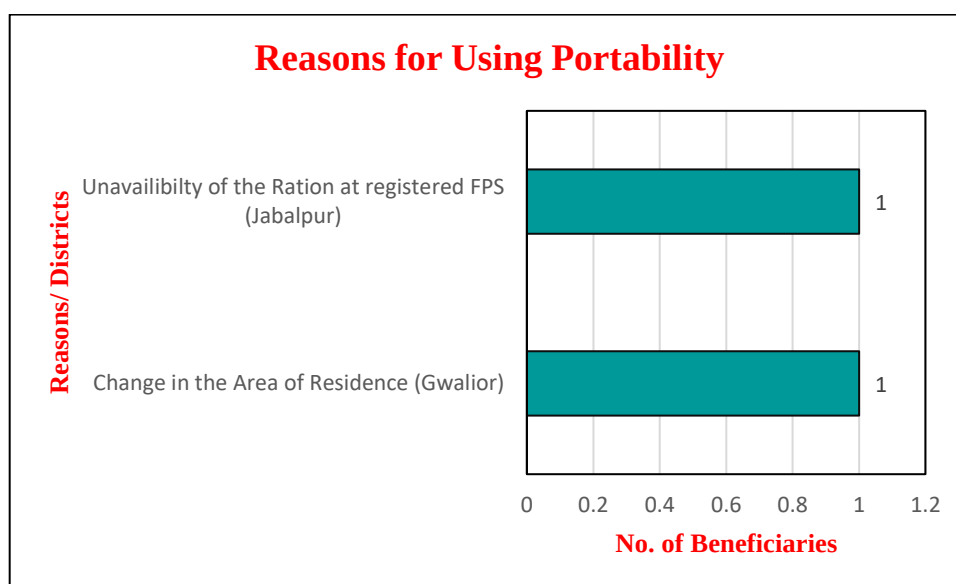
5.2 Usage of ONORC/ Portability



Graph 15 Usage of ONORC

The above graph depicts the usage of the portability transactions availed by the beneficiaries, The above graph clearly highlights that the usage of the intra state portability is almost negligible in all the sample districts and the only districts which had availed the benefits of the portability was Gwalior and Bhopal.

5.3 Reasons for Beneficiaries Availing Portability / ONORC



Graph 16 Reasons for Using Portability

The above graph depicts the two sample districts in which the benefits of portability was availed and the reasons for the same it is clearly being observed that the reason for the usage of the portability in Gwalior was change in residence and Jabalpur was unavailability of the ration at registered FPS.

5.4 Experience of Beneficiaries availing intra-state and national portability

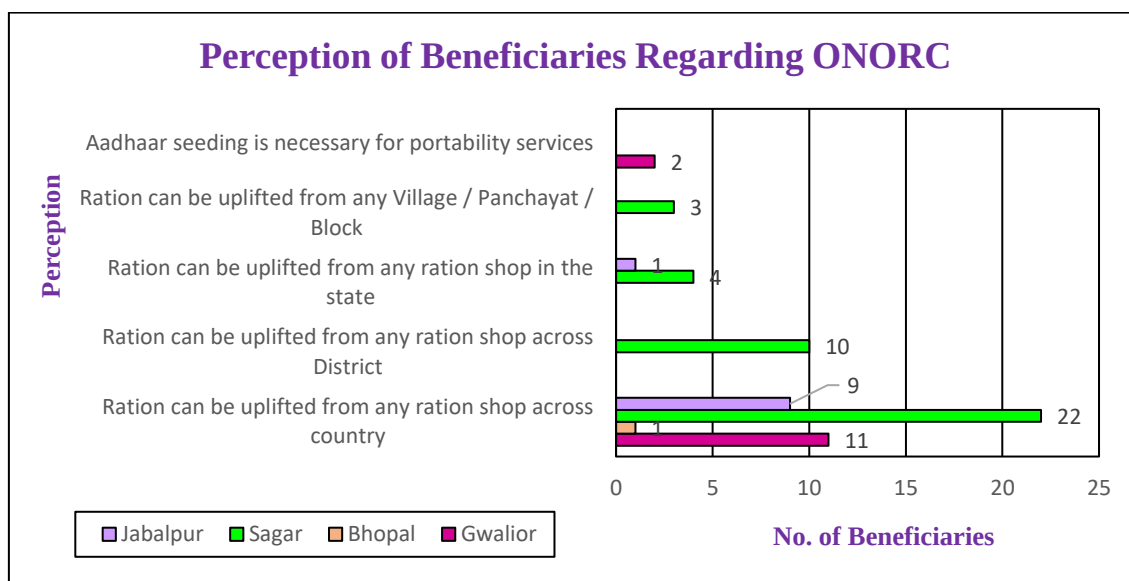
There was no beneficiary who had availed the benefit of intra-state portability while only two beneficiaries availed the benefit of the portability within the state.

5.5 Difficulties faced by beneficiaries in portability transactions

As mentioned above that only two beneficiaries had availed the benefit of Inter-state portability out of which one beneficiary had faced an issue stating that the dealer refused giving ration and the reason why FPS Dealer refused to give ration was mentioned as less stock of grain supplies. However, the issue was resolved, and the beneficiary received the entitled ration from the FPS Shop.

5.6 Perception of Beneficiaries regarding Inter-State and National Portability

Out of the total beneficiaries who were aware about the Inter-state and National Portability had some idea about the services.



Graph 17 Perception of beneficiaries regarding ONORC

5.7 Impact of FPS Portability on Beneficiary Satisfaction

The two beneficiaries who availed the benefit through the inter-state portability were quite satisfied by the services as they got their entitled ration easily and in spite of the issue regarding the less stock of foodgrains it was resolved within the stipulated time- period.

