

## **A STUDY ON EFFECTIVENESS OF E-POS IN PUBLIC DISTRIBUTION SYSTEM WITH SPECIAL REFERENCE TO PATHANAMTHITTA MUNICIPALITY**

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### **ABSTRACT**

The Republic of India Food Security Scheme was established by the Government of India under the Ministry of Customers, Food and Public Distribution to distribute food and non-food items to the poor in India. India at sponsored rates. The government has fully integrated electronic ration outlets for sale (EPOS) under the national food security law to confirm the clear functioning of the PDS. This study was carried out in order to measure the level of satisfaction of the epos and to establish the problems that arose once the implementation of this new system. To continue the study, buyers from the municipality of Pathanamthitta were chosen as the reference city. The data collected was analyzed by ANOVA. The result confirmed that the interviewees were satisfied with the implementation of epos and our samples confirmed that epos is an effective system. however, the epos implementation redirects to some issues. Methods such as the gap government help desk and determining the correct operating time will reduce epos problems.

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

### **1. INTRODUCTION**

The Fair Value Store is to a store certified for the distribution of major gadgets on an order placed under the Third Segment of the Essential Goods Act 1955, to distribute cardholders under the Carry Scheme in common targeted. A Public Transport Shop, also known as Retail Price Shop (FPS), is part of a request by the Indian authorities made with the help of the Indian government which distributes paid dividends to the poor.

EPOS or Digital Selling Postman is the computer related software that can be included with different hardware including barcode scanners, coins etc. It also provides an easy and eco-friendly way to document recordings and present short and comprehensive recording formats.

### **2. REVIEW OF LITERATURE**

**Devendra Kumar, Ajay Kumar and Sanjay Banjal (2017)** conducted "A Study on the Efficiency of Public Distribution System in India" to analyze the adequacy and efficiency of public distribution system in India with particular attention to the functioning agricultural distribution agencies. storage room. the study reveals that the current system is extremely corrupt and fails to address the problem of stock-outs, false rumors of supplies in ration cards,

diversion of goods for sale on the open market. He recommended technical updates and urgent policy reforms to ensure transparency and improve performance.

**V.Chandra Sekaran (2014)** presented a study "Corruption in Public Distribution System a Micro Analyze" to determine the system that is not working properly and also focus on how to eradicate and provide healthy and subsidized food to people. The study reveals several flaws in the public distribution system which are the creation of papers, the inappropriate weighing of materials and the consumer who risks receiving a lower quality of food grains. They made suggestions such as better control, improved levies on cereals, correct identification of beneficiaries.

**A Mahendran (2014)** he conducted a study "One Rupee Rice Intervention in Public Distribution System: Use and Impact in Andhra Pradesh and Odisha States of India" to find the use of 1 kg of rice per rupee and distribution system impacts. The multistage sampling technique was adopted for data collection and the result shows that BPL families using PDS cereals but APL families do not buy any product from ration shops. They suggest that the rice allocation for APL families should be reduced to control corruption and losses and also introduce millet into the PDS to increase nutritional security.

**Nikita Yadav and VP Singh (2012)** presented a report on "E-Governance: Past, Present and Future in India" with the aim of finding the use and importance of e-governance and also comparing the past and present of e-governance and to make a possible prediction of the future of governance. Nikita, with the help of the study, found that governance is becoming more familiar every day. They provide a mechanism to improve self-governance by including technologies such as Open Source and Cloud Computing.

**T Jayan (2015)** presented a report on "Performance of Targeted Public Distribution System in Kerala" with the aim of finding out the level of performance of public distribution system in Kerala and also how the division of food grains by the Public distribution bias The system works in Kerala. With the help of his study, he discovered that the performance of the PDS system varies between places and people in different places.

### **3. STATEMENT OF THE PROBLEM**

The study is conducted to find out the effectuality of epos system among the consumers of ration shops in Pathanamthitta municipality with the help of few questions such as epos benefit for them, what benefits they received after implementation and to find out how satisfied they are with its use and the problems encountered by consumers.

### **4. 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.

## 5. METHODOLOGY OF THE STUDY

### Research design

The study is entirely based on empirical data. Empirical data is used to quantify the evidence for the impact of the Epos-enabled public distribution system with particular reference to Pathanamthitta Municipality.

### Sample design

The sample was taken from the consumers of the ration shops in Pathanamthitta municipality. A cost-effective sampling method was adopted for data collection. The sample size is 100 respondents.

### Type of Data resources

The data needed for this study is collected from primary and secondary data. Primary data is a major source of information. Primary data is collected using a questionnaire from Pathanamthitta Municipality ration shop customers designed specifically for this study.

### Tools for collecting Data

Questionnaires were used to acquire records from respondents.

### Tools for analysis and interpretation

The accumulated recordings were analyzed and the consequences were interpreted with the objectives of the study. With the help of the SPSS (Statistical Package for Social Sciences) software package, enough statistical tools were used to study the accumulated records. The important finding here came one way from the use of ANOVA.

## 6. 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>

Table 1 shows that 64.0 per cent of respondents are in the age group of 20-40, 26.0 per cent are came under the group of above 60 and remaining are came under 40-60 category. So, it is evident that most of the respondents came under the category of 20-40.

**Table 2 Education**

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>

From the Table 2 it is clear 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			

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 of squares	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 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 of squares	df	Mean square	f	Sig.
	Between the groups	30.152	2	15.076	.74	.479
	Within groups	1970.038	97	20.310		
	Total	2000.190	99			
	Between the groups	60.685	2	30.343	1.365	.260

Technical problem	Within groups	2155.825	97	22.225		
	Total	2216.510	99			
	Between the groups	9.519	2	4.760	.334	.717
	Within groups	1383.471	97	14.263		
	Total	1392.990	99			

Table 5 represents 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.
	Between the groups	159.623	3	53.208	2.775	.045
	Within groups	1840.567	96	19.173		
	Total	2000.190	99			
	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			

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.

## 7. CONCLUSION

The public distribution system is the largest network of food chains in our country. But this sector has been exploited since its introductions. To eliminate this problem, the government introduced many reforms within it, one of these revolutionary reforms was the establishment of epos. This study was carried out with the aim of evaluating its effectiveness and analyzing the problems encountered by consumers after the implementation of Epos. The result was that consumers said that this change was very effective but with few problems that can be eliminated with proper methods such as opening government assistance offices, ensuring adequate working hours, provision of workshops, product quality testing, etc.

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