

# A Study on Effectiveness of E-Pos in Public Distribution System; Special Reference to Pathanamthitta Municipality

Gayathri Menon

Student, KristuJayanti College (Autonomous), Bengaluru, Karnataka

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## ABSTRACT

The Republic of Indian food security system was established by the government of India underneath the Ministry of client Affairs, Food and Public Distribution to distribute food and non-food things to India' poor at sponsored rates. the government put in Electronic purpose of Sale (EPOS) altogether ration outlets is quick progressing as a part of the National Food Security Act to confirm clear functioning of PDS. This study was finished the aim to gauge the satisfaction level of epos and establish the issues occurred once the implementation of this new system. to hold forward the study shoppers from Pathanamthitta Municipality was taken as samples. The collected knowledge was analyzed through ANOVA. The result confirmed that the respondents were happy concerning the implementation of epos and our samples confirmed that epos is an efficient system. however, the implementation of epos redirects to sure problems. methods like gap government help desk and making certain correct operating hour will cut back the issues of epos.

**KEYWORDS** - Public Distribution System, E-Pos, Problems, Effectiveness

## I. INTRODUCTION

The Fair Value Store approach a shop certified to distribute critical gadgets on an order issued below segment three of the Essential Commodities Act, 1955, to proportion card holders below the Targeted Public Transit Program. A public transit store, additionally referred to as a retail pricing store (FPS), is a part of an Indian authorities application mounted with the aid of using the Government of India that distributes dividends at a sponsored fee for the poor.

EPOS or digital factor of sale is the software program this is related to a pc that may be included with different hardware, including barcode readers, coins waft etc. Specifically, and

seize income / transactions. The application pursuits to boom income and decrease disparities. It additionally gives a green and smooth manner to document records and feature brief and entire record formats.

## II. STATEMENT OF THE PROBLEM

The study is conducted to find out the success of epos system among consumers of ration shops of Pathanamthitta Municipality with the help of certain questions such as was epos benefit for them, what are the benefits they received after the Implementation and to find out how much they are satisfied by using it and the problems faced by the consumers.

## III. OBJECTIVES OF THE STUDY

The following are the objectives of the study:

- To evaluate the Effective level of consumers after the implementation of epos system.
- To identify the problems faced by consumers after the implementation of epos system.

## IV. METHODOLOGY OF THE STUDY

### Research design

The Study is completely based on the empirical data. The empirical data is to quantify the evidence on the impact of Epos enabled Public Distribution System with special reference to Pathanamthitta Municipality.

### Sample design

The sample was drawn from ration shop consumers in Pathanamthitta municipality. For Data collection convenience sampling method was adopted. Sample size is 100 respondents.

### Type of Data resources

The required data for this study is collected through both primary and secondary data. Primary data is a major source of information. Primary data are collected using questionnaire from ration shop

customers of Pathanamthitta municipality specifically designed for this study.

#### Tools for collecting Data

Questionnaires have been used to acquire records from the respondents.

#### Tools for analysis and interpretation

The accrued records have been analyzed and the consequences have been interpreted with the targets of the study. With the assist of SPSS (Statistical Package for Social Sciences) software program enough statistical gear had been used to investigate records accrued. The significant end got here in a manner the usage of the ANOVA.

### V. REVIEW OF LITERATURE

Devendra Kumar, Ajay Kumar & Sanjay Banjal (2017) conducted “A study on the efficacy of the Public Distribution System in India” to analyse the adequacy and efficiency of Public Distribution System in India with special emphasis to the functioning of agricultural warehousing agencies. The study reveals that the current system is extremely corrupt and fails to address issue related to stock shortage, fake supply entries in ration cards, diversion of commodities for sale to open market. It made the recommendation that urgent technical upgradation and policy reforms to ensure transparency and improve performance.

**V. Chandra Sekaran (2014)** presented a study “Corruption in Public Distribution System- A micro Analyze” to elaborate the system is not functioning in a proper manner and also focuses on how to eradicate and provide healthy subsidized food to the people. The study reveals different defects in Public Distribution System they, are creation of cards, inappropriate weighting of materials and consumer may receive inferior quality of food grains. They made suggestions like

greater monitoring, improve food grains offtake, correct identification of beneficiaries.

**A Mahendran (2014)** made a study “Intervention of one-rupee rice in Public Distribution System: Utilization and Impact in Andhra Pradesh and Odisha states in India” to find the utilization of 1kg rice at one rupee and the impacts of Public Distribution System. Multi stage sampling technique was adopted to data collection and the result show that BPL families utilizing PDS food grains, but APL families are not buying any commodities from ration shops. They suggest allotment of rice for APL families must be cut to control corruption and leakages and also introduce millets in the PDS to increase nutrition security.

**Nikita Yadav & V P Singh (2012)** submitted a report on the “E-Governance : Past, Present and Future in India“ with the objective to find the use and importance of e-governance and also compare the past and present of the e-governance and make a possible prediction of the future of e-governance. Nikita with the help of the study found that e-governance is being more familiar day by day. They provide a mechanism for improving E-Governance by including technologies such as Open Source and Cloud Computing.

**T Jayan (2015)** has submitted a report on “Performance of Targeted Public Distribution System in Kerala” with the aim to find out the performance level of the Public Distribution System in Kerala and also to find out how the division of food grains through Public Distribution System is working in Kerala. With the help of the study Jayan has found that the performance of the PDS system varies according to places and people in different places.

