

**Government of India  
Ministry of Consumer Affairs, Food & Public Distribution  
Department of Food & Public Distribution**

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R. No.275, Krishi Bhawan,  
Dated: 01/03/2019

To

Principal Secretary/Secretary,  
Department of Food & Civil Supplies,  
All States/UTs.

**Subject: Sharing of information through online MIS formats – reg.**

Sir/Madam,

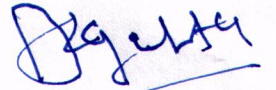
I am directed to say that an MIS Application Software has been developed by the NIC-HQ, incorporating various reporting formats pertaining to the monitoring of PDS operations as per the provisions of NFSA, 2013 (copy enclosed). These formats have been devised in consultation with this Department for online collection of data from the States/UTs up to districts level. These online formats are available on the NFSA Dashboard ([www.nfsa.gov.in](http://www.nfsa.gov.in)) under the respective logins of State/UTs nodal officers.

2. It is envisaged that the information collected and maintained through these MIS formats shall serve as a useful repository to the State/UT Governments and to this Department w.r.t. the current and past status of the implementation of NFSA across various factors, as well as an online monitoring tool for ensuring the compliances as per the provisions of the Act.

3. It is therefore requested to kindly issue instruction to the concerned nodal officers to start providing the requisite information through these online MIS formats on [www.nfsa.gov.in](http://www.nfsa.gov.in), as per the periodicity of the respective format. Further, it is informed that these formats are accessible only over NICNET at present.

4. For any technical support, nodal officers may contact the following officers of NIC-HQ– Sh. Vineeth Pruthi at [v.pruthi@nic.in](mailto:v.pruthi@nic.in) / 9911292666 or Sh. Achintya Gupta at [achintya.gupta@nic.in](mailto:achintya.gupta@nic.in) / 8447304833. For any other support from this Department, they may contact Sh. Piyush Kanal at [cpmu.fpd@nic.in](mailto:cpmu.fpd@nic.in) / 9953600121.

Yours faithfully,



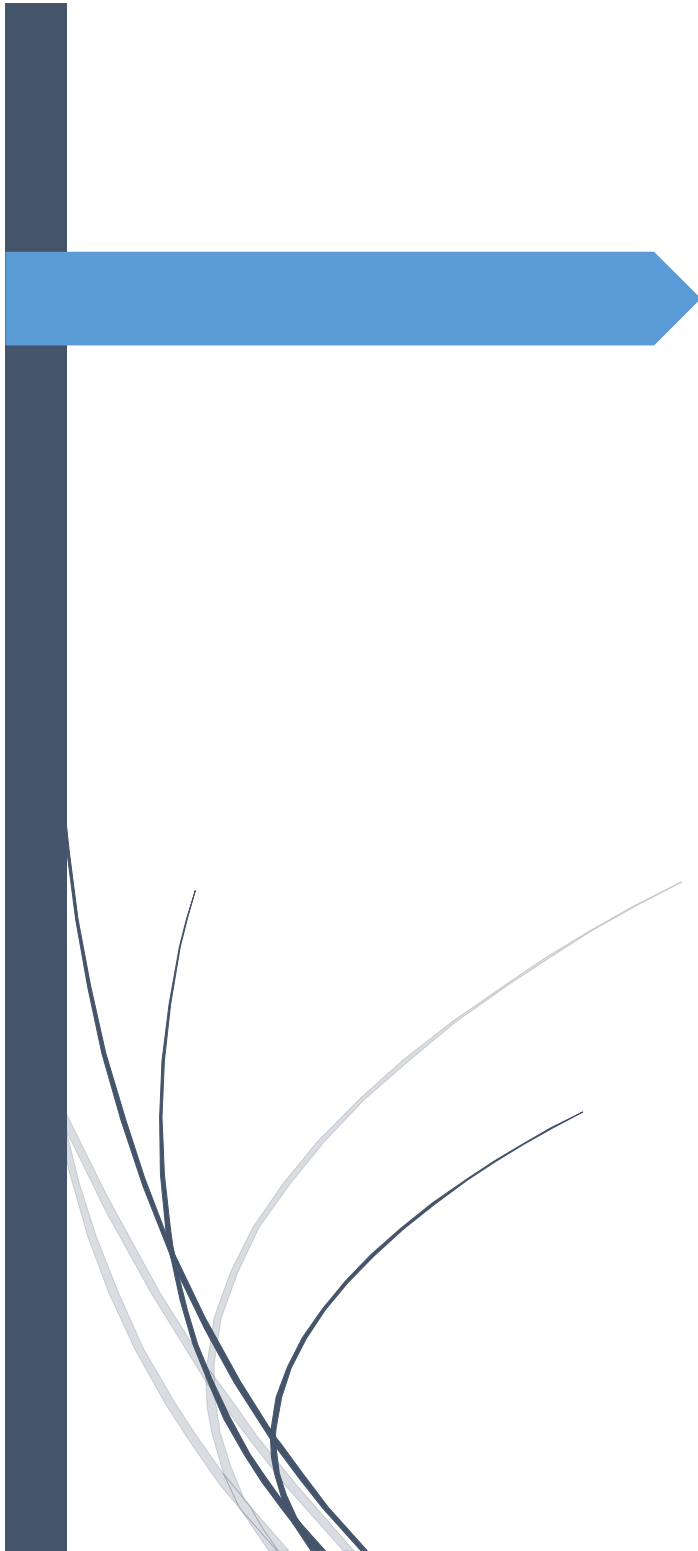
(D K Gupta)  
Director(PD)