Chapter- 6 Pradhan Mantri Garib Kalyan Yojana (PMGKAY)

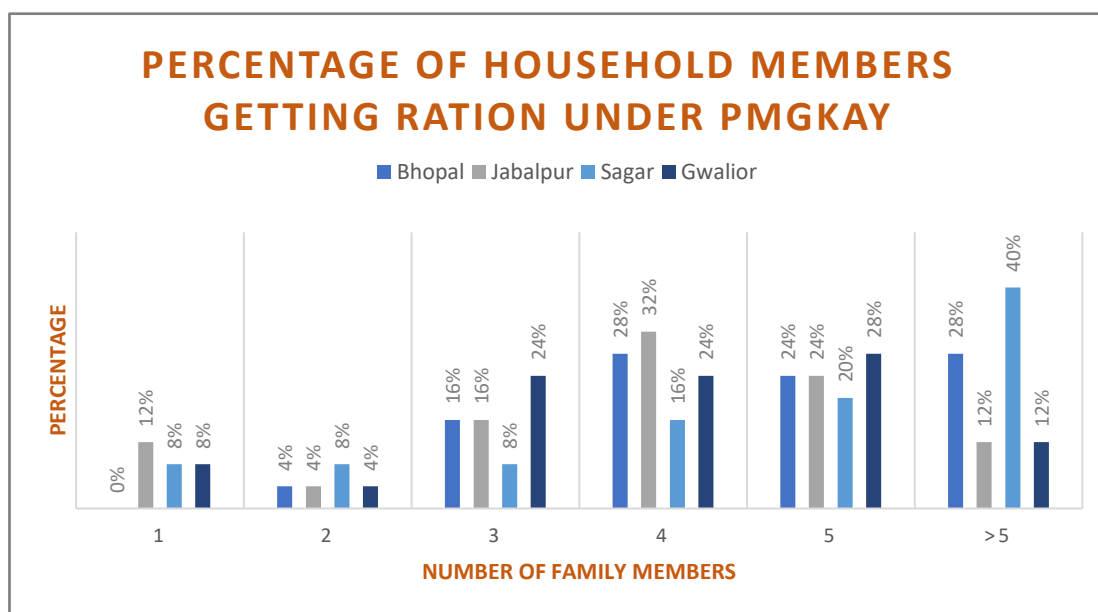
The "Pradhan Mantri Garib Kalyan Package (PMGKP)" is a 1.70 lakh crore comprehensive relief package provided by the Indian government for the benefit of impoverished citizens. In March 2020, such an effort was launched to aid underprivileged individuals in their fight against the Corona Virus. The scheme's goal is to assist the underprivileged by providing food and cash to alleviate the beneficiaries' difficulty of purchasing vital goods. The system comprised a lot of initiatives for participants' benefit in many areas such as health, food, and so on. One of the initiatives included in the package is the "Pradhan Mantri Garib Kalyan Anna Yojana" (PMGKAY). The Indian government has agreed to give the monthly per capita allowance. The initiative provides 5 kg of wheat or rice and 1 kilogramme of chosen pulses each home every month at no cost. The plan was initially implemented for the following three months; however, it was later extended until November 2021. The Government of Madhya Pradesh has also adopted the PMGKAY plan for the benefit of the underprivileged.

6.1 Evaluation of PMGKAY Benefit Delivery

A separate report on the performance PMGKAY has been submitted to Government of India in consultation with the State Nodal Department and has already been acknowledged by both the funding Agencies. 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. At Government level all efforts are taken to make the system more effective and ensure the availability, affordability and accessibility of ration under Initiative PMGKAY to the poor. The coverage of the scheme PMGKAY in all the sampled districts showed satisfactory results, wherein all the beneficiaries got easy access towards the ration during lockdown so as to ensure proper food security. About 80% of the beneficiaries got ration through Aadhaar and Finger scan authentication at the dealer location, which shows the proper implementation of the scheme in all the registered Fair Price Shops.

The graph depicts the complete scenario of the Household members getting free accessibility of ration under PMGKAY in all the sampled districts. Among the interviewed ration cardholder's Families having more than (>5) members are significantly higher in Sagar district (40%) but comparatively less in Gwalior and Jabalpur (12%).

6.2 Number of Household members getting ration under PMGKAY



Graph 18 Percentage of Household Members getting ration under PMGKAY

Whereas Families with (5) members are higher in Gwalior (28%) followed by Jabalpur and Bhopal (24% respectively) and comparatively lower in Sagar (20%). The families with 3 members showed higher count in Gwalior (24%) followed by Bhopal and Jabalpur (16%) and lower in Sagar (8%). The remaining two categories with family members 2 and 1 respectively were at par with each other, Having highest count of 2 members in Sagar (8%) and lower in Bhopal with no family having only one member (0%).

6.3 Distribution of Commodities under PMGKAY

S. No	Districts	No. of Commodities Provided
1	Bhopal	1 (Wheat)
2	Gwalior	4 (Wheat, Rice, Bajra and Salt)
3	Sagar	3 (Wheat, Rice and Salt)
4	Jabalpur	1 (Wheat)

Table 35 Distribution of Commodities under PMGKAY

The Table above describes about the number of commodities being provided in the four sampled districts. In Bhopal and Jabalpur Districts only one commodity i.e., wheat was being provided to all the beneficiaries, while as in Sagar it was observed that three different commodities viz Wheat, Rice and Salt were provided to the beneficiaries. It was also observed Gwalior has provided the maximum number of commodities to the beneficiaries, which includes Wheat, Rice, Bajra and Salt

6.4 Mode of receiving food grains under PMGKAY

Mode of Receiving Ration					
Districts	Home delivery through Aadhaar and Finger scan	Home delivery without Aadhaar and Finger scan	Through Aadhaar and Finger scan authentication at the dealer location	Without Aadhaar and Finger scan at the dealer location	Grand Total
Bhopal			75		75
Gwalior	1	2	70	2	75
Jabalpur			75		75
Sagar			74	1	75
Grand Total	1	2	294	3	300

