

Expression of Interest (EOI)
For
Concurrent Evaluation and Monitoring of Functioning
of
NATIONAL FOOD SECURITY ACT 2013
(NFSA)

Directorate of Food Civil supplies and Consumer Affairs,
Government of Meghalaya
Horse Shoe Building , Ground Floor, Room No. 30,
Shillong 793003

Phone : 0364-2224108

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April, 2018

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1. TEXT OF ADVERTISEMENT

**Directorate of Food Civil supplies and Consumer Affairs,
Government of Meghalaya
Horse Shoe Building , Ground Floor- Room No. 30
Shillong 793001**

INVITATION FOR EXPRESSION OF INTEREST

Directorate of Food Civil Supplies and Consumer Affairs invites sealed Expression of Interest (EOI) from Indian Institutions (Government/Autonomous, Fully and partly funded by Central or State Government.) for undertaking concurrent evaluation and monitoring of functioning of National Food Security Act, (NFSA) 2013.

The EOI Document containing the details of Concurrent Evaluation, Expertise and Experience of conducting research and evaluation study of NFSA. Submission requirement, brief objective & scope of work and evaluation criteria, Terms of References etc. can be downloaded from the website <http://megfcsca.gov.in>

Further details, if any, may be obtained from Shri. Shai Kupar War Project Manager, Project Management Unit, (PMU), End to End computerization of TPDS, Room No. 30, Horse shoe Building Ground Floor, Shillong- 793001 during working hours.

Last date for submission of EOI is 15th June, 2018 upto 1400 hrs. Sealed envelope marked to the captioned address, containing EOI by dropping at the mentioned office address, mentioning “EOI for concurrent evaluation and monitoring of functioning of National Food Security Act, (NFSA) 2013” on the top of the Cover.

“Smti.I.R Sangma IAS, Director, Food Civil Supplies and Consumer Affairs, Horse Shoe Building, Ground Floor, Shillong- 793001 ”

Institutions meeting all the criteria as per the Terms of References may be invited for presentation / proposal before the selection committee of Food Civil Supplies and Consumer Affairs, Bid Document will be subsequently issued to the short listed Institutions only.

Director, Food Civil Supplies and
Consumer Affairs
, Government of Meghalaya.

Note: Food Civil Supplies and Consumer Affairs or any of its designates reserves the right to cancel this request for EoI and/or invite afresh with or without amendments, without liability or any obligation for such request for EoI and without assigning any reason. Information provided at this stage is indicative and Food Civil Supplies and Consumer Affairs reserves the right to amend/add further details in the EoI.

2. LETTER OF INVITATION

**Directorate of Food Civil supplies and Consumer Affairs,
Government of Meghalaya
Horse Shoe Building, Ground Floor- Room No. 30
Shillong 793001**

No.

Dated:

Dear Sir/Madam,

Food Civil Supplies and Consumer Affairs invites sealed Expression of Interest (EOI) from Indian Institutions (Government/Autonomous, Fully and partly funded by Central or State Government.) for undertaking concurrent evaluation and monitoring of functioning of National Food Security Act, (NFSA) 2013..

The EOI Document containing the details of Concurrent Evaluation, Expertise and Experience of conducting research and evaluation study. Submission requirement, brief objective & scope of work and evaluation criteria, Terms of References etc. can be downloaded from the website <http://megfcsca.gov.in>

The EOI Document is also available on the Food Civil Supplies and Consumer Affairs website <http://megfcsca.gov.in>

You may submit your responses in sealed envelopes in prescribed format to the undersigned latest by 15.06.2018.

**“Director of Food Civil supplies and Consumer Affairs,
Government of Meghalaya
Horse Shoe Building , Ground Floor- Room No. 30
Shillong 793001**

Queries if any may be referred in writing to the Director, Food Civil Supplies and Consumer Affairs at the above mentioned address or Telephone No. **0364-2224108** or at E-mail: **fcsca-meg[at]nic.in / pmu.fcs-meg@gov.in**

S. No.	Critical Dates	Date	Time
1.	Publishing Date	23.05.2018	
2.	Document Download Start Date	23.05.2018	12.00 hrs
3.	Document Download End Date	08.06.2018	12.00 hrs
4.	Bid Submission Start Date	08.06.2018	10.00 hrs
5.	Bid Submission End Date	15.06.2018	14.00 hrs
6.	Bid Opening Date	19.06.2018	15.00 hrs

Yours faithfully,

Director, FCSCA

Encl.: EOI Document.