Tel:011-23070429

Encl: As above.

**Copy to:**

1. PS to Joint Secretary (Policy), DFPD
2. PS to Economic Advisor (NFSA), DFPD
3. Sh. Gautam Ghosh, DDG, NIC-HQ, New Delhi
4. Sh. BVC Rao, Sr. Technical Director, NIC-HQ, New Delhi
5. Sh. Ravi Gupta, Technical Director, NIC-HQ, New Delhi
6. Sh Piyus Kanal ,Consultant ,CPMU,DFPD



# Proposed Formats of MIS Reports for NFSA, 2013

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# 1. Supply Chain Management

## 1.1 Door step delivery of Foodgrains to FPS

Table 1: Door Step Delivery to the Fair Price Shops

**Year:** Select Year **Half-yearly:** Select period

Districts	Total No. of FPS	Agencies doing doorstep delivery*	Number of Agencies	No. of FPS Covered by agency				
				Upto 8 Km	8-16 Km	16-25 Km	25-40 Km	Beyond 40 Km
District 1		Choose from dropdown						
		Choose from dropdown						
		Choose from dropdown						
District 2		Choose from dropdown						
		Choose from dropdown						
		Choose from dropdown						

\* State's Civil Supply corporation= 1, Co-operative Societies=2, hired private Agency=3, Others (Please specify) =4

## 1.2 Storage Space requirement and capacity

Table 2: Storage Space

**Year:** Select Year **Half-yearly:** Select Period

Districts	Requirement and Capacity (in MT)		No. of Godowns					Total Capacity of Godowns (in MT)				
	Requirement*	Capacity	FCI	CWC	State	Others (please specify)	Total	FCI	CWC	State	Others (please specify)	Total
District 1												
District 2												

\*Note: Storage capacity to store 3 months of allocation (NFSA). States with Bi-annual distribution cycle the requirement would have to filled as per 6 months of NFSA allocation

### 1.3 Rice Mill Capacity (for DCP states)

Table 3: Milling Capacity

Year: Select Year

Districts	Number of Rice Mill engaged for processing of paddy (NFSA)			Quantity of Paddy Provided to Mills (MT)	Quantity of CMR Obtained (MT)		
	Small (4 MT/hr or less)	Medium (4-8 MT/hr)	Large (more than 8MT/hr)		For distribution in State	Given to Central Pool(FCI)	Total
District 1							
District 2							

