

# IMPLEMENTATION OF FOOD SECURITY ACT BY INDIAN GOVERNMENT IN ASSOCIATION WITH CMS IN TRIPURA: AN INVESTIGATION

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## ABSTRACT

*Tripura is the 2nd smallest state in terms of area but the 2nd most populous state in the North Eastern Region of India. Although the state is small with a population of only over three million, the social composition of the population of Tripura is diverse. As per the guidelines formulated by the department of Food, CS & CA, Government of Tripura, CMS Computers Ltd was assigned the full-fledged responsibilities right from Manpower recruitment, Hardware supplies and Installations and Furniture Installations in all the 106 locations. Grover-led CMS forayed into new areas, delivering technology solutions. (Computer Maintenance Corporation, renamed CMC, is now part of the Tata group.) CMS expanded from PCs for end-users to business software implementation, from local area networks to information technology consulting, from cash management to traffic signals. After exploring exit options for more than a year, early in 2009 private equity firm Blackstone Group carved out a set of operations from the CMS Group of companies to create CMS Info Systems. Public-private collaboration (PPC) can be a powerful means for achieving green growth outcomes. It enables the knowledge, resources, and creativity of diverse stakeholders to be harnessed to create outcomes which none could achieve on their own. At the same time, experience shows that creating effective partnerships is not easy, and efforts may fail to achieve their objectives or deliver public value for money. Additionally the kind of value they are in a position to add to the people of Tripura is the most significant feature that this paper emphasis.*

**Keywords:** *Computer Maintenance Corporation, Public private collaboration, Food Security Acts.*

## I. INTRODUCTION

Science has played a key role in enhancing the growth and development of society and generating access to new and improved goods and services. Science underpins most breakthrough initiatives, but beyond the domain of science, innovations play a critical role in enhancing delivery of services and enabling access to improved goods. In view of this, India needs to stimulate and strengthen its entire eco-system—the formal scientific and industrial system, as well as the innovation eco-system—to develop solutions for the country’s agenda of faster, sustainable and more inclusive growth. Innovation can fulfill needs, which are not met by conventional means and this is critical in view of the numerous challenges the country is facing in delivering services to the people, especially at the bottom of the pyramid. In this context India needs more “frugal, distributed, affordable innovation” that produces more “frugal cost” products and services that are affordable by people at low levels of incomes without compromising the safety, efficiency, and utility of the products. The country also needs

innovation processes that are frugal in terms of resources required and these products and services must also have a “frugal” impact on the earth’s resources and must be designed to be environmentally sustainable. Innovations in India hence need to cast a wider net to benefit more and more people who are currently marginalized by the system. A strong R&D sector is important not only for competitive growth but more importantly for addressing key strategic issues. While public funded institutions are generating technology leads, their levels of utilization by commercial enterprises have been limited. The present models of research funding in the country do not facilitate the funding of projects in the private sector, whereas several global models do so. Current fiscal incentives for attraction of investments into R&D by way of tax benefits have led only to marginal results and the linkages between academia-research and industry remain under developed and weak. The challenge is how to create a vibrant landscape of Public-Private Partnership and an enabling framework for attracting investment from the industrial sector into R&D system and incentivize the same for linking development with deployment in the innovation and technology sector. Optimum utilization of appropriate institutional framework created to enhance India’s R&D capability need to undergo critical review to ensure that the much needed resources, both financial and human, are deployed in an optimal fashion. It is critical to analyze how to leverage the industrial infrastructure and create appropriate institutional framework and organizational mechanisms cutting across departments to derive maximum benefits of the investments. The challenge therefore is to bring in radical but participative transformation, which is multifaceted and multidirectional for structural changes in rebuilding and transforming existing institutions. India is in a unique position to mount a strong initiative for affordable innovations for technologies for social and public good by taking advantages of a) low expertise costs, b) vast talent base and c) the residual idealism in the society. However, engagement of multiple stakeholders and creating Public-Private-Partnership for promoting people-centric research is a challenge to address national goals with specific targets in a time bound manner. While technologies for public, strategic, and social goods would require collaborative excellence, competitive excellence models for private good would come from industrial sector, as is the case in most developed countries. Food security of India is closely related to development of technologies for increasing the agriculture outputs through process innovations for land saving and water use. The question is how to develop and deploy new agro biotechnology tools and precision agriculture for increasing the output of agriculture sector in the country by synergizing the strengths of institutions both under public and private sector and adopting a new approach for agriculture research and extension. To achieve optimal health for its people, India has unique challenges due to its large population, demographic transition and vulnerability to all epidemics. Biomedical devices and instrumentation forms an area of serious gap in the country. Breakthrough innovations, with appropriate stress on translational research for affordable health care, are the need of the hour and would call for new models and mechanisms for evaluating technologies for improving healthcare at individual and public health level, fostering academia-industry linkage; and linking technology developers with industry for translation of lead products and processes.