3.1 Summary

The Ministry of Food Consumer Affairs and Public Distribution felt a need for concurrent evaluation and monitoring of functioning of National Food Security Act, 2013. The purpose of the concurrent evaluation is for more in-depth, incisive and comprehensive monitoring of the implementation process on regular basis for adequate empirical evidence for the qualitative evaluation of the NFSA programme. This calls for an institutional mechanism with the required reach and resourcefulness with the main objectives of facilitating action for improved quality of implementation/service delivery to serve the end beneficiaries with quality services.

4.0 Objective

The main objective for this evaluation is to assess the overall implementation of NFSA 2013 throughout the state from the systematic level till the beneficiary level. It will also highlight the change that it has brought in since the implementation and what more to improve.

- At systematic level: Assess and analyse the progress of NFSA 2013.
- At beneficiary level: Evaluate the benefits on the target groups with the implementation of NFSA 2013.

5.0 Venue & Deadline for submission of proposal

Proposal, in its complete form in all respects as specified in the EOI, must be submitted to Directorate of Food Civil Supplies and Consumer Affairs at the address specified herein earlier. In exceptional circumstances and at its discretion, Directorate of Food Civil Supplies and Consumer Affairs may extend the deadline for submission of proposals by issuing an amendment to be made available on the Directorate of Food Civil Supplies and Consumer Affairs website, in which case all rights and obligations of Directorate of Food Civil Supplies and Consumer Affairs and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

6.0 Validity of Offer:

The offer for EOI as per this document shall be valid for a period of three (3) months initially which may be extended further if required by Directorate of Food Civil Supplies and Consumer Affairs.

7.0 TERMS OF REFERENCE

The detailed terms of reference are enclosed at **Annexure-I**.

8.0 Institution to conduct the Concurrent Evaluation and Monitoring of National Food Security Act 2013.

- Evaluation will be conducted by a reputed institutions selected by the department in the State assigned to them.
- The monitoring institution may be a list of reputed Government, Government Aided and Autonomous institution under the Central and State Government. The State can recommend the names of not more than three institutions.
- There will be a Committee headed by the Secretary (FPD) with AS & FA of the Department. JS (BP PD). Representatives of NITI AYOOG and representatives of the States to examine and select the institution.
- The Monitoring Institution (MI) shall conduct the concurrent evaluation as per the Indicators and the terms and conditions laid down in the Terms of Reference (ToR) prescribed by the Ministry.
- Selected Monitoring Institution (MI) will have to designate one Senior faculty member as a nodal person who will monitor the Concurrent evaluation and for maintaining a close coordination with the Department.
- The Monitoring Institution (MI) shall prepare an annual action plan in consultation with the State Department and share with the Ministry.

9.0 INSTRUCTIONS TO INSTITUTIONS

9.1 The Expression of Interest is to be submitted in the manner prescribed below:-

All information as detailed below is to be submitted in two hard copies in separately sealed envelopes and one soft copy in CD:-

- (a) Applicant's Expression of Interest as per Format-1.
- (b) Institutional Contact Details as per Format-2.
- (c) Experience of the Institution as per Format-3.
- (d) List of Nodal Representative/ Persons as per Format-4.
- (e) Additional information as per Format-5.
- (f) Declaration as per Format-6.

9.2 EOI Documents have been hosted on the website <http://megfcsca.gov.in> and may be downloaded from the website.

The bidders are expected to examine all instructions, forms, terms and other details in the EOI document carefully. Failure to furnish complete information as mentioned in the EOI document or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

10. Qualification Criteria:

Qualification criteria shall be as per Terms of Reference (Annexure I) and based on experience in carrying a study on concurrent Evaluation of Govt. schemes. Each eligible Institution should possess all the following criteria. Responses not meeting the criteria's will be rejected and will not be evaluated.