## 2. Commodities, scale and issue price at FPS (under NFSA)

Table 4: NFSA commodities, Scale and Issue Price for AAY & PHH category households

Districts	AAY (Per Family)										PHH (Per person)									
	Wheat		Rice		Coarse Grains		Atta		Fortified Rice		Wheat		Rice		Coarse Grains		Atta		Fortified Rice	
	(in KGs)	(in INR)	(in KGs)	(in INR)	(in KGs)	(in INR)	(in KGs)	(in INR)	(in KGs)	(in INR)	(in KGs)	(in INR)	(in KGs)	(in INR)	(in KGs)	(in INR)	(in KGs)	(in INR)	(in KGs)	(in INR)
Dist1	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
Dist2																				

Year: Select Year Quarter: Select Quarter

Note: If state is giving any of these commodities over and above the quantity fixed under NFSA, the excess quantity should be shown in table 4(A).

Table 4(A): Commodities, Scale and Issue Price for AAY/ PHH households (under NFSA)

**Year:** *Select Year* **Month:** *Select Month*

<b>Districts</b>	<b>Name of the commodity*</b>	<b>AAY</b>			<b>PHH</b>		
		<b>Quantity (Kg)</b>	<b>Per member or per Household</b>	<b>Price per Kg/ltr (INR)</b>	<b>Quantity (Kg)</b>	<b>Per member or per Household</b>	<b>Price per Kg/ltr (INR)</b>
<i>District 1</i>	Choose from Dropdown						
	Choose from Dropdown						
	Choose from Dropdown						
<i>District 2</i>	Choose from Dropdown						
	Choose from Dropdown						
	Choose from Dropdown						

\* Rice= 1, Wheat=2, Pulse= 3, Edible oil=4, Salt =5, Sugar=6, Kerosene=7, Others specify =8

Table 4(C): Details of State schemes for Food Security

**Year:** *Select Year* **Half-yearly:** *Select Period*

<b>Name of the Scheme</b>	<b>Card Category covered#</b>	<b>Commodities distributed under the scheme</b>	<b>Entitlement</b>		
			<b>Quantity (Kg)</b>	<b>Per member or per Household</b>	<b>Price per Kg/ltr (INR)</b>
XXXXXX	XXXXXX	XX	XX	XX	XX
		XX	XX	XX	XX
	XXXXXX	XX	XX	XX	XX
	XXXXXX	XX	XX	XX	XX
XXXXXX	XXXXXX	XX	XX	XX	XX

\* Rice= 1, Wheat=2, Pulse= 3, Edible oil=4, Salt =5, Sugar=6, Kerosene=7, Others specify =8

# AAY, PHH, other category specify.

### 3. Monitoring

#### 3.1 Inspection of FPSs and Action taken status

Table 5: Action Taken Report

**Year:** *Select Year* **Quarter:** *Select Quarter*

Districts	No. of Inspections Conducted	No. of Raids conducted	No. of FIRs Lodged	No. of Persons Arrested	Remarks
District 1					
District 2					

#### 3.2 Formation and functioning of Vigilance Committee (VC)

Table6: Statement on functioning of on FPS level Vigilance Committee

**Year:** *Select Year (Quarterly)*

District	Total Number of FPSs	Number of VCs formed	No. of VC meetings held during the quarter	No. of Minutes of meeting submitted to State govt.	key Issues discussed in meetings* (Not more than 4)	Written complaints submitted to DGRO which are yet to be resolved	No. of written complaints submitted to DGRO in current quarter	No. of cases resolved by DGRO in current quarter
District 1					Select from options below			
District 2					Select from options below			
District 3					Select from options below			