Table 36 Mode of Receiving Foodgrains under PMGKAY

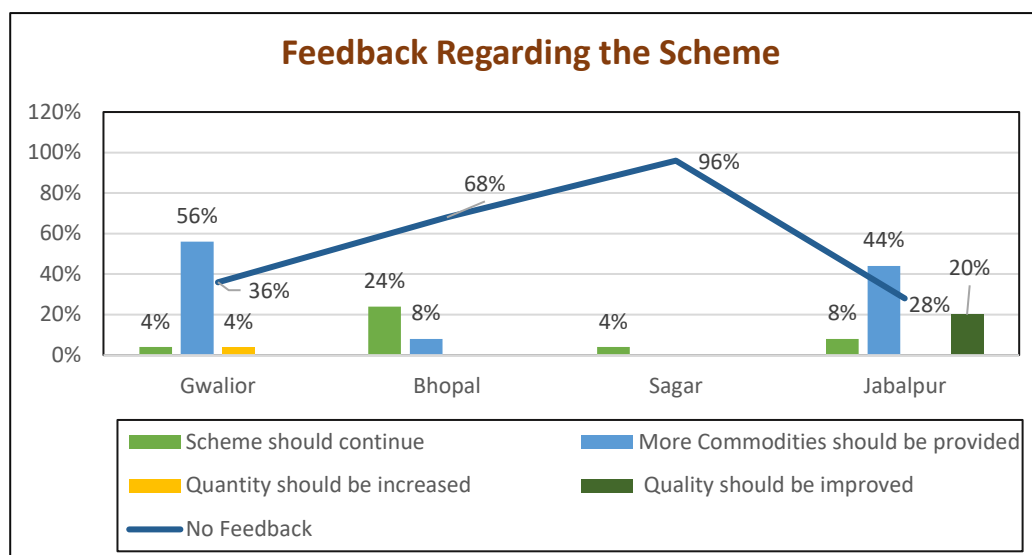
The Table 36 clearly describes the system through which the beneficiaries received the ration, there is a uniform response from Bhopal and Jabalpur which indicates that the system followed was 100% through mode of Aadhaar and finger scan authentication at the Fair price shop, while as there is a variation in the responses from Gwalior which shows three different system were followed in Gwalior district among which 93% beneficiaries got ration through Aadhaar and finger scan authentication at the Fair Price Shop location, 3% beneficiaries got ration without Aadhaar and finger scan authentication at the dealer location and 3% got home delivery without Aadhaar and finger scan and the remaining 1% got through Home delivery with Aadhaar and Finger scan.

6.5 Feedback Regarding the Scheme

The graph indicates feedback about the scheme, it shows the areas of improvement according to the beneficiaries regarding the quality of the commodities, and quantity distributed, inclusion of more commodities in the scheme.

Districts/ Parameters	Gwalior	Bhopal	Sagar	Jabalpur
Scheme should continue	4%	24%	4%	8%
More Commodities should be provided	56%	8%	-	44%
Quantity should be increased	4%	-	-	-
Quality should be improved	-	-	-	20%
No Feedback	36%	68%	96%	28%

Table 37 Feedback Regarding the Scheme



Graph 19 Feedback Regarding PMGKAY

About 57% of the beneficiaries gave no feedback about the scheme; Quality related issue was only found in Jabalpur while only 4% of the beneficiary in Gwalior district suggested increase in the quantity. 27% of the beneficiaries suggested for the inclusion of more commodities in the scheme like Kerosene oil, Cooking Oil, and Pulses. 10% of the beneficiaries were satisfied and commented that scheme should continue further in future.

6.6 Atma-Nirbhar Bharat Scheme (Atma Nirbhar Bharat Scheme):

The "Atma-Nirbhar Bharat Scheme" (ANBS) is a package created by the Indian government that includes advantages for migrants. To combat the situation arising in the wake of Global Pandemic, the plan was implemented across the country in mid-May 2020 for the benefit of workers, the poor, and migrants. The Department of Food and Civil Supplies made critical food supplies available to the recipients at no cost in order to help them meet their food security needs. Those who were unable to receive benefits through the NFSA, PMGKAY, or any other government-sponsored plan during the Covid-19 conditions were covered by the scheme. Those migrants who returned to their native states and were able to enroll in the NFSA, PMGKAY, or other similar programmes were omitted from the ANBS scheme's beneficiary list. The government of Madhya Pradesh, for the benefit of the beneficiaries also ran the initiative.

6.7 Percentage of Migrant Households During the Scheme Period:

The study team conducted interviews with APL recipients and inquired about various aspects of the AtmaNirbhar Bharat Scheme. It was observed that during the month of May and June in 2020, A beneficiary in Gwalior allocated to FPS claimed that one of the rationcard holder was

residing at another location. To put a clarity regarding the same it was observed that fewer percentage number of the sample beneficiaries had family members, who did not claim benefits during the study period. The beneficiary further said that the migrant card holders had never faced any problem obtaining food grains. However, in rest of the sampled districts, viz, Bhopal, Sagar and Jabalpur, none of the beneficiaries have reported any case of migration/relocation under allocated FPS dealer.

Chapter -7 Fair Price Shop Management

One of the key pillars of food security in India is the proper operation of fair pricing shops. Ration store is another name for this type of FPS. FPS is a community-based organisation that includes home recipients in the public distribution system. In other words, these FPS aided the government in achieving its goal of food security and allowing beneficiaries to get their food benefits. The food grains of the NFSA were distributed by these FPS holders in accordance with Section 3 of the Essential Commodities Act of 1955. Food grains, on the other hand, were distributed to the selected recipients. Beneficiaries have been provided proof of identification as a beneficiary under a certain ration shop in the form of a card known as a ration card. The Section 2 (4) of the National Food Security Act of 2013 indicates the recognition of FPS Shops.