S. No.	Pre-qualification Criteria	Supporting document	Compliance
1.	The Institution shall be registered with the Government.	Copy of Certificate	
5.	The Institution shall have experience of providing: (i). Similar completed Evaluation services to Central Govt./State Govt. schemes Govt. bodies in India	Copy of Work Order / Contract	
6.	The Institution should designate one of its faculty members as the nodal person for this work.	Certificate by the Authority of the Institution	
7.	The Institution should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies	Certificate signed by the Authorized signatory	
8.	PAN No. / Service Tax Registration Certificate	Copy of Certificate to be enclosed.	
9.	Preference will be given to Institution having prior experience in concurrent evaluation and monitoring of functioning of National Food Security Act, 2013 of Centrally Sponsored Scheme for any Central / State Govt. / Govt. Autonomous Bodies		

11.0 Evaluation Criteria and Method of Evaluation:

- (a) Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
- (b) EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of Evaluation and as per terms of Reference.
- (c) Institution who qualify as per the Terms of Reference will be provided a brief about the NFSA 2013. The Institution will be required to make a presentation, to a selection committee show-casing their proposals.
- (c) Short listed Institutions will be issued Bid Documents and asked to submit their price proposal in a sealed envelope.

12.0 Response:

12.1 Institutions must ensure that their Bid response is submitted as per the formats attached with this document. Special comments on the objectives and scope of the service projected in the enquiry may also be submitted along with the offer.

12.2 Application in sealed cover super scribed as “EOI for concurrent evaluation and monitoring of functioning of National Food Security Act, 2013.”.

13.0 Conflict of Interest:

13.1 Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform FCSCA, detailing the conflict in writing as an attachment to this Bid.

13.2 FCSCA will be the final arbiter in cases of potential conflicts of interest. Failure to notify FCSCA of any potential conflict of interest will invalidate any verbal or written agreement.

13.3 A Conflict of Interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular Bidder is successful. Actual and potential conflicts of interest must be declared by a person involved in a Bid process.

14.0 Condition under which EOI is issued:

The EOI is not an offer and is issued with no commitment. FCSCA reserves the right to withdraw EOI and or vary any part thereof at any stage. FCSCA further reserves the right to disqualify any Institution, should it be so necessary at any stage.

15.0 Last date of submission of EOI:

The last date of submission of EOI is 15.06.2018 (14.00 hrs.).

Bid Opening Date & Time is 19.06.2018 (15.00 hrs.)

16.0 FORMATS FOR SUBMISSION:

FORMAT – 1

APPLICANT’S EXPRESSION OF INTEREST

To,

Director of Food Civil Supplies and Consumer Affairs,
Ground Floor, Horse Shoe Building,
Lachumiere Shillong-793001

Sub: Submission of Expression of Interest to undertake Concurrent Evaluation and Monitoring of functioning of National Food Security Act, 2013.

Dear

In response to the Invitation for Expressions of Interest (EOI) published on xx.xx.xxxx for the above purpose, we would like to express interest to carry out the above proposed task. As instructed, we attach 2 sets of the following documents in separately sealed envelopes and one soft copy:

1. Institution Details (Format-2)
2. Experience in related fields (Format-3)
3. List of experts / person (Format-4)
4. Additional information (Format-5)
5. Declaration (Format-6)

Sincerely Yours,

Signature of the applicant

[Full name of applicant]

Stamp.....

Date:

Encl.: As above.

Note: This is to be furnished on the letter head of the Institution.

FORMAT – 2

S. No	Institution Contact Details	
1.	Name of Institution	
2.	Main areas of Study/Specialization	
3.	Type of Institution registered (Government/Autonomous, Fully and partly funded by Central or State Government.)	
4.	Whether the Institution has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details thereof. .	
5.	Address of registered with telephone no. & fax	
6.	Address of Institution	
7.	Contact Person with telephone no. & e-mail ID	

Enclose:-

1. Copy of Certificates.
2. Copy of Article of Association in respect of 3 above.
3. Undertaking in respect of 4 above.

Signature of the applicant

Full name of the applicant

Stamp & Date

FORMAT – 3

Experience in Related Fields					
Overview of the past experience of the Institution in all aspects related to Concurrent Evaluation of any govt. scheme.					
S. No	Items	Number of Assignments during last 5 years	Order Value of each assignment in Lakhs of Rs. (Enclose copy of each order)	Mention the name of Client/ Institution (Enclosed completion certificates)	
1	Experience of assignments of similar nature				
1.1	Experience in carrying out similar assignments in Government				
1.2	Experience in carrying out Similar assignments in Public sector.				
<p>Decision of Evaluating Committee in ascertaining “similar nature” and “similar Assignment” will be final.</p> <p style="text-align: right; margin-top: 20px;"> Signature of the applicant Full name of applicant Stamp & Date </p>					

FORMAT – 4

List of Nodal Representatives/Person				
S. No	Name	Designation	Qualification	Relevant Experience
1.				
2.				
3.				
4.				
5.				
6.				