## **II. GOVERNMENT INITIATIVES IN TRIPURA: AN OVERVIEW**

Honorable Indian Prime Minister, Narendhra Modi is now about to complete a year and a half and the office has won over many promises and claims to change the face of this nation within the 5 year tenure. It becomes any citizen's responsibility to look back into the year that just passed by and investigate to what level the promises has been delivered in the true sense in the area of tech, and digital demographics.

#### **A. Relaxation of FDI in e-Commerce**

The Government is in a constant denial for relaxing Foreign Direct Investment norms for e-Commerce companies. Apparently, the Ministry of Commerce and Industry is not in favor of allowing FDI in business-to-consumer (B2C) segment of the e-Commerce sector at present as it wants to channelize resources on building of "physical infrastructure for boosting the manufacturing activities by the local (Indian) players".

#### **B. The Government Going Online**

It won't be wrong to say that no politician uses social media and internet to his advantage better than PM Modi. His infatuation with internet and the possibilities it comes with, can be evident with his steps in that direction. Modi has launched a website by his own name [www.narendramodi.com](http://www.narendramodi.com) to keep people updated on his works and ideas wherein presence of almost every leader of the ruling party on social networking platforms can be felt. The Government has launched online services to obtain Birth Certificate, Caste Certificate, Tribe Certificate, Domicile Certificate, Driving Licence, Marriage Certificate, Death Certificate, and also to apply for PAN Card, TAN Card, Ration Card, Passport etc.

#### **C. Future Plans for Internet**

The Prime minister intends to make internet accessible for everyone in the country. The Indian Government is also committed to expand the Information Technology to every village in the country. This project aims at digital empowerment of people of rural areas. This will be a game changer, Union Minister for Communications & IT Ravi Shankar Prasad quoted above and explained, as per in a press meet. The government had also announced plans to launch free high-speed Wi-Fi in 2,500 in Indian towns and cities over a span of three years. This reaches Rs. 7000/- crores plan which has to be carried out by BSNL throughout the nation.

#### **D. National Food Security Act**

The National Food Security Act, 2013 (also Right to Food Act) is an Act of the Parliament of India which aims to provide subsidized food grains to approximately two thirds of India's 1.2 billion people. It was signed into law on September 12, 2013, retroactive to July 5, 2013. The intent of the National Food Security Bill is spelled out in the Lok Sabha committee report, The National Food Security Bill, 2011, Twenty Seventh Report, which states, "Food security means availability of sufficient food grains to meet the domestic demand as well as access, at the individual level, to adequate quantities of food at affordable prices. The proposed legislation marks a paradigm shift in addressing the problem of food security – from the current welfare approach to a right based approach. About two thirds (approx. 67%) of the population will be entitled to receive subsidized food grains under Targeted Public Distribution System. In a country where almost 40% of children are undernourished the importance of the scheme increases significantly.