The government granted these FPS licences to distribute the goods at a pre-determined fair price. These pre-determined pricing were never susceptible to market price fluctuations and were always lower than market rates. Each beneficiary's monthly food entitlement was determined by the government. different states, on the other hand, have established different standards and licencing requirements for the effective functioning of public distribution systems. For the FPS to distribute food entitlements on a timely manner to the recipients, the state government set up several sorts of infrastructure or networking systems. The nodal state government's department of food and civil supplies was in charge of monitoring and controlling these FPS. Private persons, gram panchayats, cooperatives, and women SHGs, among others, were granted such licences by the state government. The research team visited five fair price stores in each of the sampled districts, including 2 rural and 3 urban FPS. The study team spoke with all FPS dealers on a variety of topics, including distribution and other sorts of facilities linked with FPS services.

7.1 Ownership pattern of FPS dealer

S.no	Ownership pattern	Gwalior	Bhopal	Sagar	Jabalpur
1	Private (License)	-	1	2	1
2	Panchayat Raj Institution	-	-	1	-
3	Cooperative	4	2	1	4
4	Women Self Help Group	-	2	-	-
5	Others	1 Government FPS	0	1	0

Table 38 Ownership pattern of FPS Dealer

The possession of a fair price shops depends on the issue of license. The state government issued such licenses. The research team observed that most of the sample FPS (Table 38) in Gwalior and Jabalpur were owned by the cooperatives only. However, in Bhopal and Sagar,

FPS shops were owned by private, cooperatives, Women SHG's. One of the FPS owners in Sagar district also involved Panchayati Raj Institution. The cost of running community level FPS is cheaper than the cost of operating private license holders, according to the literature review. It's because the shop was run as a community-owned and operated institution. The primary goal of a community-based fair price shop is to serve the community rather than to make a profit. As a result, the government must create incentives for community-based fair pricing stores to expand the number of community-based fair price shops.

7.2 Details of Ration Card attached with the FPS

The FPS dealers have been required to maintain a registrar to keep the data in a systematic manner. The research team investigated the details of the type of NFSA beneficiaries mapped with FPS in all the sampled districts. Majority of the respondents belong to PHH category in all the sampled districts but highest ration card count was recorded in Bhopal (15102), whereas AAY category of ration card counts was also recorded highest in Bhopal (1410) as illustrated in table 39. However, member count was also recorded highest in Bhopal.

S.no	Details	Gwalior		Bhopal		Sagar		Jabalpur	
		PHH	AAY	PHH	AAY	PHH	AAY	PHH	AAY
1	Ration Card Count	1686	64	15102	1410	1557	212	603	98
2	Members Count	5949	287	65323	5760	6259	818	1774	338
3	Total	7986		87595		8846		2813	

Table 39 Details of Ration Card

7.3 Adherence to Food Distribution Calender

The Indian government enhanced infrastructural facilities connected to food security with the help of state governments. Infrastructure development aided the public distribution system in its mission to serve beneficiaries. Such facilities allow for the timely supply of food grains in a transparent and effective manner. Shops at reasonable prices. The respondents in sampled districts were asked about the road connectivity to FPS shops from their home locations, it was observed that all the districts have good connectivity of roads except one FPS owner in Sagar district.

The beneficiaries were also asked about the number of days the opening of FPS shops in a month. Majority of the beneficiaries have reported that all the FPS shops remain open during all days of the month except fewer cases where shops remain open for less than 10 days or 10-15

days. Thus, it can be inferred that the average number of days for which FPS remains open is above 20. The accessibility of beneficiaries towards FPS shops are very well mapped as per the responses received (Table 40)

S.no	Is the FPS connected by a metal road	Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	5	5	4	5
2	No	0	0	1	0
3	Total	5	5	5	5
How many days a month does the FPS open		Gwalior	Bhopal	Sagar	Jabalpur
1	Less than 10 days	-	-	1	2
2	10-15 days	-	-	-	-
3	15-20 days	1	2	-	-
4	More than 20 days but not all days	1	-	2	-
5	All days	3	3	2	3
6	Total	5	5	5	5

Table 40 Accessibility of Fair Price Shops

7.3.1 Opening and Closing Time of Fair Price Shops

Table 41 shows about the average timing for opening and closing of fair price shops, out of the 75 respondents each in sampled districts, majority of the beneficiaries are very much satisfied with the timing and distribution of food grains at PDS, It was observed that on an average FPS shops remains open for 10 hours on a daily working day.

Average Opening and Closing Time of the Shop	Gwalior		Bhopal		Sagar		Jabalpur	
	Opening Time	Closing Time	Opening Time	Closing Time	Opening Time	Closing Time	Opening Time	Closing Time
	8:00 am	5:00pm	10:00am	7:00pm	9:00am	6:00pm	8:30am	5:00pm

Table 41 Opening and Closing Time of Fair Price Shops

7.3.2 Doorstep delivery of Food Grains-Experience and Issues

The implementation of e-POS system is the primary step for the efficient and transparent initiatives in the public distribution system. The allocation of commodities between the FPS generates via individual e-POS feedbacks installed at the FPS and the details of allocation entitlement are uploaded on the State PDS Portal. The Government of Madhya Pradesh supplies ration to FPS

dealers in quite systematic way during its allocation at the district level. The respondents were asked about the doorstep delivery of food grains and charges incurred for timely delivery of ration. It was observed that majority of the FPS shops in all the sampled districts received doorstep delivery in advance and was reported in Bhopal (5) and Jabalpur (3). However, a slight variation in delivery duration was seen in Gwalior and Sagar district where FPS shops received either within 1-3 days or first week. One of the respondents reported delivery within fortnight.

The research team further investigated the issue on doorstep delivery of food grains and interviewed some queries regarding the payment for such delivery. The, Gwalior, Bhopal and Sagar FPS reported that they were not charged for such delivery facilities. Jabalpur FPS reported that the FPS requires paying ₹ 50 per 100 kg of food grains. It was highest in the case of Jabalpur FPS. Jabalpur FPS owners have reported three such cases as illustrated in Table 42.