Signature of the applicant
Full name of applicant
Stamp & Date

FORMAT – 5

Additional Information

1. List all enclosures related to the previous sections.

S.NO	Description	No. of pages

2. Additional information to support the eligibility as per Section 7 (Not more than 2 pages).

Signature of the applicant

Full name of applicant

Stamp & Date

FORMAT -6

Declaration

We hereby confirm that we are interested in competing for concurrent evaluation and monitoring of functioning of National Food Security Act, 2013

All the information provided herewith is genuine and accurate.

Authorized Person's Signature.

Name and Designation:

Date of Signature:

Note: The declaration is to be furnished on the letter head of the Institution.

Terms of Reference

Concurrent evaluation and monitoring of National Food Security Act 2013

1. Background

In 2013, the National Food Security Act (NFSA) was passed with overall objective of providing food and nutrition security to people by providing access to food grains 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, PHH households are entitled to receive 5 kg of food grains per person per month and AAY households are entitled for 35 kg of food grains per month at a highly subsidized price. The Act also, clearly outlines the TPDS reforms that are necessary to be implemented in order to achieve the objectives of the NFSA.

2. Purpose of the Concurrent Evaluation and Monitoring

- 2.1. Since enactment of the NFSA, the Ministry of Food, Consumer Affairs and Public Distribution has been monitoring the progress of NFSA/PDS implementation mainly through official sources which include periodic progress reports, regular meetings, field visits etc. There is a need, however, for more in-depth, incisive and comprehensive monitoring of the implementation process on regular basis for adequate empirical evidence for the qualitative evaluation of the programme. This calls for an institutional mechanism with the required reach and resourcefulness.
- 2.2. While research and evaluation studies provide robust estimates on key outcome and impact indicators, the time taken by them is much more. Concurrent evaluation on the contrary, will provide a fairly good information of outputs and key outcome indicators on quarterly basis **with main objectives of facilitating action for improved quality of implementation/service delivery** to serve the end beneficiaries with quality services.
- 2.3. The main objectives of the concurrent evaluation is to assess the overall progress of implementation of NFSA(2013) across the country and measure and monitor the change it has brought in, specifically:
 - 2.3.1 At systemic level: Assess and analyse the progress of implementation of various aspects of the NFSA 2013
 - 2.3.2 At beneficiary level: Evaluate the benefits of NFSA on the target groups to achieve the objectives of the NFSA

3. Scope:

The Concurrent evaluation will be conducted on a quarterly basis in all 36 States and Union Territories. In each State, 1 to 6 sample districts will be covered on quarterly basis. Details of numbers of sample districts for each state is provided in the annexure.

4. Duration and Frequency:

The concurrent evaluation of implementation of NFSA would be conducted on quarterly basis in the selected districts as per the norms laid down in the ToR regarding minimum time to be devoted for the evaluation process. The evaluation team of the selected Monitoring Institute shall devote a minimum of one day per village having a Fair Price Shop.

5. Sampling Methodology:

The allocation of total sample in each State/UT will be based on the proportion of NSSO agro-climatic regions¹ and population size of the State/UT. The sample is further allocated in rural and urban areas within a State/UT in proportion to the rural/urban NFSA coverage share in the state.

5.1. **Sample design:** A multi-stage sample design will be adopted for the concurrent evaluation. Districts/ cities/towns, villages/ urban wards and households will form the first, second and third stages of sampling, respectively. The list of 2011 Census districts and villages/ cities/ towns will constitute the sampling frame. Within each State/UT, districts will be selected randomly in such a way that not more than one district is covered per NSS regions per quarter.

5.2. **Selection of samples:** In every quarter, one district each from a NSS region will be randomly selected using the equal probability approach as the first stage sample unit (FSU). Village/ Urban ward (where FPS is located) will form the second stage units (SSU) of the selection from which a sample of households will be selected. Five Villages/Urban ward (where FPS is located) from rural/urban areas in each district (based on urban rural distribution of NFSA population in the State) will be randomly selected. In each village, 15 sample NFSA beneficiary households (i.e., 10 PHH & 5 AAY) will be selected using a systematic random sampling method. Adequate representation of SC/ST, poor and vulnerable population will be ensured in the sample.. In the each quarter, the same process will be followed to select the sample districts, village and households.