### **III. DEMOGRAPHY OF TRIPURA**

Tripura is the 2nd smallest state in terms of area, but the 2nd most populous state in the North Eastern Region. Although the state is small with a population of only over three million, the social composition of the population of Tripura is diverse. In particular, around one-third of the population comprises people belonging to the Scheduled Tribes. According to final results of 2011 census, the state's population stood at 36.74 lakh, with a density of 350 persons per sq. km. Population pattern and demography have always been sensitive issues in Tripura over the past century which saw an actual decline in indigenous tribal population in terms of percentage because of resettlement of non-tribals in the state, particularly in the aftermath of the partition of the country in 1947. In 1901 Tripura's population was 1.73 lakh, with tribals making up nearly 52.89 per cent of the whole. By 1941, the total population rose to 5.13 lakh with a barely 50.09 per cent tribal majority. But by 1981, the tribal population dipped to 28.44 per cent of a total population of 2.05 million. Evidently, the tribal people were reduced from over a half to barely more than a quarter of the state's population in a century. The demographic changes, the economic pressures created by the sudden influx of people and the spread of education through missionary influence among the Mizos, Kukis and other tribes, have generated new impulses and a mix of expectations and aspirations. A feature of note is that around 97.4 per cent of the tribal population is rural. Human development among tribal people is thus very closely tied to the evolution of the rural economy. Total population of Tripura as per 2011 census is 3,673,917 of which male and female are 1,874,376 and 1,799,541 respectively. In 2001, total population was 3,199,203 in which males were 1,642,225 while females were 1,556,978. The total population growth in this decade was 14.84 percent while in previous decade it was 15.74 percent. The population of Tripura forms 0.30 percent of India in 2011. In 2001, the figure was 0.31 percent. Tripura's gross state domestic product for 2010–11 was Rs.129.47 billion (US\$2.0 billion) at constant price (2004–05), recording 5.71 per cent growth over the previous year. In the same period, the GDP of India was Rs.48778.42 billion (US\$740 billion), with a growth rate of 8.55 per cent. Annual per capita income at current price of the state was Rs.38493 (US\$580), compared to the national per capita income Rs.44345 (US\$670). In 2009, the tertiary sector of the economy (service industries) was the largest contributor to the gross domestic product of the state, contributing 53.98 per cent of the state's economy compared to 23.07 per cent from the primary sector (agriculture, forestry, mining) and 22.95 per cent from the secondary sector (industrial and manufacturing). According to the Economic Census of 2005, after agriculture, the maximum number of workers were engaged in retail trade (28.21 per cent of total non-agricultural workforce), followed by manufacturing (18.60 per cent), public administration (14.54 per cent), and education (14.40 per cent). Public income details states that the investments in the non-productive area, for the more pay & allowances of government employees should not drain the valuable state income. The vested interest political parties/ leaders have no proper programme for the development of the land. So they rely on negative false issues/ sentiments for interests, they could not utilize the state income properly. To avoid public agitation, they create new propaganda to avoid the unhealthy situation. The conscious people should know this and come forward to remove the “Agony of Tripura”. The Literacy rate is 87.22% (against 73.19% in 2001) 4th in India. Male-Female Literacy gap is decreased significantly. Female literacy increased from 64.9 in 2001 to 82.7 in 2011.

#### **IV. NEED OF FSA IN TRIPURA**

The Tripura government has almost computerized their Targeted Public Distribution System (TPDS) to implement the National Food Security Act (NFSA). The Tripura government has been demanding universalisation of PDS and distribution of 14 essential items to people through the PDS. Over 95 per cent of the 960,000 ration cards in Tripura have been already digitized. The remaining computerization works and setting up of call centers are now under process. With the completion of the remaining work, the NFSA will be implemented in Tripura from September as per the State government's decision. As per the guidelines formulated by the department of Food, CS & CA, Government of Tripura, CMS Computers Ltd was assigned the full-fledged responsibilities right from Manpower recruitment, Hardware supplies and Installations and Furniture Installations in all the 106 locations and including Sub-Divisional Offices and godowns along with keeping in tract the total operations including the hardware services and security and man power administration.