S.no	Door-step delivery of Foodgrains Till FPS	Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	5	5	5	5
In how many days did you get the doorstep delivery of foodgrains in the last month		Gwalior	Bhopal	Sagar	Jabalpur
1	Food grain received in advance	-	5	1	3
2	Within 1-3 days	2	-	3	-
3	Within first week	2	-	1	1
4	Within a fortnight	-	-	-	1
5	More than a fortnight	1	-	-	-
6	Total	5	5	5	5
Do the FPS owners charged for the doorstep delivery of foodgrains		Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	-	-	-	3
2	No	5	5	5	2
3	Average Amount Charged	-	-	-	50 Rs. / 100 kg

Table 42 PDS Functioning (Stock Distribution)

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. Jabalpur FPS reported maximum delay 4 times in last 6 months and Gwalior 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 twice. However, Bhopal FPS faced the same problem for once during

last 6 months. Sagar 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 beneficiary's 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 Gwalior, Bhopal and Sagar FPS reported that they never found the problem of delay on the receiving of payment of commission from the department. In contrast to this, Jabalpur FPS reported that they faced the problem of delay on the receiving of commission from the department of food and civil supplies. (Table 43)

S.no	Parameter	Gwalior	Bhopal	Sagar	Jabalpur
1	Average number when PDS items received after first week of month during last 6 months	2 times	1 time	0	4 times
2	Delay of payment on dealers commission from department	No	No	No	Yes

Table 43 Quality of Service Delivery

7.5 Display of IEC Material at Fair Price Shops

One of the primary goals of food security is for the public distribution system to operate transparently and efficiently. The Food and Civil Supplies Department strives to run the FPS as efficiently as possible. As a result, fair-price shop owners were told to showcase various forms of relevant information on food grain distribution in front of their stores. The research team investigated the same and discovered that all FPS dealers have a notice board, hordings, banners and traditional black board posted in front of their FPS. However, some of the information provided by the FPS dealers differed. It was observed that all the respective Fair Price Shops had enough space for the Banners and posters regarding the schemes and information related to ration distribution. All the following information was also displayed at the Fair Price Shops as annexed in Annexure.

- Opening and Closing time of Fair Price Shops.
- Samples of PDS foodgrains for distribution.

- Monthly entitlement of PHH & AAY category and their retail issue price per kilogram.
- Total number of PHH & AAY households/ beneficiaries.
- Quantity of commodities received, distributed & in stock ration status.
- Toll free helpline number.
- Name and contact details of vigilance committee members and authority for lodging complaints.

It was also noticed that Stock register, commodity wise record, register of beneficiaries and sales were well maintained by the Fair Price Shops in all the sampled districts. However, it was also observed that electronic weighing scale was used in all the FPS shops for measuring the quantity of food grains.

7.6 Issues with e-PoS

The automation of FPS was initiated under NFSA in 2013, as part of the "end-to-end computerization of PDS operations." Following the progressive implementation of the NFSA, Madhya Pradesh Government have taken similar initiatives. For the distribution of assigned allocation, the automation of FPS necessitates the connection of electronic point-of-sale (e-POS) equipment. The state of Madhya Pradesh has put e-POS machines at several FPS and converted the ration card database to a digital format. These computerised point-of-sale computers were used to verify and record the transaction history related to distribution of ration at FPS. The basic purpose of installation of e-PoS machines is to alleviate the identity error occurred at FPS level. The mitigation of identity error facilitated the benefits to the actual beneficiaries and use of biometric authentication such as fingerprints through aadhaar authentication serving such objective. It significantly impacts on the reduction of leakages and efficient operation of public distribution system on ground level.

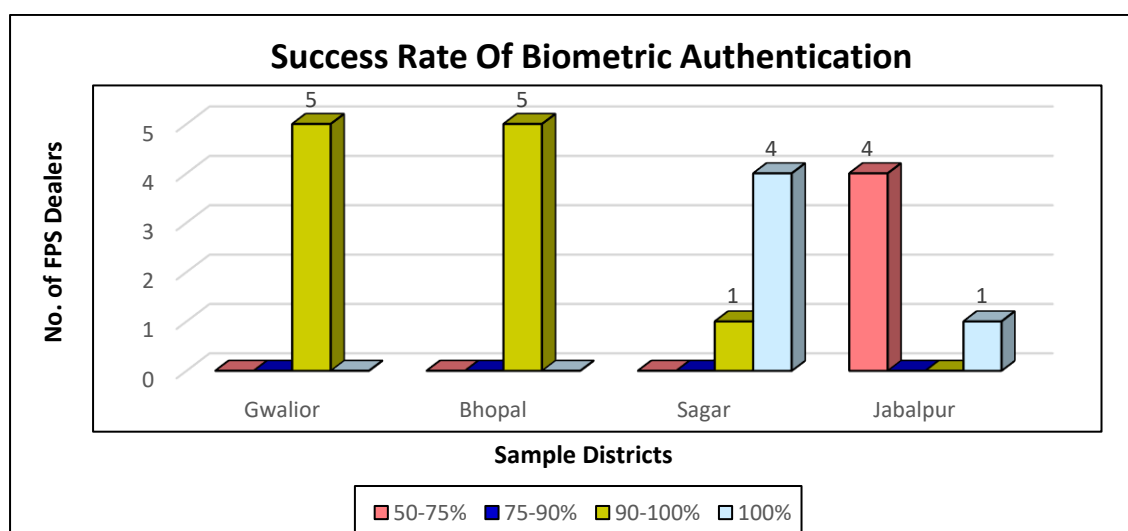
Following the verification of a beneficiary's identification through biometric authentication, e-POS devices display the entitlement amount and fair pricing for such beneficiaries. The FPS dealer has the authority to catalogue the sale, which is also recorded on the state PDS portal. It's referred to as a 'e-POS Aadhaar enabled PDS.' All of the sample FPS dealers in all the sampled districts had e-POS equipment, as per stakeholder consultation. The transaction history is electronically stored, and these e-POS devices biometrically authenticate the beneficiaries. All recipients were expected to link their Aadhaar cards to their ration cards. This transaction information was also available on state PDS portal.