\* **Option for key Issues discussed in meetings-** Issue of new ration card= 1; Addition/ Deletion of beneficiary=2; Overcharging=3; Less Quantity= 4; Poor Connectivity= 5; Poor quality of commodities= 6; Misbehaviour of dealer= 7; Function of vigilance committee=8; Opening/closing of FPS=9; Delay in receiving/ distribution of commodity=10; Others, specify =11

Table 6a: Statement on functioning of on Block level Vigilance Committee

**Year:** *Select Year (Quarterly)*

District	Total Number of Blocks	Number of VCs formed	No. of meetings held during this quarter	No. of Minutes of Meeting submitted to State govt.	key Issues discussed in meetings (Not more than 4)	Written complaints submitted to DGRO which are yet to be resolved	No. of written complaints submitted to DGRO in current quarter	No. of cases resolved by DGRO in current quarter
District 1					Select from options below			
District 2					Select from options below			
District 3					Select from options below			

\* **Option for key Issues discussed in meetings-** Issue of new ration card= 1; Addition/ Deletion of beneficiary=2; Overcharging=3; Less Quantity= 4; Poor Connectivity= 5; Poor quality of commodities= 6; Misbehaviour of dealer= 7; Function of vigilance committee=8; Opening/closing of FPS=9; Delay in receiving/ distribution of commodity=10; Others, specify =11

Table 6b: Statement on functioning of on District level Vigilance Committee

**Year:** *Select Year (Quarterly)*

District	Has the VC formed	No. of meetings held during this quarter	No. of Minutes of Meeting submitted to State govt.	key Issues discussed in meetings (Not more than 4)	Written complaints submitted to DGRO which are yet to be resolved	No. of written complaints submitted to DGRO in current quarter	No. of cases resolved by DGRO in current quarter
District 1				Select from options below			
District 2				Select from options below			
District 3				Select from options below			

\* **Option for key Issues discussed in meetings-** Issue of new ration card= 1; Addition/ Deletion of beneficiary=2; Overcharging=3; Less Quantity= 4; Poor Connectivity= 5; Poor quality of commodities= 6; Misbehaviour of dealer= 7; Function of vigilance committee=8; Opening/closing of FPS=9; Delay in receiving/ distribution of commodity=10; Others, specify =11



Table 6c: Statement on functioning of on State level Vigilance Committee

**Year:** *Select Year (Quarterly)*

Is the State level VC formed? (yes/No)	No. of meetings held during this quarter	No. of Minutes of Meeting submitted to State govt.	key Issues discussed in meetings (Not more than 4)	Written complaints submitted to Dept which are yet to be resolved	No. of written complaints submitted to Dept. in current quarter	No. of cases resolved by Dept. in current quarter
			Select from options below			

\* **Option for key Issues discussed in meetings-** Issue of new ration card= 1; Addition/ Deletion of beneficiary=2; Overcharging=3; Less Quantity= 4; Poor Connectivity= 5; Poor quality of commodities= 6; Misbehaviour of dealer= 7; Function of vigilance committee=8; Opening/closing of FPS=9; Delay in receiving/ distribution of commodity=10; Others, specify =11

### 3.3 Social Audit

Table 7: Statement on Social Audit Model followed by the State

**Year:** *Select Year*

Districts	Stakeholders involved in Conduct of Social Audit (Yes/No)					Annual Target		No. of FPSs covered with social Audit	If there any special days designated for Social Audit? Please specify	No. of Social Audit Reports Uploaded in the public domain	No. of audit reports on which action communicated
	Gram Panchayat	NGOs	Academic Institutions	State Agency	Others, specify	Coverage (Total no. of FPSs to be Covered each year)	Periodicity (No. times an FPS is expected to be Covered in a Year)				
District1	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
District 2											

## 4. Grievance Handling

### 4.1 Grievance registration and redressal

Table 8: Statement on Grievance redressal infrastructure and functionality at state level