### VI. ANALYSIS AND DISCUSSION

Table 1 Age

Age	Frequency	Percentage
20-40	64	64.0
40-60	10	10.0
Above 60	26	26.0
<b>Total</b>	<b>100</b>	<b>100</b>

Source: Primary Data collected through questionnaire

The table and the diagram show that 64.0 per cent of respondents are in the age group of 20-40, 26.0 per cent came under the group of above 60 and remaining are came under 40-60 category. So, it is clear that most of the respondents came under the category of 20-40.

Education	Frequency	Percentage
10 <sup>th</sup>	13	13.0
Plus two	34	34.0
Degree	52	52.0
Above degree	1	1.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

**Table 2 Education**

Source: Primary Data collected through questionnaire.

It is clear from the chart that 13% of the respondents have completed their 10<sup>th</sup>, 34 % of the respondents have completed plus two, 52 % of the respondents have completed graduation and 1% of the respondents have attained above graduation

**EFFECTIVENESS LEVEL BY CONSUMERS WITH AGE**

In order to test whether there is any significant difference in varied age groups with regard to

effective level of consumers, following hypothesis are formulated.

**H<sub>0</sub>:** There is no significant difference among varied age group with regard to effective level of consumers.

**H<sub>1</sub>:** There is significant difference among varied age groups with regard to effective level of consumers.

**Table 3 Relationship between effective level of consumers and age– result of ANOVA test**

ANOVA					
Effective	Sum of squares	df	Mean square	f	sig
Between group	39.537	2	19.769	.394	.675
Within group	4867.373	97	50.179		
Total	4906.910	99			

Source: Computed

Table 3 shows that the P value is greater than 0.05 with respect effective level, the null hypothesis is retained. Therefore, no significant difference exists among different age of people with regards to effective level of e-pos.

**EFFECTIVENESS LEVEL BY CONSUMERS WITH EDUCATION**

In order to test whether there is any significant difference among education with regard to effective level of consumers, following hypothesis are formulated.

**H<sub>0</sub>:** There is no significant difference among education with regards to effective level of consumers.

**H<sub>1</sub>:** There is significant difference among education with regards to effective level of consumers.

**Table 4 Relationship between effectiveness level of consumers and education– result of ANOVA**

ANOVA						
Effectiveness	Sum squares	of	df	Mean square	f	sig
Between group	379.516		3	1.110	2.682	.051
Within group	4527.394		62	.611		
Total	4906.910		65			

Table 4 Considering the above table that explains the relationship between effective level of consumers and education. The p value is more than 0.05, we accept the null hypothesis, that is there is no significant difference among education with regards to effectiveness level by consumers.

**PROBLEM FACED BY CONSUMERS WITH AGE**

In order to test whether there is any significant difference in varied age groups with regard to problem faced by consumers, following hypothesis are formulated.

**H<sub>0</sub>:** There is no significant difference among varied age group with regard to problem faced by consumers.

**H<sub>1</sub>:** There is significant difference among varied age groups with regard to problem faced by consumers.

**Table 5 Relationship between problem faced by consumers and age group – result of ANOVA test**

		Sum squares	of	df	Mean square	f	Sig.
Personal problem	Between the groups	30.152		2	15.076	.74	.479
	Within groups	1970.038		97	20.310		
	Total	2000.190		99			
Technical problem	Between the groups	60.685		2	30.343	1.365	.260
	Within groups	2155.825		97	22.225		
	Total	2216.510		99			
Product problem	Between the groups	9.519		2	4.760	.334	.717
	Within groups	1383.471		97	14.263		
	Total	1392.990		99			

Source: Computed

Table 5 represent the result of the ANOVA test, the significant value is greater than 0.05, so the null hypothesis was accepted. Therefore, there is no significant difference among varied age group with regard to problem faced by consumers.

**PROBLEM FACED BY CONSUMERS WITH EDUCATION**

In order to test whether there is any significant difference in varied education with regard to

problem faced by consumers, following hypothesis are formulated.

**H<sub>0</sub>:** There is no significant difference among varied education with regard to problem faced by consumers.

**H<sub>1</sub>:** There is significant difference among varied education with regard to problem faced by consumers.

**Table 6 Relationship between problem faced by consumers and education – result of ANOVA test**

		Sum of squares	df	Mean square	f	Sig.
Personal problem	Between the groups	159.623	3	53.208	2.775	.045
	Within groups	1840.567	96	19.173		
	Total	2000.190	99			
Technical issues	Between the groups	332.993	3	110.998	5.657	.001
	Within groups	1883.517	96	19.620		
	Total	2216.510	99			
Product based	Between groups	89.738	3	29.913	2.203	.093
	Within groups	1303.252	96	13.576		
	Total	1392.990	99			

Source: Computed

Table 6 shows the result of one-way Anova, As the P value is greater than 0.05 with respect of personal and product based problems faced by consumers, the null hypothesis is retained, in respect of technical issues the significant value is 0.001 that is less than 0.05, so null hypothesis rejected.

## VII. CONCLUSION

Public Distribution System is the biggest food chain network in our country. But this sector has been exploited right from its introductions. For eliminating this problem, the government introduced many reforms in it, one of such revolutionary reform was the implementation of epos. This study was done in order to evaluate its effectiveness and analyze the problems faced by the consumers after implementing the E-pos. The result was that consumers stated that this change was highly effective still with little problems in it which can be eliminate with proper methods like opening government help desk, ensuring proper working hour, provide workshops, testing the quality of the products etc.

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