6. Sample Size

6.1. In each quarter, across 36 States/UTs 5550 sample NFSA households will be covered (PHH: 3975 & AAY: 1575) from 265 villages & 105 urban wards in 74 sample districts. In a year, 22200 sample NFSA households will be selected from 1480 sample villages/ urban wards in 296 sample districts. **The sample size is proposed based on past experience of such evaluation studies and the available resources such as annual budget and man power and logistics of conducting such wide spread studies in consultation with the ministry.**

6.2. In each Village, in addition to 15 NFSA households (10 PHH households and 5 AAY households), Vigilance Committee and Fair price shop would be also covered. At district level, one godown, District level Vigilance Committee, District Grievance

¹Due to variations in social and economic characteristics within a state, the NSS regions are demarcated on the basis of homogeneity in cropping patterns, vegetation, climate, physical features, rainfall pattern, etc. Therefore, the NSS region is a group of districts with in a state that are similar in respect of agro-climatic features.

Redressal Officer (DGRO) and one District level Food & Civil supplies officers will be covered. The detailed list of the sample per state is attached in Annexure-I

7. Selection of Institution for Conducting the Concurrent Evaluation:

- 7.1. The concurrent evaluation would be carried out by reputed institutions selected by the Department in the States/UTs assigned to them. One monitoring institution may be assigned the task of concurrent evaluation in more than one States/UTs in view of practical realities of the State/UTs.
- 7.2. For selecting the monitoring institution, a list of reputed Government, Government aided and Autonomous institutions under Central and State government shall be prepared and shared with the States/UTs.
- 7.3. States will be required to consult the institutions included in the list or any other institution it deems suitable for the assignment and recommend names of not more than three institutions after obtaining their willingness along with the information about the institutions, as prescribed by the Department.
- 7.4. There will be a committee headed by Secretary (FPD) with AS & FA of the Department, JS (BP PD), representative of NITI AYOOG and representatives of States concerned to examine the recommendation and select the institution.

8. Responsibilities of the institutions selected for the concurrent evaluation

- 8.1. The selected monitoring institution (MI) shall have to sign a Memorandum of Understanding with the department to carry out the work as per the approved ToR.
- 8.2. The selected MI will conduct the evaluation as per the terms and conditions laid down in the Terms of Reference (ToR).
- 8.3. The selected MI will be required to designate one of its senior faculty members as the Nodal Person for this work, who shall be responsible for maintaining close coordination with the department taking necessary steps for the monitoring, reporting and submission of UCs for the funds released.
- 8.4. The selected MI will need to undergo the orientation workshop organized by the department.
- 8.5. The selected MI shall prepare an annual action plan for the concurrent evaluation in consultation with the State Govt./ UT administrations and share it with the department for its view before finalization.

9. Conduct of concurrent evaluation:

- 9.1. The Terms of Reference (ToR) and the Tools for the concurrent evaluation will be shared by the Central Government before the beginning of the quarter.
- 9.2. The selected Monitoring Institution (MI) will share the final action plan for field study by first week of the quarter with the State Government so that necessary logistical arrangements can be made on time.
- 9.3. MI will impart one day training to the persons selected as field level investigators. Under no circumstances, the responsibility of monitoring shall be outsourced or sublet to any other agency and the collection of data be seen as an exercise not integral to the overall responsibility of monitoring.

- 9.4. The field investigators will spend minimum of one full day per village/urban ward/ district level unit. Nodal officer should visit district level unit and at least 10 % of the sample village/ urban ward.
- 9.5. The tool used for evaluation will include questionnaire based interviews, focus group discussions, observation & verification of data/ documents at local level and analysis of secondary data provided by State government/ available in State PDS portal.
- 9.6. The draft evaluation report will be shared with the Deputy Commissioner/ District Collector of the concerned district for review before it should be submitted to the Department with a copy to the State Govt.
- 9.7. The draft report shall be submitted by the selected institution to Central Govt. and State Government within 15 days of completion of a quarter.
- 9.8. Comments of the Central Government concerned, if any, would be communicated to the MI within 15 days of the receipt of the report, for necessary modification. The MI shall thereafter submit the final report to the Govt. within 7 days after that.
- 9.9. The department will organize a workshop for discussion on the findings of the evaluation and necessary steps for improvement. States/UTs will also be invited to attend the workshop.

10. Concurrent evaluation parameters:

The key parameters of the concurrent evaluation given below would cover both beneficiary level and systemic level indicators that would be assessed based on primary data collected during the survey and analysis of secondary data (shared by state govt. and Online PDS reports & PoS transaction from State PDS portal etc.).