**Year:** *Select Year*

Toll Free Numbers in use			Capacity of the call center (no. of dedicated seats)	Web link – Online registration Portal	Provision to Check following on Grievance portal		Whether complainant feedback is taken before closing the Grievance?	Notified timelines for resolution of grievance (no. of Days)					Are outbound call made proactively to beneficiaries for getting their satisfaction level?	Are voice messages broadcasted to beneficiaries?
Toll free no 1	Toll free no 2	Other toll-free numbers in use for PDS			Grievance Status	Status of Grievances		Select from list*	Select from list*	Select from list*	Select from list*	Select from list*		
XX	XX	XX	XX	<a href="http://www.grievance.com">www.grievance.com</a>	<u>Drop down (Yes/No)</u>	<u>Drop down (Yes/No)</u>	<u>Drop down (Yes/No)</u>	XX	XX	XX	XX	XX	<u>Drop down (Yes/No)</u>	<u>Drop down (Yes/No)</u>

\* **Option for key Issues discussed in meetings-** Issue of new ration card= 1; Addition/ Deletion of beneficiary=2; Overcharging=3; Less Quantity= 4; Poor Connectivity= 5; Poor quality of commodities= 6; Misbehaviour of dealer= 7; Function of vigilance committee=8; Opening/closing of FPS=9; Delay in receiving/ distribution of commodity=10; Others, specify =11

Table 9: Statement on Grievance received and resolved

**Year:** *Select Year* **Quarter:** *Select Quarter*

<b>Districts</b>	Opening balance (no. of unresolved Grievances at the start of Quarter) *				No. of Grievances received in the quarter				No. of Grievances disposed during the quarter			
	Toll free no.	Online	DGRO	Others	Toll free no.	Online	DGRO	Others	Toll free no.	Online	DGRO	Others
<b>District 1</b>	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
<b>District 2</b>												

\* To be auto filled after initial entry from subsequent quarter.

Table 10: Statement on grievance type and timeliness of disposal

**Year:** *Select Year* **Quarter:** *Select Quarter*

Districts	Category of grievance	No. of Grievance disposed during this quarter					No. of Grievance pending at the end of the quarter				
		Within 15 days	15-30 days	30-60 days	60-90 days	More than 3 months	For Less than 15 days	For 15-30 days	For 30-60 days	For 60-90 days	For More than 3 months
District 1	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
District 2	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX

**Drop down list:** New ration card= 1, Ration card modification = 2; Over charging =3; Non-availability/ denial of food grains= 4; under weightment of food grains; Poor Connectivity/ PoS related issues= 6; Poor Quality of food grains = 7; Irregularity in functioning of Fair Price Shop; 8= Others

## 4.2 Functioning of DGRO and State Food Commission (SFC)

Table 11: Statement on functioning of District grievance redressal officer (DGRO)

**Year:** *Select Year* **Quarter:** *Select Quarter*

Districts	Contact details of DGRO	No. of review meetings held by DGRO in the quarter			No. of inspections held/ field visits conducted in the quarter		
		With FPS level VC members	With block/district level VC members	With Dept. staffs	No. of visits	No. of Districts visited	No. of FPSs visited
District 1	<a href="http://www.contact.com">www.contact.com</a>	XX	XX	XX	XX	XX	XX
District 2							

Table 12: Statement on functioning of State Food Commission

**Year:** Select Year **Quarter:** Select Quarter

No of open complaints during the quarter (opening balance from previous quarter + new received in the current quarter)			No of Disposal in the current quarter			No. of review meetings held by SFC chair/members in the quarter			No. of inspections held/ field visits conducted in the quarter			Web link – Notification/ Contact details of State Food Commission	Weblink of Annual report submitted by SFC in state legislation
Appeal against DGROs order	Direct complaints to SFC	Suo moto cases	Appeal against DGROs order	Direct complaints to SFC	Suo moto cases	With VC members	With DGRO	With Dept. staffs	No. of visits	No. of Districts visited	No. of FPSs visited		
XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	<a href="http://www.report.com">www.report.com</a>	<a href="http://www.report.com">www.report.com</a>