7.7 Success rate of biometric authentication in FPS

The research team further investigated the issue and enquired about 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. It was also observed that success rate of biometric authentication was highest seen in district sagar 100% followed by Gwalior and Bhopal (90-100%). However, Success rate in Jabalpur was recorded in the range of 50-75% as illustrated in Table 44.

S.no	Success Rate of Biometric Authentication in FPS	Gwalior	Bhopal	Sagar	Jabalpur
1	0-25%	-	-	-	-
2	25-50%	-	-	-	-
3	50-75%	-	-	-	4
4	75-90%	-	-	-	-
5	90-100%	5	5	1	-
6	100%	-	-	4	1
7	Total	5	5	5	5

Table 44 Success rate of Biometric Authentication



Graph 20 Success rate of Biometric Authentication

7.8 Percentage of Biometric Failure

The research team investigated about the percentage of biometric authentication upon beneficiaries visit to FPS shop for availing the benefit. As clearly evident from the table Jabalpur

recorded highest percentage of authentication failure issues upto 28% followed by bhopal and gwalior (10%). Sagar district showed minimal 1% failure rate (Table 45).

S.no	Parameter	Gwalior	Bhopal	Sagar	Jabalpur
1	Average Percent of Failure	10%	10%	1%	28%

Table 45 Percentage of Biometric Failure

7.8.1 Reasons for Biometric Failure

The research team investigated about the reasons of failure of biometric authentication while visiting FPS shops for availing the ration entitlements. The FPS owners during stakeholder consultation cited various reasons for the failure of Biometric based authentication. It was observed that Low Aadhaar seeding by beneficiaries, poor quality fingerprint scanning devices, connectivity issues were the main reasons. Among the sampled districts maximum of respondents answered about low aadhaar seeding and connectivity issues as the reason and was observed in Gwalior and Jabalpur, Whereas Bhopal and Sagar showed minimum of these cases as elaborated in Table 46.

Reasons for not having 100% biometric authentication					
Districts	Bhopal	Gwalior	Jabalpur	Sagar	Grand Total
Low Aadhaar Seeding /Authentication failure due to poor quality of finger prints/ Connectivity issue/ Others, specify	2			1	1
Authentication failure (due to poor quality of fingerprints)				3	3
Authentication failure (due to poor quality of fingerprints/ Connectivity issue)		1	2		3
Connectivity issue		1	2	1	4
Low Aadhaar Seeding / Authentication failure due to poor quality of fingerprints/ Connectivity issue	3	3	1		1
Grand Total	5	5	5	5	20

Table 46 Reason for Biometric Failure

7.9 Exception Management Provisions for beneficiaries

The research team investigated about the provisions for beneficiaries in case of failed biometric authentication while visiting FPS shops for availing the ration entitlements. The alternative methods adopted by the FPS involved various modes viz Iris Authentication, Aadhar enabled

OTP authentication, Fusion finger, and e-Samagrah ration cards, it was observed that majority of the ration card holders were denied ration in case of failures, the maximum of which was seen in Jabalpur followed by Sagar and Gwalior. In bhopal Iris authentication was also adopted. Fusion finger was not adopted in the sampled districts. (Table-47).

S.no	Alternative Methods in case of failure	Gwalior	Bhopal	Sagar	Jabalpur
1	Iris Authentication	-	2	-	-
2	Aadhaar based OTP authentication	1	-	-	-
3	Fusion Finger	-	-	-	-
4	Ration not given	4	3	4	5
5	Others, e-Samagrah	-	-	1	-
6	Total	5	5	5	5

Table 47 Alternative Methods used incase of Failure

It was also observed that all the FPS dealers were in favour and agreed that e-POS machine has increased the convenience of FPS Dealer. In case of errors in the e-POS machine the following points are considered: -

- Information is given to district officials.
- Complaint is raised with ePoS machine vendor.

7.10 One Nation One Ration Card/ Intra-state portability

The Government of Madhya Pradesh implemented the "one nation, one ration card" or intra-state mobility services. The major aim was to provide ration card portability under the NFSA category across the state. The plan's main goal is to make it easier for migrant beneficiaries who fall under the NFSA category to obtain their benefits. It enabled migratory beneficiaries to become self-sufficient because their entitlement was accessible from anywhere in the country. Under the NFSA category, department of food civil supplies and consumer affairs had conducted significant advertising and awareness-raising campaigns for the advantages of migrant recipients.

The government has instructed the Sub-Divisional Magistrates to provide instructions to officials at the Sub-Divisional levels or inspecting nodal officer of the Department of Food and Civil Supplies. These authorities attempted to contact all of the scheme's eligible participants and instructed all FPS dealers to include the largest number of inter-state portability transactions every month. An endeavour like this had been done to enhance the

scheme's transactions. To put it another way, the scheme's benefits must be accessed by the intended beneficiaries. Despite such awareness campaigns, the government of Madhya Pradesh recorded relatively little inter-state portability transactions of NFSA entitlement under the "one nation, one ration card" programme.

7.10.1 Awareness on intra-state and national portability

The study team discovered that all (100%) of the sample respondents were aware of the initiative's intra-state and inter-state portability options. However, when beneficiaries were asked about the awareness programme regarding One Nation One Ration Card training and capacity building to impart awareness, it was discovered that in Jabalpur (100%) and Sagar (60%) received training from the concerned department through widespread IEC Campaign. In Bhopal and Gwalior, however, no such initiative was evident. (Table-48)

S.no	Parameter	Gwalior	Bhopal	Sagar	Jabalpur
1	Awareness Regarding ONORC	100%	100%	100%	100%
2	Received any training regarding ONORC	No 100%	No 100%	Yes 60%	Yes 100%

Table 48 Awareness Regarding ONORC

7.10.2 Impact of Portability on number of Beneficiaries

A question regarding the impact of portability on number of beneficiaries were asked and it was observed that majority of the beneficiaries in gwalior had increased impact followed by Jabalpur, whereas in other districts viz Bhopal and Sagar, the impact was recorded same. However, impact on profitability of FPS dealer majorly increased in Gwalior, and rest of the sampled districts showed same impact before and after intervention. (Table 49)