Key Parameters	Indicators
Implementation of key NFSA elements	<ul style="list-style-type: none"> ● Identification of the prescribed number of PHH / AAY households as per NFSA ceiling. ● Recognition of women as head of households in NFSA ration cards. ● Setting up & functioning of Vigilance Committees at the State, District, Block and fair price shop levels ● Conduct of periodic social audits and corrective action ● Setting up & functioning of DGROs / State Food Commission ● Implementation of Door-step delivery at FPS, adequate storage facility and timely availability of food grains.
Computerisation of Supply chain	<ul style="list-style-type: none"> ● Digitization of NFSA ration cards and beneficiaries with Aadhaar seeding/ validation and Mobile & Bank account seeding of ration cards and beneficiaries ● Implementation of online allocation and generation of online allocation orders till FPS level based on system generated FPS closing balance ● Supply chain automation for online stock and movement management ● Implementation of Online Grievance Redressal/ Toll Free Numbers (1800 series and 1967) with online tracking facility ● Installation of PoS at Fair Price shop & availability of the following services / percent of beneficiaries availing these services <ul style="list-style-type: none"> ○ PoS based distribution (online) ○ PoS based distribution (Offline) ○ Biometric (Aadhaar) authentication

Key Parameters	Indicators
	<ul style="list-style-type: none"> ○ Other forms of Authentication (OTP, Photo etc.) ○ Cashless payment facility ○ Other Banking correspondent facility ○ Other CSC services ● Training and awareness generation w.r.t. TPDS computerization and NFSA implementation
Beneficiary Identification	<ul style="list-style-type: none"> ● Effectiveness of criteria used by States to identify AAY/ PHH beneficiaries ● Inclusion/ exclusion of poor and vulnerable people in AAY/PHH list ● Utilization of technology and other measures etc. to ensure correct identification of beneficiaries and for their periodic updation ● Correlation of district/ block wise beneficiary coverage percent with the socio-economic status of the district/ block.
Awareness and communication	<ul style="list-style-type: none"> ● Awareness levels of beneficiaries /FPSs regarding <ul style="list-style-type: none"> ○ NFSA inclusion and exclusion criteria ○ Provision for making eldest women as head of household in NFSA ○ Process of applying for new/ duplicate cards ○ NFSA Entitlement and Allotment ○ FPS opening/ closing time ○ Requirement for display of stock & cardholders details ○ Requirement for keeping sample food grain at PDS ○ Grievance Redressal Mechanisms (including toll free number, social audits, vigilance committees, government officers etc.) ○ SMS Alerts about arrival of food grains ○ Role and functions of vigilance committee ○ Aadhaar seeding / Aadhaar based authentication
Transparency measures	<ul style="list-style-type: none"> ● Display of required information at Fair price shop level as per PDS control order ● Availability of following reports in States portal <ul style="list-style-type: none"> ○ NFSA ration cards and beneficiary details in a drill down manner- State, District, Block, Village, FPS, Ration Cards, Beneficiaries as per the prescribed standards ○ Digitized central repository of all PDS stakeholders (F&CS Offices, FPSs, Godowns / Depots, Card Types, Wholesalers, Lead Societies, FPS dealers) ○ Entitled and allocated quantity, commodity type, closing balance, ration card count in online allocation reports ○ Monthly allocation reports on State Portal in a drill down format- State, District, Block, Village, FPS as per the prescribed standards ○ All SCM related reports (Food Grain receipt and issuance, Stock position of Godowns, Delivery order, Truck Challan, Gate Pass, Acknowledge Receipt from FPS, SMS reports) ○ Online Grievance Redressal & Online Tracking Facility ○ Details of DGRO, State Food Commission, Vigilance committees on State Portal