Table 13 Statement on functioning of State Food Commission

**Year:** Select Year **Quarter:** Select Quarter

Districts	Details	Break-up of complaints received (no. of complaints)				No. of Complaints disposed				
		Individuals	Vigilance committees	Voluntary/ Consumer organisations	Others	Within 15 days	15-30 days	30-60 days	60-90 days	More than 3 months
District 1	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX
	Dropdown list	XX	XX	XX	XX	XX	XX	XX	XX	XX
District 2										

**Drop down list:** New ration card= 1, Ration card modification = 2; Over charging =3; Non-availability/ denial of food grains= 4; under weightment of food grains; Poor Connectivity/ PoS related issues= 6; Poor Quality of food grains = 7; Irregularity in functioning of Fair Price Shop; 8= Others

Table 13a: Statement on Staff strength of State Food Commission and their monthly remuneration

Details	No of Sanctioned Posts	No of staff In-Position		No of Vacant positions	Monthly remuneration (in INR)
		On deputation	Contractual staff		
Chairperson	XX	XX	XX	XX	XX
Members (5)	XX	XX	XX	XX	XX
Member Secretary	XX	XX	XX	XX	XX
Support staff (specify)	XX	XX	XX	XX	XX
	XX	XX	XX	XX	XX
	XX	XX	XX	XX	XX
	XX	XX	XX	XX	XX

## 5. Payment of Food Security allowance in case of Non-Supply of Foodgrain entitlement

Table 14: Statement Payment of Food Security allowances in case of Non-Supply of Foodgrain

Year: Select Year Quarter: Select Quarter

Districts	No of households that complained of non-supply of foodgrain			No of households identified by Nodal officer under provision of clause 5 of Food Security allowance rules 2015			Quantity of food grain not distributed (in MT)			No of households who received food security allowance						Food security allowance distributed (In INR)		
										Within 15 days			others					
	AAY	PHH	Total	AAY	PHH	Total	AAY	PHH	Total	AAY	PHH	Total	AAY	PHH	Total	AAY	PHH	Total
District 1	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
District 2																		

## 6. Margin and Viability of Fair Price shops

Table 15: Classification of Fair Price Shops based on average allocation per month

Year: Select

Districts	Number of FPS in Rural Area –allocation wise				Number of FPS in Urban Area – allocation wise			
	Less than 40 Qt.	40-80 Qt.	80-120 Qt.	120 and above	Less than 40 Qt.	40-80 Qt.	80-120 Qt.	120 and above
District 1								
District 2								

Table 16: Classification of FPS dealers based on average commission per month

Year: Select

Districts	No. of Rural FPSs									No. of Urban FPSs									
	< Rs. 2000	Rs. 2000-4000	Rs. 4000-6000	Rs .6000-8000	Rs .8000-10000	Rs. 10000-12000	Rs. 12000-14000	Rs. 14000 and above	Total	< Rs. 2000	Rs. 2000-4000	Rs. 4000-6000	Rs .6000-8000	Rs .8000-10000	Rs. 10000-12000	Rs. 12000-14000	Rs. 14000 and above	Total	
District 1																			
District 1																			

Table 17: FPS dealer margin and Other sources of income

Year: Select Year

Margin/Commission paid to dealer for NFSA foodgrains (in INR per Qt.)			Incentive to dealer for use of e-POS (in INR per Qt.)	Margin paid to dealer on account of transportation/unloading etc (if doorstep delivery is not	Any other Financial incentive over and above commission (Base payment, minimum pay-out etc.) details (please specify)	Other Business Avenues, Schemes to enhance FPS viability, specify	Margin for sale of ICDS/MDM items (Margin/Commission in INR per Qt.)		
Rice/wheat/coarse grain	Wheat flour	Total					Item 1 Dropdown	Item 2 Dropdown	Item 3 Dropdown

				implemented)					