S.no	Impact Of Portability on number of beneficiaries	Gwalior	Bhopal	Sagar	Jabalpur
1	Increased	4	1	1	3
2	Decreased	-	-	-	-

3	Stayed the same	1	4	4	2
4	Total	5	5	5	5
Impact on Profitability of FPS Dealer		Gwalior	Bhopal	Sagar	Jabalpur
1	Increased	2	-	1	1
2	Decreased	1	-	-	-
3	Stayed the same	2	5	4	4
4	Total	5	5	5	5

Table 49 Impact of Portability on Beneficiaries

7.10.3 Process of Extra Allocation of Food grains regarding Portability Transactions

To meet the demand of beneficiaries under ONORC, process regarding the extra allocation of food grains were asked to the FPS owners in the sampled districts along with the demand of additional ration in the middle of the month, it was observed that, In Bhopal and Sagar majority of the respondents have raised their issues for extra allocations whereas on an overall count Gwalior and Jabalpur FPS owners did not avail any extra ration for portability transactions.

S.no	Have FPS Dealers availed any extra ration for portability transactions	Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	1	3	3	1
2	No	4	2	2	4
3	Total	5	5	5	5
If yes, do you demand any extra ration in the middle of the month		Gwalior	Bhopal	Sagar	Jabalpur
1	Yes	1	-	3	-

2	No	-	3	-	1
----------	-----------	----------	----------	----------	----------

Table 50 Process of Extra Allocation of Foodgrains

All the FPS Dealers who availed extra ration for Portability transactions agreed to the fact that it was sufficient to meet the demand at the shop and also that the delivery of extra ration was done on time. If at times, excess ration was available by the end of the month, it was positively adjusted against next month's entitlement. (Table-50).

Chapter-8 Key Findings and Recommendations

The Concurrent Evaluation & Monitoring of execution of NFSA has been undertaken in the State of Madhya Pradesh from 31st March 2021 to 31st December 2021. Efforts have been made to assess the management of Fair Price Shops, beneficiary selection and ration card management, storage quality and accessibility, supply chain management and doorstep delivery, food grain distribution cycle at districts and FPS, capacity building for FPS automation, digital payments. In order to meet the objectives of NFSA, 2013, concurrent evaluation study has been undertaken covering 04 districts viz. Bhopal, Gwalior, Sagar & Jabalpur in four different zones of the State to assess the overall progress of implementation of NFSA across the State and measure and monitor the change it has brought in, specifically at the systemic level i.e., assess and analyze the progress of implementation of various aspects of the NFSA 2013 & at beneficiary level namely, evaluate the benefits of NFSA on the target groups to achieve the objectives of the NFSA.

The State's implementation of the NFSA, 2013 is commendable because it is well-planned and systematic in terms of identifying eligible beneficiaries, categorising them as Priority Household (PHH) or Antyodaya Anna Yojana (AAY), timely allocation, monthly distribution of food grains to beneficiaries, online management of FPS and its automation. The beneficiaries expressed that the duration of opening PDS shop and satisfaction level of timings is quite satisfactory. It was observed that except a few occasions due to poor connectivity, overall, the e- PoS machine is well functioned at FPS level. But printed receipts were not made available to the all the beneficiaries. There was hardly any delay in receiving of foodgrains and also no nomination / home delivery facility at FPS. Display of Information regarding working hours of FPS, entitlement of foodgrains, details of card holders and stock details are well maintained in all sample FPSs visited.

The whole NFSA execution team is youthful and vibrant, with a commitment to excellent delivery and meeting the Act's objectives. The whole concurrent assessment process was centred on examining the input, process, output, and outcome, as well as the strengths and shortcomings of the NFSA, 2013 implementation in the sample districts, capable of evaluating the mechanism in place to carry out the NFSA, 2013 as well as how the beneficiaries have benefited and what more needs to be done to improve the Act's efficacy.

However, even the best execution initiative certainly needs improvement over a period. It also

required proper shaping and handholding support with time. Based on the findings of the concurrent evaluation study, following recommendations have been drawn in order to improve the efficiency, efficacy, accessibility and quality of execution for greater satisfaction of the targeted beneficiaries. Now, even the small issues need to be given due care.

Key Recommendations

Beneficiary Selection & Ration card Management:

In some of the sample districts, the regular deletion and addition is a continuous process, which certainly provide space for new entrants into the list of NFSA beneficiaries. Also, the silent RCs were not available. In some of the sample districts, beneficiary selection rules should be adjusted based on present family circumstances. In some cases during Stakeholder consultations in sampled districts, If a household registered under NFSA faces any natural calamity, such as the loss of an earning member, an accident, family separation, or the separation of elderly people from their families, then the districts should prioritise the selection of the family under the NFSA and should be empowered like giving space in terms of including the above families into NFSA. The department has organized awareness camps under IEC programmes at tehsils and towns to provide the accessibility to Rationcard holders to apply for the NFSA food grains.

The members mentioned in the RCs should be given food grains rather than few members in the RCs may be 3 out of 5 given food grains because of non-authentication of name in the E-PoS biometrics. However, the families having Ration Cards were given ration in majority of cases during the study. There were few instances reported where all registered members in the RCs were not given ration as per entitlement due to technical glitches in E-PoS devices.

The findings on ease for applying for new ration cards shows that the trend was limited regarding the awareness on applying for new ration card/ duplicate ration card. In the study, majority of the rationcard holders in the sampled districts reported that they were unaware of process of applying for new or duplicate ration card/ member addition etc. whereas, in Bhopal only maximum sample households reported that they were aware of process of applying for new or duplicate ration card/ member addition & deletion etc. It is hereby recommended to popularize and create awareness regarding applying, modification and deletion of cards under IEC Component at the grassroot levels. The approach should really be 'right based' in a

congenial environment. During study process in the sampled districts, it has also come across, those families who were separated from the main family but the ration card is with elder brother only.