Key Parameters	Indicators
	<ul style="list-style-type: none"> ○ Reports related to grievances redressed/disposed/pending and average time taken to resolve grievances etc.
Operational efficiency of supply chain & FPS viability	<ul style="list-style-type: none"> ● Adequacy of the storage capacity of the district godowns ● Timely and smooth movement of food grains ● Income/ expenditure of FPS and its viability ● Impact of sale of other food items on FPS viability ● Impact of Banking correspondent /Common Service Centre role on FPS viability ● Role of FPS portability in improving efficiency of FPS operation
Timely availability & quality of Food Grains	<ul style="list-style-type: none"> ● Timely arrival of stocks at FPSs ● Timely information about arrival of stocks at FPS ● Timely and regular availability of food grains ● Quality of food grains received from FPSs
Efficiency in functioning of FPSs & ensuring ease of access to beneficiaries	<ul style="list-style-type: none"> ● Shop opening/ closing time/ regularity ● Behavior of FPS owner with beneficiaries, especially with persons belonging to SC/ST, poor and vulnerable groups ● Average number of beneficiary visits each month to FPS ● Average distance of FPSs from beneficiaries' home ● Average transaction and waiting time of beneficiaries ● Price at which food grains are received by beneficiaries ● Access to full quantity of foodgrains and correct weightment. ● Availability & access of foodgrains to SC/ST and other groups. ● Ease of access to elderly and disabled person. ● Ease of authentication to various socio-economic groups for the purpose of lifting foodgrains
Stakeholder Convenience after TPDS computerisation	<ul style="list-style-type: none"> ● Proportion of beneficiaries using following online services <ul style="list-style-type: none"> ○ Online e-PDS/ RCMS for updation/deletion/ addition of Ration cards ○ Grievance application and tracking (Online, Toll Free, Offline etc.) ○ SMS Alerts about arrival of food grains ○ Online/ PoS based Aadhaar, mobile and bank account seeding ○ E- PoS device for FPS transaction ○ Biometric authentication (Aadhaar) based transaction ● Enhanced transparency, convenience & reduction in transaction time for <ul style="list-style-type: none"> ○ The issuance/modification/cancellation of ration cards ○ FPS transaction ○ Generate of allocation orders and dispatch of food grains to FPS ○ Registration and tracking of grievances ● Beneficiary Satisfaction before and after installation of PoS ● Perception of FPS dealer and beneficiary on impact of PoS usage ● Perception of officers w.r.t. to ease of monitoring through real time reports after TPDS computerization ● Perception of cardholders about DBT-CASH and digital payment facility

Key Parameters	Indicators
	at FPS
Effectiveness of Grievance Redressal System	<ul style="list-style-type: none"> • Number of grievance registered related to PDS and percent of grievance resolved on time in last one year • Percent of beneficiaries reporting irregularities in PDS • Percent of beneficiaries who utilised the grievance redressal system • Time bound redressal of complaints • Satisfaction level of stakeholders • Engagement with vigilance committees for addressing grievances
Effectiveness of vigilance committees and social audits	<ul style="list-style-type: none"> • Per cent of vigilance committees formed at various levels as per prescribed composition • Awareness of Vigilance committee members about their roles and responsibilities • Percentage of vigilance committees meeting regularly, maintaining minutes and undertaking monitoring of FPS • Percentage of vigilance committees that have registered issues related to PDS to DGRO. • Percent of FPSs where social audits were held • Percent of social audits that irregularities were reported and where actions were taken by the department
Leakages/ Deletion of Ration Cards/ Rightful Targeting	<ul style="list-style-type: none"> • Entitlement vs sold food grains quantity • FPS level reported Offtake vs Actual sale of food grains • Total Deleted cards in the Fair Price shop • Proportion of bogus or fake cards deleted due to deduplication/ Aadhaar based deduplication • Proportion of fake/ bogus cards detected & deleted due to Aadhaar based authentication • Deduplication of beneficiary and removal of ineligible/bogus/duplicate beneficiaries leading to rightful targeting/ savings • Reduction in offtake owing to e-POS installation and resultant food grains savings • Proportion of households who do not lift their entitlements (more than one/ three/six months/ a year)
Cost Savings	<ul style="list-style-type: none"> • Cost implications for State and Central Government on account of: <ul style="list-style-type: none"> ○ NFSA Implementation ○ Efficiency in operations ○ Deletion of bogus/fake cards ○ Reduction in offtake
Utility of TPDS	<ul style="list-style-type: none"> • Proportion of household food requirements met by PDS/ market/ own farms • Proportion of AAY and PHH households using PDS regularly • Socio-Economic profile of households having PHH and AAY cards • Perception of cardholders about importance of PDS in addressing household food security.
Overall Assessment	<ul style="list-style-type: none"> • Overall importance of PDS in the lives of AAY/PHH card holders • Overall satisfaction level of following stakeholders w.r.t. TPDS: <ul style="list-style-type: none"> ○ Beneficiaries ○ FPS ○ Government Officers

11. Terms of payment: The Department shall pay the Monitoring Institution (MI) as per the details given below:-

11.1. The MI shall spend one full day for visit of each sample village/ urban ward/ sample district level unit and be entitled to the payment of Rs. 3000/- (Rupees three thousand only) for each sample village/ urban ward/ sample district level unit.