Note: Item drop down- Pulses=1, Edible oil=2, Salt=3, others=4

Table 18: Payment to FPS dealers

**Year:** *Select Year* **Quarter:** *Select Quarter*

<b>Districts</b>	Dealers Margin due at the beginning of the quarter		Total dealer margin paid to FPSs in the quarter	Dealers Margin due at the end of the quarter	No of FPSs' made full payment
	Amount (in INR)	Period it pertains to			
District 1					
District 1					

## 7. Measures taken to reach the unreachable households

Table 19: Statement on measures to reach the unreachable households

**Period:** *Half-yearly* **Period :** \_\_\_\_\_

<b>Districts</b>	<b>Measures taken*</b>	<b>No. of Card holders/FPSs covered</b>
<b>District 1</b>	Select from option	
	Select from option	
	Select from option	
<b>District 2</b>	Select from option	
	Select from option	
	Select from option	

\* Home Delivery= 1; Authorization of nominee=2; Organizing special campaign for identification of weaker sections without RCs=3; Any other, Specify=4

## 8. Awareness, Training and Manpower

### 8.1 Administrative manpower for handling PDS operations in the State

Table 20: Statement on Administrative manpower for handling PDS operations in the State

**Year:** *Select Year* **Hal-yearly:** *Select Period*

<b>Districts</b>	<b>Grade</b>	<b>State dept. level</b>			<b>District level dept. staff</b>			<b>Block level dept. staff</b>		
		<i>No of Sanctioned Posts</i>	<i>No of staff In-Position</i>	<i>No of Vacant staff</i>	<i>No of Sanctioned Posts</i>	<i>No of staff In-Position</i>	<i>No of Vacant staff</i>	<i>No of Sanctioned Posts</i>	<i>No of staff In-Position</i>	<i>No of Vacant staff</i>
<b>District 1</b>	<b>Class I</b>	XX	XX	XX	XX	XX	XX	XX	XX	XX
	<b>Class II</b>	XX	XX	XX	XX	XX	XX	XX	XX	XX
	<b>Class III</b>	XX	XX	XX	XX	XX	XX	XX	XX	XX
	<b>Class IV</b>	XX	XX	XX	XX	XX	XX	XX	XX	XX
	<b>Contractual</b>	XX	XX	XX	XX	XX	XX	XX	XX	XX
	<b>Total</b>	XX	XX	XX	XX	XX	XX	XX	XX	XX
<b>District 2</b>										

Table 21: Statement on manpower for provision of technical support related to E2E comp & IMPDS

**Year:** *Select Year* **Quarter:** *Select Quarter*

<b>Districts</b>	<b>State PMU</b>			<b>District PMU</b>			<b>Staff handling supply chain management in Godowns</b>		
	<i>No of Sanctioned Posts</i>	<i>No of staff In-Position</i>	<i>No of Vacant post</i>	<i>No of Sanctioned Posts</i>	<i>No of staff In-Position</i>	<i>No of Vacant post</i>	<i>No of Sanctioned Posts</i>	<i>No of staff In-Position</i>	<i>No of Vacant post</i>
<b>District 1</b>	XX	XX	XX	XX	XX	XX	XX	XX	XX
<b>District 2</b>									



Table 22: Statement on Training Programs held/ attended on PDS

**Year:** *Select Year* **Half-Yearly:** *Select Period*

Name of Training Programme	Conducted by Central/ State Govt.	Target Group (specify)	Duration (no. of days)	Venue	No. of persons covered

## 8.2 Awareness Initiatives

Table 23: Statement on Awareness Programs held on PDS

**Year:** *Select Year* **Half-Yearly:** *Select Period*

<u>Districts</u>	Annual Target					Target Achieved by the end of current quarter				
	No. of TV Spots	No. of Radio Spots	No. of Print Media Ads	No. of SMS/IVR/ phone calls etc.	No of awareness programs	No. of TV Spots	No. of Radio Spots	No. of Print Media Ads	No. of SMS/IVR/ phone calls etc.	No of awareness programs
District 1	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
District 2										
District 3										
District 4										