Although the sample districts have done good job in terms of seeding Aadhaar cards with ration cards as about 76% sample beneficiaries have seeded Aadhaar card in all the sampled districts, it is recommended that the seeding Aadhaar cards with ration cards should be completed in the all the districts to facilitate efficient delivery of food grains without any delay.

Fair Price Shop Management

Of the sample FPSs selected, 95% were accessible through by pucca road. The ration dealers are strictly following the instructions given like, display of sample food grains, opening closing times, monthly entitlements, retail issue price etc. As per the group discussion with FPS dealers in sample districts and are interested in including other facilities like banking correspondence or selling other needed items, as it can add to their income. It is hereby recommended that, apart from Rice, other items such as Wheat, Jowar, Ragi, Sugar, oil etc should also be introduced as widely demanded by the beneficiaries.

With respect to overcharging for food grains while taking entitled ration to all the rationcard holders, almost all the sample households except few reported that they were not overcharged for food grains any time during last one year.

In case of failed e-PoS transaction, a printed receipt should be issued at every transaction and given to beneficiaries stating the quantity and price paid.

e-PoS-Automation and Online data management

FPS automation is an important aspect of the reforms in the PDS system; the e-PoS device must be of very good quality and integrated updation of the supporting software must be regularly updated and bugs fixed. According to the FPS owners and beneficiaries we spoke with, the e-PoS machine regularly takes multiple attempts for authentication. Regular malfunctions cause them to suffer. Apart from improving the quality of the e-PoS machine, the government must also assure the availability of information infrastructure, such as Internet access and energy. The issue of failure of biometric authentication needs to be taken care in

order to avoid the delay in distribution of food grains once the beneficiaries has reached to the FPS.

With respect to the issue of underweightment of commodities in FPS shops none of the beneficiaries reported any case, it is hereby recommended that weighing scale be calibrated from accredited laboratory along with the certificate of regular calibrations. With the advancement of technological interventions, it is hereby suggested that such weighing scales should be linked to online e-Pos system. The FPS where RCs number above 800-900 may be given Two POS machine installed to ensure timely ration distribution.

Access to Food Grains entitlements

In majority of the cases the quality of food grains has remained satisfactory except Bhopal where beneficiaries were not satisfied with the quality of food grains distributed. It is hereby recommended that better quality of food grains should be ensured at FPS and it should not have any intentional or unintentional foreign particles. A sample of the commodities should be kept on display for showcasing the quality standard (Quality Assurance tests if done before distribution can be fruitful). The ration to be distributed should comply with the same quality as has been displayed.

The status of silent ration cards was unknown due to blocking of ERCMS as reported at sample FPS. The reason may be temporary migration/ shift of families to working locations. Hence, it is recommended that the system of portability should be communicated to every beneficiary and FPS owner so that every individual/ family should have access to NFSA food grains every month.

An SMS service to alert recipients and other stakeholders about food grain allocation and distribution has a significant impact on the effectiveness of the delivery mechanism. Furthermore, recipients who are unable to attend the FPSs due to a physical disability remain unaware that food grains are being distributed at FPS. There is a particular provision under the NFSA for the elderly, infirm, and physically challenged to receive rations at their doorsteps. As a result, it is recommended that SMS alert service be implemented as soon as possible. FPS dealer with regular updations should maintain a separate list of such beneficiaries.

The beneficiaries expressed that the duration of opening PDS shop and satisfaction level of timings is quite satisfactory.

Good Infrastructure in FPS Godowns:

A well-managed storage structure is required to ensure effective delivery of high-quality food grains in precise quantities. To ensure this, a mechanism must be installed at each FPS, or at least within a reasonable distance from each depot. Roof leaks, patched walls, and decrepit structures are all prevalent elements in the system, it is critical to develop and manage structures in a proper scientific manner. Pest management, quality control, and other areas require special care.

Chapter-9 References

References

*Aadhaar enabled Public Distribution System -AePDS. (n.d.). Retrieved from AePDS:
<https://epos.mp.gov.in/>*

*National Food Security Portal. (n.d.). Retrieved from National Food Security Portal, Department of
Food & Public Distribution ,Government of India : <https://nfsa.gov.in/>*

मध्य प्रदेश समग्र पोर्टल. (n.d.). Retrieved from Samagra Portal: <http://samagra.gov.in/>

Pictures From the Field



Figure 4 Interaction with FPS Dealer at FPS Shop (Jabalpur)



Figure 5 Stock in FPS Shop (Bhopal)



Figure 7 Beneficiary at FPS Shop (Gwalior)



Figure 6 Beneficiaries at FPS Shops (Sagar)



Figure 8 Details of FPS Vigilance Committee



Figure 9 Display of Posters at FPS Shops (Sagar)

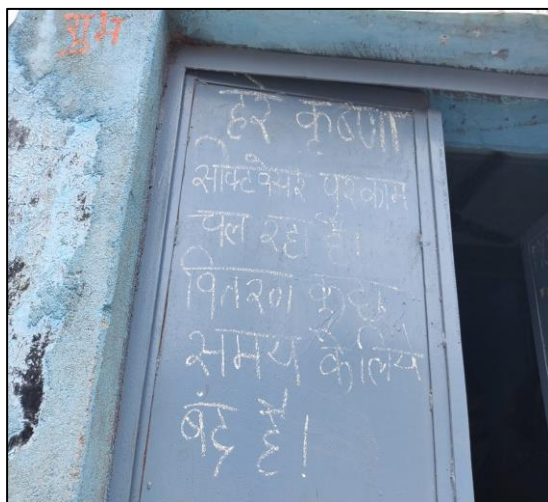


Figure 11 Board displayed at FPS Shop (Sagar)



Figure 10 e-POS machine at FPS Shop



Figure 12 Stock Details Displayed (Sagar)

Notes