11.2. The MI would also be paid a lump sum amount of Rs.15000 per quarter for expenses against imparting training to its field investigators, field visits by Nodal Officer, report writing etc.

11.3. Funds would be released to the MIs as per details given below

11.3.1. The Central Government shall pay 75% of the entitled amount to the MIs as first instalment of the year.

11.3.2. Balance of 25% of the entitled amount for the first year shall be paid to the MIs only after expenditure to the tune of 75% of the amount released as first instalment is incurred and the expenditure statement duly certified by the Finance Officer/ Registrar of the MI is furnished and the reports for the first two quarters are submitted.

11.3.3. 75% of the entitled amount for the second year shall be paid subject to submission of third and fourth quarter report of the previous year and incurring of expenditure of at least 75% of the funds released during previous year along with duly certified expenditure statement. The unspent balance with MI for the first year of the project will be adjusted while releasing the first instalment of second year.

11.4. The State Govt. will make arrangement for the accommodation of Nodal Officer/ Field investigators in the nearest Government Guest houses.

11.5. The Nodal officer of the MI will be paid TA/DA for attending the workshops organized by the Department as per Government regulations.

12. General Terms and Conditions:

12.1. The data/information collected as part of evaluation would be the property of both the MI & Government and the MI may publish academic articles and working papers using the primary survey data after the final report of the evaluation is submitted and accepted by the Government. A copy of all such publication must be shared with the department.

12.2. In the event of any question, dispute or differences arising under or out of or in connection with the activities as above and as detailed in the Terms of Reference to the Monitoring Institutes, the same shall be referred to the Secretary, Department of Food & Public Distribution or to any other person appointed by him/her.

Annexure 1: State-wise quarterly Sample plan

S.no	State/UT	Sample District	Sample Villages			Sample NFSA households			FPS level Vigilance committee
			Total	Rural	Urban	Total	Rural	Urban	
1	A.& N.Islands	1	5	5	0	75	75	0	5
2	Andhra Pradesh	3	15	12	3	225	180	45	15
3	Arunachal Pradesh	1	5	4	1	75	60	15	5
4	Assam	2	10	9	1	150	135	15	10
5	Bihar	2	10	9	1	150	135	15	10
6	Chandigarh	1	5	0	5	75	0	75	5
7	Chhattisgarh	2	10	8	2	150	120	30	10
8	D.& N.Haveli	1	5	3	2	75	45	30	5
9	Daman & Diu	1	5	1	4	75	15	60	5
10	Delhi	1	5	0	5	75	0	75	5
11	Goa	1	5	2	3	75	30	45	5
12	Gujarat	4	20	14	6	300	210	90	20
13	Haryana	2	10	7	3	150	105	45	10
14	Himachal Pradesh	2	10	9	1	150	135	15	10
15	Jammu & Kashmir	2	10	8	2	150	120	30	10
16	Jharkhand	2	10	8	2	150	120	30	10
17	Karnataka	4	20	14	6	300	210	90	20
18	Kerala	2	10	6	4	150	90	60	10
19	Lakshadweep	1	5	1	4	75	15	60	5
20	Madhya Pradesh	4	20	15	5	300	225	75	20
21	Maharashtra	4	20	13	7	300	195	105	20
22	Manipur	1	5	4	1	75	60	15	5
23	Meghalaya	1	5	4	1	75	60	15	5
24	Mizoram	1	5	3	2	75	45	30	5
25	Nagaland	1	5	4	1	75	60	15	5
26	Odisha	2	10	9	1	150	135	15	10
27	Puducherry	1	5	2	3	75	30	45	5
28	Punjab	2	10	7	3	150	105	45	10
29	Rajasthan	4	20	16	4	300	240	60	20
30	Sikkim	1	5	4	1	75	60	15	5
31	Tamil Nadu	4	20	13	7	300	195	105	20
32	Telangana	2	10	7	3	150	105	45	10
33	Tripura	1	5	4	1	75	60	15	5
34	Uttar Pradesh	6	30	24	6	450	360	90	30
35	Uttarakhand	1	5	4	1	75	60	15	5
36	West Bengal	3	15	12	3	225	180	45	15
	Total (quarterly)	74	370	265	105	5550	3975	1575	370
	Total (Annual)	296	1480	1060	420	22200	15900	6300	1480