## **V. PROFILE OF CMS COMPUTER PVT. LTD**

CMS is uniquely positioned as India's largest cash management services company. More than 50% of the cash in the entire country is moved by us. We provide safe and secure ATM management, cash delivery and pick-ups, cash-in-transit, dedicated cash vans, currency chest support, cash processing and sorting, and cashiering services. CMS Info Systems Ltd. was formed in 2009 following an investment by the Blackstone Group to acquire majority stake in certain key businesses of CMS Computers (founded by the late Mr. Ramesh Grover family in 1976). In 2011, CMS Info Systems Ltd. acquired Securitrans India Private Limited (SIPL), the second largest cash management company in India, thus consolidating its position as the leading cash management services company in India. In 2015, Asia's largest PE firm, Baring PE Asia acquired 100% stake in CMS Info Systems. CMS started off as a computer maintenance and services company in 1976. CMS demonstrates functional expertise in various segments of IT that covers infrastructure development & maintenance, systems integration, networking, facility management, outsourcing, print & card based solutions, cash management and training. CMS is rated amongst the top ten IT services company in India by customers with a global reputation. The Blackstone Group now partners the CMS Group in a new company CMS Info Systems Pvt. Ltd. The Blackstone Group is one of the world's leading investment and advisory firms. Blackstone seeks to create positive economic impact and long-term value for its investors, the companies it invests in, the companies it advises and the broader global economy. Blackstone owns a majority stake in this new company and has majority representation on the board. The CMS promoters hold a substantial minority stake in CMS Info Systems Pvt. Ltd. The new company has Rajiv Kaul, ex-CEO of Microsoft India, as the Executive Vice Chairman, CEO & Whole Time Director. Rajiv Kaul, was a Partner with Actis Capital LLP based out of London providing leadership for their technology sector. Prior to Actis, he was with Microsoft Corporation for over 10 years. Rajiv joined Microsoft India in 1996 and in 2001 rose to become one of the youngest Country Managers at Microsoft and in corporate India. His last assignment at Microsoft was as Senior Director for Emerging Markets including BRIC based in Redmond, USA. Rajiv is a recognized industry voice and was also an elected member of the Executive Council for NASSCOM (National Association of Software and Services Companies), and a member of the National Council for CII (Confederation of Indian Industry). CMS Info Systems, India's leading cash management and payment Solutions Company was awarded 'Excellence in Productive Employment Creation' at the prestigious Business Today – Yes Bank Emerging Companies Excellence Awards

2014, held in New Delhi on Nov 7, 2014. On behalf of the company, Mr Rajiv Kaul, CEO & Executive Vice-Chairman received the award from Mr. Ram Vilas Paswan, Honorary Minister of Consumer Affairs, Food and Public Distribution. The second edition of these awards was held to recognize the exemplary achievements and perseverance of emerging companies who are the real engines of sustainable growth in the country. CMS Info Systems emerged as the recipient of the award in the 'Large companies' category, among 708 odd entries. The company also made it to the final shortlist for 'Excellence in Corporate Governance'. The esteemed jury was chaired by Jyoti Sagar, Chairman & Founder of J. Sagar Associates, which also comprised of Amit Kumar, Group President & Country Head, Corporate and Commercial Banking, YES Bank and Shashank Jain, Executive Director, PwC India. The discussion was moderated by Josey Puliyenthuruthel, Managing Editor of Business Today. CMS is rated amongst the top ten IT services company in India by customers with a global reputation. It is basically provide service on AMTs operation, now-a-days it improves on IT development & implementation of various govt. projects, like Implementation of e-PDS project of Govt. of Tripura.

## **VI. GOVERNMENT OF INDIA WITH CMS**

Technology matured and the need for automation among customers grew. Grover-led CMS forayed into new areas, delivering technology solutions. (Computer Maintenance Corporation, renamed CMC, is now part of the Tata group.) CMS expanded from PCs for end-users to business software implementation, from local area networks to information technology consulting, from cash management to traffic signals. After exploring exit options for more than a year, early in 2009 private equity firm Blackstone Group carved out a set of operations from the CMS Group of companies to create CMS Info Systems. The intent was simple: how to get into and grow the cash management business. It was not that CMS didn't know the business but just that the drive was missing. As president and Chief Financial Officer Pankaj Khandelwal says, the company was privately-run with a decades-old culture. That needed to change. The centre point of CMS' business today is other people's risk. For an economy its size, India deals extensively in cash and cash is at risk from multiple fronts. There are possibilities of heists and robberies, and more mundane issues of counterfeit currency, bottlenecks in delivering cash and faulty ATMs. The cycle of cash starts from the central bank's mints and its vaults and moves through bank currency chests and branches, ATMs, post offices, businesses big to tiny, and individuals, with innumerable stops in between. Achieving scale in such a business was tricky. But, today, CMS has a market share of some 52 per cent of the fast-growing market for cash management services in India, more than doubling from 25 per cent in 2009. It feeds ATM machines, delivers and picks up cash from retail and other outlets, moves cash between currency chests and bank branches, runs dedicated cash vans, processes and sorts cash, and offers cashiering services. Revenues have grown nearly three-fold to Rs.1,500 crore today from Rs.550 crore in 2008/09. Khandelwal will not give numbers but says the company is more profitable now than its former owner. Its ATM and cash dispenser business has expanded at a 25 per cent compound annual growth rate (CAGR), while its retail business has clipped at 15 to 17 CAGR. From 2009, when it used to employ fewer than 9,000 people, CMS now employs over 13,000. Customer validation comes from Loney Antony, who has been dealing with CMS since 2008. As Co-founder and Managing Director, Prizm Payment Services, which manages 24,000 of India's total base of more than 150,000 ATMs, Antony says he has seen a clear change in the way CMS does business. Antony says that the earlier approach was of a responsive organization; based on relationships and it

has a much broader professional organization by now. What this means is empowerment and professionalism among the employees and the service at CMS. For Antony, that means less downtime and more efficiency. As one of India's top IT services firms, CMS Info Systems has support infrastructure spread across 30 branches and 220 direct support locations in India. CMS provides complete solutions to large corporations across all sectors, including banking, insurance, retail, telecom and manufacturing. CMS IT Services (A Blackstone Portfolio Company) provides new, cost effective and cutting edge IT infrastructure solutions that are reliable, resilient and responsive. We have extensive experience in managing complex IT implementation projects and integration of emerging technologies in a dynamic environment. CMS's Managed IT Services includes high quality, end-to-end IT infrastructure solutions to cost-effectively manage your IT operations efficiently. CMS's Product Support Services includes superior technical support with access to certified skilled expertise, secure processes and innovative technology support solutions. CMS's IT Support Services ensures that the functioning of your systems is optimized with end user support and data center management. CMS's System Integration Services includes cutting edge solutions to install and integrate hardware and software to manage complex IT implementation projects successfully. CMS partners with leading IT vendors such as IBM, HP, 3Com, Oracle, Acer, Lexmark and Océ, to ensure that clients benefit from the latest cutting-edge technology.

## **VII. PROPOSED PLANS AND EXPECTED OUTCOMES**

Mumbai-based CMS Info Systems has acquired Securitrans India from APS Group in a deal valued between Rs.200-250 crore. CMS Info Systems is an IT and outsourced business services provider with extensive reach across India and its 57 percent share has been acquired by Blackstone. Securitrans India is a cash-management services company in India. It is a part of the 20-year old APS Group having interest in guarding services, CIT services, distribution and installation of security systems, records management and management support services. The company serves all leading companies in the financial sector. It provides a range of services such as ATM management, cash-in-transit, high-value cargo movement, security couriers, dedicated cash vans, and other services. Its clientele includes Citi, Standard Chartered Bank, American Express, Deutsche, HDFC Bank, Canara Bank, and many others. Commenting on the acquisition, Rajiv Kaul, Executive Vice Chairman and CEO, CMS Info Systems said, "CMS Securitas is our fastest growing division and we currently own 40% market share. We are investing heavily in this business to further consolidate our leadership position. This acquisition will help us expand our reach to more than 2,100 towns in India and the combined entities will have a 55 per cent share of the market and manage 35,000 ATMs." CMS Securitas currently offers ATM Operations and Management, Transaction Processing and Cash Management. The entity is working towards moving up the value chain by providing end-to-end services which will include ATM Installation, Cash Replenishment, First Level Management and Second Level Management under the leadership of the recently appointed Anup Neogi, Sr. VP & COO of the business. CMS Info Systems was formed with transfer of business from CMS Computers in 2008. The Blackstone group, one of the largest PE firms has invested in CMS Info Systems whose offerings span application services, systems integration, IT infrastructure management including Print services, IT training businesses. It has market leadership in outsourced cash logistics, transaction printing, card personalization and self service solutions businesses. The company offers a wide bouquet of services across the value chain, focusing on Retail Banks, Insurance, Telecom, Retail, PSU and Government segments and serves over 700 large

customers in India. The customer base is supported by 21,000 plus CMS team members, spread across 116 locations in India. With an aim to complete the computerization of the PDS supply chaining the Department of Food, Civil Supplies & CA, Government of Tripura has outsourced the responsibilities of supply, installation, maintenance and man power providing to “CMS Computers Ltd”. The department of Food, Civil Supplies & CA has allotted a PMU Unit and has been integrated with full-fledged facilities for coordinating with all the sub divisional works along the state related with e-PDS. The vendor is responsible for recruitment of manpower and posting them in different locations for a specific duration specified, distribution of hardware and furniture along with installation & providing services within specified time.

### **VIII. PREVIOUS RESULTS OF PPC**

Public-private collaboration (PPC) can be a powerful means for achieving green growth outcomes. It enables the knowledge, resources, and creativity of diverse stakeholders to be harnessed to create outcomes which none could achieve on their own. At the same time, experience shows that creating effective partnerships is not easy, and efforts may fail to achieve their objectives or deliver public value for money. Partners and collaborations should be selected strategically, designed with care, and applied when appropriate. Unlike several of the Indian IT services that have faced headwinds due to the troubled business environment in their majority markets US and Europe companies that have focused on the domestic market have done well. One such company is the private equity firm Blackstone-backed CMS Info Systems. CMS is on track to close the financial year 2012-13 at around Rs.1,000 - 1,200 crore in revenue, and is confident that over the next three years all its business unit will grow 20-30%. Taking its total revenue to Rs.2,000 crore. CMS' revenue was Rs.550 crore when Blackstone came on board along with ex-Microsoft managing director Rajiv Kaul in 2009. For Kaul, who was with Microsoft and was also a partner with PE firm Actis, taking over CMS operations has been an entrepreneurial bet. Kaul, the executive vice chairman and CEO, CMS Info Systems says that he sees all the business units for us growing at least 20-30% and in the next three years we could see ourselves touch revenue of Rs 2,000 crore. Some of the reasons driving this growth include the change in the strategy of the company's business of IT services, and Card and printing business. CMS Info Systems, provides services for cash management, ATM services, card services, IT services, systems integration and printing, has seen multiple fold growth in business due to the increased ATM outsourcing contracts that the domestic market has seen as well as the restructuring the company underwent when Blackstone took over.

### **IX. SUGGESTIONS**

Here, the researcher likes to emphasize that opportunity of growth for CMS in future to acquire many such projects, not only with Government entity also with other private players who seeks on confidentiality and certainty of the service accomplished. The height of the expectation has given sincere responsibility on the shoulders of CMS and the proceeding gives satisfaction and better results. Additionally the kind of value they are in a position to add to the people of Tripura is the most significant feature that this paper emphasis. The so called ever developing science technology should very much for the under developed sectors of the society to bring them on par with other developed regions of India.

### **X. CONCLUSION**

The CMS Management Systems in this project is headed by a Team Leader who is assigned the responsibilities of coordinating with the Department of Food along with keeping in liaising with the reporting and assigning responsibilities as guided by the department of Food as per requirements to all the “Support Engineers” in terms of any technical and hardware maintenance and service facilitation. The association made by The Government of India with CMS, has opened up yet another opportunity for the private players to ascertain and contribute their excellence which attracts further associations towards effective and efficient accomplishments. It is crystal clear that the office of Chief Secretary, Tripura is for the welfare of its people, by the number of initiatives undertaken consistently ensures a golden dawn by the light rising from the Bay of Bengal will evidence the better life of Tripurians.

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